

## Hernandez, Martha

**From:** Sheraton Austin Hotel at the Capitol  
<GCCUSTSERVICE@CONFIRM.STARWOODHOTELS.COM>  
**Sent:** Monday, August 26, 2013 12:19 PM  
**To:** Hernandez, Martha  
**Subject:** We've cancelled Sheraton Reservation #155659506. We look forward to connecting with you another time.

Trouble seeing this email? View it in a browser for up-to-date reservation information, or to view in [English](#), [Français](#), [Español](#), [Deutsch](#), [中文\(简体\)](#), [日本語](#), [Italiano](#), [Português](#), [Русский](#), [العربية](#)



### Sheraton Austin Hotel at the Capitol

701 East 11th Street, Austin  
Texas 78701, United States

Phone: (512) 478-1111 Fax: (512) 478-3700



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Hello Annie,

We're sorry to hear you won't be joining us. At your request, we've cancelled Sheraton Reservation #155659506. We hope it's not too long before your plans bring you to Austin. In the meantime, we're constantly updating [Sheraton.com](#) with our best rates and special offers to make planning your next trip a welcome experience.

Warm regards,

Dave Baxter  
GENERAL MANAGER



### You Are Invited....

...to participate in a short survey to evaluate your experience with the associate who handled your call. Thank you for sharing your opinions with Sheraton Hotels & Resorts.

[More](#)

**CONFIRMATION: 155659506**

#### YOUR SCHEDULE:

Check In	26-AUG-2013 - 3:00 PM *
Check Out	28-AUG-2013 - 12:00 PM *
Number of Rooms	2
Number of Guests	2

\* Indicates standard hotel check-in and check-out times and does not reflect special arrangements made with the hotel.

#### YOUR ACCOMMODATIONS: ROOM 1 OF 2

Guest Name	ANNIE LARA
Number of Adults	1
Number of Children	0

##### Room Description King Bed

- Superior Non-smoking, Smoke-free
- 26 Sq.m/275 Sq.ft
- 32 Inch Flat Screen Lcd Tv
- Sweet Sleeper Bed
- Pay Per View Movies
- High-speed Internet For A Fee

##### Remarks

#### YOUR RATE: ROOM 1 OF 2

Rates for the night of **26-Aug-13, 27-Aug-13**

##### Rate Details

Government Plus

ID required. Valid for Govt Contractors or Gov Employees

**169.00** in US DOLLARS per night

##### Taxes

City Tax:

9.0 Percent Per Room Per Night Not In The Rate

State Tax:

6.0 Percent Per Room Per Night Not In The Rate

##### Guarantee and Cancellation Policies

Your room is guaranteed with a(n) card.

Too late to cancel -a 1 Night penalty will be applied. There may be additional applicable charges and taxes

Room taxes may be charged on penalties.

Debit and Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. Please visit "Announcements" on the hotel website for more information.

#### YOUR ACCOMMODATIONS: ROOM 2 OF 2

Guest Name	MARTHA MORALES
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Number of Adults	1
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Number of Children	0
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##### Room Description King Bed

- Superior Non-smoking, Smoke-free
- 26 Sq.m/275 Sq.ft
- Sweet Sleeper Bed
- High-speed Internet For A Fee
- 32 Inch Flat Screen Lcd Tv
- Pay Per View Movies

##### Remarks

#### YOUR RATE: ROOM 2 OF 2

Rates for the night of **26-Aug-13, 27-Aug-13**

##### Rate Details

Government Plus

ID required. Valid for Govt Contractors or Gov Employees

**169.00** in US DOLLARS per night

##### Taxes

City Tax:

9.0 Percent Per Room Per Night Not In The Rate

State Tax:

6.0 Percent Per Room Per Night Not In The Rate

##### Guarantee and Cancellation Policies

Your room is guaranteed with a(n) MASTER CARD card.

Too late to cancel -a 1 Night penalty will be applied. There may be additional applicable charges and taxes.

Room taxes may be charged on penalties.

##### Special Services for All Rooms:

August 26, 2013 - August 28, 2013

Rate Plan: Government Plus  
MANDATORY GTD Per Room/per Stay

Debit and Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. Please visit "Announcements" on the hotel website for more information.

## YOUR PRIVACY

Please note: For security purposes, you will be asked to provide a valid government or state-issued photo ID at check-in.

This email may contain links to websites that collect personally identifiable information about you. Starwood Hotels & Resorts Worldwide, Inc. is not responsible or liable for the actions of such independent websites, and encourages you to review the privacy statements and policies of such websites to understand how they collect, use and store such information.

[Click here](#) for Starwood Hotels & Resorts Worldwide, Inc.'s Privacy Statement.

## DISCLOSURE

### Guarantee Rules

For reservations guaranteed with a form of payment at time of booking, rooms are held until hotel check-out time the day following arrival. For reservations not guaranteed with a form of payment at time of booking, rooms are held until set cancellation time per the rules of the reservation. In the event more guests arrive than can be accommodated due to hotel overbooking or an unforeseen circumstance, and hotel is unable to hold rooms consistent with this room hold policy, hotel will attempt to accommodate guests, at its expense, at a comparable hotel in the area for the oversold night(s), and will pay for transportation to that hotel.

### Smoking Policy

All public spaces and guest rooms are 100% smoke-free. A \$250 cleaning fee will be charged to any guest who violates this policy. Smoking is allowed at distances greater than 15 feet from any entrance.

### Exchange Rate

For non-US hotels, rates confirmed in USD may be converted to local currency by the hotel at your time of stay, based on the exchange rate used by the hotel and are subject to exchange rate fluctuations. Credit card charges are subject to additional currency conversions by banks or credit card companies, which are not within the hotel's control and may impact the amount charged to your credit card. Please contact the hotel if you have any questions.

### Rate/Reservation Validity

Please note that electronic reservation confirmations are provided to you solely for your convenience and that we retain official records of our reservation transactions, including details of dates of stay and room rates. In the event of discrepancies, alterations, modifications, or variations between this confirmation

and our official records, our official records shall control. Tampering with this confirmation to alter the room rate, or any other reservation information is strictly prohibited and may have legal consequences.

#### Early Departure

Many Starwood hotels have an early departure fee. When you check-in, you will be asked to confirm your departure date. You may be able to change your departure date without a penalty if your rate plan permits and if you do so before the end of your arrival day. After reconfirming your departure date, if you decide to leave earlier, you may be charged the early departure fee. Please contact the hotel if you have any questions.

Starwood Hotels & Resorts Worldwide, Inc.  
One StarPoint, Stamford, CT 06902 USA

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