

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