



CANCELLATION WAIVER - RFND APPROVED

11 mensajes

Ruth Suarez <ruth.suarez@ace.com.py>
Para: accounts@travellanda.com
CC: Sofía Gómez <sofia.gomez@ace.com.py>

23 de junio de 2026 a las 9:06 p.m.

Dear Partner

I'm sending this email to request information on the next steps to issue the credit note for this approved refund.

We look forward to your response

Regards,

TL12646390

How did we do? Please leave your feedback.

Level of Service : ☐ Satisfied ☐ Neutral ☐ Dissatisfied

Time of Response : ☐ Satisfied ☐ Neutral ☐ Dissatisfied

Resolution : ☐ Satisfied ☐ Neutral ☐ Dissatisfied

Escribir una
respuesta

Reopen Message

Estado : Cerrado

Categoría : Solicitud de cancelación

Reda Samuel [Travellanda]

22-06-2026 11:37

Dear Partner,

We're pleased to inform you that your cancellation waiver request has been approved.

Our system has been updated to reflect that the cancellation is now free of charge.

If you had already paid for this booking, our Accounts Team will issue a credit note that you can use towards your future booking.

Please note that it is necessary for you to contact at accounts@travellanda.com to complete the refund process.

Best regards,
Customer Support Team

RUTH SUÁREZ

Ejecutiva cuentas corporativas

✉ ruth.suarez@ace.com.py

☎ +595 981249496

📍 Avda. Mcal López 5187 e/ Cnel. Cabrera y Denis Roa

Asunción | Paraguay

🌐 www.ace.com.py

Accounts Travellanda <Accounts@travellanda.com>

Para: Ruth Suarez <ruth.suarez@ace.com.py>

CC: Sofía Gómez <sofia.gomez@ace.com.py>

24 de junio de 2026 a las 3:54 a.m.

Dear Ruth,

Greetings from Travellanda!

Please note that the refund for the subject booking is due to be issued.

This can be done either as a credit note under your account which you can apply to other bookings or returned to the card used for the payment.

Please note that the card refunds take longer 5-10 working days depending on your bank.

Please confirm your preferred option and get back to us.

Thank you.

Kind regards,
Sehar Rahee
Credit Control Assistant
Travellanda Ltd.



From: Ruth Suarez <ruth.suarez@ace.com.py>
Sent: Wednesday, June 24, 2026 4:06 AM
To: Accounts Travellanda <Accounts@travellanda.com>
Cc: Sofia Gómez <sofia.gomez@ace.com.py>
Subject: CANCELLATION WAIVER - RFND APPROVED

[Texto citado oculto]

Ruth Suarez <ruth.suarez@ace.com.py>
Para: Accounts Travellanda <Accounts@travellanda.com>
CC: Sofia Gómez <sofia.gomez@ace.com.py>

24 de junio de 2026 a las 5:19 p.m.

Good afternoon dear partners

Please returned to the card used for the payment.

Best regards,

Ruth Suarez

[Texto citado oculto]

Accounts Travellanda <Accounts@travellanda.com>
Para: Ruth Suarez <ruth.suarez@ace.com.py>
CC: Sofia Gómez <sofia.gomez@ace.com.py>

25 de junio de 2026 a las 3:58 a.m.

Dear Ruth,

Thank you for confirming your preferred option.

We will notify you once the refund is processed.

Thank you.

Kind regards,
Sehar Rahee
Credit Control Assistant
Travellanda Ltd.
XML – White Label – B2B Hotel Wholesaler
www.travellanda.com
Visit our Pages: [Facebook](#) - [Twitter](#) - [Linkedin](#) - [Instagram](#)



From: Ruth Suarez <ruth.suarez@ace.com.py>
Sent: Thursday, June 25, 2026 12:19 AM
To: Accounts Travellanda <Accounts@travellanda.com>
Cc: Sofia Gómez <sofia.gomez@ace.com.py>
Subject: Re: CANCELLATION WAIVER - RFND APPROVED

[Texto citado oculto]

Sofia Gómez <sofia.gomez@ace.com.py>
Para: Accounts Travellanda <Accounts@travellanda.com>
CC: Ruth Suarez <ruth.suarez@ace.com.py>

14 de julio de 2026 a las 11:03 a.m.

Dear all

Good morning,

Do we have any news about the approved refund?

We remain attentive.

Regards

[Texto citado oculto]

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SOFIA GOMEZ

Ejecutiva de Ventas Jr.

✉ sofia.gomez@ace.com.py

☎ +595 982 289310

📍 Avda. Mcal López 5187 e/ Cnel. Cabrera y Denis Roa

Asunción | Paraguay

🌐 www.ace.com.py

Accounts Travellanda <Accounts@travellanda.com>

Para: Sofia Gómez <sofia.gomez@ace.com.py>

CC: Ruth Suarez <ruth.suarez@ace.com.py>

15 de julio de 2026 a las 11:28 a.m.

Dear Sofia,

I hope you are well.

Please note, the refund is on the queue to be issued. We are working daily to process all refunds. Once issued, we will confirm.

Thank you for your patience.

Kind regards,

Radostina Yakubova

Credit Controller

Travellanda Ltd.

www.travellanda.com

XML – White Label – B2B Hotel Wholesaler

Visit our Pages: [Facebook](#) - [Twitter](#) - [Linkedin](#) - [Instagram](#)



From: Sofia Gómez <sofia.gomez@ace.com.py>

Sent: 14 July 2026 3:03 PM

To: Accounts Travellanda <Accounts@travellanda.com>

Cc: Ruth Suarez <ruth.suarez@ace.com.py>

[Texto citado oculto]

[Texto citado oculto]

Sofia Gómez <sofia.gomez@ace.com.py>

Para: Accounts Travellanda <Accounts@travellanda.com>

CC: Ruth Suarez <ruth.suarez@ace.com.py>

31 de julio de 2026 a las 12:11 p.m.

Dear all

Good morning

Do we have any news about the approved refund?

We remain attentive.

Regards

[Texto citado oculto]

Sofia Gómez <sofia.gomez@ace.com.py>

Para: Accounts Travellanda <Accounts@travellanda.com>

CC: Ruth Suarez <ruth.suarez@ace.com.py>

4 de agosto de 2026 a las 10:35 a.m.

Dear all,

Good morning,

Do we have any news about the approved refund?

We look forward to your reply and hope to hear back **ASAP**, please.

Best regards

[Texto citado oculto]

Accounts Travellanda <Accounts@travellanda.com>
Para: Sofia Gómez <sofia.gomez@ace.com.py>
CC: Ruth Suarez <ruth.suarez@ace.com.py>

4 de agosto de 2026 a las 11:13 a.m.

Dear Sofia,

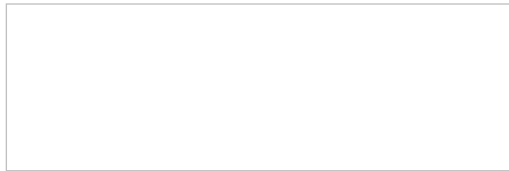
Thank you for your email.

Please note, the refund has been processed at our end. Apologies for the delay.
It should be on your account soon, in some cases could be 5-7 working days depending on your bank.

Thank you.

Kind regards,

Radostina Yakubova
Credit Controller
Travellanda Ltd.
www.travellanda.com
XML – White Label – B2B Hotel Wholesaler
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From: Sofia Gómez <sofia.gomez@ace.com.py>

Sent: 04 August 2026 2:35 PM

[Texto citado oculto]

[Texto citado oculto]

Sofia Gómez <sofia.gomez@ace.com.py>
Para: Accounts Travellanda <Accounts@travellanda.com>
CC: Ruth Suarez <ruth.suarez@ace.com.py>

Dear all,

Good morning,

Do we have any news about the approved refund?

Besides this, we noticed that on the platform it already appears as refunded, and we still haven't received the corresponding amount as a return on the credit card.

We remain attentive and hope for a response ASAP, please.

