

[Redacted]

Subject: Re: [Ext] question
Date: Sunday, March 18, 2018 at 8:40:52 AM Pacific Daylight Time
From: Olga Cavalli
To: Krista Papac
CC: ICANN Complaints Office
Category: Complaints Office
Attachments: Taxis San Juan 7 and 8 march 2018.jpg, Invoice hotel San Juan Night March 7 2018.jpg

Dear Krista,

nice meeting you in San Juan and thanks for requesting details about my complain.

A summary:

I recieved a proposal for a ticket, and I accepted it. It was a ticket to arrive on Wednesday March 7, 2018, very late, in San Juan for the ICANN meeting.

I recieved the hotel reservation but the email was mistaken, the dates did not show well.

I asked for resend, they did and I checked that the hotel dates and ticket dates did not match, it was almost near the meeting date.

I requested my reservation to be changed but they said no and put the blame on me, as if I were requested arriving on the 7th, while this is not true as it was a ticket sent by the agency.

I will resend now all the exchange of emails for your reference.

Attached are taxis from airport to hotel in Old san Juan and from hotel to Sheraton and the invoice of the hotel.

[Redacted]

Please let me know if you need further details.

Best
Olga

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