

Re: Refund-(6/16/2022-6/19/2022)



From Antonia Martin <antonia_martin@ymail.com>
To <custcare@rooms101.com>
Date 2022-06-24 10:00

Sent from Yahoo Mail for iPhone

On Thursday, June 23, 2022, 10:42 AM, Antonia Martin <antonia_martin@ymail.com> wrote:

Good morning,

On Thursday 6/16, we checked into our condo. We noticed it was hot and the temp was 83. We were told that the room was just cleaned. We assumed well maybe the air was just turned on.

We left and came back to the room that night. It still was hot.

We noticed the temp didn't change. I called the Maintenance hotline and nobody answered, so we called again and waited. Finally, I called another number where we had to leave a message. We never received a call back.

During the night,

it was miserable and my friend started having nose bleeds. On Friday, we called the maintenance number again and reached a lady who took our work order and was sending someone over. The man that came just changed the filter and vacuumed the vent out. It still didn't work. We called again and couldn't reach anyone. We finally left and went by the office and explained to a lady named "Ashley" I do believe. She asked did we tell maintenance and I stated yes, but it still wasn't working. She stated they didn't have any other room's available. She then asked for my name and number so she could call me. I stated okay that was fine but what are we suppose to do? it was hot and no circulation. She stated that she would call.

We make it back to our room that night and still never received a call or message. We called again the maintenance number and couldn't reach anyone. We kept calling until we did. I communicated with a man on 6/17 that Friday night about it not working again. He stated he was trying to get a hold of the a/c company. It was after 12am going into Saturday and still communicating about the a/c still not working. It was finally 12:30am and he called back to say the a/c person had went home and was off from work now.

Saturday morning, I start the process all over and called the office to discuss a refund etc. She "Ellen." stated, someone should have told me last night that the unit was shot at 10pm. I said why didn't anyone tell me, she said because the offices close at 5pm.

I told her I rather just have my refund back because we have been there since Thursday without any A/C. She stated she could only give me a food voucher and my fees and taxes back. I would also need to call the place I booked through.

She offered that afternoon another place to go, but needed to know if I wanted that option because we would have to wait until it was cleaned. I told her it was our last night and we were leaving in the morning, we should have been offered a room TH night or early Friday morning. She explained she wasn't sure why we weren't offered one.

I just told her I rather have a refund because it was miserably hot trying to be in that condo and no one should have to endure heat like that. They brought over some fans. She stated in about 2 weeks they will send a paper check with my taxes and fees in the mail. I asked why I couldn't get that before then and she stated they don't do it like that.

We just wanted to be refunded because it was not a great experience and the people their were not nice and professional.

Thanks,
Antonia Martin

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