

## 8. Apéndice B

### 8.1. Ejemplo de una reservación nueva.

Inter-Island Tours has confirmed the following reservation details for a booking made on CheapCaribbean.com.  
Please reply with your internal confirmation number within the next 24 hours:

#### Reservation ID 123456

FLIGHT RESERVATION CODE: 123456 (Smith John, Smith Steph, Smith Little)				
Depart:	<b>New York, NY (JFK)</b>	<b>08:55 AM</b>	Fri, Dec 10, 2010	AirTran Airways (FL 500) <i>operated by: AirTran Airways (FL)</i>
Arrive:	<b>Springfield IL (SPI)</b>	<b>12:19 PM</b>	<i>elapsed 3hr 24mn</i>	nonstop
<hr/>				
Depart:	<b>Springfield IL (SPI)</b>	<b>04:00 PM</b>	Wed, Dec 15, 2010	AirTran Airways (FL 501) <i>operated by: AirTran Airways (FL)</i>
Arrive:	<b>New York, NY (JFK)</b>	<b>07:28 PM</b>	<i>elapsed 3hr 28mn</i>	nonstop

#### HOTEL

Date requested: **Aug 17, 2010**  
Destination: **UNITED STATES**  
Resort: **Hotel Test Springfield**

Guests: **3**  
**John Smith** (AD) (Room 1)  
**Steph Smith** (AD) (Room 1)  
**Little Smith** (CH) (Room 1)

Room: **DLX**  
Reserved rooms: **1**  
Number of nights: **5**  
Check-in date: **Dec 10, 2010**  
Check-out date: **Dec 15, 2010**  
All inclusive: **yes**  
Rate code: **RAC**  
Special requests:

Gráfica 8.1. Ejemplo de una nueva reservación.

## 8.2. Ejemplo de una reservación cancelada

Dear Reservations,

Per the customer's request, we are asking that you please cancel the following reservation.  
Please respond to this email with notification that the booking is cancelled.

### Reservation ID 123458

FLIGHT RESERVATION CODE: 123458 (Gutierrez David, Fritz Perla, Gutierrez Perla)				
Depart:	New York, NY (JFK)	08:55 AM	Wed, Apr 13, 2011	AirTran Airways (FL 500) operated by: AirTran Airways (FL) nonstop
Arrive:	San Andres Cholula (PBC)	12:19 PM	elapsed 3hr 24mn	
Depart:	San Andres Cholula (PBC)	04:00 PM	Tue, Apr 26, 2011	AirTran Airways (FL 501) operated by: AirTran Airways (FL) nonstop
Arrive:	New York, NY (JFK)	07:28 PM	elapsed 3hr 28mn	

  

HOTEL	
-------	--

Date requested: **Aug 22, 2010**  
Destination: **MEXICO**  
Resort: **Hotel Test Cholula**

Guests: **3**  
**David Gutierrez (AD) (Room 1)**  
**Perla Fritz (AD) (Room 1)**  
**Perla Gutierrez (IN) (Room 1)**

Room: **OCV**  
Reserved rooms: **1**  
Number of nights: **13**  
Check-in date: **Apr 13, 2011**  
Check-out date: **Apr 26, 2011**  
All inclusive: **yes**  
Rate code: **GOV**  
Special requests:

Gráfica 8.2. Ejemplo de una reservación cancelada