

## A copy of your chat with Hopper

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From: Hopper Support (help@hopper.com)

To: ian@spamacct.com

Date: Sunday, February 12, 2023 at 09:17 AM EST

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*that the email may state that your reservation is nonrefundable. You may ignore this. This is a system glitch we're working on resolving. Your reservation is refundable per the information stated above.*

*To recap, we will cancel your hotel booking J9LVJQ3JT23F with Hotel Gion Misen and redeem Hopper's Cancel for Any Reason Plan.*

*Is there anything else I can assist you with today?*

9:16:31      *You: Thank you, no.*

9:17:21      *Hopper: Amazing! You're welcome, Ian. Have a wonderful day!*

*Thanks again for using Hopper. It was our pleasure to help! Be on the lookout for a survey that should be sent to your email shortly. If you have a moment, I would greatly appreciate it if you would leave us a quick review of your experience with our Hopper support team! 🐰 Your feedback would mean the world to us!*

*Please do not hesitate to reach out if you have any additional questions or concerns!*

*- - Hopper ended the chat 2/12/2023 at 9:17 AM EST - -*



Thanks again,  
The Hopper Team





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