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September 13, 2017

The Caribbean Resort and Villas  
3000 North Ocean Blvd Myrtle Beach South Carolina

Dear: Myrtle Beach Chamber of Commerce

Re: Greetings, my family and I made last minute reservations on last Friday September 8th to stay at The Caribbean Resort and Villas from September 9<sup>th</sup>-13<sup>th</sup>, in our attempt to evacuate from Hurricane Irma. On Monday evening September 11<sup>th</sup>, my family and I received notification from CEMA that we were cleared to return to Savannah GA. With that notification, my wife and father were notified that they had to return to work on Wednesday September 13<sup>th</sup>. I contacted the front desk asking if there was anything that could be done to accommodate our stay financially, only to be told that there is nothing that could be done because we made reservation despite my family's situation. We were told by the representative at the front desk via Mike, the hotel manager on duty, "The best they could do is give us a gift certificate to use in the future for one-night stay." I do appreciate the offer; however, we have no current or future plans to take a trip to Myrtle Beach.

After this conversation, with hotel staff, I then call their parent company Brittain Resorts and was told by a representative that they don't have a policy in place for this type of event and told me to try to work it out with hotel management. After this conversation with Brittain Resorts, I proceeded again to call the front desk of The Caribbean Resort and Villas and on this account actually spoke with Mike who again was the manager on duty. I explained to him our situation and he told me that there was nothing that could be done but offer us a gift certificate, he also said that it is easier to add hotels stays that take them away, which leads one to believe that a refund is possible but was chosen not to be honored on the discretion of the hotel. After I spoke with Mike, I asked if there was anyone else I could speak with and he told me no matter who I spoke with their decision was going to be the same. Mike transferred me to Chelsea and I left a message with her leaving my contact information and have yet received a phone call from her. I reached out to the Myrtle Beach Chamber of Commerce after this encounter on Tuesday and spoke with Megan who was very helpful and Indicated the appropriate steps to file a formal complaint. What I would like from this is a partial refund for the

night we did not stay. Giving the circumstances not only is that fair but it also would be the right thing to do giving the circumstances we had to come back home to.

Thank you for your time and consideration on this matter.

Enclosed I have attached a copy of my invoice as a reference

Yours sincerely

A handwritten signature in blue ink that reads "Matthew Walker". The signature is written in a cursive style with a large, stylized 'M' and 'W'.

Matthew Walker