

Hotelbeds CRC

Dear Client,

Please see below a few recommendations regarding Hotelbeds' processes when contacting our CRC (Client Relationship Center) team.

PRE-ARRIVAL

How to contact?

HelpDesk, Chat, E-mail or Phone

- Chat and HelpDesk are available at www.hotelbeds.com
- E-mail: online.northamerica@hotelbeds.com
- Phone: **+1 343 320 0811** (Canada) | **+1 844 812 6597** (USA)
- Working hours: Mon-Fri (8am – 8pm EST) | Sat (8am – 4pm EST)
- Cases related to bookings **up to 48 hours prior to check-in** (amendments, cancellations, general information,)
- For penalty waiver requests, the booking **must be cancelled**. When cancellation is done, our CRC team will then request the waiver, but refund cannot be guaranteed.
- Response Time: 48 hours

ON THE SPOT

How to contact?

- Only by Phone - Phone: **+1 343 320 0811** (Canada) | **+1 844 812 6597** (USA) | **+52 554 161 4977** (Mexico 24/7)
- Working hours: 24/7
- For situations of PAX in destination (*OTS – On the Spot*), applies for reservations within **less than 48 hours prior to check-in until check-out** date.

QUALITY/COMPLAINTS

How to contact?

HelpDesk or E-mail

- HelpDesk is available at www.hotelbeds.com
- Email: complaints.northamerica@hotelbeds.com

Cases post-travel refer to situations where the clients sent a complaint about a service not offered or when the service offered did not meet the expectations.

- For quality complaints, it is important to add pictures and any other evidence that reinforces the request. It is important to mention if there was any contact made while travelling.
- For double charges, it is mandatory to attach an invoice from the hotel and original payment proof.
- Response Time: 7 business days

ADDITIONAL INFORMATION

- E-mails: **To:** include only **one e-mail address** in the "TO" section, otherwise our system may read it as spam.
- **Subject:** when sending email, always include **Hotelbed's Confirmation** in the subject. Avoid special characters and other references.

To	<input type="radio"/> Online Northamerica;
Cc	
Subject	254-6579586