
Room Cancellation - Interactions with our guests

Just some things to note about room cancellations. We do not refund any amount if the travel date is less than 65 days of travel. If the cancellation is made more than 65 days of travel we will refund the guest everything that was paid to us minus the \$150 per person deposit. The exception to this rule is if the guest has purchased insurance through us/ALG. In situations in which the guest has purchased insurance we will refund the guest in full for the reservation minus the cost of insurance that was paid.

INTERNAL INFORMATION: Tags we Use for this "Cancel Reservation"

Interaction 1:

Guest: Hello, how do I cancel my reservation. I am battling breast cancer and the medicine I am taking for the next four years does not allow me to be in the sun. Thank you.

Destify: Thank you for reaching out and I'm sorry to hear the circumstances of your cancelation request. Would you need to cancel for just you or both travelers in the room?

Guest: Please cancel for both travelers. Unfortunately, the other guest will not be able to handle the cost alone.

Destify: We are very sorry to hear that you are unable to travel as originally planned.

We want to review further with the resort to see if they will allow us to cancel your reservation without penalty. Can you please provide us with a Doctor's Note for us to send with our request?

Please note, I have not yet cancelled the reservation as I am awaiting your response with the letter or other next steps to be confirmed before I do.

Guest: Hello. Please give me a day to get my medical records to you. Thank you for even considering it.

Guest: Please see attached some supporting documentation regarding my current medical status. One covers my diagnosis of breast cancer. The most recent visit covers my issues with the hormone medicine I have to take for the next five years to prevent my cancer from returning. I am currently on a medicine that prevents me from being in the sun and gives me quite a bit of side effects which is why I need to cancel my plans to DR.

Destify:

Thank you for sending that over and I am so sorry again to hear the circumstances of the cancelation. We have refunded the full \$300 payment to help in the small way we can. Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Refunds are taking up to 7-10 business days to process. Thanks so much for your patience. Please let me know if there is anything else I can help you with and please, take care.

Guest: Good morning. You do not know how much I appreciate this. This is so kind of you and so unexpected. May God continue to bless your company for this kind act. Again, it is so appreciated.

Interaction 2:

Guest: I must cancel my reservation for May 27, 2024 to June 03, 2024 at the Riu Palace Cabo. Unfortunately my husband is unable to travel at this time because of a bad fall in November causing him difficulty in walking. I have included his doctor's letter regarding his condition. Please refund my \$300.00 deposit. I am very sorry about this as this is my Grandson's Wedding that we will miss. Please refund my \$300.00.

Destify: Thank you for sending that over and I am so sorry to hear about the circumstances of your cancelation. With this documentation we were able to refund the full \$300 payment to help in the small way we can. Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Refunds are taking up to 7-10 business days to process. Thanks so much for your patience! Please let me know if there is anything else I can help you with and please, take care.

Interaction 3:

Guest: I need to cancel my reservation please Thank you!

Destify: Thank you for your request to cancel your reservation, we are sorry to hear you can no longer make the trip. Please note that your \$150 per person deposit is non-refundable and non-transferable. Any other payments made will be refunded back to the original form of payments.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I am too bummed about having to cancel our trip. I was under the impression the booking was 100% refundable up to 60 days prior to the event? Is there anything we can do to cushion the 150\$/person loss?

Destify: Thank you for your response and we regret any frustration this may cause. We do require a non-refundable and non-transferable \$150 per person deposit to book a reservation for all guests. We know things can be unpredictable so we offer insurance when booking to give you peace of mind in the event you need to cancel. We also make it a priority to inform our customers about the terms of the deposit prior to the booking in our [terms and conditions](#) and when making the booking.

Due to our policy, we are unable to make any exceptions. Please let us know if you would still like to cancel or travel as scheduled.

Guest: Thank you again. Yes unfortunately we will not be able to make the trip so yes please cancel our reservations. Thank you for your timely response you have a blessed day!

Destify: You are most welcome.. Your cancellation has been processed. Thanks for confirming and I'm glad I was able to take care of this for you!

If you could take two minutes out of your day to leave a review mentioning my name I would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Please Note: Refunds are taking up to 7-10 business days to process.

Thanks so much for your patience!

Thank you for the consideration and please do not hesitate to reach out if you need any further assistance! Have a great day!

Interaction 4:

Guest: I would like to cancel my reservation due to the recent travel warnings for the country.

Destify: Thank you for your request to cancel your reservation. We are sorry to hear you can no longer make your trip as originally planned.

Because you purchased travel protection insurance we will be able to cancel this for you and you will receive a refund for all costs paid to us minus the travel insurance cost. This will be returned to the original form of payment.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I received the email and I would like to process with the cancellation and receive a cancellation confirmation.

Destify: Thanks for confirming! We're sorry to hear that you had to cancel and hope you're able to travel with us sometime in the future!

Your cancelation has been processed.

Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Please Note: Refunds are taking up to 7-10 business days to process. Thanks so much for your patience!

I'm glad I was able to take care of this for you!

Interaction 5:

Guest: Please cancel my room due to the travel advisory warning issued by the United States Embassy. It is a level 3 travel advisory. Thank You!

Destify: Thank you for your request to cancel your reservation, we are sorry to hear you can no longer make the trip. Please note that your \$150 per person deposit is non-refundable and non-transferable. Any other payments made will be refunded back to the original form of payments.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I understand the terms and conditions and would like to move forward with the cancellation. Thanks.

Destify: You are most welcome, Ernest. Your cancellation has been processed. Thanks for confirming and I'm glad I was able to take care of this for you!

If you could take two minutes out of your day to leave a review mentioning my name I would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Please Note: Refunds are taking up to 7-10 business days to process. Thanks so much for your patience!

Thank you for the consideration and please do not hesitate to reach out if you need any further assistance! Have a great day!

Interaction 6:

Guest: Hello I'm contacting whom it may concern to cancel my reservation for the "Ashley and Greg " wedding

Destify: Thank you for your request to cancel your reservation, we are sorry to hear you can no longer make the trip. Please note that your \$150 per person deposit is non-refundable and non-transferable. Once we cancel your booking the cancellation will reflect in your Guest Dashboard.

Please confirm that you understand these terms and would still like to move forward with the cancellation for the room.

Guest: I confirm to this message

Destify: Thanks for confirming! We're sorry to hear that you had to cancel and hope you're able to travel with us sometime in the future!

Your cancelation has been processed.

Please visit your Guest Dashboard to access your updated reservation and let me know if there is anything else I can help you with!

Interaction 7:

Guest: I would like to cancel my reservation.

Destify: Thank you for your request to cancel your reservation, we are sorry to hear you can no longer make the trip. Please note that your \$150 per person deposit is non-refundable and non-transferable. Any other payments made will be refunded back to the original form of payments.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I understand these terms and would like to move forward with the cancellation with all travelers in my room.

Destify: You are most welcome, Jamie. Your cancellation has been processed. Thanks for confirming and I'm glad I was able to take care of this for you!

If you could take two minutes out of your day to leave a review mentioning my name I would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Please Note: Refunds are taking up to 7-10 business days to process. Thanks so much for your patience!

Thank you for the consideration and please do not hesitate to reach out if you need any further assistance! Have a great day!

Interaction 8:

Guest: This email is to inform you that my guest and I will be cancelling reservations for March 1st-March 4th to Montego Bay, Jamaica.

Destify: Thank you for your request to cancel your reservation. We are sorry to hear you can no longer make your trip as originally planned.

Because you purchased travel protection insurance we will be able to cancel this for you and you will receive a refund of full refund minus the cost of insurance. This will be returned to the original form of payment.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I understand these terms and would like to move forward.

Destify: Thank you for confirming! Your cancellation has been processed. I'm glad I was able to take care of this for you!

If you could take two minutes out of your day to leave a review mentioning my name I would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Please visit your Guest Dashboard to access your updated reservation status, view payment history and check on the status of your refund. Please Note: Refunds are taking up to 7-10 business days to process. Thanks so much for your patience!

Thank you for the consideration and please do not hesitate to reach out if you need any further assistance! Have a great day!

Interaction 9:

Guest: If the event I was attending is cancelled do I receive a refund of my deposit?

Destify: Thank you for reaching out with your question about the cancellation policy. In the event that you choose to cancel your trip the \$150 per person deposit is always non-refundable and non-transferrable. Any remaining payments will be refunded as long as you cancel at least 65 days before travel.

If you cancel within 65 days of travel all funds paid are non-refundable and non-transferable unless you purchased travel insurance.

Please let me know if there is anything else I can help you with!

Interaction 10:

Guest: Cancel Room - I need to cancel reservation. I am no longer able to make this trip.

Destify: Thank you for your request to cancel your reservation, we are sorry to hear you can no longer make the trip. Please note that your \$150 per person deposit is non-refundable and non-transferable. Once we cancel your booking the cancellation will reflect in your Guest Dashboard.

Please confirm that you understand these terms and would still like to move forward with the cancellation for all travelers in the room.

Guest: I understand the terms and would still need to cancel. Thank you

Destify: You are most welcome, Fallon. Your cancellation has been processed. Thanks for confirming and I'm glad I was able to take care of this for you!

If you could take two minutes out of your day to leave a review mentioning my name I would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Thank you for the consideration and please do not hesitate to reach out if you need any further

Destify App/Dashboard - Interactions with our Guests

The interactions detailed below are mainly guests who run into issues when logging in or utilizing the Destify App. The Destify app is the dashboard where our guest can log in and view their booking and transfer information and details. They can make payments through the app as well as request modifications to their bookings or add transfers and flight details in the app.

Interaction 1:

Guest: I was trying to pay towards some of my balance, but I'm unable to log into the site - I thought maybe I forgot my password, but it still is giving me error message "failed to fetch", after using the new password I just created.

Am I able to get into my account?

Destify: Thanks for reaching out, I'm happy to help! You can log in [here](#) for your Dashboard, using your email address.

**If you used the Log in with Google' feature to initially sign up, please continue using this way to log in. Please let us know if you have questions. Have a great day!*

Interaction 2:

Guest: Hello, I am trying to log in and look at my accommodations that I reserved back in September.

I have a receipt number but have no other information about my room. Could you please provide me with my log in info?

Destify: Thank you for contacting us.

You can log in to your dashboard [here](#) using your email: markie9_7@hotmail.com.

**If you used the login with Google' feature to initially sign up, please continue using this way to log in. In case you need any further assistance, please let us know, we are always happy to help.*

Interaction 3:

Guest: Hello, I got a notice saying that final payment is due. When I try to log in with my email it won't allow me. Trying to reset my password it says "email not found".

I was able to get in with google log in but it says unable to load trip. Can you help? I need to submit final payment soon and your site is not working.

Destify: Thanks for reaching out, I'm happy to help! I've linked your Dashboard account to your reservation for you. You can log in [here](#) for your Dashboard.

**If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in. Please let us know if you have questions. Have a great day!*

Guest: Thanks for your help. I was able to get logged in and submit my final payment.

Interaction 4:

Guest: Hi. I'm having trouble with logging in and navigating the dashboard, can you please assist?

Destify: Thanks for reaching out, I'm sorry to hear you are having issues logging into the dashboard. Could you give us a bit more details of what is the issue that you are having?

I also suggest closing the window clearing your history and cache, and logging in again. You can log into your Dashboard [here](#) using your email address.

Looking forward to hearing from you. Please let us know if you have questions. Have a great day!

Guest: I am unable to bring up the Saeger/hughes wedding on my computer. I can bring it up on my phone. It is frustrating. I do not want to deal with it on the phone though so I guess I am stuck.

Destify: Is this in regard to logging in to your Destify dashboard account?

If so, we first recommend still clearing your cache/browser history on the computer you are using to log in and then closing out all windows before attempting to log in again. This will ensure that there aren't any caching issues from your browser that is preventing you from logging in. Another option would be to log in using an incognito window.

Lastly, if you could provide us with a screenshot of any error messages you are receiving when attempting to log in on your computer then this would greatly assist us in further troubleshooting this issue. :)

Interaction 5:

Guest: Hi. I'm in my dashboard but I need help with making a payment. Can you please assist?

Destify: Thanks for reaching out, I'm happy to help!

I'll be happy to walk you through the steps of how to make payments on your reservation:

1. Log into your Dashboard [HERE](#). Using your email address

*If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.

2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.

3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.

4. Sign your signature and click the 'Make Payment' button once.

Please let us know if you have questions. Have a great day!

Interaction 6:

Guest: I'm currently trying to log onto my account to update some information but it is not allowing me to do so. I'm receiving an error message when I try to log in & try to change the password with my email that is associated with the account. Please assist.

Destify: Thanks for reaching out, I'm sorry to hear you are having issues logging into the dashboard. I just sent you a reset password email. Let me know if you can reset it. If you get an error please send us a screenshot of the error if possible.

Log into your Dashboard [HERE](#) using your email. Looking forward to hearing from you!

Guest: I don't remember my password & the reset for forgetting your password is not working either. This is the message I'm receiving again: Error Failed to Fetch. Please advise.

Destify: Hope all is well! I just sent you a reset password link. Let me know if it works for you. Are you trying to access from a secure network such as a work network or using a VPN? Normally when guests get this error is due to network protection that doesn't allow our website to go further in the login process. If this is the case I would suggest using another network or setting the location of your VPN to USA. Looking forward to hearing from you!

Guest: I was assisted on the chat by Sherese which solved the issue for me. Thank you also for trying to assist as much as you could. Is there a way I can send both of you a Thank you comment for your Supervisor to view.

Interaction 7:

Guest: No where on the app to make payment. It keeps saying no room.
Thank you!

Destify: Thanks for reaching out! I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#) using your email address and the password you created.*If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.
 2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
 3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
 4. Sign your signature and click the 'Make Payment' button once.
- Please let us know if you have questions. Have a great day!

Guest: Thank you, I was able to make payment.

Destify: I am so glad we were able to assist you today.

As you are probably aware, the pandemic had a significant impact on the travel industry, therefore reviews for our company go a long way to keep us moving forward.

If you would be comfortable leaving a review and mentioning the names of anyone who has helped you, myself and the company would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Thank you for the consideration and please do not hesitate to reach out if you need any further assistance!

Interaction 8:

Guest: I have made an account with Destify but it is not showing that I have any future reservations. My reservation is scheduled for June 2024 for Mattera-Sheets wedding. I would like to make a payment towards this reservation.

Destify: Thanks for reaching out, I'm happy to help! I've linked your Dashboard account to your reservation for you. You can log in [here](#) for your Dashboard. *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.

Regarding making payments, I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#). *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.
2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
4. Sign your signature and click the 'Make Payment' button once.

Please let us know if you have questions. Have a great day!

Interaction 9:

Guest: I am trying to make a payment; however when I logged on to my account it is telling me to contact member services. Please let me know what I must do in order to make payments online in my portal.

Destify: Hi !

Thanks for reaching out, I'm happy to help!

I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#). *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.

2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
4. Sign your signature and click the 'Make Payment' button once.

Interaction 10:

Guest: Your service isn't showing my trip and I would like to make a payment. My reservation is #476178883 for Cancun at the Majestic Elegance Costa Mujeres. Travel date June 6th for 4 nights and 3,555.84 remaining. Please get back to me about how I can make a payment.a

Destify: Thanks for reaching out! I've linked your Dashboard account to your reservation for you. You can log in [here](#) for your Dashboard. *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.

Regarding making a payment, I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#). *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.
2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
4. Sign your signature and click the 'Make Payment' button once.

Please let us know if you have questions. Have a great day!

Interaction 11:

Guest: Hello there, I know my final payment is due February 5th for Alexis Benoist April 10-15th. But I've tried logging into the guest page three times over the last two weeks to look at the payments and everytime it tells me there is an error and it loads nothing? I want to make sure when I log in on the 5th that the website will load and I'll be able to pay. Thank you so much

Destify: I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#). *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.
2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
4. Sign your signature and click the 'Make Payment' button once.

Guest: Awesome thank you so much!

Also how would I book transportation from the airport to the resort and back? Thanks so much!

Destify: I hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account here <https://app.destify.com/>
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual.

Please be sure to add guestservices@destify.com and support@destify.com as email contacts for these reminders to be received into your inbox.

Please let us know if you have questions. Have a great day!

Interaction 12:

Guest: I was trying to add guests on the website but I was not able to login. Now it says that I'm locked out, can you please unlock my account?

Destify: Good morning Anastasia,

Just to confirm on my end, you are using the following link here to log in correct? <https://app.destify.com/>
If so, can you please provide us with a screenshot of what you are seeing so that we can better look into this issue? To my knowledge, our system does not utilize a security features that lock out users due to failed log in attempts.

Additionally, can you please confirm that the email you are using to log in is under avonlans@gmail.com?

Guest: Yes, I'm using this email address: avonlans@gmail.com to login. And the following link: <https://www.app.destify.com/home> . Yesterday I got an email that the account is locked. Now when I try to login I get this message: Error Incorrect credentials or account does not exist. Please Try again. And if I

try to access the RSVS page, I'm getting the following message. Access to RSVP not available. Book your wedding in order to get started.

Destify: I do apologize for the trouble and confusion surrounding this. While I have our development team look into this. I recommend clearing your cache/browser history on the device you are attempting to log in on before closing out of the window and trying again. This will prevent any potential caching issues that may be causing your dashboard to display this error message.

Additionally, it does appear that you may be using direct links to access certain parts of the dashboard such as the RSVP section without logging in. We suggest only using this link provided below first in order to access these sections so that the system recognizes your account.

<https://app.destify.com/>

Please let me know if clearing your cache/browser history prior to logging in again is successful or not and I will cascade this to our team for further review. :)

Guest: I just got an email to reset my password and after that I was able to log in. Thank you for your help!

Destify: So glad to hear! Is there anything else we can assist you with at this time?

Guest: I think I'm good, thank you!

Destify: Sounds good Anastasia.

Price Matching within 24 hours of booking - Interactions with our Guests

The following interactions relates to prices matching that is requested by our guests within 24 hours of booking their reservation.

Interaction 1:

Guest: Hi - Just left a voicemail. I am attending this wedding: <https://allenaanddaniel.destify.com/>

But when I compare the prices from your website to the prices offered by Hyatt to members who are logged in, the prices on Hyatt's website are a good bit cheaper. I understand you price match - I'd prefer to book through you guys if that is the case. Please let me know.

Destify: Thank you for reaching out to us. In order to confirm a price match, we must review a screenshot of what you are seeing to make sure it's valid and submitted to us within 24 hours of booking your reservation.

Websites we are able to price match to: The resort website, Expedia.com, Orbitz.com, Priceline.com, Hotels.com, Cheapcaribbean.com and Travelocity.com

To submit a price match, please first submit your rooming information and deposit via the couple's Wedding Website. After you receive your confirmation email from us please reply back with the screenshot of the rate you wish to match within 24hrs of booking.

Once received, we will review and follow up with you within 24 business hours.

Please see our Price Match Guidelines here: <https://destify.com/price-matching/>

*Please note we cannot match to a mobile screenshot because we are not able to verify the date, and often there are special mobile rates we cannot match. We also cannot match to rates that require membership of a specific site, group, or program to access them, or to any non-refundable rates.

Guest: Thank you. Are you able to price match a member rate with Hyatt?

Destify: Thank you for reaching out. I wanted to follow up and let you know that we may be able to price match the rate you have found from the resort directly - including a member rate - as an exception for you.

If you would like to submit your screenshot taken within 24hrs after booking, I will be happy to review this for you! Should you price match not be approved for any reason, you will receive your options available - typically to resubmit or cancel for a refund of the deposit within a specific time frame. (note these terms have limitations if travel protections is purchased).

Let me know if you have any questions!

Guest: Thanks so much. Please note I just put our reservation in through Destify.

Reservation: 68861d9e-10f8-44eb-8560-226b647170a6

Please see the attached screenshot showing the price through World of Hyatt membership. Can you please confirm this price match is accepted? Please note this shows the dates, the same room booking as we have through the Destify website, etc. Please let me know if any other info is needed.

Destify: Thank you for submitting your price match. Per our Price Match Policy, we are typically unable to match a rate that is exclusively for members of a specific program or subscription, however, as a one time exception I was able to secure approval of this price match for you.

Your Guest Dashboard has been updated to reflect the new total.
(screenshot of final price attached)

Please see our Price Matching Terms [here](#).

If you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name? I would greatly appreciate it :)

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a fantastic day!

Interaction 2:

Guest: Attached I have my booking reservation screen shot for a wedding I was invited to. I was told it could be price matched, so I will also have the price of the hotel attached as well. Please let me know if anything else is needed. Thank you.

Destify: Thank you for submitting your price match. Yes, we can match this for you!

Please note, the included transfers in your screenshot are for a shared shuttle option, and are for 2 passengers only. (Resort Promo Terms screenshot attached).

In this case you have a couple of options - we can still match the rate for the room, and keep your current selection of Private transfers on your booking. Or, we can switch your transfers to the shared shuttles, and you would be charged for the additional 2 passengers- the rate is \$69 per person (\$138 total). I have the cost breakdown for both options below:

The new room total would be \$2437.92

Option 1: Private Transfers

Room Total = \$2437.92

Private Transfers for all = \$190

Total = \$2,627.92

Option 2: Shared Shuttles

Room Total = \$2437.92

Transfers for 2 = \$138

Total = \$2,575.92

Would you like to move forward with either of these options? Please let me know within the next 24hrs how you would like to proceed for your transfers.

Let me know if you have any questions!

Guest: I would like to move forward with option 1 and keep my private transfer for all. Thank you. And just to clarify. The private transfer will have us all in one vehicle? Correct?

Destify: Thank you for confirming. Yes, that is correct - the private transfer will have you all in the same vehicle, direct to the resort/airport with no additional passengers or stops in between.

With the shared transfers, you would all be together still, but run the possibility of having other passengers in the vehicle either traveling to the same resort or making additional stops along the way. I have adjusted your reservation to reflect the new price matched rate, and indicated you will be keeping your private transfers selection. You can adjust your transfers preferences in your Dashboard anytime up to 14 days prior to travel - however please note the price match offer will not longer be valid beyond 24hrs from now (so if you were to switch to a shared shuttle option, you would pay the fee for all 4 passengers - although this would be more expensive than your current price for private transfers so likely would not make sense for your family anyway ;)).

Please refer to our full Price Match Guidelines [here](#).

If you are happy with the service you have received from Destify, would you mind taking 2 minutes to leave a positive review mentioning my name? (Lilli) I would greatly appreciate it :)

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a wonderful day!

Interaction 3:

Guest: I am a guest for the Roberts-Carvalho wedding on 5/3/24 at the Grand Palladium Lady Hamilton Resort in Lucea, Jamaica. I would like to inquire about price matching for a Suite, Ocean View, Beachside which I am able to book through my credit card company for \$441 per night (2 guests). I do not see this room option, or this price available through the couple's wedding website. Any information you are able to provide is appreciated.

Destify: Thank you for your inquiry. In order to confirm a price match, we must review a screenshot of what you are seeing to make sure it's valid and submitted to us within 24 hours of booking your reservation.

Websites we are able to price match to: The resort website, Expedia.com, Orbitz.com, Priceline.com, Hotels.com, Cheapcaribbean.com and Travelocity.com

To submit a price match, please first submit your rooming information and deposit via the couple's Wedding Website. After you receive your confirmation email from us please reply back with the screenshot of the rate you wish to match within 24hrs of booking.

Once received, we will review and follow up with you within 24 business hours.

Please see our Price Match Guidelines here: <https://destify.com/price-matching/>

*Please note we cannot match to a mobile screenshot because we are not able to verify the date, and often there are special mobile rates we cannot match. We also cannot match to rates that require membership of a specific site, group, or program to access them, or to any non-refundable rates.

Interaction 4:

Guest: Hello. I am looking to book for a wedding. I noticed the pricing has already gone up. Is there anything to do about this? Am I better off waiting to see if it goes down again? Please let me know thank you

Destify: Thank you for contacting us!

We would be happy to assist you with planning your travel to join the group!

Can you please confirm the Wedding Couples name or the Group Number?

Guest: Yes Riley puetz and Larry Birks. It is at \$340 a night right now but have a screenshot where it was just \$317.04 a night. Just wondering if I can get it back to that and then I will book.

Destify: Thank you for your response. In order to confirm a price match, we must review a screenshot of what you are seeing to make sure it's valid and submitted to us within 24 hours of booking your reservation.

Websites we are able to price match to: The resort website, Expedia.com, Orbitz.com, Priceline.com, Hotels.com, Cheapcaribbean.com and Travelocity.com

To submit a price match, please first submit your rooming information and deposit via the couple's Wedding Website. After you receive your confirmation email from us please reply back with the screenshot of the rate you wish to match within 24hrs of booking.

Once received, we will review and follow up with you within 24 business hours.

Please see our Price Match Guidelines [here](#).

*Please note we cannot match to a mobile screenshot because we are not able to verify the date, and often there are special mobile rates we cannot match. We also cannot match to rates that require membership of a specific site, group, or program to access them, or to any non-refundable rates.

Interaction 5:

Guest: I have been looking into booking 2 hotel rooms at dream Vallarta bay for kalisha and jerren Ross. Dates are 10/16-10/21. I have already found a good deal online amd booked 2 rooms but I've been told I needed to book under the couple for price matching? Let me know what information you need.

Destify: Thanks for reaching out!

In order to confirm a price match, we must review a screenshot of what you are seeing to make sure it's valid and submitted to us within 24 hours of booking your reservation.

Websites we are able to price match to: The resort website, Expedia.com, Orbitz.com, Priceline.com, Hotels.com, Cheapcaribbean.com and Travelocity.com

To submit a price match, please first submit your rooming information and deposit via the couple's Wedding Website. After you receive your confirmation email from us please reply back with the screenshot of the rate you wish to match within 24hrs of booking.

Once received, we will review and follow up with you within 24 business hours.

Please see our Price Match Guidelines here: <https://destify.com/price-matching/>

*Please note we cannot match to a mobile screenshot because we are not able to verify the date, and often there are special mobile rates we cannot match. We also cannot match to rates that require membership of a specific site, group, or program to access them, or to any non-refundable rates.

Guest: Thanks but now it's too late. You stated it had to be done within 24hrs of booking. I booked it last week then reached out to you the very next day. Now it's been a few days. Looks like I'm not going to be able to price match.

Destify: Thanks for reaching out, I'm happy to help!

I don't see that you booked a room with Destify for this wedding group. Did you book your room with another 3rd party?

Looking forward to hearing from you!

Guest: Yes I booked with a 3rd party but its not one on your list

Destify: Thanks for reaching out! I understand not a problem. Please note that you will need to inform the wedding couple that you're booked outside of Destify so they can notify their wedding coordinator at the resort of your attendance. This is so you're accounted for in all of the wedding festivities.

Please let us know if you have questions. Have a great day!

Interaction 6:

Guest: I have booked through Destify for the wedding of Patrick & Katelyn at Majestic Colonial in Punta Cana for June 4-9th. I found the price cheaper online. Can you please price match the price of the room reservation? The reservation is for Holly, Bobby, & Allie. Here is a screenshot of the price value of \$1287.45 for the same dates and room.

Destify: Thank you for submitting your price match. Your Price Match has been approved. Including the roundtrip airport transportation you purchased, your new grand total will be \$1,383.45.

Your Guest Dashboard has been updated to reflect this rate.

Please see our Price Matching Terms [here](#).

If you would like to remove transfers from your reservation, you can do so on your Guest Dashboard.

If you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name? I would greatly appreciate it :)

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a fantastic day!

Interaction 7:

Guest: I would like to do a price match for my reservation number 261312781 . Viva website has a rate of \$299.87 a night for a total of 1,199.46. I have attached the screen snips. Also, it is the same price for 1 king vs 2 queens (as seen from the attached snips), is there a way we can put in a request for the oceanfront room with 2 queen beds?

Destify: Thanks for reaching out. It looks like the room category you selected is not available on my end (it's a resort direct exclusive) so I will have to special request this room for you. The price match you sent over will be confirmed once I get confirmation we can get access to this room category. I will keep you posted and let you know once I hear back from the resort!

The new total will be \$1199.46 for 4 nights in the Superior Ocean Front. I will also note your request for 2 queen beds.

Please keep in mind bedding requests are not guaranteed as they are based on availability at the time of check-in. The resort always tries their best to accommodate our mutual clients!

Guest: Thank for reaching out to me Jordan. I understand the request for the two beds isn't guaranteed but appreciate that it is being noted. Please let me know when the price match of 1199. 46 is updated and posted on the website for me to see. Thanks for assisting my sister on her wedding day.

Destify: Hi Claudia, Just following up with you that I am still waiting on this to be adjusted. I will continue to keep you posted!

Guest: Hope all is well. Wanted to see the status on my price match. Other people booked after me and were already approved and their price has been updated. Just trying to see why mine is taking so long. If this is due to the bed requests please disregard it.

Destify: Yours is taking a little longer because you are trying to change the room category to the Ocean Front room category that we do not have access to. I have escalated this to the hotel to see if they can reply quickly!

For the other price matches, they were for rooms we had access to so I did not need to refer to the hotel in those cases.

Guest: Jordan the oceanfront is the same as the oceanview, it's just that destify has it as "view" and viva has it as "front. . There is no option to book an oceanview on viva website, only oceanfront. The category is not different.

Destify: Hi Caludia, Thank you for the info on this one. You are correct. Many hotels have both an Ocean View and an Ocean Front so I wanted to make sure we booked you in the correct room you had requested!

Your reservation has been adjusted and you are paid in full. I did notice you had an overpayment of \$35.00 Were you looking to add transportation to your package or keep it hotel only? Please let me know and I can either make sure we add transfers or process a refund.

You can view your booking here: <http://app.destify.com/>

Sorry for the delay on this again!

Guest: No transportation. Can you please refund me. I truly appreciate your help.

Destify: Absolutely! You should see the \$35 hit your account in a few business days!

Interaction 8:

Guest: I was looking into booking a hotel room for 2 adults from Friday, May 17th to Tuesday, May 21st. We will be guests at Coley and Bryan's wedding, May 18th.

I found a website that had less expensive room rates for those dates. The total was \$2,554.97 for those 4 nights. I was wondering if you would be able to price match or honor the cheaper rate? I have a picture of the rate/total if you need them.

Destify: Thank you for reaching out to us. In order to confirm a price match, we must review a screenshot of what you are seeing to make sure it's valid and submitted to us within 24 hours of booking your reservation.

Websites we are able to price match to: The resort website, Expedia.com, Orbitz.com, Priceline.com, Hotels.com, Cheapcaribbean.com and Travelocity.com

To submit a price match, please first submit your rooming information and deposit via the couple's Wedding Website. After you receive your confirmation email from us please reply back with the screenshot of the rate you wish to match within 24hrs of booking.

Once received, we will review and follow up with you within 24 business hours.

Please see our Price Match Guidelines here: <https://destify.com/price-matching/>

*Please note we cannot match to a mobile screenshot because we are not able to verify the date, and

often there are special mobile rates we cannot match. We also cannot match to rates that require membership of a specific site, group, or program to access them, or to any non-refundable rates.

Interaction 9:

Guest: My husband and I are in process of booking our hotel and flight to attend the wedding. The dates we are looking to book are Thursday April 11-Sunday April 14th. I see that the room rates have increased over the past months. I could not book earlier as we did not have childcare secured for our children until this week. I am wondering if you could honor the room at a lower rate than \$700/night? Also, we can consider booking our flight through Destify as well if the price works for us. We found a hotel/flight package on Jet Blue for \$2,216 total. Can you honor this if we book through Destify?

Destify: Thank you for reaching out regarding a price match. We are only able to price match to the current rate at the time of booking, as prices are subject to change and fluctuate over time, so we would not be able to price match the previous rate you had seen before today.

As for price matching a flights package, Destify is happy to review a price match from the following sites:

- The resort website
- Expedia.com
- Orbitz.com
- Priceline.com
- Hotels.com
- Cheapcaribbean.com
- Travelocity.com

A few things to note when booking a flights package through Destify:

- We cannot book or price match Basic Economy fares, or non-refundable rates.
- You must depart and return to the same US based airport, and fly on the same airline roundtrip.
- Full payment for the package is due at the time of booking.
- Pricing and availability fluctuate quickly for flights packages, and rates cannot be guaranteed until payment has been received and the package has been secured by Destify.
- Flights are non-refundable, and no changes can be made to the package once booked.

A price match on a package with flights must include all of the information found on the following page in a screenshot(s) taken on a desktop/laptop computer. (Multiple screenshots may be required to capture all of the information - this is OK! Please note all of the screenshots must show the current date in them. We find full screen-shots are the most effective, that also display the date/time from the computer.)

<https://destify.com/price-matching/>

To move forward with booking, please send me the following information along with the price match that fits the above criteria :

- Full Names and Dates of Birth for all travelers on the package
- Email address and phone number for all adults on the reservation
- Preferred Travel Dates
- Departure Airport

You can find our Price Match policy here: <https://destify.com/price-matching/>

Let me know if you have any questions!

Interaction 10:

Guest: Please confirm that you will price match with a photo of the price on the Hard Rock PV website.

Destify: Destify is happy to review any rate you find from one of the following companies or websites, within 24hrs after booking:

- The resort website
- Expedia.com
- Orbitz.com
- Priceline.com
- Hotels.com
- Cheapcaribbean.com
- Travelocity.com

To submit a price match request, please follow the steps below:

Step 1: Create your reservation on the group website and submit your deposit. Price Matches will not be approved until the deposit has been placed.

Step 2: Reply back to your "Deposit Payment Confirmation" email. (automatically sent after your deposit is placed) Make sure you reply within 24 hours and attach a screenshot of the price you found.

Step 3: A Guest Services Specialist will contact you regarding the approval of your price match inquiry. If your match is not approved, your deposit will be refunded.

To see the criteria needed for a price match please see our Price Match Guidelines here:

Transfers - Interactions with our Guests

Interaction 1:

Guest: Hello, I found more economic airport shuttles and would like to remove this from our reservation. Can you please assist me with this.

Destify: Absolutely! I have removed transfers and their associated pricing from your reservation. You can add back transfers to your reservation if you choose by going back to the same section on your Dashboard. The deadline to add transfers to your reservation again is 14 days prior to your travel date. Reach out if you have any questions.

Guest: Thank you for the quick response.

Interaction 2:

Guest: My name is Jose Luis Hernandez, we will be staying at your resort february 15 to February 19.

I had entered my flight information a couple of weeks ago on your site and today when I logged into and it is not there.

Can you confirm that it has been added? We are flying with Volaris.

Destify: Thank you so much for submitting your flight information! I can confirm we have organized transportation for you to the flight details provided.

Details about your in-destination transportation company including how to meet them at the airport will be available on your Dashboard and emailed to you four days before travel.

If you would be comfortable leaving a review and mentioning the names of anyone who has helped you, myself and the company would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a great time and let us know if you have more questions!

Interaction 3:

Guest: I need to schedule my shuttle service to and from the airport. Is this the correct email to request this or is there a different email I should be sending it to?

Destify: Thanks for reaching out, I'm happy to help!

I see that you booked a round-trip shared shuttle.

You can enter your flight details through your Destify Web App Dashboard to ensure you are provided with in-destination round-trip transportation between the airport and the resort.

You can enter your flight information by doing the following:

1. Login to your Destify account here <https://app.destify.com/>

2. Select "My Trips"
3. Select "My Transfers"
4. Enter your flight information only for your destination's airport. You do not need to give us your connecting flights or their times. Make sure you are giving the correct flight numbers for your arrival and departure before submission.
5. Press "Save."

Please let us know if you have more questions.

Interaction 4:

Guest: I was told that shuttle service is included in our reservation for Staci's and Scott's Wedding.
Confirmation number: 583392703.

1. Do you have the necessary information to coordinate the pick time at the airport?
2. Is it possible to have the shuttle drop us off near the airport at Little River, Rose Hall, Branch Developments, Main Road, Montego Bay, Jamaica?

Destify: Thank you for contacting Destify!

To include transportation, it is \$45 per person for a shared shuttle between MBI airport and the resort.

The transportation available is round trip only. Tomorrow is the last day to add this amenity to your reservation with Destify.

Since you are only able to use our transportation one direction but would need to pay full price (we only organize transfers between the airport and wedding resort using correct flight details to organize pick up) it may be easier to use a direct transportation company for a one way transfer. [Here is a link](#) if you would like to compare before purchasing round trip transfers through us and only using your arrival.

Please let us know how you wish to proceed.

Interaction 5:

Guest: I believe I forgot to book the airport transfer for our arrival/departure. Can you help me add this?

Destify: I hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account [here](#)
2. Select "My Trips"

3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual.

Please be sure to add guestservices@destify.com and support@destify.com as email contacts for these reminders to be received into your inbox. Reach out if you have any questions.

Guest: I tried this and there is no "Purchase Transfer" option when you click on "My Transfers".

Destify: We sincerely apologize for the inconvenience you are experiencing in adding transfers to your dashboard.

To include transportation, it is \$41.00 per person for a shared shuttle between CUN airport and the resort. We also offer a private car for \$141.00 total if you prefer to have your own vehicle and everyone in the room is on the same arrival and departure flights.

The transportation available is round trip only. You will be able to submit your flight information 45 - 14 days before travel.

Please let us know how you wish to proceed.

Guest: Thank you! To confirm, this would be \$82 dollars to get us to and from the airport?

If yes, can you go ahead and add this to my reservation and charge the card on file?

Destify: That is correct it would be \$82 for Drew and you. We cannot charge the card on file, I can send you a payment link here :)

This link will expire in 48 hours. If you have not made the payment and the link has expired, please respond back to this email and we will send a new link!

Destify: I hope you are well!

Since the transfers fee was not paid I have removed transportation from your reservation so that we can mark you as a paid in full wedding guest again. You are all set with your Hotel Only package. Have a great day!

Guest: I'm so sorry! I forgot to complete the payment. Can you resend a new link?

Destify: Here you are: Thank you!

Destify: Thank you for finalizing your payment for transportation!

Your flight information can be entered through your Destify Web App Dashboard (<https://app.destify.com>) starting 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual.

Please be sure to add guestservices@destify.com as an email contact for these reminders to be received into your inbox.

Interaction 6:

Guest: I would like to add the transportation to my account

Please see attached my flight information

Destify: I hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

If you need anything please reach out here by email so I can assist you :)

Guest: I would like to proceed with the shared public transfer, what is the deadline for making the payment

Destify: The last day you can add transportation to your package is 14 days ahead of travel. If you would like I can add it for you here and send a payment link so this is complete for you? Here are the options below. (FOR GPT THESE OPTIONS AND COST VARY BASED ON THE DESTINATION THAT THE GUEST IS TRAVELLING TO)

Shared Shuttle: \$89.70 charged per person round trip. Vehicle is multi-stop and may stop at other resorts along the way.

Private Shuttle Transfer: \$315.00 charged in total for the vehicle round trip. A private vehicle for the guests in your room. Immediate and direct transportation between the airport and resort. All travelers must be arriving and departing on the same flight to select this option.

Interaction 7:

Guest: Hello. I is there a way to remove the airport transfer from my reservation? If not, can it be put to the outstanding balance that I will pay off? Thank you!

Destify: I hope you are well! You are able to remove transfers from your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Cancel Transfer"
5. Confirm that you are cancelling the transfer.

The deadline to remove transfers in order to receive a refund is 14 days prior to your travel date. Reach out if you have any questions.

Interaction 8:

Guest: When I put in the departure flight information for when we leave Mexico do you want what time the flight is at 3 pm or what time we need to be at the airport before our flight? It's confusing because it asks for "arrival time" on departure flight. Thank you

Destify: Thanks for reaching out, I'm happy to help!

I do apologize for the confusion, this is a display error that is being worked on.

We need your departure flight time to arrange the transportation.
Please let us know if you have questions. Have a great day!

Interaction 9:

Guest: How do I get transportation from the airport and back?

Destify: I hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual.

Please be sure to add guestservices@destify.com and support@destify.com as email contacts for these reminders to be received into your inbox. Reach out if you have any questions.

Interaction 10:

Guest: Hi! I input my flight details, but the two others in my room are on different flights. Can my transfer still be set without them putting in there info?

Destify: Thank you for contacting us. We kindly request that each guest provide their flight information. The airport shuttle provider will arrange transportation for each guest based on their respective arrival and departure times.

Please let us know if you have questions. Have a great day!

Guest: Right, but I submitted my information so I want to know that I am good to go.

They have not yet and are flying standby. Our flights are different times. Please confirm my reservation is good to go

Destify: Thank you for your prompt response. We have duly noted the flight information you provided, which is as follows:

Passenger: Jodi Mitchell

Flight: Spirit Airlines 285

Departure Time: 10:20AM on 07th February 2024

Passenger: Jodi Mitchell

Flight: Spirit Airlines 286

Departure Time: 03:00PM on 12th February 2024

Should you have any further inquiries or require any assistance, please do not hesitate to contact us. I'd love to hear your feedback on the service we have provided you so far. Would you mind leaving a positive review and mentioning my name-Tanya Flores ? I would greatly appreciate it :)

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Interaction 11:

Destify: We are writing to remind you that we are still waiting on your flight details so we can set up your transportation. The deadline for sending in your flight details is 7 days before travel. If we do not receive your flight details within 7 days of travel we will not be able to set up your transportation. As a reminder, transfers are a part of your package and are nonrefundable at this time.

To send in your flight details, please follow the steps below.

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Enter your flight information only for your destination's airport. You do not need to give us your connecting flights or their times. Make sure you are giving the correct flight numbers for your arrival and departure before submission.
5. Press "Save."

Please be sure to reach out to guestservices@destify.com if you have any questions. Thank you in advance for your prompt response!

Guest: I had tried extending our stay an extra day via Destify but the resort had booked up. I have extended my stay an extra day (arriving saturday Feb-10) but spending the night at another location.

Can Destify accommodate transporting us to another resort and then keep the return from Iberostar as planned?

Our flights are as follow:

- Arrival: Southwest flight 228 arriving 9:50a
- Departure: Southwest flight 217 departing 5:05p

Destify: Thank you for your prompt response.

At this time, Destify only offers round-trip transportation between the airport and the resort booked for the wedding. There are two options for moving forward. We can book your round-trip services and you can choose not to use a leg of it or you can fully cancel the transfers in your package through the Dashboard and book transfers with a transportation company that can accommodate all your needs. If you need transportation company recommendations, please let us know so we can assist.

Guest: What transpo company would you recommend? I'll get some quotes and let you know which path I'd like to take.

Destify: If you would like to secure your own transportation while in destination there are plenty of companies to pick from. We recommend contacting the following company in your destination!

Amstar https://www.amstardmc.com/airport_transfers.html

Nexus Tours <https://www.nexustours.com>

Destify: We are writing to let you know that the deadline for sending in your flight details to set up transportation has passed.

We are unable to accommodate your transportation since we are so close to travel. As a reminder, transfers are a part of your package and are nonrefundable at this time. Please be advised there are car services and taxis readily available at the airport when you land. We are sorry for any inconvenience and thank you for understanding.

Guest: I must have misunderstood your earlier email where you said " There are two options for moving forward. We can book your round-trip services and you can choose not to use a leg of it or you can fully cancel the transfers in your package through the Dashboard and book transfers with a transportation company that can accommodate all your needs" where I thought I could fully cancel the transfers and still be refunded.

Am I still able to do that? I followed your suggestion and found transportation 1-way to the first hotel and 1-way from the resort to the airport. I am hoping you could grant me a one-time exception here to cancel and refund the transportation since I am paying for it myself separately.

Destify: We are past the deadline to modify your transportation so a refund is not possible. But I can make a one-time exception for you. (FOR GPT THIS EXCEPTION WAS MADE FOR THE GUEST DUE TO A COMMUNICATION ERROR WITH THE GUEST ON OUR PART)

We have processed a full transfer refund of \$174.00 for you and it will be issued on your card ending in 1503. Please note: Due to the significant volume of refund requests processing may take up to 7-10 business days to reflect back to the account on file.

If you would be comfortable leaving a review and mentioning the names of anyone who has helped you, myself and the company would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a great time and let us know if you have more questions!

Interaction 12:

Internal Note: Below is the email that Destify sends out to guests who have not submitted their flight information to us within the deadline of 7 days before travel.

Destify: We are writing to remind you that we are still waiting on your flight details so we can set up your transportation. The deadline for sending in your flight details is 7 days before travel. If we do not receive your flight details within 7 days of travel we will not be able to set up your transportation. As a reminder, transfers are a part of your package and nonrefundable at this time.

To send in your flight details, please follow the steps below.

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Enter your flight information only for your destination's airport. You do not need to give us your connecting flights or their times. Make sure you are giving the correct flight numbers for your arrival and departure before submission.
5. Press "Save."

Please be sure to reach out to guestservices@destify.com if you have any questions. Thank you in advance for your prompt response!

****please note that the guest did not respond to our email****

Interaction 13:

Destify: We received your flight information but it seems to be incorrect. Could you please double-check your itinerary and provide us with accurate flight information so we can book your in-destination round-trip transportation for you?

If it is easier for you, please feel free to forward me your flight itinerary and I will enter it on your behalf.

Without accurate flight information, we are unable to book the transportation for you and you will be required to secure your own transfers.

I look forward to hearing from you.

Guest: Hello

Our flight information was changed. Here is the new schedule.

Destify: Thank you so much for submitting your updated flight information!

Details about your in-destination transportation company including how to meet them at the airport will be available on your Dashboard and emailed to you four days before travel.

If you would be comfortable leaving a review and mentioning the names of anyone who has helped you, myself and the company would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a great time and let us know if you have more questions!

Interaction 14:

Destify: Hope you are well.

We received your arrival flight information but not your departure flight information to organize your trip back to the airport. Could you please double check your itinerary and provide us with accurate flight information so we can book your in-destination round trip transportation for you?

If it is easier for you, please feel free to forward me your flight itinerary and I will enter it on your behalf.

Without accurate flight information, we are unable to book the transportation for you and you will be required to secure your own transfers.

I look forward to hearing from you.

Guest: When I log in it shows the correct flight information. (they provided a screenshot of the flight details)

Destify: Thank you so much for submitting your flight information! I can confirm we have both flight details and have organized transportation.

Details about your in-destination transportation company including how to meet them at the airport will be available on your Dashboard and emailed to you four days before travel.

If you would be comfortable leaving a review and mentioning the names of anyone who has helped you, myself and the company would be very grateful.

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Have a great time and let us know if you have more questions!

Interaction 15:

Guest: I am just wondering how do I go about adding transportation from the Cancun airport?

Destify: hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account here <https://app.destify.com/> using the email ljajmes13.lj@gmail.com
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual.

Please be sure to add guestservices@destify.com and support@destify.com as email contacts for these reminders to be received into your inbox.

Let us know if you have questions. Have a great day!

Guest: Thank you for that information!

I have been informed that there is now an airport in Tulum. Would the shuttle pick up from that airport as well or just the Cancun one?

Destify: Thanks for reaching out, I'm happy to help!

The transportation we offer is only from Cancun airport to the hotel. If you need to book from Tulum airport I can recommend a transportation company that can arrange it.

Please let us know if you have questions. Have a great day!

Guest: I appreciate all your assistance Carolina!

Yes if you can recommend a transportation company so I can look into that option as well.

Destify: Thanks for reaching out, I'm happy to help!

If you wanted to arrange your transportation in advance, I would recommend that you contact Amstar to book a shared or private transfer to the resort: <https://www.amstardmc.com/en/>

Modifications Change Travel Dates - Interactions with our guests

Some things to note here. Modifications on bookings for changes to travel dates, or guests in the room are not allowed under 14 days from the guests travel dates. In addition modifications to a booking are also subject to the current rates and pricing and are based on availability.

Interaction 1:

Guest: Good morning. I have reservations for my wedding in Mexico for April 06, 2025. We arrive there on the 4th and my wedding is on the 6th but I wanted to change those dates so we can have an extra day to prepare for the wedding. I spoke with Jasmine and she said to contact you guys and it wouldn't be a problem. I wanted to change the dates from April 3-13. Also, when it's been updated, where can I see the change? Thank you for your time.

Destify: Hello Aleli,

I hope you're doing well. My name is Filip, and it will be my pleasure assisting you with your reservation.

Please note that your confirmation is required to make the change.

Below is a quote for the changes you wish to make:

Hotel: Grand Palladium White Sand Resort

Travelers: 2 adults, 2 children

Travel dates: April 3rd-13th, 2025

Room category: Junior Suite Beachside

Hotel cost: \$7,651.64

Total cost: \$7,651.64

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation, the pricing will adjust to today's current rates.

Taking into account the \$1,600.00 you have already paid, the remaining balance would be \$6,051.64.

Please confirm if you'd like to proceed with this change. Thank you.

I look forward to hearing from you,

Destify: I hope you're doing well. I wanted to follow up with you on my previous email. Please let me know if you still need assistance with your reservation. Please note that no modifications will be made without your confirmation, and pricing and availability are subject to change. Thank you.

Guest: Yes, that works. I also wanted to change my parents to the same date as they are traveling with us. The name is under Conrado Mendiola. Thank you!

Destify: Hello Aleli,

Thank you for your confirmation. Your reservation has been updated to reflect the changes you requested.

You may view your updated reservation in detail on your guest dashboard at the link below:

<https://app.destify.com>

Below is a quote for your parents' room:

Hotel: Grand Palladium White Sand Resort

Travelers: 3 adults, 1 child

Travel dates: April 3rd-13th, 2025

Room category: Junior Suite Beachside

Hotel cost: \$9,039.24

Total cost: \$9,039.24

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation, the pricing will adjust to today's current rates.

Taking into account the \$1,600.00 you have already paid, the remaining balance would be \$7,439.24.

Please confirm if you'd like to proceed with this change. Thank you.

Guest: So did that cost change? I don't remember it being 9 grand. If it's cheaper to keep the dates, can we just stick with the regular date? 'm really sorry but is there another time that week that is cheaper?

Destify: Thank you for your email. The rates have increased since you originally booked. The new rates are higher, keeping the reservation as is would be most cost-effective. Should you wish to move your reservation back to the original dates, below is a quote to make the change:

Hotel: Grand Palladium White Sand Resort

Travelers: 2 adults, 2 children

Travel dates: April 4th-14th, 2025

Room category: Junior Suite Beachside

Hotel cost: \$7,651.64

Total cost: \$7,651.64

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation, the pricing will adjust to today's current rates.

Taking into account the \$1,600.00 you have already paid, the remaining balance would be \$6,051.64.

Please confirm if you'd like to proceed with this change. Thank you.

I look forward to hearing from you,

Guest: If that's the case, I will just keep the original date for both reservations. For mine and my parents.

Destify: Thank you for your confirmation. I've changes your reservation back to April 4th-14th.

You may view your updated reservation in detail on your guest dashboard at the link below:

<https://app.destify.com>

Should you have any questions or need further assistance, please don't hesitate to reach out. Thank you.

I hope you have a great rest of your day,

Guest: Sorry for the trouble. Thank you again!

Interaction 2: For this interaction the guest was requesting a modification to their room less than 14 days from travel. Our policies do not allow for any modifications under 14 days from travel.

Guest: We currently have a reservation for a Junior Suite Tropical View from February 7 - February 11. We wanted to see if it was possible to add a day to the end of our reservation, extending the stay to February 12. Thank you for your help.

Destify: Thank you for reaching out to us.

So that we do not compromise our standard of customer service, we do not allow modifications within 14 days of traveling because we are not able to guarantee that the change will be completed prior to

you checking in. We utilize a third party booking engine for reservations, including modifications, so we are reliant on them to process the changes; as a result, we have implemented the 14 day policy to ensure your changes are made in a timely manner. Anything within that 14 day timeframe is super risky, and could lead to potential issues at check in.

We apologize for any inconvenience.

Interaction 3:

Guest: We would like to change our reservation to the dates of Thursday, February 20th, 2025 to Sunday, February 23rd, 2025. Since this is the same number of nights, will there be a price change? Please confirm once the new reservation has been made.

Destify: I hope you're doing well. My name is Filip, and it will be my pleasure assisting you with your reservation.

Please note that your confirmation is required to make the change.

Below is a quote for the changes you wish to make:

Hotel: Dreams Onyx

Travelers: 2 adults

Travel dates: February 20th-23rd, 2025

Room category: Premium Jr. Suite Tropical View King

Hotel cost: \$1,609.56

Transfer cost (private shuttle): \$186.00

Total cost: \$1,795.56

Payments made: \$1,569.90

Remaining balance: \$225.66

*pricing and availability are subject to change at any time

Should you wish to proceed with this change, please respond back confirming and I will finalize the modification. Thank you.

I look forward to hearing from you,

Guest: We confirm the change. Thank you!

Destify: Thank you for your confirmation. Your reservation has been updated to reflect the changes you requested.

You may view your updated reservation in detail on your guest dashboard at the link below:

<https://app.destify.com>

I am so glad I was able to assist you today.

If you would be comfortable leaving a review and mentioning my name (Filip), the company and I would be very grateful.

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Thank you for the consideration, and please do not hesitate to reach out if you need any further assistance!

I hope you have a lovely rest of your day,

Interaction 4:

Guest: I was wondering if I was able to extend my stay at the resort? I am now able to stay away longer from work and would love to have an extra couple of days.

Destify: Thank you for reaching out regarding extending your stay, I am happy to assist. Please let me know the date you would like to check in and the date of check out and I can check on the pricing.

Guest: I'd like to check in on the 10th and check out on the 16th if that's ok.

Destify: Thanks for confirming! I am afraid your room category is no longer pulling for pricing on our end. Not to worry though, this means we will need the Hotel to confirm availability and pricing. Requests like this have a pretty quick turnaround and we should hear back in the next 2-3 business days. I have already reached out to them and will follow up with you as soon as I hear back. In the meantime, please do not hesitate to reach out with any other questions or concerns.

Destify: I have received a response from the resort on the cost modify your reservation dates to 04-10-2024 - 04-16-2024 for 6 nights. Here are the details :

Hotel: Grand Palladium Palace Resort

Travelers: 2 Adults

Travel dates: 4/10/2024- 4/16/2024 (6 nights)

Room category: Junior Suite Swim Up Beachside

Hotel cost: \$2083.88

Transfer cost (shuttle): \$116.00

Total cost: \$2199.88

Taking into account the \$1,157.39 you have already paid the remaining balance would be \$1042.50.

Would you like to move forward with the changes? If so, we do need a response in writing to let us know you want to move forward.

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Thank you and have a great day!

Guest: Yes, I would like to continue with the changes to book for travel dates 4/10/2024- 4/16/2024.

Destify: Since you are past the final payment date, payment is required before we can move forward with the changes. Below is the payment link for \$1042.50 towards the total package price of \$2199.89 <https://destify.com/payment/?p=64eeac043f59>

* This payment link will expire within 24 hours.

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Destify: We have received your payment, You're all set now! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

If you have a moment and you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name?

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

It would be greatly appreciated! Thank you!

Interaction 5:

Guest: I was wondering how much additional it would cost to extend the stay one more night? And is that an option?

Destify: I hope you're doing well. My name is Dalia, and it will be my pleasure to assist you with your reservation.

Please note, that given you are less than 65 days to travel, the remaining balance quoted below must be paid before we can proceed with the changes. Should you wish to proceed, I will provide a payment link to do so.

Below is a quote for the changes you wish to make:

Hotel: Dreams Sapphire Resort & Spa

Travelers: 1 adult & 1 child

Travel dates: March 21st - March 25th, 2024 (4 nights)

Room category: Deluxe Junior Suite Tropical View King

Hotel cost: \$2,200.00

Transfer cost (shared shuttle): \$43.20

Total cost: \$2,243.20

Taking into account the \$1,664.53 you have already paid, your new remaining balance would be \$578.67

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Should you wish to proceed with this change, please respond confirming and I will make the modifications.

I look forward to hearing from you.

Guest: Thank you for the response. I am going to keep my reservation as is.

Destify: Thank you for the update. No changes will be made to your reservation at this time. I hope you have a great week ahead!

Interaction 6: Internal Note. These interactions require us to review the booking in our CRM in order to provide updated pricing and availability.

Guest: I have a reservation already booked for my brother's wedding, but I'm wondering if it would be possible to add a couple extra days. We are booked for November 1st - November 4th. I would like to find out what the price difference would be to check in on October 31st and check out on November 5th. This will be a sort of LATE mini honeymoon for my wife and I

Destify: I hope you're doing well. My name is Dalia, and it will be my pleasure to assist you with your reservation.

Please note that your confirmation is required to make the change.

Below is a quote for the changes you wish to make:

Hotel: Hard Rock Punta Cana

Travelers: 2 adults

Travel dates: October 31st - November 5th, 2024 (5 nights)

Room category: Caribbean Suite King Bed And Sofa

Hotel cost: \$2,787.71

Transfer cost (shared shuttle): \$76.80

Total cost: \$2,864.51

Taking into account the \$700.00 you have already paid, your new remaining balance would be \$2,164.51

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Should you wish to proceed with this change, please respond confirming and I will make the modifications.

I look forward to hearing from you.

Guest: Sorry, been trying to figure out how to swing the extra couple days. Yes, we would like to make the discussed changes to our reservation to October 31st - November 5th

Destify: Thank you for your confirmation. Your reservation has been updated to reflect the changes you requested.

You may view your updated reservation in detail on your guest dashboard at the link below:

<https://app.destify.com>

If you would be comfortable leaving a review and mentioning my name (Dalia), the company and I would be very grateful.

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

Thank you for your consideration, and please do not hesitate to reach out if you need any further assistance!

I hope you have a lovely rest of your day, and a wonderful trip!

Interaction 7:

Guest: I would like to add October 16th to my reservation. How can I go about editing it ?

Destify: I see you placed a request to modify your reservation dates to 10-16-2024 - 10-20-2024 for 4 nights. Here are the details to make the changes:

Hotel: Riu Palace Riviera Maya

Travelers: 2 Adults

Travel dates: 10-16-2024 - 10-20-2024

Room category: Junior Suite

Hotel cost: \$1,405.44 for 4 nights

Transfer cost (shuttle): \$117.60

Total cost: \$1,523.04

Taking into account the \$400.00 you have already paid the remaining balance would be \$1,123.04.

Would you like to move forward with the changes? If so, we do need a response in writing to let us know you want to move forward.

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Thank you and have a great day!

Guest: Yes please extend to the 16th!

Destify: Thanks for confirming! You're all set now! I'm glad I was able to get this taken care of for you.

You can view your updated reservation in your Guest Dashboard.

If you have a moment and you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name? (Shannon)

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

It would be greatly appreciated! Thank you!

Interaction 8:

Destify: I am Lauren, one of the Guest Services Specialists at Destify and I would be happy to help with this. I see you placed a request to modify your reservation dates to 02-21-2024 - 02-25-2024 for 4 nights.

As we are within 65 days of travel no refund can be given if you were to shorten your stay. At the 65-day mark, your reservation becomes fully non-refundable without the purchase of travel protection. Please let me know how you wish to proceed.

Guest: That's perfectly fine. I'm in the middle of getting my MBA and I cannot miss my class on the 20th. So I'm fine with not receiving a refund as it was my fault for not paying attention to the dates. I only noticed it when I went to put in my flight info and it wouldn't let me select the 21st.

But please adjust my check in for the hotel to the 21st as I arrive at 12:42pm that day.

Again, my stay will be 2/21 to 2/25.

Destify: Congrats on getting your MBA!

Normally changes made this close to travel do increase the price, regardless of if you are adding a day or removing a day.

I would suggest leaving it and we will let the resort know you will be arriving on 02/21/2024. This is not a guarantee, however, it is also something that has never not worked.

We have found the best way to ensure this information is put into the correct person's hands is to have the guest call the day of the original check-in date and let them know you are coming in the following day. This can only be done within 24 hours of your original check-in date.

Here is the website for the Hotel you are staying at which does provide a number to call

[-https://www.sandos.com/sandos-cancun/vacation-deals-cancun?utm_source=gmbcancun&utm_medium=localmap](https://www.sandos.com/sandos-cancun/vacation-deals-cancun?utm_source=gmbcancun&utm_medium=localmap)

I will start reaching out to our Hotel partner as well and keep you updated on any new information I receive. Thank you and please let me know if I can assist with anything else. I will start reaching out to our Hotel partner as well and keep you updated on any new information I receive. Thank you and please let me know if I can assist with anything else.

Guest: Thank you! So I'll actually call the hotel sooner than that and will follow up closer to the day as well.

Question, how do I alert them with my information for my flight as I requested a pick up from the airport then?

Destify: I will let our transportation department know and they will adjust your airport transfers accordingly.

Can you send me your flight info so I can send it to them?

Guest: Sure thing. (the guest sent us details of their flight as a screenshot)

Destify: Great! I will get this over to our transportation department!

Guest: Thank you for your flight details! I have added this to your Dashboard for you. Information about your in-destination transportation company including how to meet them at the airport will be available on the Dashboard and emailed to you four days before travel.

Have a lovely Friday,

Interaction 9:

Guest: Request to change dates if stay to 7/18/24 - 7/22/24

Destify: I am Lauren, one of the Guest Services Specialists at Destify and I would be happy to help with this. I see you placed a request to modify your reservation dates to 07-18-2024 - 07-22-2024 for 4 nights. Here are the details -

Hotel: Iberostar Grand Paraiso

Travelers: Lacey & Johnny Wooten

Travel dates: 07-18-2024 - 07-22-2024 for 4 nights

Room category: Upper Floor Suite

Hotel cost: \$1,984.51

Transfer cost (shuttle): \$86.00

Total cost: \$2,070.51 (same as your current total)

Taking into account the \$700.00 you have already paid the remaining balance would be \$1,370.51.

Would you like to move forward with the changes? If so, we do need a response in writing to let us know you want to move forward.

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Thank you and have a great day!

Guest: Yes I would like to move forward with the change in dates to 7/18/22 - 7/22/24. Thank you for your help.

Destify: Thanks so much for confirming you would like to move forward with these new travel dates. You're all set now! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

If you have a moment and you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name? (Lauren)

<http://search.google.com/local/writereview?placeid=ChIjnQT1arAsDogRnAuJR9c0li4>

It would be greatly appreciated! Thank you!

Interaction 10:

Guest: Trying to add an extra night to the reservation as well as shuttle.

Thank you!

Destify: Thanks for reaching out! I hope you are well! You are able to add transfers to your package with Destify through your Dashboard. Please follow the steps below:

1. Login to your Destify account [here](#).
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Purchase Transfer"
5. Select a transfer. All transfers are round trip only, we do not organize one way transit. Shared, public transfers are charged per person for individual seats in vehicles and may stop at other resorts. Private transfers are one vehicle directly between the resort and airport for when all the guests in your room are on the same flights.
6. Select "Select Transfers" and you are done!

After this, your flight information can be entered through your Dashboard starting at 45 days prior to travel. Reminder emails will be sent starting that day as well.

This timeframe limits issues with receiving old flight information as airlines are currently changing and consolidating flights more than usual. Please be sure to add guestservices@destify.com and support@destify.com as email contacts for these reminders to be received into your inbox.

I am forwarding your request to our specialist to add an extra night to your reservation.

Destify: Happy Tuesday! I am Lauren, one of the Guest Services Specialists at Destify and I would be happy to help with this. I see you placed a request to add an extra night to your reservation and add airport transfers. Let's get your dates sorted out before we add the airport transfers.

Your current travel dates are 06/13/2024 - 06/19/2024 for 6 nights, what night would you like to add?

Guest: We are looking to add 6-12-2024 to the itinerary to include the airport transfers.

Destify: Thanks so much for confirming you would like to add the night of 06-12-2024 making your travel dates 06-12-2024 - 06-19-2024 for 7 nights. Here are the details -

Hotel: Bahia Principe Grand Jamaica

Travelers: Abigail Fuentes, George Fuentes, & Cameron Fox

Travel dates: 06-12-2024 - 06-19-2024

Room category: Junior Suite Superior Sea View

Hotel cost: \$2,049.89

Transfer cost (shuttle): \$144.00

Total cost: \$2,193.89

Taking into account the \$1,791.50 you have already paid the remaining balance would be \$402.39.

Would you like to move forward with the changes? If so, we do need a response in writing to let us know you want to move forward.

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received. When modifying your reservation the pricing will adjust to today's current rates.

Thank you and have a great day!

Modifications Add a Guest and/or Remove a Guest - Interactions with our guests

Some things to note here. Modifications on bookings for changes to travel dates, or guests in the room are not allowed under 14 days from the guests travel dates. In addition modifications to a booking are also subject to the current rates and pricing and are based on availability.

Interaction 1:

Guest: There will only be 2 guests in our room. Please update my reservation to reflect 2 guests and not 3.

Also, please apply discount code BryanandAngela2024 to my account.

Destify: Thanks for reaching out! Can you please confirm the name of the guest you want to remove from the reservation?

Guest: The guests name to remove is Alex Boxwell

Destify: Based on the terms and conditions if you remove Alex:

<https://destify.com/terms-and-conditions/>

Hotel: Riu Palace Cabo

Travelers: 2 adults

Travel dates: 7/4-7, 2024

Room category: Swim - Up Junior Suite Formerly Swim Out Junior Suite

Hotel cost: \$1,427.29

Transfer cost (shuttle): \$251

Cancellation fee to remove the guest: \$150

Discount: \$50

Total cost: \$1,778.29

Taking into account the \$450 you have already paid the remaining balance would be \$1,328.29.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Guest: Why does it cost \$150 to remove Alex. He is getting his own room. He is still staying at the hotel just not in our room. I'm not going to lose money to have him stay in his own room. That is ridiculous. Please let me know if this fee is waived if he gets his own room. If not, don't remove him.

Destify: As long as Alex gets their room with us we can waive the \$150 cancellation fee. We did not know of this until you mentioned it in the email.

Based on the terms and conditions if you remove Alex:

<https://destify.com/terms-and-conditions/>

Hotel: Riu Palace Cabo

Travelers: 2 adults

Travel dates: 7/4-7, 2024

Room category: Swim - Up Junior Suite Formerly Swim Out Junior Suite

Hotel cost: \$1,427.29

Transfer cost (shuttle): \$251

Discount: \$50

Total cost: \$1,728.29

Taking into account the \$450 you have already paid the remaining balance would be \$1,278.29.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Guest: I apologize, it was on my response to an email. Do you want him to make it via email or the website so you can waive the \$150 fee. Please let me know and we will do it today. Thank you.

Destify: I made the changes on this reservation and now he can move forward on the other reservation.

Interaction 2:

Guest: I would like to be removed from the reservation since I will not be traveling anymore.

Destify: If you were to remove Deborah and make it a single for James it will price higher at \$3,308.64 with a \$150 cancellation fee plus the transfers at \$256 based on the terms and conditions. I am showing it's best to keep him on the reservation and to travel alone to keep the same balance and not increase the price.

<https://destify.com/terms-and-conditions/>

Interaction 3:

Guest: I am attending this wedding in April and need to pay you. But my plans have changed.

I will be there by myself from April 24-April 28.

I would like to change to the cheapest room available and there will only be one guest.

Please update this reservation.

I would really appreciate a link to submit final payment.

Destify: If you change your dates and cancel the child in the lowest room type:

<https://destify.com/terms-and-conditions/>

Hotel: Iberostar Selection

Travelers: 1 adult

Travel dates: 4/24-28, 2024

Room category:

Junior Suite

Hotel cost: \$1,499.43

Transfer cost (shuttle): \$159

Cancellation fees: \$150 for Jon prior/\$150 for Ophelia=\$300 total

Total cost: \$1,958.43

Taking into account the \$450 you have already paid the remaining balance would be \$1,508.43.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Guest: Yes please

Destify: You're all set! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

Interaction 4:

Guest: Hi. One of the guests in the room has passed away.

The other 2 guests in the room will still travel we would need to adjust the room to 2 travelers

Destify: We are very sorry to hear about her loss. Let us request to find out the rates to remove her. Expect an email in the coming days to confirm first. Then we will also have you become the room manager after that is solved.

Destify: We heard back we can remove her at current rates for 2 adults, would you like to move forward?

Hotel: Hard Rock Riviera Maya

Travelers: 1 adult, 1 child

Travel dates: 6/11-16, 2024

Room category: Deluxe Gold - King Bed

Hotel cost: \$2,567.59

Taking into account the \$450 you have already paid the remaining balance would be \$2,117.59 balance.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Guest: to who it may concern,

My original price for the room was \$2,627.31. Which is 2 adults and 1 child. May I replace the deceased person with another person since it really isnt a significant difference in price with the 1 adult and 1 child quote?

Destify: Let me find out if they can make a name change at the same hotel rate. Can you advise the new person's name on passport/birthdate?

Guest: Well no I do not have a person yet. Was hoping to reduce the rate. But I can start looking for someone as soon as you can tell me its okay replace the deceased person with some one else.

Destify: Okay, for now we will just request to see if they can make a name change at the same hotel rate and keep you posted from there. A name change would allow to keep the same hotel rate you have now but it would not go down in price for it.

Guest: Okay I will look ow to find who would like to go. Thanks. Will update as soon as possible with the new person name

Destify: Okay, keep us posted as they can't tell us about the change they said until we have a firm name/birthdate to see.

Interaction 5:

Guest: My brother is close to paying off his reservation for my wedding but just got notice that one of his daughters will not be able to attend the wedding. How will this affect his reservation? Is it worth making a change? What would be his new total due if he removes his daughter from the reservation?

Wedding Details:

Wedding Reservation for Steve and Betsy Deanda

Wedding date 04/12/24

Destify: Thanks for reaching out!

The reservation for your brother, can still be modified by cancelling/removing a guest. However, we need the request to come from Raissa, being the Room Manager on the reservation. Please have her email us (guestservices@destify.com) directly and a Specialist will assist her with the next best steps.

Interaction 6:

Guest: I currently have a booking at Dreams Aventuras Riviera Maya for Melanie and Diego's wedding. My plus 1 cannot make it so I wanted to see if it's possible to transfer my reservation to my friend's room so we can stay together. Could you please assist? My reservation number is N3W713FW. I have already paid the deposit plus some.

Guest: Just spoke to my friend. My friend will actually be cancelling her reservation and I would like to upgrade my room for 3 people. Could I please have that process started? Apologies for the confusion!

Destify: We received your request to add a guest to your room. In order to give you an accurate quote I will need the following information on the persons you are adding:

1. Full Name (as it reads on the passport)
2. Date of Birth including day, month, and year
3. An email address
4. A phone number

Once I have this information I will send you an updated quote and a link to pay the \$150 deposit required to add each additional person.

Thank you and please let me know if I can help with anything else.

Guest: Please see below! It will be 3 of us, I am open to either 2 beds or 3 beds. The first would be Jane Doe with a birth date of 1/12/1996 and the second would be Jasmine Doe with a birth date of 1/11/1995. Please let me know if this sent correctly.

Destify: Perfect! Thank you, I received everything, and I am sending it over to room management. You should receive an email with in 24-48 hours with the cost for adding your guests. Please keep an out eye in your email.

Destify: Hello,If you were to add 2 adults to the room it would require upgrading the room based on occupancy limits and the lowest for that is Preferred Club Family Room Pool View. The price for 4 adults in that room is \$8,282.40 though for the dates. It would be advised that booking a new/separate room for them would be better in this case.

Guest: Pricing wise, would you recommend me cancelling my reservation and my friends cancelling theirs to book a new room together? We just want to do what is most cost effective for us three to stay together.

Destify: Anyone who cancels their reservation will lose their deposits of \$150 per person based on the terms and conditions. You asked us prior about adding two guests to the room which we advised would mean changing rooms at a much higher price. When you say the three of you want to room together who are you referring to? Your reservation is for Hugh and Mary currently. Do the people of Jane and Jasmine already have a room for 2 people? If you are removing Hugh and then combining the following rates will apply and they need to also approve. The deposit for Hugh is non-refundable though. You could move to their room as 3 adults with the \$550 as follows:

Hotel: Dreams Aventuras

Travelers: 3 adults

Travel dates: 4/20-27, 2024

Room category: Deluxe Garden View not available

Deluxe Pool View Double is available for 3 adults

Total cost: \$5,445.44 total

Taking into account the \$300 they have paid plus \$550 for you then the balance would be \$4,595.44.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Destify: You won't be able to add to their current room type since it's a Deluxe Garden View King. This is why the quote is for the Deluxe Pool View Double (lowest available room type with 2 beds).

Guest: Yes I would like to remove Hugh as a guest and proceed with a room with Jane and Jasmine, they have a room but will be cancelling their room so us 3 can stay together. I am okay with the changes and would like to switch to a deluxe pool view room for 3 people.

Destify: Jane is the room manager of the other room and is attached to this email. She needs to confirm she is okay with this change as well. The previously quoted room is now sold out so you won't be able to do the Deluxe Pool View Double.

Hotel: Dreams Aventuras

Travelers: 3 adults

Travel dates: 4/20-27, 2024

Room category: Deluxe Garden View not available

Deluxe Pool View Double is now sold out

The lowest available room with 2 beds is now the Preferred Club Marina View Double

<https://lobatowedding2024.destify.com/resort/#packages>

Total cost: \$6,835.93 total

Taking into account the \$300 they have paid plus \$550 for you then the balance would be \$5,985.93.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Destify: I would need both Jane and Jasmine to agree to this quote as of today.

Guest: I discussed with Jane and we agree that the easiest option would be to move me to Jane's existing room. Sorry for the confusion. Could we have this done, and can the amount I paid so far get applied towards Jane's booking?

Interaction 6:

Guest: My Aunt will not go with her and she will go by herself.. She wants to remove Ileta from her room, she was also asking if there's a room for a single person so she can pay less.

Destify: All changes must be confirmed by email/in writing. First, let us request a rate in the room to remove Ileta. Expect an email in the coming days to confirm that in the coming days.

Destify: Based on the terms and conditions if we remove Ileta:

<https://destify.com/terms-and-conditions/>

Hotel: Dreams Las Mareas

Travelers: 1 adult

Travel dates: 7/19/22, 2024

Room category: Junior Suite Double

Hotel cost: \$950.72

Cancellation fee to remove the guest: \$150

Total cost: \$1,100.72

Taking into account the \$300 you have already paid the remaining balance would be \$800.72.

Would you like to move forward with the changes?

*Rates and Inventory are subject to change & are based on availability. No pricing is locked in. No changes can be made until confirmation and or funds are received.

When modifying your reservation, the pricing will adjust to today's current rates.

Destify (we spoke with guest on the phone): Thank you for taking the time to speak with me today!

You're all set! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

Room Modification Date of Birth Change - Interactions with our guests

Interaction 1:(this guest was within 13 days of travel, we are not able to make modifications under 14 days from travel)

Guest: There was a typo and the birthday was entered incorrectly. It should say 6/6/1962 not 6/12/1962.

Destify: So that we do not compromise our standard of customer service, we do not allow modifications within 14 days of traveling because we are not able to guarantee that the change will be completed prior to you checking in. We utilize a third party booking engine for reservations, including modifications, so we are reliant on them to process the changes; as a result, we have implemented the 14 day policy to ensure your changes are made in a timely manner. Anything within that 14 day timeframe is super risky, and could lead to potential issues at check in.

Interaction 2:

Guest: I received an email that listed my information for my trip and my birthday is wrong. My name is Allie Nail and my birthday is 12/27/84. Can you please help me correct this so that it does not interfere with my travel.

Destify: Thanks so much for letting us know your birthday was incorrect and should read as 12/27/1984. I was able to manually log in and make this update for you so you are all set now! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

If you have a moment and you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name?

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

It would be greatly appreciated! Thank you!

Guest: Thank you

Destify: You are most welcome!

Interaction 3:

Guest: As reviewing the confirmation of our trip that is now paid in full I noticed the Date of birth for my son, is listed as 9-20-2020 however the year is incorrect. It should be 9-20-2014. Please have that corrected. I do not want it to effect our check in or stay.

Destify: Thanks so much for letting us know your son's date of birth should be 09/20/2014. I have let the resort know about this change and I will follow up with you as soon as this has been updated.

Please note there could be an increase in pricing as your son is going from a 3 year old to a 9 year old. I don't think there will be but there is always the possibility so I wanted to make you aware. I will do everything I can to avoid the additional fee on the off chance there is one though.

Thank you and I expect to have this updated in the next 2-3 business days. Have a great day!

Destify: How are you today? I wanted to reach out and let you know I am still working on your request to update Blake's birthday to 09/20/2014. I apologize for the delay and appreciate your understanding. I have reached out to the resort again today and will continue to do so until we have this resolved. Thank you, do not hesitate to reach out in the meantime with other questions or concerns.

Destify: I heard back from the resort today and they were able to update Blake's birthday at no cost. You're all set now! I'm glad I was able to get this taken care of for you. You can view your updated reservation in your Guest Dashboard.

If you have a moment and you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning my name? (Lauren)

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

It would be greatly appreciated! Thank you!

Guest: Thanks so much for following up! Will absolutely complete the review

Interaction 4:

Guest: The birthdates shown below are incorrect. How do I update?

Destify: Thanks for reaching out, I'm happy to help!

What would be the correct birthdates?

Looking forward to hearing from you!

Guest: Mine is 6/13/1968 and Tracy's is 3/17/1976.

Destify: Thanks for reaching out! The dates of birth are corrected Please let us know if you have

Payment Questions including Payment Extension and Payment Issues - Interactions with our Guests
Internal Notes: Guest must make their final payment to pay the balance in full before 65 days from travel. We allow payment exceptions as an exception in certain circumstances. Normally, we are able to extend the payment 2 weeks beyond the initial final payment date.

Interaction 1:

Guest: How do I make a payment towards my booking?

Destify:

I'll be happy to walk you through the steps of how to make payments on your reservation!

1. Log into your Dashboard [HERE](#). *If you used the 'Log in with Google' feature to initially sign up, please continue using this way to log in.
2. Go to your 'My Trips' tab and click 'My Rooms' tab and click 'Make a payment'.
3. Enter the amount you wish to pay and fill in your card information. Please be sure all information is accurate.
4. Sign your signature and click the 'Make Payment' button once.

Interaction 2:

Guest: I recently made a payment on my room & wanted to make another payment but I noticed my total hasn't went down?

Destify: Good morning! I hope that you had a nice weekend and I do apologize for the inconvenience. When did you make the payment and for what amount?

Guest: \$1,000 on January 30th

Destify: Thank you for reaching out promptly, and I apologize for the inconvenience caused by the delayed posting of your \$1,000 payment. I understand this may have been worrying for you. Occasionally, payments made do not generate correctly and transmit to our system or your reservation via our third-party payment processor. Should this occur again, although it's unlikely, please follow the same steps you did and contact our Guest Services Team with a screenshot of the payment and its date.

Our Accounting Team has successfully located the payment and manually applied it to your reservation. You can access your updated reservation details and balance 24/7 by logging into your [Destify Dashboard](#). However, I'm providing the details here for your convenience:

- Total Package Amount: \$5,136.92
- Total Paid to Date: \$1,300.00
- Remaining Balance Due by 11/23/24: \$3,836.92

Thank you once again for allowing me to assist you! Please don't hesitate to reach out if you require any further assistance, as I'm here to help.

Interaction 3:

Guest: Hello. I'm hoping it would be possible to get an extension for our final payment.

Destify: Thank you for reaching out regarding an extension, I am happy to assist. Did you have a date in mind that you wanted to request for final payment?

Destify: I see that you have since cleared your balance. Your reservation has been reinstated and you can disregard any emails you see regarding the reservation being cancelled. Feel free to reach out if you have any questions. Have a great day!

Guest: Thanks for your reply, I was able to get the final payment sent on 02-10-24

Destify: Amazing! You're all set, Have a great day!

Interaction 4:

Guest: I was wondering for a bit more time for the payment of my reservation being the due date is soon

Destify: Thank you for reaching out regarding an extension, I am happy to assist. I see that you have a final payment date of February 5, 2024. Did you have an intended payment date that you wanted to request?

Guest: By 02-10-24 I will have the final amount to pay in full. Thank you

Destify: I was able to extend your final payment date to February 10, 2024 as requested.

Your remaining balance due is \$2,188.54. Please submit your final payment via your Guest Dashboard <https://app.destify.com> in order to finalize your reservation. Just a reminder, failure to pay in full by the new deadline will result in a cancellation and loss of all funds already paid on the reservation.

This extension is a one-time exception and additional requests for extension will be denied as payment is due to the hotel or the room will cancel.

Please note if you modify your booking between now and your new final payment date, your reservation may require payment in full before the change can be completed.

Interaction 5:

Guest: I need to talk to someone about extending my payment plan due to something that came up thank you

Destify: Thank you for reaching out regarding an extension, I am happy to assist. I see that you have a final payment date of January 15,2024, Did you have an intended payment date that you wanted to request?

Guest: Yes if I can make it March 1st that would be great! I appreciate your help!

Destify: Unfortunately, we are unable to grant an extension of that length. I was able to extend your final payment date to February 12,2024. Please note that this is our maximum allowable extension and another will not be possible.

Your remaining balance due is \$1,412.00. Please submit your final payment via your Guest Dashboard <https://app.destify.com> in order to finalize your reservation. Just a reminder, failure to pay in full by the new deadline will result in a cancellation and loss of all funds already paid on the reservation.

This extension is a one-time exception and additional requests for extension will be denied as payment is due to the hotel or the room will cancel.

Please note if you modify your booking between now and your new final payment date, your reservation may require payment in full before the change can be completed.

Guest: Ok well will have to work. I know some family members went through the hotel and the payment date was further out but I understand! Thank you! We will submit payment by February 12

Interaction 6:

Guest: Hi. I'm Able to pay half of the balance today then payment extension request until Feb 9th

Destify: Thank you for reaching out regarding an extension, I am happy to assist. I was able to extend your final payment date to February 9, 2024 as requested.

Your remaining balance due is \$1,054.20. Please submit your final payment via your Guest Dashboard <https://app.destify.com> in order to finalize your reservation. Just a reminder, failure to pay in full by the new deadline will result in a cancellation and loss of all funds already paid on the reservation.

This extension is a one-time exception and additional requests for extension will be denied as payment is due to the hotel or the room will cancel.

Please note if you modify your booking between now and your new final payment date, your reservation may require payment in full before the change can be completed.

Interaction 7:

Guest: Hi. I was trying to complete full payment online, but the the payment option through his dashboard was not working he said.

Destify: Thanks a lot for contacting us, and I am sorry that you were having issues while trying to process your payment online, I will be happy to assist you.

Below is the payment link for \$1312.45 towards the total package price of \$2132.43

<https://destify.com/payment/?p=657b2a015e80>

If you need any further assistance, please do not hesitate to let me know, I am always happy to help.

If you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning the names of anyone who has helped you?

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

I would greatly appreciate it :)

Interaction 8:

Guest: Hi, I was under the impression that the final payment was due upon arrival. Please let me know if we can pay in a week because we are waiting for a credit card to arrive. Please let me know. Thanks

Destify: Thank you for reaching out regarding an extension, I am happy to assist. I was able to extend your final payment date to February 6, 2024. This should give you enough time to receive your card.

Your remaining balance due is \$1,671.35. Please submit your final payment via your Guest Dashboard

<https://app.destify.com> in order to finalize your reservation. Just a reminder, failure to pay in full by the new deadline will result in a cancellation and loss of all funds already paid on the reservation.

This extension is a one-time exception and additional requests for extension will be denied as payment is due to the hotel or the room will cancel.

Please note if you modify your booking between now and your new final payment date, your reservation may require payment in full before the change can be completed.

Interaction 9:

This guest missed their final payment date and it was past due. Here is the interaction that occurred for this situation.

Destify: Your booking was canceled due to non-payment by the final payment date of 65 days pre-travel. We are happy to reinstate your booking if we receive your payment in the next 48 hours. All funds paid to Destify are non-refundable as we are past the final payment date. Below is the payment link for \$1982.09 towards the total package price of \$1982.09

<https://destify.com/payment/?p=646a2e895336>

Destify: This is our second attempt to contact you regarding your reservation. Your booking was canceled due to non-payment by the final payment date of 65 days pre-travel. We are happy to reinstate your booking if we receive your payment in the next 48 hours. All funds paid to Destify are non-refundable as we are past the final payment date.

Please use only the following link to make your payment:

Below is the payment link for \$1982.09 towards the total package price of \$1982.09

<https://destify.com/payment/?p=646a2e895336>

This link will expire in 48 hours. If you have not made the payment and the link has expired, please respond back to this email and we will send a new link!

Best regards,

Destify: This is our final attempt to contact you regarding your reservation.

Your reservation was canceled due to non-payment by the final payment date of 65 days pre-travel.

This is your last chance to reinstate your reservation.

Please use only the following link to make your payment:

Below is the payment link for \$1982.09 towards the total package price of \$1982.09

<https://destify.com/payment/?p=646a2e895336>

This link will expire in 48 hours. If you have not made the payment and the link has expired, please respond back to this email.

All funds paid to Destify are non-refundable as we are past the final payment date.

Destify: We have attempted to contact you regarding the cancellation of your reservation due to the balance remaining outside of your final payment date. As we have not heard from you or received payment, please be aware your reservation is canceled and based on our policy, all funds are non-refundable at this time. If you wish to discuss the possibility of rebooking, please feel free to reach out!

Interaction 10:

Guest: I was having issues processing my final payment on the app. Can you help me?

Destify: I am sorry that you were having issues paying online, I will be happy to assist you.

Below is the payment link for \$1133.37 towards the total package price of \$1713.35

<https://destify.com/payment/?p=6565494c056e>

If you need further assistance, please let me know, I am happy to help.

Destify: I am happy to confirm that your payment has been processed and applied toward your reservation, which is now showing a \$0.00 balance.

If you need any further assistance, please let me know, I am always happy to help.

If you're happy with the service provided by Destify, would you mind leaving a positive review and mentioning the names of anyone who has helped you?

Google Reviews:

<http://search.google.com/local/writereview?placeid=ChIJnQT1arAsDogRnAuJR9c0li4>

I would greatly appreciate it :)

