

## Maria Cruz - Reservation 205876



**From** Mary Cruz <marycruz124@yahoo.com>

**To** <reservations@rooms101.com>

**Date** 29/10/2022 12:23

Video.mov(~1.5 MB) Video\_1.mov(~1.6 MB)

My name is Maria Cruz my reservation # is 205876. I called and complained of how unsatisfied I was with my vacation home. First, the door in the living room leading to the backyard does not open at all. In order to go to the backyard I have to walk out the house and around to get to the back. The backyard was completely dirty and did not at all look of how it was described prior to booking. The hot-tub was dirty. There was three big holes in the ceiling and the screen guards were missing. The home had no towels nor blankets for one of the beds. There are bugs in the house, I went to speak with a supervisor and she told me there were no other homes available to switch me too, which I find hard to believe because I checked online after she told me that and I had the option to book on that same day. I felt like I didn't matter and my family did not matter. I was turned away with no resolution, I'm really disappointed. Below I've attached videos and pictures.

Thank you in advance.

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