


Re: Re: 7/2/2022 Bess, Anna 3BDR BF client complain

 **From** Ellen Gilroy <ellen.gilroy@beach-vacation.com>
To <reservations@rooms101.com>
Cc BF-Rusty <rusty.helms@beach-vacation.com>, Barefoot <info@beach-vacation.com>
Date 08/07/2022 10:06

Good Afternoon,

I spoke with the guest on the phone just a few minutes ago. He was reserved for a 3 bedroom Golf Villa at Barefoot Resort and was complimentary upgraded to a 3 bedroom Townhome due to availability, however the 3 bedroom Townhome ended up having the issue with the A/C. We then upgraded him to a 3 bedroom Oceanfront condo at Ocean Creek, which is the same size as the Golf Villa and right on the oceanfront. This has been explained to the guest and he seems to have a better understanding now, he is all set.

Thank you,

Ellen Gilroy | Assistant Resort Manager

Contact Information:

Email: ellen.gilroy@beach-vacation.com

Phone: | (843) 449-2400

Direct Line: 843-417-1607

2200 D Premier Resort Blvd, North Myrtle Beach, SC 29582

<http://www.myrtlebeachcondorentals.com>

On Fri, Jul 8, 2022 at 1:46 PM <reservations@rooms101.com> wrote:

the client call in and said the unit at barefoot had no AC and was moved to Ocean Creek but this was a smaller unit. Please tell us what happen and he is looking for compensation for this issues

Thank You
Howie

----- Original Message -----

Subject: Re: 7/2/2022 Bess, Anna 3BDR BF

Date: 07/02/2022 07:01

From: Antoinette Broadway <antoinette.broadway@beach-vacation.com>

To: reservations@rooms101.com

Cc: Barefoot <info@beach-vacation.com>

Reservations have been booked. The reservation number is 345238

Antoinette Broadway | Front Desk Agent

Contact Information:

Email: Antoinette.Broadway@beach-vacation.com

Phone: | (843) 449-2400

2200 D Premier Resort Blvd, North Myrtle Beach, SC 29582

<http://www.myrtlebeachcondorentals.com> [1]

On Mon, Feb 7, 2022 at 10:40 AM <reservations@rooms101.com> wrote:

> Good morning,

>

> Please book this 3 bedroom unit at Barefoot.

>

> Thanks

> Michele

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Links:

[1] <http://www.myrtlebeachcondorentals.com/>

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