

NOTICE TO READER The client's name to this posting has been noted because they posted their name on the TripAdvisor Website.



To streamline this correspondence I've copied this party's statement (word for word) from the guest's comments as posted on TripAdvisor. As Trip Advisor will not allow for this type response on their website, I have responded in a contrite, constructive and professional manner.

I have pasted the guest's comments from TripAdvisor "word for word" in **BLUE**. My responses to the concerns noted are in **BLACK** under the heading of **RESPONSE**.

JODY G

I stayed in Destiny Beach Resort from Aug 30 - Sept 5.

I arrived about 5 pm on Aug 30th and checked in; when I went to my room it was like an oven.

They didn't bother to turn the air conditioning on to cool it off before I arrived.

RESPONSE

Not knowing when you were going to arrive, we did indeed not turn the air conditioner on. It is not our policy to needlessly air condition a room with no one in it. The air conditioner in Condo 11 takes but just 20 minutes to cool the air.

JODY G

I looked around and saw crayon marks on the wall so I wiped them off. I had to wash the lid of the garbage can because it was dirty, the cupboard doors and the pots in the cupboard were dirty.

RESPONSE

We were not aware of these issues and we apologize. Had you brought them to our attention when you checked in, we would have sent housekeeping to your unit to set things right. You did not. Instead you articulated your concerns on a third party website when you arrived home. We are hapless at this point to assist you.

JODY G

The carpet was dirty and needed steam cleaning.

RESPONSE

The carpet was steam cleaned just after your stay with us. Yes, it was in need of cleaning. I apologize.

JODY G

The tea towels and dish clothes were rags. The whole place needed a paint job and a revamping; the furniture was a miss match of a bunch of junk from a flea market.

RESPONSE

No, the tea towels and dish clothes were not rags. Yes, a portion (by the futon couch) of the wall does require paint. The furniture is not a miss match and was most certainly not purchased at a flea market. Furniture images of Condo 11 are able to be viewed on our website.

JODY G

The futon in the living room was covered with an old faded sheet and there was some old foam underneath it.

RESPONSE

The futon bed in the living room has a double sized sheet on it so as to protect the fabric of the futon. The foam you make reference towards was placed in that unit in the Spring of 2011. It was placed there to ensure guests who require usage of the futon for a bed; have the option to use the foamy for additional cushioning. If they don't want to use the foamy, all they have to do is remove it.

JODY G

The bed was hard as a rock. There was no bedside table, no alarm clock, no telephone, no blowdryer and only a stand up shower, no bathtub.

RESPONSE

There are two queen size beds in Condo 11 and this is the first time we've heard them being as hard as a rock. On the Destiny Beach Resort website the photo's of Condo 11 show clearly there is no beside table. We state we don't have alarm clocks, in room phones, or blow dryers. Condo 11 clearly states that there is no bathtub - it has a ½ bath...meaning a shower.

JODY G

There were no services to offer, you were given a list of rules to follow and you had to go and ask for clean towels, soap, toilet paper etc. from the office to get someone to open a locked cupboard to give you these items.

RESPONSE

Our website clearly states that there is no daily housekeeping and that guests are invited to contact us for items as you have mentioned above should our linen closets not be available. The three (3) linen closets are open three (3) days a week from 10:00am to 2:00pm. Our linen exchange program has, over the course of the past three summers, saved an estimated:

- i) 40,000 liters of water.
- ii) 280 kilograms of detergent.

Osoyoos Lake and that of our regions geography rests in a highly vulnerable desert climate and hence cannot escape from the impact of Carbon imprinting. We are trying to do our part in ensuring the resources of our valley remain intact.

I can't answer to what Jody G is referring to as a list of rules, the information sheet we supply guests at check-in moves to answer questions guests may have, but neglected to do so at time of check-in.

JODY G

The office was supposed to be open at 9 am and closed whenever they felt like it. If nobody was around they left a note on the door to find them at the beach.

RESPONSE

We don't close the office when we "feel" like it. The office opens at 9:00 am "everyday" during the summer months and we close it when we don't have any other guests to check-in. We post a note on the door informing patrons they may contact us at the "house" - not at the beach. The only time we go to the beach is to either and/or rack the sand, chat with guests; water plants, procure fire wood, sweep the Gazebo's, clean the BBQ's or pick up beach toys.

JODY G

The rules were not followed as I observed children swimming in the pool when it was adult time swim 1-2 pm.

RESPONSE

We don't have rules. We have requests. When you viewed children in the pool during Adult Swim time, all you had to do is inform us and we would have assisted you in requesting the children leave the pool. You did not.

JODY G

The parking was poor and I had to park in a narrow stall in front of my door one evening because the lot was full and it was the only spot available. I ended up scraping my passenger mirror on my new car. I was not impressed and mentioned this to the manager Chris, his comment was that I should have asked Danielle at the office to let me park in their parking lot by his house. Well Danielle was not in the office at the time and his lot has a sign that says manager parking only. No apology or nothing.

RESPONSE

I spoke with Daniell about your incident directly after speaking with you and she informed me as we do with all guests, that when she checked you in you were informed that you could park your vehicle down by the pool area by the house if a location by the Condo's appeared full. The manager parking only sign is for "one" parking stall - not the entire lot. The parking stall you make reference to in your critique is large enough for a full size car and if memory serves correctly you were driving an intermediate sized vehicle.

Why you didn't come to speak with us directly about not being able to secure a parking spot for your car I can't answer to.

As for your comment about an "apology or nothing" I spoke to you about the incident and shared in "your concern." I cannot identify with your comment about having to "apologize or nothing." To reiterate, "I shared in your concern." During this unfortunate incident I couldn't very well apologize for something you did (the only one of its kind in the four years we've been here), that would have been impractical.

JODY G

The BBQ's were dirty and the BBQ brushes were worn out and very dirty.

RESPONSE

No. Our BBQ's are cleaned every day and the BBQ brushes (during the summer months) are exchanged for new ones every 12 days. No mention of this point was brought to our attention during your stay nor did any of the other guests state said.

JODY G

The beach was a joke, it was the size of a double garage in width, it was their personal beach and they were sharing it with everyone. There weren't even enough chairs for everyone to sit by the beach or pool.

RESPONSE

As noted on our website, the beach area is 90' feet in length. We state this quite clearly. Please refer to the AMENTIES page of our website; the information is located in bullet form, forth from the bottom. No, the beach is not our personal beach; it is the motel's beach. There are ample chairs and loungers for all of our patrons in and around the beach area, pool and gazebos. All guests have to do is pick them up and move them to where they want. You did not.

JODY G

The beach had a gazebo with an old living room couch under it. No good patio furniture, just a bunch of old junk with faded stained covers.

I was not impressed and spent most of my time at the main beach downtown. I wouldn't even swim there because one evening a small child was going to fish off the dock. I could just imagine walking in and stepping on a fish hook.

RESPONSE

The couch you refer to is indeed an older living room couch, where a majority of our patrons love to either delve into a nap or read a book upon its hardy old frame. We took it out of the Gazebo one year but those guests who keep coming back asked us to put it back in.

The patio furniture was new in 2011 is not faded and the covers are not stained.

We are sorry you were not impressed with the beach area and that you had to take refuge at the public beach downtown. It should be noted here Jody G, that in Osoyoos anyone can fish from "any beach." Water shoes are highly recommended at popular lakes that have fish and the lures that go with them.

JODY G

The place totally caters to children and allows them to bring all their toys and floatys into the pool. They don't seem to cater to adults who are paying the bill.

I will never stay at this place again. A total dump for the price and a "we don't care attitude" which was reflected in the way they maintained things and treated people.

RESPONSE

"Destiny Beach Resort - A Family Motel On The Lake" is what we are. Of course we allow floaties in the pool, adults like them too. What catering did you require? You never spoke to us about any of the points you've outlined here save the unfortunate episode with you encountered with your car.

JODY G

The whole place needs an overhaul and the management needs an attitude adjustment. Giving good customer service goes a long way but there was none here. I got the impression "if you don't like it leave" so in the end I was never so happy to be leaving a place I never felt welcome nor comfortable in.

RESPONSE

Destiny is an older motel in Osoyoos and we state that on our website to that we work very hard to ensure our guests are treated in a welcoming manner. In all fairness it must be pointed out that during this guest's stay I fielded a few concerns from other guests regarding this guest's behavior of which I will not expand upon.

In closing Jody G, we at Destiny Beach apologize if you feel you were not treated in a professional and welcoming manner.

Sincerely,



Christopher Arbique
Manager
Destiny Beach Resort