

Dear Expedia People,

On November 14, 2016 I made a reservation for two nights, Dec 8-10, at the "Cambridge Karma House". Then on December 5, 2016, I received an email message (attached below) from "Henry" of the Cambridge Karma House informing me that they have double-booked the period of my stay and I'd have to either cancel or switch to a different location (not just a different room) in between my two travel nights. As I have no nomadic inclinations I chose to cancel altogether and book elsewhere, at the "Le-Meridien Cambridge-MIT", also using Expedia.

The revised booking was the cheapest I could find within my search area and was nevertheless, likely due to its last-minute nature, about US\$106.82 more expensive than the original booking. Seeing that the added expense is entirely Expedia's fault (directly or via your agent, "Cambridge Karma House"), I expect a full refund of the added expense, either directly from Expedia or from the Karma House. It may also be appropriate for Expedia to investigate whether the double booking was an honest mistake or deliberate.

Needless to say the knowledge that I cannot trust reservations made on Expedia will remain with me as I consider my future travel plans.

Sincerely,

Dror Bar-Natan,

Toronto.

=== Karma House to me, December 5 at 11:28PM ===

Hi Mr. Bar-Natan,

I am very sorry to inform you that the apartment you booked is available only for the evening of Thursday, December 8 and not for December 9. Our booking calendar did not update the Expedia site properly.

I realize this is a terrible inconvenience.

Here are 3 possible options:

- 1) you stay only one night (Dec 8) and you find another accommodation for the second night
- 2) we cancel your reservation entirely and you find another accommodation for both nights (no charge whatsoever)
- 3) you stay for one night (Dec 8) at the Karma House and then you can stay in a guest room at my home — in a nearby location in Porter Square at no charge on December 9. The Porter Square location is close to the subway, approximately 1 mile from the Karma House. It's located in a very nice location.

I apologize for this problem!

Let me know what you prefer to do.

-Henry

=== My response, December 6 at 7:17AM ===

Hello Henry,

I was sorry to learn that you have double booked me.

Options 1 and 3 I cannot take as I do not appreciate a nomadic lifestyle. So I'll take option 2. Please see that my reservation at the Cambridge Karma House is cancelled immediately.

I've booked a room through Expedia at Le Meridien Cambridge-MIT, the cheapest option there was within the area I was considering. The price (in Canadian dollars) is C\$551.74, which is approximately US\$415.82, which is US\$106.82 more than I was expecting to pay. As the added expense is clearly the result of a mishap between you and Expedia, I expect the difference refunded by you and/or by Expedia. Please let me know by the end of the work day today how you intend to handle the refund in a manner so that I will receive it before my trip (paypal is an option). Otherwise I will contact Expedia for the refund.

Sincerely,

Dror Bar-Natan.

=== As of now Karma House did not indicate that they intend to refund the extra US\$106.82. ===