



🗨️ Usually replies within 24 hours

📅 You requested to change your check-in time



Check-in time • Declined

Fort Lauderdale Civic Center 30 Day Stays

Jan 17 | Feb 7

Details

11:00 - 12:00

Fort Lauderdale Civic Center 30 Day Stays said:

Early check-in is currently unavailable for your Check-in date. Our check-in process typically begins at 3:00pm. Check-In Requests are subject to availability, On your scheduled Check in date, your appointed City Hero will be contacting you as soon as the property is ready to provide you with all Check-In instructions and coordinate your arrival. We look forward to hosting you!

Type a message here...



8:27 AM

🔔 🔔 📶 🔋 100



Fort Lauderdale Civic Center 30 Day...



Jan 17 | Feb 07

the property is ready to provide you
v Usually replies within 24 hours
coordinate your arrival. We look
forward to hosting you!

Dear,

If possible, I would appreciate if I could
check in around 11am, considering my
flight arrives early in the morning.

Thank you very much,

Isabella Fassini



We cannot accommodate that as
the previous guest will have only
just checked out at 11am. We need
time for the cleaning crew to be
able to prep the unit for your arrival.
Thank you for understanding!



Hi Isabella,

Thank you for booking with SoBeNY!

If you have any questions or need to
get in touch, please contact us by



Type a message here...



8:27 AM

🔔 🔔 📶 🔋 100



Fort Lauderdale Civic Center 30 Day...



Jan 17 | Feb 07

Hi! Usually replies within 24 hours
get in touch, please contact us by
emailing us at
reservations@sobenewyork.com or
through your booking
platform. You can also reach us by
phone at 615-457-8906.

Below is a resident portal link to
register with the building for you
stay with us. Please take a few
minutes to fill this out promptly. We
need this information to verify your
identity in order to confirm your
reservation.

[Show less](#)

Dec 28 2021, 11:50 AM

Hi!

Thank you for the prompt response and
for all the information.

I've filled the form, as requested.

Please, let me know if I should provide

Type a message here...





💬 Usually replies within 24 hours

Please, let me know if I should provide any additional information.

Thank you!

Best regards,

Isabella Fassini



Thank you! Your reservation is now verified. We look forward to hosting you!



Dec 28 2021, 3:40 PM



Hi Isabella, this is the accounting team at SobeNY.



The card that is being used for your stay has declined.

We require payment immediately.

Type a message here...





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



team at SoBeNY.

🗨️ Usually replies within 24 hours

The card that is being used for your stay has declined.

We require payment immediately and the stay will be canceled if we do not receive payment as soon as possible.

Please update your credit card details on booking.com and message us when to try the card again.

Thank you for your Business!

SoBeNY

[Show less](#)

Dec 28 2021, 4:01 PM

Hello

The bank institution blocked the purchase because they thought it was not me who was purchasing it. I have updated the payment information with another card I

Type a message here...



The bank institution blocked the purchase
Usually replies within 24 hours who
was purchasing it. I have updated the
payment information with another card I
have, from another bank institution.

There is no reason for this one not to
work. If don't, I will include my husband's
credit card, the one we always use in
booking and never had problems with
before.

Please, let me know if this new credit card
worked.

Dec 28 2021, 4:07 PM



We just requested our accounting
team to charge your updated card.
You'll receive a confirmation once
it goes through. Please check
with your bank if there are any
restrictions. Thank you!

Ok, I'll reach out to them. Thank you

Type a message here...





🗨️ Usually replies within 24 hours

Dec 28 2021, 6:48 PM



SoBeNY Stays



1200 Ocean Drive
Miami Beach, FL 33139

12/28/21, 4:47 PM
Ref #: R362173760473
Authorization Code: 750479
Total: \$2,290.42 USD
Card Number: XXXXXXXXXXXX0009
Card Holder: ISABELLA CAIRO
FASSINI
Card Brand: MASTERCARD

Thank you for your business!

Dec 28 2021, 7:50 PM

Thank you!



Happy to help



Type a message here...





Usually replies within 24 hours

Jan 10, 9:52 AM



Due to restrictions in our residential units, our top priority is the safety and security of our guests and the residents of the buildings we occupy. We do a comprehensive screening of each guest that books with us. Unfortunately, we have been unable to validate your information. Therefore, we must cancel this reservation.



Jan 10, 10:01 AM

Hi

I'm sorry, but what should I provide so that you can screen my information?

Im counting on this reservation

Type a message here...



that you can screen my information?

Usually replies within 24 hours

Im counting on this reservation

The total value was already charged from my credit card

Jan 10, 1:47 PM

Please, I really need your response to understand the problem. I'll not be able to include another credit card if I do not know the reason. Besides, the amount was already charged and paid.

I wish to keep this reservation, so please let me know what exactly happened. My bank said no problems happened with the credit card.

Jan 10, 2:53 PM

Type a message here...





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 10, 2:53 PM



Hi Isabella, we are trying to process the refund for you, but it seems like your card might be blocked, please contact your bank and unblock your card so we can send you the funds that you paid for this reservation, since it is cancelled.

Let us know when it is done

Best Regards,
SoBeNY



I ran in the past year.

0.42

Date	Method	Name	Brand	Last 4	Am
12/28/2021...	Sale	ISABELLA CAIRO F...	MC	0009	\$2
01/10/2022...	Refund	ISABELLA CAIRO F...	MC	0009	\$

Jan 10, 3:13 PM

Hello

Type a message here...





Reporting is available for all transactions that ran in the past year.

Choose Columns +

Total Count: 2 Total Amount: \$2,295.42

Transaction #	Location	Date	Method	Name	Brand	Last 4	Amount	Auth Code	Status
8262173760473	The Bakery	12/29/2021...	Sale	ISABELLA CAIRO F.,	MC	9009	\$1,295.42	750479	Processed
8030947793005	The Bakery	05/09/2022...	Refund	ISABELLA CAIRO F.,	MC	8009			Declined





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 10, 3:13 PM

Hello,

Is there an specific reason for the cancellation one week prior my stay ?

Jan 10, 8:55 PM

I've talked to my bank and my card (final 0009) is not blocked. Anyways, the bank is analysing the matter, what it can take up to 5 business days. I hope I do not have further issues with this after the analysis, as the least you can do is to refund my money.

Jan 10, 9:04 PM



Thank you for letting us know. I will notify our team and we are awaiting



Type a message here...





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 10, 9:04 PM



Thank you for letting us know. I will notify our team and we are awaiting your response.



Jan 11, 2:21 PM

Hi

Why haven't you cancelled the reservation yet via booking ?



Your reservation has been canceled.



Jan 11, 2:36 PM

Thank you! I'll wait for the refund then

Type a message here...



9:39 AM

LTE 92%



Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 12, 2:10 PM



Hi Isabella, please let us know when your bank returns with the answer as we just tried to process a refund for you again, however it still declines for us and we're unable to process it.

Thank you

Best Regards,
SoBeNY

Jan 12, 2:22 PM

Hello! OK, they gave me 5 business days to analyse it, which is due Monday (Jan 17). Once I get there response, I let you know. Can you please give me more details on this decline, so that I can provide the information to the bank.

Type a message here...





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 17, 10:15 PM



Hi Isabella, we're still unable to process a refund for you



There is no further information we can provide either, the card on your end keeps declining the refund and that is all we have ourselves.

We have just tried to process the refund again. Please see the screenshot attached, and the dates we have tried to process your refund. Let us know what your bank says

Best Regards,
SoBeNY

[Show less](#)

See for all transactions that ran in the past year.

Total Amount: \$2,290.42

Location	Date	Method	Name	Brand	Last 4	Amount	Auth Code
The Bakery	12/26/2021...	Sale	ISABELLA CARO F...	MC	0001	\$2,290.42	750479
The Bakery	01/12/2022...	Refund	ISABELLA CARO F...	MC	0001		
The Bakery	01/15/2022...	Refund	ISABELLA CARO F...	MC	0001		
The Bakery	01/18/2022...	Refund	ISABELLA CARO F...	MC	0001		
The Bakery	01/17/2022...	Refund	ISABELLA CARO F...	MC	0001		

Type a message here...





Reporting is available for all transactions that ran in the past year.

Choose Columns

Time Cover: 5 Total Amount: \$2,290.42

Transaction #	Location	Date	Method	Name	Brand	Last 4	Amount	Auth Code	Status
8362172760472	The Bakery	12/26/2021	Sale	ISABELLA CAIRO F.	MC	0009	\$2,290.42	750479	Processed
8012726250889	The Bakery	01/15/2022	Refund	ISABELLA CAIRO F.	MC	0009			Declined
8020947753003	The Bakery	01/15/2022	Refund	ISABELLA CAIRO F.	MC	0009			Declined
8030854053093	The Bakery	01/15/2022	Refund	ISABELLA CAIRO F.	MC	0009			Declined
8517460579947	The Bakery	01/17/2022	Refund	ISABELLA CAIRO F.	MC	0009			Declined





Usually replies within 24 hours

Jan 18, 9:13 AM

Hello! My bank made the analysis and last Friday informed me that no credit or refund was found in my card. I've contacted them once again today, informing exactly what you just told me now, and see what else they can do.

I don't know what else can I do.

Can you proceed with the refund in one bank account I have instead?

Considering the refund in my credit card does not seem to work, I'm trying another possibility, so that I can have my money back.

Jan 18, 6:17 PM



Thank you for getting back to us.
Okay we can try alternative methods for refund:



Type a message here...



9:39 AM

LTE 92%



Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 18, 6:17 PM



Thank you for getting back to us.
Okay we can try alternative methods
for refund:



1) Issue a refund through Ach/wire
transfer directly to your account
(need to provide for local transfer:
full name, Routing, account number,
billing address, name of a bank. For
international: full name, swift, iban,
billing address, name of a bank)

2.) Zelle transfer

3) Issue a 100% travel credit to be
used at any of our properties in any
city

Please provide the method of
refund that you chose and the
corresponding information.

Your business is very important to
us!

Regards,

Type a message here...





Usually replies within 24 hours

Jan 18, 6:46 PM

Hi! Thank you for the alternatives... I would rather go for the Zelle Transfer

My Zelle is the following:

[Redacted Zelle information]

Jan 18, 7:05 PM



Thank you! I will send this over to the refunds department. Please standby for more info.



Jan 18, 7:33 PM

Okay! Thank you

Type a message here...





Fort Lauderdale Civic Center 30 Day...

Jan 17 | Feb 07



Usually replies within 24 hours

Jan 20, 8:05 AM



You will receive confirmation once the funds fully clear our end. Thank you for your patience.



Jan 20, 8:16 AM

Thank you!

Jan 31, 1:48 PM

Hello. I really need a answer ! There is any date to the value be refunded ?

Jan 31, 2:02 PM



We have sent an inquiry for a status



Type a message here...





Fort Lauderdale Civic Center 30 Day...



Jan 17 | Feb 07

Jan 31, 1:48 PM

Usually replies within 24 hours

Hello. I really need a answer ! There is any date to the value be refunded ?

Jan 31, 2:02 PM



We have sent an inquiry for a status update on your behalf. Please stand by. Thank you for your patience.

Jan 31, 2:08 PM

OK. But, there is any deadline for it ? I really need my money.

Feb 3, 11:01 AM

Good morning. Is there any response about this refund ?

Type a message here...





Usually replies within 24 hours



We will provide an update on your behalf. Please stand by. Thank you for your patience.

Jan 31, 2:08 PM

OK. But, there is any deadline for it ? I really need my money.

Feb 3, 11:01 AM

Good morning. Is there any response about this refund ?

Delivered

Feb 3, 11:26 AM



Please stand by. Thank you for your patience.



Type a message here...

