

Re: Weekend experience



From <custcare@rooms101.com>
To Trisha Menard <trisha_menard@yahoo.com>
Date 2022-08-01 11:55

We are sorry that your weekend was not all you expected it to be. We have issued a credit back to the original card charged for one nights and have mailed you a travel certificate to use towards future travel.

Customer Care

On 2022-07-31 08:49, Trisha Menard wrote:

To whom it may concern:

I had an extremely bad experience with rooms 101. From the first conversation to even the arrival at the property. I was told that my room was a two bedroom suite with a pull out sofa; however, that's not what I saw once my family and I walked in. It was an apartment, and if I was told the truth about where we would be staying I would've never booked. It didn't feel like I was on vacation at all. I was told that the beach would be a 10 minute drive and it was actually 30 minutes, I was also told that they're was a shopping plaza across the street and that wasn't true either. The time share location was 45 mins away from where we were staying. I felt that most of the vacation was driving when I was told that everything would be close to one another.

We checked in on Thursday the 28 and checked on Saturday morning the 30, because the stay was very uncomfortable and wasn't at all what I was told; therefore, I would like a refund for one day because we didn't stay until Sunday the 31st. I'm extremely dissatisfied with everything and just want to put this terrible experience behind my family and I.

Please give me a call if you need anything else from me for me to receive my one night refund.

478-758-1323

Thank you,
Trisha Menard