Gurpreet Dhaliwal

July 10, 2017

Subject: refund

I stayed at the Liberty hotel on Wednesday June 14 until Saturday June 18.

Confirmation #: 492054241

Guest #: 602926

Invoice #: 254701

My visit was arranged via MGH, who was hosting me for the first two days of my visit.

The contact person was: Paula Spagnuolo / email: PSPAGNUOLO@PARTNERS.ORG

Ms. Spangnulo arranged for June 14, June 15, and round trip car service (to/from Logan airport) to be charged to MGH, while I would pay for June 17 and 18.

The staff was able to see this arrangement on check in, but at check out, a different staff person could not see this in the computer, so I had to pay the full price.

On Monday June 19, Ms. Spangnulo contacted Liberty about the mistake and arranged for a refund of the June 14, June 15, and round trip car service to be made to my Discover card within 3-5 business days.

That amount would be: $1183.19

However, what appeared on the credit card (charge date: 7/5/17) was a new CHARGE for $820.84 (which is close to 2 nights hotel stay, but not exactly when taxes are included).

**The corrections that need to be made:**

* charge $1183.19 to MGH for June 14, June 15, & car service
* refund me $1183.19 for the same
* refund me for $820.84

Total refund = 1183.19 + 820.84 = **2004.03**