
From: Kangaroo Island Seafront [mailto:reservations@seafront.com.au]
Sent: Wednesday, 17 December 2008 13:43
To: Ales Welter
Subject: Re: how to claim discount on sealink ferry booking?

Dear Ales,

Thank you for providing us with your confirmation voucher.
I have been in touch with HotelClub as we did receive this as a request, however, as we are fully booked, we advised HotelClub it could not be confirmed.
HotelClub have recognised that this is their mistake, and have advised me that they will be in contact with you to organise alternate accommodation.

Further to your Sealink request, we are unable to provide the 10% discount on ferries already booked, the discount has to be applied at the time of reservation when it is made through us.

If you do not hear from HotelClub soon, I would suggest contacting their customer service number yourself. +61 2 8263 5111 or customer_service@hotelclub.com

Kind regards
Emily Hay
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