

Complaint letter from client - Kareem Lamons 6/24 to 1 5 bdr home



From rosie reservations <rosie.reservations@gmail.com>

To <reservations@rooms101.com>

Date 29/06/2022 06:45

Hiya,

Sorry for the late response in regards to this situation as I was out of work - I have read guests "complaint letter" just to let you know guests did not reach out to us in regards to these issues and this is actually the first time hearing of this as well. Guests have my email (villa details were sent from this email) and they also had my personal cell as I talked to them a couple days before they arrived and I did also inform her that she could call this number to be in contact but they never reached out whatsoever...this letter was submitted the day before guests checked out as well so nothing was sorted.

Kind regards,

Rosie

Columbus Vacations