

Tour issue



From <custcare@rooms101.com>
To Tracy Connors <tracyconnors312@gmail.com>
Date 2022-11-15 07:32

Tracy,

We have been in contact with the resort several times and dealt with different representatives. Unfortunately, we are unable to refund the \$200.00 as we keep being told that you were disqualified from the tour for your income. You signed documentation stating one income but put down a totally different income which was under what they accept. Our hands are tied. The only thing that we can suggest is that you contact the resort directly.

We do apologize that we could not alter this situation. Should you complete a qualified tour (no rooms booked) at one of our other locations in the future we would be happy to refund back the \$200.00 after the tour has been completed.

Customer Care

On 2022-11-11 16:27, Tracy Connors wrote:

Thank you! We thought it was weird that he let us go early and the paper we signed that box was NOT checked. He said nothing gets checked since he is stating we did it. I knew something seemed wrong, I even asked the lady who checked us in for the tour. Sorry but this just ticks me off. I know it's not y'all and I appreciate the help.

Thank you,
Tracy Connors

On Fri, Nov 11, 2022, 4:09 PM <custcare@rooms101.com> wrote:

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 too 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