

Re: Charged when we attended presentation - We will contact resort



From <custcare@rooms101.com>
To Tracy Connors <tracyconnors312@gmail.com>
Date 2022-11-11 12:09

Tracy,

We are having our tour department work on this. We have forwarded a copy of your email to the resort. We will contact you as soon as we hear back.

We were told that you did not qualify due to income and at this time we can only go by what the resort tells us. Do you have a signed copy of the voucher stating that the tour was completed? This would help.

Howie also is working on it and sent copies of what you signed and what they sent to us.

Customer Care

On 2022-11-11 07:35, Tracy Connors wrote:

To whom it may concern,

We were recently charged \$200 for not attending the presentation. That is incorrect, we did attend and the gentleman who was our guide at first told us we didn't qualify because we weren't staying at their resort and that we weren't owners and it was an owner only presentation. After we told him rooms101 sent us here he then said "ok, let's do it". He then brought us in to a big room and we all sat down and started talking. Our 9 year old special needs son got sick and I took him to the restroom to clean him up, when I got back to the room the gentleman and my husband were walking out. I asked what happened and he said he'll mark us as completed since our son got sick and he understood how hard it could be, then went on and talked about his daughter. NOTHING was mentioned about income AT ALL. We personally believe he just had an issue with our special needs son cause he kept asking questions.

So now we don't know why we are being told we didn't meet the income limits when that was NEVER mentioned by the guy at all. He said we were done because of our son. So why should we be punished when we showed up and tried to do it. It's not right that we were charged that additional \$200 and we want it back.

Thank you,
Tracy Connors

Invoice #205934