
Subject: Holiday Inn fiasco

Posted by [audiophile88](#) on Mon, 17 Nov 2014 18:59:53 GMT

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I don't think I will ever stay in another Holiday Inn hotel again. Or rather, I won't even *try* to stay in one. We went out of town over the weekend and reserved a hotel room beforehand. When we got to the hotel, our prepaid reservations had magically been "lost" and the front desk manager wanted us to pay for the room again. Even though we had the paperwork to prove we'd already made the reservation and paid for it, they wouldn't honor it! We wound up having to call the website we reserved through for a refund and then we reserved a room in another hotel nearby.

Subject: Re: Holiday Inn fiasco

Posted by [gofar99](#) on Tue, 18 Nov 2014 21:17:38 GMT

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About half the problem with such transactions is the middle man. I'm not fond of Holiday Inns, but you may have put the blame on the wrong company. I can't imagine HI honoring something that they didn't have a record of. The documents you had could be faked.

Even though it sometimes costs more...I always use the parent company's sites to reserve hotels. I have found that they are usually about the same price as the middle men. YMMV

Subject: Re: Holiday Inn fiasco

Posted by [audiophile88](#) on Tue, 25 Nov 2014 19:54:39 GMT

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I can understand where you're coming from in terms of allegedly faked documents, but if a hotel company isn't willing to trust a middle man's reservation printouts, they shouldn't be working with a middle man. At the end of the day, it doesn't make the middle man look bad; it makes the hotel look bad.
