


Re: Maria Cruz - Reservation 205876

 **From** <reservations@rooms101.com>
To Mary Cruz <marycruz124@yahoo.com>
Date 04/11/2022 12:04

Maria,

We were given a 25% discount on your reservation which we gave to you on the monies that you paid directly to us. You did stay and use the accomodation. Any further refund will need to come from the Resort. We suggest that you get in contact with them. We also mailed you a travel certificate to be used on future travel.

Customer Care

On 03/11/2022 15:24, Mary Cruz wrote:

Good evening actually I paid a total of \$1,031 and we couldn't enjoy the hot tub at all. There was gators signs all around and for us to go to the back we had to go outside the house to go to the back. Also since screen were missing that was all full of mosquitoes. The toaster didn't work at all. I had the worst experience in that resort ever. \$179 is not enough. We couldn't enjoy the resort.

Sent from my iPhone

On Nov 3, 2022, at 10:34 AM, reservations@rooms101.com wrote:

Maria,

We do apologize for any inconvenience you incurred. The resort issued a 25% refund and we have issued it back to you. You paid \$719.11 less \$179.78 (25%)

Customer Care

On 29/10/2022 12:23, Mary Cruz wrote:

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.