

Shaquita Hammond - 3/21 - 3/25



From rosie reservations <rosie.reservations@gmail.com>
To <reservations@rooms101.com>
Date 28/03/2022 09:49

 IMG_2659.MOV (~511 KB)

Hello Rooms101 Team,

I hope all is well, we have stumbled on quiet an issue that we will not be penalized/take responsible for

We have just received an invoice from the management company of the home that guests have stayed in, upon guests departure they left the home in an absolutely disgusting state and even broke into the pool heat panel which is breaking and entering.. Invoice amount \$584.17, to follow a list of the issues and break down on payment. Hammond was charged a \$500 hold on her card at registration which is now non refundable due to the amount of damages but unfortunately that did not cover even a fraction of the issues.

Guest Name: Shaquita Hammond
Ref. #: AAA Conf. # 21336
Dates: 03/21/22 – 03/25/22
Villa Address: 2178 Royal Ridge Drive, Davenport, FL, 33896

Description: 2 stained bath towels, 2 stained standard pillow protector, 2 twin fitted sheets, 1 stained pillow case, 2 stained hand towels, 1 twin mattress protector, 1 queen box, 1 twin mattress, driven onto irrigation system/ lawn. Broken into pool equipment and turned on pool heater.

2 Bath towels	\$9.10
2 Standard pillow protector	\$13.90
2 Twin fitted sheets	\$21.06
1 Standard pillow case	\$8.39
2 Hand towels	\$4.26
1 Twin mattress protector	\$10.66
Labor	\$25.00
1 Queen box spring box spring	\$235.50
1 Twin mattress	\$449.50
Check irrigation	\$75.00
Pool heat 4 days plus tax, also turn off heat and check system	\$206.80
Admin Charge from credit card company	\$25.00
TOTAL	\$1,084.17
Maximum Damage Deposit	\$500.00
Not charged	\$584.17

a few pictures FYI all towels and bed sheets were new prior to this guests









Video provided is the pool heater on, we are unable to charge the card of this guest for the remaining balance, are you able to assist please as the booking did come Rooms101