

Newport Beach Hotel Reservation 3/25-3/28



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To Reservations@rooms101.com <Reservations@rooms101.com>
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Date 31/03/2023 04:03

Hello

My name is Ayeisha Rojas and I please displeased with my stay at Newport Beach Hotel and Resort. First issue that I encountered was that there was not enough towels in the room, the couch had lots of stains on it, the base of the toilet had urine stains , the shower curtain was filthy with visible hairs on it, the blanket had reddish pink stains on it 2 of the pillows on the bed didn't have pillow. So I decided to let the front desk no my issues and they informed me that there was no cleaning staff available and no other rooms and that I need to contact the company that I booked though. So I went back to the room and took the covers off the bed and slept on one clean sheet that I found at this point I had no choice but to stay since I checked in after 8pm. In the morning I woke up to 2 little roaches crawling across the dresser. I killed them and went down to the front desk to get my 2 complimentary bottles of water that the hotel's website said I would receive upon arrival but the staff notified that the website needs to be updated because they don't do that anymore . At this point I was ready to checkout and find another hotel. At this time I also asked about getting clean linens and towels but all I got was another excuse of what is not available at the moment. The hotel was under renovation so no pool deck, after midnight the parking lot is full and you have to ride around for 5-12 mins hoping for a space. This place was a terrible experience for me. I booked my tour a day earlier just so I could checkout earlier and not have to return. On top of that when I was finally able to speak with the supervisor of the hotel Nicole she informed me since I checked out the day before my account was closed and that she could not do anything to help me but apologize for my bad experience and that I should reach out to the 3rd party company I booked through to see what y'all could do. So I am now seeking the assistance of rooms101.

Thank you
Ayeisha .