



Antonio Martinez III <antonio.martinez@co.hidalgo.tx.us>

Fwd: FW: Refund for REYNA/JESUS TKT:0167493761904 ISSUED:27FEB20

Lillian Hernandez <lillian.hernandez@auditor.co.hidalgo.tx.us>
To: Antonio Martinez III <antonio.martinez@co.hidalgo.tx.us>

Fri, Nov 6, 2020 at 2:18 PM

Good afternoon Tony,

In addition, The WIC department received the email below from Travel Advisors stating that their request for a refund was denied.

----- Forwarded message -----

From: **Margarita Gonzalez** <mague.gonzalez@wic.co.hidalgo.tx.us>
Date: Wed, Oct 14, 2020 at 3:27 PM
Subject: Fwd: FW: Refund for REYNA/JESUS TKT:0167493761904 ISSUED:27FEB20
To: Lillian Hernandez <lillian.hernandez@auditor.co.hidalgo.tx.us>

Please email.

----- Forwarded message -----

From: **TA** <martha@taivac.com>
Date: Thu, Oct 8, 2020 at 6:30 PM
Subject: FW: Refund for REYNA/JESUS TKT:0167493761904 ISSUED:27FEB20
To: Margarita Gonzalez <mague.gonzalez@wic.co.hidalgo.tx.us>

Good morning Margarita, please find the information requested,**Thank you...Rosie**

From: Sofie [<mailto:sofie@taivac.com>]
Sent: Monday, September 28, 2020 11:23 PM
To: sales@taivac.com
Subject: Refund for REYNA/JESUS TKT:0167493761904 ISSUED:27FEB20

Refunds

Your refund request was denied

We processed your request and, unfortunately, you are not eligible for a refund. Your request may have been denied because:

1. Your rebooked flight(s) arrived within 2 hours of your original itinerary.
2. The 24-hour free cancellation window passed before you requested a refund for a nonrefundable ticket.
3. Tickets purchased from a third party vendor are not refundable.
4. The entire value of the ticket was used.
5. We still need additional information from you. Check your email for more details and resubmit your request with the additional information included.

Please check your email to learn more about why your request was denied.

We're now offering more options

If your travel plans have been impacted by COVID-19, you might be eligible for a refund depending on the severity of the schedule disruption. Fill out the form below and we will contact you shortly to let you know whether your ticket qualifies for a refund. However, due to extremely high volume related to coronavirus and government-issued travel guidance, please allow up to 14 business days for processing your refund request.

- [Request a refund](#)
- [Check status](#)

Check status

Check the status of your refund request by entering your last name and ticket, document, or refund tracking number.

*Indicates a required field

Last name *

Ticket, document, or tracking number *

Should you need any further assistance, please do not hesitate to contact us.

Best rewards

Sofie Zamarripa

TRAVEL ADVISORS 

Inspiring destinations within your reach SINCE 1997

2575 E Griffin Parkway Suite 10

Mission TX 78572

T (956) 688 8888 F (956) 688 8889

sofie@viamcallen.com

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Lillian A. Hernandez

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