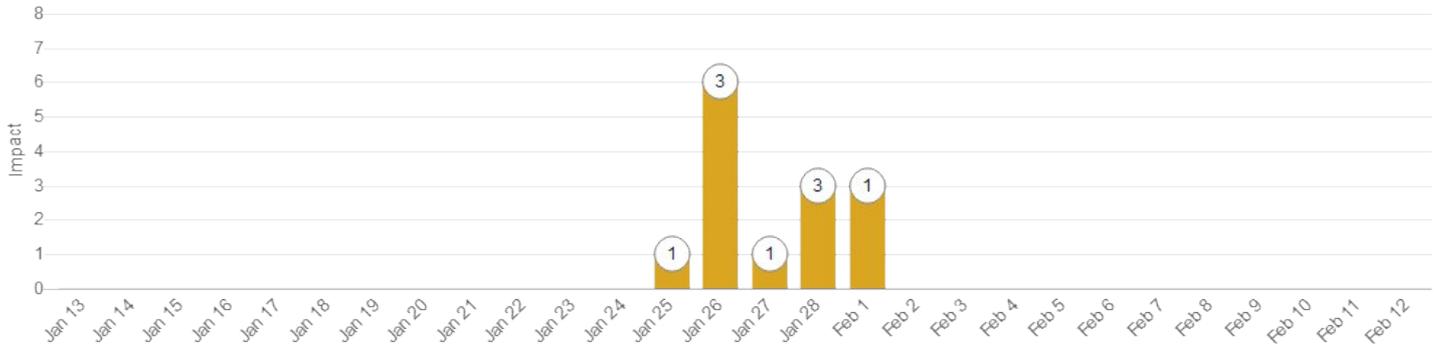
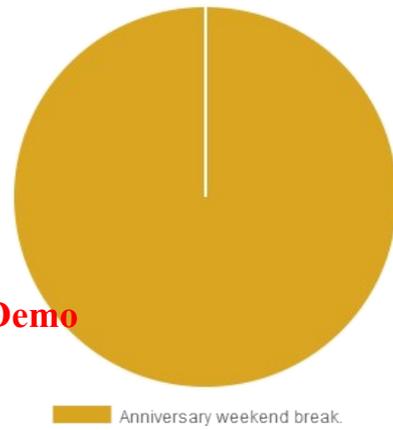


Consumer Complaint - An Other

Threads: 1 Records: 9



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Anniversary weekend break.

#	Date	Completed by	Impact	Record
268	25/01/2018 21:30	An Other	1	As a surprise 20th anniversary present I booked a luxury weekend away for my wife and I this weekend (26 and 27 Jan) It was a last minute booking and as a consequence I rang the hotel I'd identified online in the hope I could negotiate a good deal. We spoke about what I'd seen online and how I wanted one particular suite pictured in the website gallery of photos. I was told it was free and I booked it. I spoke with the receptionist Sally who agreed that in addition to the two nights room charge of £500 (it was half price) I could have a 20% discount on any spa treatments and gym sessions. I also negotiated a 30% discount on what was described as a 'special celebration dinner' for the Saturday night. The charge for this (without wine) was £250 for the two of us. I made the booking and followed it up with an email to confirm all that was agreed. Copy email and photo of the suite attached. - Impact 1

FileName	Type	Size (bytes)
cdv_photo_001.jpg	Image	2219910
cdv_photo_002.jpg	Image	414587

FileName	Type	Size (bytes)
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■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
269	26/01/2018 09:00	An Other	1	I checked my emails before setting off and found a standard booking form from the hotel confirming my reservation. It didn't mention the negotiated terms (it was a standard form generated in a set format - copy attached.) but I thought nothing of it and in any event I'd sent an email stating what had been agreed and it was a last minute booking. I'd given details of my credit card to guarantee the booking. - Impact 1

FileName	Type	Size (bytes)
cdv_photo_003.jpg	Image	851437

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
270	26/01/2018 16:00	An Other	3	We arrived at the hotel and booked in. It all went smoothly. My wife asked about the spa treatments and booked an appointment for 6pm. I booked dinner for 8pm. On two occasions I referred to my call yesterday and to my email confirming agreed discounts. The receptionist (not Sally but Thomas) raised no issues. We were taken to our room (photo attached) which was located away from the main part of the hotel in a single story Annexe attached to the hotel by a long corridor. It was nothing like I'd expected and it was not the suite I thought I'd reserved. I raised this immediately and asked to speak to the manager. After about 15 minutes a very flustered deputy manager arrived and was very unhelpful. He said "there's no way any member of my staff would have let you have the suite for that price". I kept repeating that I'd spoken with Sally and that's what had been agreed and that I'd followed it up with an email. I asked if they had a receptionist called Sally. He said yes but she was not on duty and they'd tried to ring her but hadn't managed to speak to her. I asked if the suite was free or occupied. He was evasive. This went on for over half an hour until the deputy manager was called away to take a call. He returned after 10 mins and in a very off hand way said " Ok. You can have the suite. Thomas will take you there". Although it was good to get the right room it was such an unpleasant experience we nearly decided to go home. - Impact 3

FileName	Type	Size (bytes)
cdv_photo_004.jpg	Image	1825493

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
271	26/01/2018 19:45	An Other	2	My wife had missed her spa treatment because of the time it had taken to get the problem of the room resolved. Before dinner she booked a new appointment for tomorrow morning. We went from the reception to the dining room where we were told we didn't have a table for the main dining room (there were quite a

#	Date	Completed by	Impact	Record
				few tables free) but that "you'll have to go to the one in the Annexe". We got the impression we had upset the deputy manager and he'd told the staff to move us to the other room which was very inferior. (Pictures of the two very different rooms attached.) My wife didn't want to make a fuss so I accepted it. Although the food was good the evening was very disappointing and we both felt stressed. There have been no apologies or attempts to get things back on track for us. I'm worried about the special dinner I've booked tomorrow and whether it's going to be another disappointment. - Impact 2

FileName	Type	Size (bytes)
cdv_photo_006.jpg	Image	2559767
cdv_photo_005.jpg	Image	2186218

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
272	27/01/2018 13:00	An Other	1	Today breakfast was good and my wife enjoyed her spa treatment. I went to the gym and enjoyed it. Before going out to explore the city I spoke with one of the receptionists (Jenny this time) who seemed to know about us. I asked where Sally was and she said "Sally's in the dog house for giving you such a good deal". She said she was leaving next week as she couldn't work with the deputy manager and consequently could say what she wanted. I asked her about the arrangements for the special dinner later and was reassured it would have to be in the main dining room because the chef would insist it be there. She said we could be sure the dinner would be great. - Impact 1

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■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
273	28/01/2018 10:00	An Other	0	Yesterday's celebration dinner was excellent and the service superb. We both enjoyed it immensely and as Jenny said it was in the lovely dining room. - Impact 0

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
274	28/01/2018 12:00	An Other	3	We went to check out and pay. The bill (copy attached) took no account of what I'd agreed on the phone with Sally. We were told that "as a gesture of goodwill" they had made some reductions to acknowledge it was a late booking and "because you tried to get a cheap deal". Their charges were:- Suite £750 Gym and spa discount 5% Dinner discount 10% The deputy manager was not prepared to stand by the agreement I'd negotiated. I showed him the sent email on my phone but he said they hadn't received it and I could not prove they had. There was a furious argument. My wife was in tears. A thoroughly unpleasant experience. I refused to pay the amounts they demanded and paid what I'd agreed by debit card and left. - Impact 3

FileName	Type	Size (bytes)
cdv_photo_007.jpg	Image	609887

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
275	28/01/2018 20:00	An Other	0	As soon as I got home I sent the hotel an email forwarding my email from Friday confirming the prices I'd negotiated. I also wrote a separate email complaining about the whole experience and setting out how I'd calculated the amount I'd paid based on the agreement I'd made on the phone. A copy of the latest email is attached. - Impact 0

FileName	Type	Size (bytes)
cdv_photo_008.jpg	Image	414587

■ Anniversary weekend break.

#	Date	Completed by	Impact	Record
276	01/02/2018 18:00	An Other	3	I got home today to find my credit card bill (copy attached). This is the bill for the credit card that guaranteed my booking. The hotel has taken a sum which represents the difference between the amount I paid and the amount they demanded. - Impact 3

FileName	Type	Size (bytes)
cdv_photo_009.jpg	Image	523522

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