Name : ..... Class : .....

THE LOBBY 101
Booking Confirmed
Order ID #**GMH-2026-51987**

Dear **Mrs Lawrence**,
Thank you for choosing to stay with us. Your reservation .....
and we ..... Below are your booking details.

CHECK-IN	CHECK-OUT	
Thu, ... 2026 From 2:00 PM	→ **Tue, 14 Apr 2026** By 12:00 PM	ROOM TYPE : ..... GUESTS : **1 Adult**

ADDITIONAL DETAILS

Special requests : In-room spa treatment on arrival
Facilities : Breakfast Included, Wifi, Private Pool Access
Cancellation policy: Full refund for cancellations made at least 24 hours before check-in.

Price breakdown

.... nights × IDR 2,750,000 / night	IDR .....
Taxes & service charge (21%)	IDR .....
Total charged	IDR .....

Paid via BCA Virtual Account — **Paid in full**

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Contact Customer Care
Address JL MH Thamrin No. 5, Central Jakarta 10340
Phone +62 21 2358 7700
Email reservations@grandmeridian.co.id

THE LOBBY 101
Booking Cancelled
Order ID #**GMH-2026-51987**

Dear **Mrs Lawrence**,
We regret to ..... your reservation has been.....
We hope to ..... Here are the details of your cancellation.

CANCELLATON DATE
Sat, 08 Apr 2026
08:00 PM WIB

CANCELLED BY
Guest Request
via online portal

BOOKING DETAILS

CHECK-IN	CHECK-OUT	
Thu, 09 Apr 2026 From 2:00 PM	**Tue, ... 2026** By 12:00 PM	ROOM TYPE : **Master Suit** GUESTS : **1 Adult**

Special requests : In-room spa treatment on arrival
Facilities : Breakfast Included, Wifi, Private Pool Access
Cancellation policy: Full refund for cancellations made at least 24 hours before check-in.

Refund Summary

Amount originally charged	IDR 16,637,000
Cancellation fee	IDR 2,750,000
Total charged	IDR .....

Refund to BCA Virtual Account · Est. 3–5 business days — **Partial Refund Applied**

Your refund of **IDR .....** has been processed and will be returned to your original payment method within **3–5 business days.** You will receive a separate notification once the funds have been transferred.

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LIVEWORKSHEETS