

Feladó: info@theblochotel.com
Küldve: kedd 2026. március 3 9:22
Címzett: mquality5@t-online.hu
Tárgy: RE: Booking 616401843

Dear Laszlo Marko,

Thank you very much for your understanding and confirmation.

Kindly contact your travel agent through whom the reservation was made to request the cancellation. Once we receive the cancellation request from the travel agent, we will promptly confirm the details from our side so that they can proceed with the refund to you, with the penalty charge of one night as agreed.

Should you have more information, please do not hesitate to contact us.

Best regards,

Peerawat Jankhonkaen (KARN)
Reservation Supervisor

The Bloc Hotel

Tel: +66 76 685124 -5

Email: reservation@theblochotel.com, info@theblochotel.com

Website: www.theblochotel.com



From: mquality5@t-online.hu <mquality5@t-online.hu>

Sent: Tuesday, March 3, 2026 3:05 PM

To: info@theblochotel.com

Subject: RE: Booking 616401843

Dear Peerawat Jankhonkaen (KARN)

Thank you very much for your reply.

We accept your booking condition for refund with a penalty charge of 1 night.

Please proceed the refund.

Do you need any info for it?

Best regards,

Laszlo Marko

From: info@theblochotel.com <info@theblochotel.com>

Sent: Tuesday, March 3, 2026 8:41 AM

To: mquality5@t-online.hu

Cc: reservation@theblochotel.com

Subject: RE: Booking 616401843

Dear Laszlo Marko,

Thank you for your message and for informing us about the situation with your flight. We truly understand the difficult circumstances you are facing due to the current situation and the cancellation of your flights.

However, according to the cancellation policy of your reservation, we regret to inform you that we are unable to offer a full refund at this time. As your arrival date is today and the room has already been reserved for you, it is unfortunately not possible for us to resell the room on such short notice.

If you wish to proceed with the cancellation, the hotel will need to apply a **penalty charge of 1 night**, in accordance with the booking conditions.

We sincerely appreciate your understanding and please let us know how you would like to proceed.

Should you have more information, please do not hesitate to contact us.

Best regards,

Peerawat Jankhonkaen (KARN)

Reservation Supervisor

The Bloc Hotel

Tel: +66 76 685124 -5

Email: reservation@theblochotel.com, info@theblochotel.com

Website: www.theblochotel.com



From: mquality5@t-online.hu <mquality5@t-online.hu>

Sent: Tuesday, March 3, 2026 2:29 PM

To: info@theblochotel.com

Cc: reservation@theblochotel.com

Subject: RE: Booking 616401843

Dear Peerawat Jankhonkaen (KARN)

Unfortunately we have received info from Emirates that our postponed, today's flight is cancelled as well. Since the situation in Iran has not been resolved, we do not have a guaranteed flight reservation for Phuket. For this reason, we decided not to risk further uncertain flight bookings and cancelled our trip. We are happy that the room we booked can be used by another guests staying there. So we are cancelling our reservation with you and please refund the amount of 331834 HUF we paid.

Hope you can accept our asking.
Please reply.
Best regards
Laszlo Marko

From: info@theblochotel.com <info@theblochotel.com>
Sent: Tuesday, March 3, 2026 3:36 AM
To: mquality5@t-online.hu
Subject: RE: Booking 616401843

Dear Laszlo Marko,

Greetings from The Bloc Hotel Phuket.

Thank you for your message. We completely understand the situation.

If you are certain that you would like to change your stay dates from **03–11 March 2026** to **04–12 March 2026**, we are happy to assist and **allow the modification free of charge**. We can update your reservation in our system and you will still be able to use **the same booking** for your stay.

However, if your travel plan is still uncertain, please kindly inform us as soon as possible. We may temporarily move your reservation out of this period first, as we currently have several guests who are unable to travel.

Due to the current situation, the hotel policy allows guests to **postpone their stay until 31 October 2026** if necessary.

Please kindly confirm how you would like us to proceed with your reservation, and we will arrange it for you accordingly.

Should you have more information, please do not hesitate to contact us.

Best regards,

Peerawat Jankhonkaen (KARN)
Reservation Supervisor

The Bloc Hotel
Tel: +66 76 685124 -5
Email: reservation@theblochotel.com, info@theblochotel.com
Website: www.theblochotel.com



From: mquality5@t-online.hu <mquality5@t-online.hu>

Sent: Monday, March 2, 2026 4:13 PM

To: info@theblochotel.com

Subject: Booking 616401843

The Bloc Hotel Phuket!

Booking Reference No:16254458867

Because of the Iranian war we will not arrive to your hotel on 03. March, 2026.

It is a possibility to arrive at your hotel on 04 or 05 March.

Please be so kind to modify our reservation

from 03 March. 2026 – 11 March. 2026

to 04 March. 2026 – 12 March. 2026.

Hope you can understand and do this.

Please give us a feedback.

Best regards

Laszlo Marko