

## Re: Reservations Myrtle Beach



**From** <reservations@rooms101.com>

**To** Natalie Hancock <nhancock30@gmail.com>

**Date** 14/07/2022 09:49

We have contacted the resort and they stated that they did move you and they did not have any complaints on the new unit. There will be no refund issued but we will NOT be charging you for the non tour. We hope you are recovering well.

Reservations

On 11/07/2022 12:14, Natalie Hancock wrote:

Good Afternoon,

I spoke with rep on today and was instructed to send an email for one my accommodations were horrible and for two I didn't make my tour because I wasn't feeling well at all on Saturday and I took two home test and I went and got tested and they were all positive.

Let's start with the accommodations the first room was just nasty. The room wasn't cleaned good. The main bedroom the bed was full of hair and the sheets were disgusting there was dirty towels in the washing machine and the pull out couch was broken . The carpet was disgusting and all the bath tubs had hair in them. I went to the office the next morning and spoke with Emphasis and the other lady on duty I forgot her name it started with an A I think it was a white lady. They moved me to another room. That room was a little better but one of the bathrooms had no running water in it I wasn't able to report it until the next day by this time I'm not feeling well at all. It was overall a bad experience for me and my family. I just at least get a partial refund this was a horrible experience I never want to stay here again.

I have attached a copy of my Covid test against my better judgment because this is really a violation of hipaa and I shouldn't have to show my medical information but I attached it.

Thank you

Natalie Hancock