

FW: [EXTERNAL] Refund request escalated! [] [ref:_00DC0PxQg._5008b2QXn8J:ref]

From: Heidi Richter (heidi.richter@meritageresort.com)

To: jdmfmg@yahoo.com

Date: Wednesday, September 6, 2023 at 01:52 PM PDT

HEIDI RICHTER | FRONT OFFICE MANAGER

The Meritage Resort and Spa | Grand Reserve at The Meritage

875 Bordeaux Way | Napa California 94558

MAIN 707 251 1900 DIRECT 707 251 1920

[meritageresort.com](https://www.meritageresort.com) | [meritagecollection.com](https://www.meritagecollection.com)

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From: Expedia Group <partnercentral@expedia.com>

Sent: Wednesday, September 6, 2023 2:49 AM

To: Heidi Richter <Heidi.Richter@meritageresort.com>

Subject: [EXTERNAL] Refund request escalated! [] [ref:_00DC0PxQg._5008b2QXn8J:ref]



This email is regarding Account: The Meritage Resort and Spa (1372889)

Dear Heidi,

This is Jose from Expedia Lodging Support. It is a pleasure to help you with your request today. I hope you are doing amazing!

Thank you for contacting Expedia Group!

We're reaching out to you to inform you that the refund request associated with case# 118926964 has been successfully sent to point of sale for completion!

Below is the booking details associated with this case:

- Booking ID: 54641971 - Aug 5, 2023—Aug 6, 2023
- Guest name(s): Joseph De Marco
- Property name: The Meritage Resort and Spa (1372889)
- Property employee's first and last name: Heidi Richter

- Property employee's title/role: Front office manager
- Period refunded and amount(s): USD 301.19
- Reason for refund: Customer satisfaction

We will release the credit to the cardholder's card within 24 hours. Refunds are processed within 7-10 days of request.

If you require further assistance on this case, please reply to this email without changing the subject line.

For assistance on future issues, visit our [Help Center](#). Alternatively, you can reach out to us via the [Contact Us](#) form.

Kind Regards,

Jose

Expedia Group lodging support team

[Expedia Group Partner Central](#)

Expedia Group Partner Central App available on the [App Store](#)[®] and [Google Play](#)[™]

Subject: Refund Request for 1372889

Case: 118926964

|~|00X1A000001kZr6UAE|~|

----- Original Message -----

From: Expedia Group [partnercentral@expedia.com]

Sent: 9/5/2023 7:17 PM

To: hrichter@meritageresort.com

Subject: Refund Request for 1372889 (#118926964) ref:_00DC0PxQg._5008b2QXn8J:ref

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expedia group[™]

Thank you for contacting the Expedia Group lodging support team – we'll aim to resolve your query as quickly as possible.

Your case number is 118926964
The Meritage Resort and Spa (1372889)

Whilst we endeavor to respond to most request within 24hrs, some can take a little longer, especially those containing several queries.

Alternatively, you can use Expedia Group Partner Central to process the following requests yourself:



Rooms and rates

[Modify rates](#)
[Process a closeout](#)
[Update rooms and rate plans](#)



Marketing

[Create, update or disable a promotion](#)



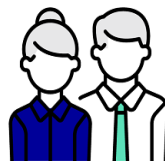
Accounting

[Hotel Collect invoice search](#)
[Create a payment request](#)
[EVC Lookup Tool](#)
[Update Payment Settings](#)



Property details

[Upload new photos](#)
[Update amenities or policies](#)



Guest relations

[Speak directly to a guest](#)

[Relocate a Guest](#)

If your issue is urgent, please contact us at 888 397 1786 (toll free).

Kind regards,

Expedia Group support team

For your reference, here is what you submitted:

Guest name: Joseph De Marco,
Reservation ID: 54641971,
Stay dates: 2023-08-05 - 2023-08-06,
Refund period and amount: USD 301.19,
Requester name: Heidi Richter,
Full name of refund approver: heidi richter,
Job title of refund approver: front office manager,
Refund reason (Customer satisfaction): guest satisfied

