


## Donna Oconnell Wilson



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 Guest\_statement\_17468736.pdf (~73 KB)

Good afternoon,

I've sent my final receipt for my stay at Westgate Town center several times as requested by the rep @ rooms101. Rooms101 rep told me that they were responsible for paying \$45 x 3 plus tax which comes up to \$153.23. I was told by the same rep with phone number +1 (386) 341-5331 that I wouldn't be paid unless I convince the Westgate Town Center to give a breakdown on a different receipt. Your associate was on the phone when Westgate quoted the amount and agreed to pay once she verified. She mentioned to me that all I need to do was send my final bill and send a message stating that you all owed me \$45 x 3 plus tax. Now she's saying that I need a full breakdown. When I asked for her name she also refused to give it to me. All I want is the money that's owed to me. When I got to the room it was twin beds, the room had black mold, trash and old laundry in the front. I sent photos to the rep and was told that no one ever complained about a room. She said corporate was closed and that they could try to find me a different room the next day, leaving it to stay in the mold room. So I walked to the front and called our rep and was told to ask the agent for the price of an upgrade. They quoted \$45 plus tax which came up to \$153.23. I honestly just need my money back as promised and now I am not getting it from them. Can someone email me and let me know the laws on this in Florida? At this point they've lied and now I'm out of \$153.23.

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Sent from my iPhone