

BBB Serving Central Florida

COMPLAINT ACTIVITY REPORT Case #90312960

Consumer Info: Hobbs, Tameca
 279 MARQUIS DR
 CAMERON, NC 28326
 910 476-2200 -

Business Info: Rooms101.Com

386 341-5331

Consumer's Original Complaint:

Invoice 205311 We encountered a rude representative who rushed us through reservations. We wanted to travel to Myrtle Beach from 6/8-6/10. After I gave her my debit card information, I could hear her car bell from her opening her door. I asked her was she in the car while taking my payment but she was dishonest and said no and hurried off the phone. We received a call from the rep. on 6/3 telling us we had an appt for 4pm that day. We explained that our trip was for 6/8. She became irate quickly and hung up on my husband. We contacted Magic world club since it was on the invoice and could only speak with the marketing dept. They said they would send an email and nothing should have been taken from my account. However, \$219 was taken from my account and we have nothing to show for it. The marketing representative stated we did not even have a room or any "gift" attached to our reservation. Noone would pay \$219 for just a timeshare presentation. Now we are spending countless hours to get someone on the phone but continue to get voicemails. Your assistance is greatly appreciated.

Consumer's Desired Resolution:

Billing adjustment

BBB Processing

06/07/2022	web	BBB	Case Received by BBB
06/10/2022	wsa	BBB	Case Reviewed by BBB
06/10/2022	Otto	EMAIL	Send Acknowledgement to Consumer
06/10/2022	Otto	BBB	Notify Business of Dispute

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On June 24, 2022, you provided the following information:

Mrs Hobbs called in and made the reservation. We send out the invoice with the reservation information to which Mrs Hobbs signed. The date of travel clearly stated arrival for 6/3 for 2 nights. On 6/1 we did the confirmation again for the signed for date of 6/3 arrival. On 6/3 the client called in stating that this date was no longer what they wanted. We in an act of good faith did try to get the date change but the resort had no availability and we were charged the for the original reservation. Mr Hobbs called in a few times he was very abusive with our rep. Since we did make the reservation as requested and the client signed for the reservation as requested and we were charged for the reservation that they signed for we are unable to issue a refund. Magic World club was just the tour vendor and they did not book the room, rooms 101 did. We have attached a copy of the signed documents and the confirmation that was issued