


**From:** marketingchat@orangelake.com   
**Subject:** chat transcript  
**Date:** August 13, 2025 at 2:22 PM  
**To:** nwf@z-trauq.com

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(02:14:00 PM) **(System) said :** Thank you for contacting Holiday Inn Club Vacations

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(02:14:00 PM) **(System) said :** Please wait while we route you to the next available agent

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(02:15:00 PM) **(System) said :** My name is Edzel, who do I have the pleasure of chatting with today?

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(02:15:00 PM) **(Edzel) said :** Good day

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(02:15:00 PM) **(You) said :** Nicholas

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(02:15:00 PM) **(Edzel) said :** may I have the getawa ID number please

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(02:15:00 PM) **(Edzel) said :** getaway\*

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(02:16:00 PM) **(You) said :** After careful review, I wish to cancel and be refunded for FIO0004405460

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(02:16:00 PM) **(Edzel) said :** truly sorry but his package is non-refundable and non-transferable

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(02:16:00 PM) **(Edzel) said :** I was able to pull up the package its 4 days and 3 nights hotel stay

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(02:17:00 PM) **(You) said :** It has just been made, so, it should be cancellable and completely refunded

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(02:17:00 PM) **(Edzel) said :** actually this is considered as free vacation because one you have picked your dates you'd be able to get you cashback of 150 and 20k IHG Points and you can enjoy the stay too

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(02:18:00 PM) **(Edzel) said :** and if you can pick a date mam I can give an additional 50.00 cash incentive

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(02:18:00 PM) **(You) said :** None of this meets my expectations nor am I interested in time sharing

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(02:19:00 PM) **(Edzel) said :** that's regardless, all you need to do is to attend the meeting even you will not purchase something but you can still get your benefits for 150 and an additional 50 if you have a dates you want and destination

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(02:20:00 PM) **(Edzel) said :** I believe you wanted to do Smoky Mountain in Gatlinburg

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(02:20:00 PM) **(You) said :** If I must, I will make a formal complaint to consumer protection and the CC co

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(02:21:00 PM) **(Edzel) said :** I understand sir

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(02:21:00 PM) **(System) said :** Chat session ended