

HOTEL NAME: Magnuson Extended Stay and Suites Airport Hotel
ADDRESS: 110 W. Airport Freeway, Irving, TX 45062
CASE #: CB533260077601

To Whom It May Concern:

On 11/04/23, customer Norwill Figueroa Mojica (Credit Card ending 3775) made a guaranteed reservation for 1 night(s) (Confirmation no: 041123090506).

At the time the guest checked into the Hotel, we verified guest details and matched the method of payment with the guest's identification.

Since the customer accepted the terms and conditions of the reservation and made a guaranteed reservation for the guest, he or she is obligated to honor the payment, as the hotel honored the reservation. We have thoroughly reviewed our records and can confirm that the customer did indeed stay at our establishment for the specified duration (check in date is on 11/04/23 and check out date is 11/05/23 at Room No 310), and We would want to notify you that the customer caused damage to the linens, towels and also did the smoke damage in the room which is more than \$30.00 worth. for this reason, we hold the deposit. We will not accept the chargeback in this situation since the visitor owes the specific money (\$30.00). We are attaching all the supporting documents and pictures towards the same. Please be significant in this case. We have provided the necessary services and incurred associated costs during their stay.

- *Copy of customer's credit card and id (sent as proof from customer)
- *Messages exchanged between the hotel and customer
- *Damage related pictures
- *Signed Registration card
- *Personal information collected by the Hotel i.e., address, phone number
- *Folio showing the charges for each day of the reservation
- *Transaction details from our credit card processing company.
- *Check In and Check Out Time

Thank you.
Sincerely,
Management