
From: Valerie Kane <VKane@haveanicebank.com>
Sent: Thursday, October 13, 2016 10:44 AM
To: grelm6@g6hispitality.com; guestrelations@motel6.com; confirm@g6hospitality.com; online@motel6.com
Cc: socialnetwork@orbitz.com; Haley, Nikki; Adams, Chaney
Subject: FW: Orbitz travel confirmation - Oct 6 - (Itin# 7215285100886)

Good morning!

As you know my area was affected by Hurricane Matthew and although I admit I did not call in by the 6pm time, I did talk to your guest relations who said they WOULD refund the amount. I'm sorry I was dealing with a hurricane coming and calling slipped my mind. I see how MOTEL 6 is with their customers and the people affected by Hurricane Matthew. You made tons of money on this hurricane(I'm sure you resold my room) so for your company not to have a heart and refund a little \$56. bill shows me just who I won't be using in the future and who I will be telling everyone that is not compassionate in this time of devastation.

I thank you personally for the reply but the response is very disheartening considering AT&T and Verizon extended FREE data for all their users for days on end. They didn't look to make money from the people displaced and in need of connecting, rather they stood tall and helped out their fellow Americans. And people from all over are coming to the coast to give a helping hand. And what has your company done?

Have a great day!
Valerie Kane
559 Blue Stem Dr, Unit 78C
Pawleys Island, SC 29585
717-856-6186

PS. I talked to the hotel manager, Jim Running and he was to call me back that evening. Never heard from him. Super customer service your company has.

From: valerie kane [mailto:valeriekane45@gmail.com]
Sent: Thursday, October 13, 2016 10:16 AM
To: Valerie Kane
Subject: Fwd: Orbitz travel confirmation - Oct 6 - (Itin# 7215285100886)

This is an EXTERNAL email. Please do NOT click on a link or open any attachments unless you are confident it is from a trusted source.

----- Forwarded message -----

From: **Guest Relations - Motel 6** <grelm6@g6hospitality.com>
Date: Wednesday, October 12, 2016
Subject: Orbitz travel confirmation - Oct 6 - (Itin# 7215285100886)
To: valerie kane <valeriekane45@gmail.com>

Dear Valerie,

I appreciate your contacting Motel 6 regarding your reservation at our location in Columbia, South Carolina.

Please accept my apologies for the inconvenience you experienced in reference to this billing inquiry. Your reservation was not cancelled according to the Motel 6 cancellation policy and the no show charge you received for your reservation cannot be refunded without a confirmed cancellation from the booking source used.

Kind Regards,

MALLORY JACKSON

Guest Relations Coder Specialist



G6 Hospitality LLC
PO Box 326
Worthington, OH 43085

T 800 557 3435 | F 614 601 4095

g6hospitality.com

From: valerie kane [mailto:valeriekane45@gmail.com]

Sent: Friday, October 07, 2016 2:25 PM

To: Guest Relations - Motel 6

Subject: Re: Orbitz travel confirmation - Oct 6 - (Itin# 7215285100886)

Re report #1268756

Here is my confirmation and I talked to your dept about an hour ago and I was told you would refund me the one night if I got an email from Expedia stating the reservation was cancelled on their end and commission fees have been waived. first it is not Expedia. It is Orbitz and I called Orbitz and apparently they called you guys and talked to Kimberly in Guest Relations and the manager of the hotel Jim Running and they told Orbitz AFTER I already confirmed with guest relations they would refund me and both Kimberly and Jim said no. Really? AFTER your dept already told me they would? I have a report number to verify i talked to your dept. I want a refund as requested and told I would get. However, Orbitz will not or so they say they can not

send me a confirmation of cancellation because after the fact it becomes cancelled in their system and they can't generate an email like that stating the reservation is cancelled and commission fees have been waived.

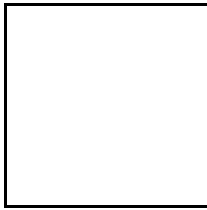
I am extremely upset when I was told one thing, try to handle what is needed, and can't get it to be done and then 2 people on your end say another thing. I am requesting a full refund.

I look forward to hearing from you soon.

Thank you!

Valerie Kane
7178-856-6186

On Tue, Oct 4, 2016 at 5:01 PM, Orbitz <support@mailor.orbitz.com> wrote:



Thanks!

Your reservation is confirmed. No need to call to reconfirm.

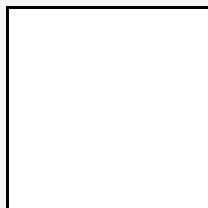
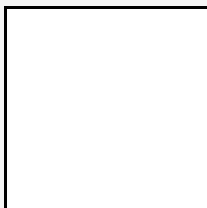
Motel 6 Columbia East, Columbia

Oct 6, 2016 - Oct 9, 2016

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Hotel overview



Motel 6 Columbia East

7541 Nates Rd, Columbia, SC, 29223
United States of America

[View hotel](#) [Map and directions](#)

Reservation dates

Oct 6, 2016 - Oct 9, 2016

Itinerary

7215285100886

Check-in and Check-out

Check-in time

3 PM

Check-out time

noon

Check-in policies

Check-in time starts at 3 PM

Minimum check-in age is 21

If a late check-in is planned, contact this hotel directly for their late check-in policy.

Room

Guests

Reserved for Valerie Kane

2 adults

Room

Standard Room, 2 Double Beds

Included amenities

Free Parking

Room requests

2 double beds

Non-smoking room

2 dogs

Price summary

Price breakdown

Room price: \$197.09

3 nights: \$58.66 avg./night

10/6/2016 \$55.99

10/7/2016 \$59.99

10/8/2016 \$59.99

Taxes : \$21.12

Total \$197.09

Collected by the hotel

Unless specified otherwise, rates are quoted in US dollars.

Additional hotel fees

The below fees and deposits only apply if they are not included in your selected room rate.

The following fees and deposits are charged by the property at time of service, check-in, or check-out.

- Fee for in-room wireless Internet: USD 2.99 per night (rates may vary)
- Fee for wireless Internet in public areas: USD 2.99 per night (rates may vary)

The above list may not be comprehensive. Fees and deposits may not include tax and are subject to change.

Rules and restrictions

Cancellations and changes

If you cancel or change your plans, please cancel your reservation in accordance with the hotel's cancellation policies to avoid a no-show charge.

Cancellations or changes made after 6:00PM (Eastern Daylight Time (US & Canada)) on Oct 6, 2016 or no-shows are subject to a hotel fee equal to the first night's rate plus taxes and fees.

Pricing and Payment

Hotel fees

The price above DOES NOT include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The hotel will assess these fees, charges, and surcharges upon check-out.

Guest Charges and Room Capacity

Base rate is for 2 guests.

If rates are listed below, they may be quoted in the currency of the country where the hotel is located.

Total maximum number of guests per room/unit is 4.

Maximum number of adults per room/unit is 4.

Maximum number of infants per room/unit is 3.

This property considers guests aged 17 and under, at time of travel, to be children.

Availability of accommodation in the same property for extra guests is not guaranteed.

More help

About the Hotel

For special requests or questions about the property, please call the hotel directly at

Tel: 1 (803) 736-3900, Fax: 1 (803) 699-0508

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