

From: Trina Cason <tcason@wrcog.org>
To: Matthew Walkermattwalk8409@gmail.com
CC: Lt. Governor's OfficeLtGov@scstatehouse.gov
Date: 9/20/2017 9:14:17 AM
Subject: Re: Hurricane Irma Evacuee Refund Request at the Caribbean Resort and Villas - Reservation #844888

Good Morning,

I was able to meet with the manager on duty, Trish Fuller, Tuesday, September 19th, 2017. She is going to request the recorded conversation from the call center. She indicated it would take approximately 24 to 48 hours to obtain that transcript. Basically she would like to identify if the companies cancellation policy was provided to you during the conversation. I think their decision may rest on that recording. I do expect to hear back from her by the end of the week. I will keep you informed if anything new develops.

Sincerely,

Trina L. Cason

On Fri, Sep 15, 2017 at 3:06 PM, Matthew Walker <mattwalk8409@gmail.com> wrote:

----- Forwarded message -----

From: Matthew Walker <mattwalk8409@gmail.com>
Date: Fri, Sep 15, 2017 at 2:48 PM
Subject: Fwd: Hurricane Irma Evacuee Refund Request at the Caribbean Resort and Villas - Reservation #844888
To: LtGov@scstatehouse.gov

Greetings

My name is Matthew Walker, I spoke with a young lady by the name of Megan from the Myrtle Beach Chamber of Commerce who instructed me how to file a formal complaint with the Chamber of Commerce. Which I did via certified mail on yesterday but I also wanted to send a copy via email. Attached is a copy of the complaint I sent the Myrtle Beach Chamber of Commerce. Additional correspondence I had with Assistant General Manager Brittany Parks on today is also attached below. She was very inconsiderate and non-empathetic to my family situation as a result of Hurricane Irma

I pray this email finds you well.

I wanted to give you an update on the updated correspondence I had with the Assistant General Manager at the Caribbean Resort and Villas Hotel located 3000 North Ocean Blvd. I spoke with the Assistant General Manager Brittany Parks this morning, and for the first time explained our situation to her. She emphatically told me that they would not give me my money back because I signed a contract. This is true, but at the time the reservations were made we were trying to find another location to evacuate to because all of my previous reservations were in the cone of uncertainty

with the storm.

To make a long story, Ms. Parks stated to me they were not going to give me my money back regardless of our circumstance and/or weather and that I signed the contract when I paid for the reservation. I told her when I made the reservation with Sonja, over the phone, that there was no mention of no refund policy and that Sonja was really helpful given our circumstances being able to accommodate my family for the dates reserved; because we did not know when we would potentially be able to head home.

Ms. Parks then said we should have reserved our room night to night, instead of making the reservation and I explained to her, if we did that there would have been no guaranty that the room we reserved would still be available and we would have been left without any accommodations. Ms. Parks said she understood and still could not give us our money back because we had paid for the rooms and that the owner of the room we were in had already been paid. But she again brought up the issue of the gift certificate. I then asked her what would be the difference in a gift certificate and a refund and she could not give me an answer. I then told her if she was in my predicament, I am 100% sure she would won't the same human courtesy I was requesting in terms of taking into consideration our circumstances.

I then asked her what would be my next course of action, would it be to contact the Chamber of Commerce, the Better Business Bureau, or give my honest review via Trip-Advisor/Facebook. Ms Parks then accused me of trying to black-male her into giving me a refund. I told her I am not trying to do that and how is giving my honest opinion about my experience black-male or slander. Ms. Parks then asked me if we were to give you your money back would I still give them a negative rating and I told her honestly I would because this experience has been hands done the worst in terms of dealing with hotel staff ever. I also told her that this would be a good time for the hotel to review this policy especially in times like this because as you are aware evacuating is stressful enough as it is and you are trying to keep your family safe and place them in the best environment possible for the time being.

After that exchange, Ms. Parks then told me that I would be receiving the gift certificate in the mail, I told her I do not want the gift certificate several times, and she said she would send it anyway, and I told her if she did I would send it back to her certified mail which I intend on doing if she does send it. Why would I want to stay at this hotel after this experience is beyond me. She also accused me of yelling at her and I assured her that I was not yelling at her, and that she keep trying to talk over me when I was giving my point of view. I will never stay at this hotel ever again, this experience has left me baffled and just in awe, when I spent \$1099 of my hard earned money, still had to come back home and deal with flooding in my area and the hotel will not give me \$246 that could go to my efforts of fixing "my world". That is totally mind-blowing.

Thank you for having a listening ear. I really hope a resolution of a partial refund can be made.

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Respectfully,
Matthew T. Walker, M.P.A., PHR, SHRM-CP

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