


Re: HELP Tracy Connors 111028

 **From** Elizabeth Fenderson <elizabeth.fenderson@stayskyvc.com>
To michele@rooms101.com <michele@rooms101.com>
Date 2022-11-14 13:53

Michele,

I apologize, I am not sure what you are referring to or why the guest would be calling us, the guest signed the paperwork and the paperwork was sent directly to your team.

It is my understanding that it would have been Rooms 101 that needed to communicate it to the guest that she was not qualified for income, not us, as we did not book the tour nor did we charge her for her stay. Our team is not required to communicate that, we did not generate the tour.

She stated that she was charged "for not attending the presentation". I would suggest clarifying for her that she was charged because she did not qualify. It also may be helpful if you have a signed invitation from them with the income qualifications?

In this scenario, if it were my team, I would look at the signed invitation. If the guest signed, then they were aware that there was an income qualification. If there is no signed invitation I would charge my rep back, and not the guest, but that is up to you folks since the tour originated from you.

I would really like the help you find a resolution, however, I am not sure how I can help in this case. The guest was clearly not qualified, they signed the form, and the documentation was provided to you folks for you to communicate to them.

Hope this helps.

Thank you,

Elizabeth Fenderson
Vacation Club Director of Marketing
8113 Resort Village Drive
Orlando, FL 32821
Cel. (407) 868-0794
Email: elizabeth.fenderson@stayskyvc.com



From: michele@rooms101.com <michele@rooms101.com>
Date: Monday, November 14, 2022 at 5:02 PM
To: Elizabeth Fenderson <elizabeth.fenderson@stayskyvc.com>
Subject: Re: HELP Tracy Connors 111028

Elizabeth,

You tell me. I can tell the client she was NQ'd for the income but if what she is saying is correct I am sure you will be hearing from her.

Michele

On 2022-11-14 11:07, Elizabeth Fenderson wrote:

> Hi Michele,
>
> No, I was not here during that time. I am not sure what the client was
> told or what happened during the presentation, if you like I can look
> further into it.
>
> However, the client did sign the form stating that they were under
> income. If I had to guess, the sales representative was not
> comfortable telling the guest they did not qualify, however, again I
> do not know if this is the case.
>
> I do see that they were only on tour for 20 minutes.
>
> Thank you,

>
> Elizabeth Fenderson
>
> Vacation Club Director of Marketing
>
> 8113 Resort Village Drive
>
> Orlando, FL 32821
>
> Cel. (407) 868-0794
>
> Email: elizabeth.fenderson@stayskyvc.com
>
> From: michele@rooms101.com <michele@rooms101.com>
> Date: Monday, November 14, 2022 at 11:36 AM
> To: Elizabeth Fenderson <elizabeth.fenderson@stayskyvc.com>
> Subject: Re: HELP Tracy Connors 111028
>
> So what you are saying is that what the client is telling us is made
> up
> and untrue correct?
>
> On 2022-11-14 07:23, Elizabeth Fenderson wrote:
>> Hi Michelle,
>>
>> I appreciate you reaching out. I apologize that the guest is upset.
> I
>> have reviewed the information regarding the below request. Attached
> to
>> this email is a copy of the email that was sent to your team
> regarding
>> the NQ and also the NQ form signed by the guest confirming they were
>> under income.
>>
>> Please let me know if you have any additional questions.
>>
>> Thank you,
>>
>> Elizabeth Fenderson
>>
>> Vacation Club Director of Marketing
>>
>> 8113 Resort Village Drive
>>
>> Orlando, FL 32821
>>
>> Cel. (407) 868-0794
>>
>> Email: elizabeth.fenderson@stayskyvc.com
>>
>> From: michele@rooms101.com <michele@rooms101.com>
>> Date: Monday, November 14, 2022 at 10:05 AM
>> To: Elizabeth Fenderson <elizabeth.fenderson@stayskyvc.com>
>> Subject: HELP Tracy Connors 111028
>>
>> Need some help we were told that this client did not qualify due to
>> income and she was therefore charged an additional non tour fee.
>>
>> We received this email from the client:
>>
>> 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.
>>
>> Please look into this and get back with us.
>>
>> Michele