


Re: Refund

 **From** Hope Lochen <hopelochen1@icloud.com>
To <reservations@rooms101.com>
Date 12/10/2022 16:59

As mentioned in my below email. Please find the documented photos attached.

Sent from my iPhone

On Oct 12, 2022, at 7:56 PM, Hope Lochen <hopelochen1@icloud.com> wrote:

Hello,

My apologies for any delay as it appears my email did not make it through. When we first checked into the room on Monday evening, we noticed it was fairly dusty with some cobwebs, and the bathtub did have hair in it. We tried our best to look past that and enjoy our vacation. However, my baby woke me up at 2am Monday night/ Tuesday morning and found a large cock roach crawling on the wall in the bedroom. That in itself is unacceptable. We immediately packed up our children and our things and were forced to leave the \$200 of groceries we just purchased due to seeing at least 3 cock roaches scurry from the bananas as we attempted to gather the food to bring with us. After that we were forced to abandon our food as well as a few other things with fear that the cock roaches infested those items. I will send photos in a separate email so that this email will go through it appears it may be too large with the photos attached.

If you have any further questions, or need more information please do not hesitate to reach back out.

Thank you,
Hope Lochen

Sent from my iPhone

On Oct 11, 2022, at 12:20 PM, reservations@rooms101.com wrote:

Hope,

Can you please give us a few details on what happened, so we know how to proceed.

Thank you.

On 11/10/2022 08:51, Hope Lochen wrote:

Hello,

I spoke with your office Sunday and again today via text message. I was directed to reach out to you.

I spoke with Chris on Sunday the supervisor at the fantasy resort in Kissimmee, Fl. He said you'll have to give him a call and then he can send you whatever you may need. His number is 407-396-1808.

Thank you,
Hope Lochen

Sent from my iPhone