

Dear Sir or Madam,

after contacting with my bank, I have been confirmed that the two referred invoices have been already paid (115.26CAD and 289.79CAD).

However, as explained by email and phone, my bank also confirmed that two additional charges appear as a deposit made by Sheraton pending to be unblocked:

* 17 June, EUR279.54. Authorization number: 893222. Identification TPV: 25300875

* 21 June, EUR42.53. Authorization number: 201152. Identification TPV: 66364868

During our call, and the email afterwards, I have been confirmed by your billing service that there were two invoices (already paid), and there is no notice about pending invoices or charges. Please, I would kindly request again the deposits to be canceled as soon as possible.

I have not been informed about this procedure during my stay (or calls and emails after my staying), and I am very surprised to see over 300EUR of my bank account as deposit without being informed about it. I have never had problems of this kind in other Toronto hotels (for instance, this very week, at Intercontinental).

Thank you