

March 22, 2023

To Whom It May Concern:

I am writing this letter to explain the circumstances related to my charge dispute with Hopper, order number J9LVJQ3JT23F, for an overcharge of \$99.00. On February 11, 2023, I booked a hotel through Hopper for \$498.11 for 3 nights in Kyoko. For that price, I had chosen an option that said the reservation was "100% Refundable by Hopper." This was already \$99 more than the base-priced option without the "100% Refundable by Hopper" indication which was \$399.11. Since this only appeared in their app, I can't show proof of this. They actually charged me \$597.11, which was \$198.00 more than the base price, and \$99.00 more than what I had agreed to pay. I only saw this later in an email they sent, which I will upload again.

Immediately after booking, I realized I had mistakenly made the reservation for the wrong month. My trip to Japan will be in July 2023, and I mistakenly made the reservation for dates in June. I went to the app to cancel at around 11:00 pm. The cancellation link brought me to a chat window. I stated that I wanted to cancel, and I got no immediate reply. When I woke up the next morning, I saw that I finally got a reply after 4:00 am. I have uploaded the conversation that followed.

In the conversation, the agent assured me that my cancellation would be processed and my \$498.11 would be refunded. What she didn't mention was that I had been charged an additional \$99.00 on top of the original \$99.00 surcharge for selecting the "100% Refundable by Hopper" option. Being that I literally had gone to bed waiting for a replay to my chat, and then seeing the reply upon waking and finishing the cancelation, I never saw that they had charged me more than I had agreed to in the app when making the reservation. They did refund the \$498.11, but that's \$99.00 less than what they charged me for the reservation they said was "100% Refundable by Hopper." At no time did their app show me that the charge was going to be more than \$498.11.

During the chat, the agent said, "You'll receive an email confirming your cancellation shortly. Please note 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." Following the cancellation, I received an email that said exactly that. That email shows the amount of the overcharge, \$597.11. I have uploaded a copy of that email also.

When I realized the \$99.00 discrepancy, I tried to reach out to Hopper again. The only way to communicate with the company is by chat through their app. On top of that hurdle, the only way to start that chat is by clicking the reservation in question on their app and following "the prompts," as their FAQ states. But as soon as my reservation was cancelled, the reservation details were gone, leaving no way to ask any questions about the charge discrepancy. I found the original chat history from the cancellation with the agent, "Lorraine," but the chat was closed and couldn't be reopened.

In the end, I was overcharged \$99.00 for my reservation. The premium option I chose, and the checkout showed a fee of \$498.11 for the privilege of the reservation being "100% Refundable by Hopper." They

actually charged me \$597.11. Before realizing the overcharge, I asked for a refund for the amount I believed I had been charged. They agreed to refund that amount, but there is still a difference of \$99.00.

I hope this helps. Please let me know if you have any questions.

Regards,

Ian Barbour

Your Hopper booking confirmation: J9LVJQ3JT23F  
From:Hopper (bookings@hopper.com)  
To:ian@spamacct.com  
Date:Saturday, February 11, 2023 at 11:07 PM EST



## Your stay at Hotel Gion Misen has been confirmed.

Hopper confirmation: J9LVJQ3JT23F  
Reservation code: 376144315

### Hotel Gion Misen

Nishino-cho 219-2, Higashiyama-ku, Gion, Kyoto, Kyoto, JP  
81-75525-7035

### Reservation Details

Check In:	Saturday, June 17, 2023 at 2:00 PM
Check Out:	Tuesday, June 20, 2023 at 11:00 AM
Your Stay:	3 days, 1 room
Guest Information:	Kyoko Yamamoto

If the hotel cannot locate your reservation by guest name, please provide the following reservation code:

Reservation code: 376144315

### Room Type

Deluxe Triple Room, Non Smoking

### Check-in Instructions

This property doesn't allow you to check in after 8:00 PM.

You must be at least 18 to check in to this property.

## **Instructions**

- Extra-person charges may apply and vary depending on property policy
- Government-issued photo identification and a credit card, debit card, or cash deposit may be required at check-in for incidental charges
- Special requests are subject to availability upon check-in and may incur additional charges; special requests cannot be guaranteed
- Safety features at this property include a carbon monoxide detector, a fire extinguisher, a smoke detector, a security system, a first aid kit, and window guards
- Be prepared: check the latest COVID-19 travel requirements and measures in place for this destination before you travel.

## **Special Check-In Instructions**

The front desk is open daily from 7:00 AM - 10 PM. If you are planning to arrive after 8:00 PM please contact the property in advance using the information on the booking confirmation. Front desk staff will greet guests on arrival.

## **Policies**

- One child 6 years old or younger stays free when occupying the parent or guardian's room, using existing bedding.
- The Japanese Ministry of Health, Labour, and Welfare requires all international visitors to submit their passport number and nationality when registering at any lodging facility (inns, hotels, motels, etc. ). Additionally, lodging proprietors are required to photocopy passports for all registering guests and keep the photocopy on file.
- This property advises that enhanced cleaning and guest safety measures are currently in place.
- Disinfectant is used to clean the property; commonly-touched surfaces are cleaned with disinfectant between stays; bed sheets and towels are laundered at a temperature of at least 60°C/140°F.
- Social distancing measures are in place; staff at the property wear personal protective equipment; a shield is in place between staff and guests in main contact areas; temperature checks are available to guests; guests are provided with hand sanitizer; cashless payment methods are available for all transactions; masks are required in public areas.
- This property welcomes guests of all sexual orientations and gender identities (LGBTQ friendly).

## Fees

You'll be asked to pay the following charges at the property:

- A city tax may be collected at the property. The city tax ranges from JPY 200-1,000 per person, per night based on the nightly room rate. Please note that further exemptions may apply. For more details, please contact the property using the information on the reservation confirmation received after booking.

We have included all charges provided to us by the property. -

Fee for Japanese breakfast: JPY 2000 per person (approximately)

- Late check-in fee for check-in between 10:00 PM and 11:00 AM

- Crib (infant bed) fee: JPY 2000.0 per night

The above list may not be comprehensive. Fees and deposits may not include tax and are subject to change.

## Booking Info

### Price Details

Room (3 nights):	\$501.80
Wallet Balance Applied	-\$50.17
Taxes and Fees:	\$46.49
Refundable by Hopper:	\$99.00

**Trip Total** **\$597.11**

### Carrot Cash Rewards



Congrats, you earned **\$25.16** in Carrot Cash rewards from this booking!

- Spend it on any travel bookings prepaid on Hopper
- Find it in your Hopper wallet 48 hours after booking
- Carrot Cash only expires if you don't use it or earn more within 6 months

**Note:** If you applied a discount that covers the full cost of your booking, you will not earn Carrot Cash back.

## Payment Info



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Ian Barbour

7/2026

## Restrictions

Cancellation:

Refundable up until check-in

Your room is made refundable by Hopper. Cancel up until check-in and get 100% of your room cost back in cash.

**Check-in:** - Extra-person charges may apply and vary depending on property policy - Government-issued photo identification and a credit card, debit card, or cash deposit may be required at check-in for incidental charges - Special requests are subject to availability upon check-in and may incur additional charges; special requests cannot be guaranteed - Safety features at this property include a carbon monoxide detector, a fire extinguisher, a smoke detector, a security system, a first aid kit, and window guards - Be prepared: check the latest COVID-19 travel requirements and measures in place for this destination before you travel.

**Room type:** Allowing additional guests is up to the discretion of the hotel.

By booking this trip, you agree to the hotel's rate; the hotel's terms and conditions including all applicable restrictions; and [Hopper's Terms & Conditions](#) and [Privacy Policy](#). Carrot Cash Discounts are one-time use and non-refundable.

For any questions you can contact us through live chat directly in your app.

Thanks for using Hopper! Have a great trip!  
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Your Hopper booking has been cancelled: J9LVJQ3JT23F  
From:Hopper (bookings@hopper.com)  
To:ian@spamacct.com  
Date:Sunday, February 12, 2023 at 08:39 AM EST



Your reservation has been canceled!

Canceled

Hopper

**J9LVJQ3JT23F**

### Hotel Gion Misen

Nishino-cho 219-2, Higashiyama-ku, Gion, Kyoto, Kyoto, JP  
81-75525-7035

### Reservation Details

Check In: Saturday, June 17, 2023 at 2:00 PM  
Check Out: Tuesday, June 20, 2023 at 11:00 AM  
Your Stay: 3 nights, 1 room

### Refund Information

This booking was non-refundable, so you will not receive a refund for this cancellation.

### Booking total

3 Total (3 nights)

US\$597.11

## Refund

Refund amount

US\$0

## Payment Info



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Ian Barbour

7/2026

Thanks for using Hopper! Have a great trip!  
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## 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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