

**NOTICE TO READER:** The client's name to this posting remains anonymous.  
This posting is eight pages in length.



To streamline this correspondence I've copied this party's statement (word for word) from the letter received via an email dated Sunday July 24<sup>th</sup> 2011. This posting will according to the guest invariably end up on Trip Advisor and so to respond in a contrite, constructive and professional manner I've outlined my responses herein, as Trip Advisor will not allow for this type response on their website.

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

This email accompanying these guests concerns we received by way of an attachment and was addressed to:

Christopher Arbique  
Manager, Destiny Beach Resort  
Osoyoos, B.C.

I would like to make some comments on our stay at your "resort" last week. When we arrived to check in, I approached the small check in office to hear a man casually sitting inside to say very loudly "PURPLE". I looked around, realized he was talking to me, and he said it again very loudly. It turns out it was you Chris. I was embarrassed, as I didn't know what you meant, good or bad that I was wearing a purple summer shirt. Finally you stood and introduced yourself. But what happened to "Hi, can I help you?". What a way to greet guests! This didn't earn many points for me, and we hadn't even checked in yet.

**RESPONSE:**

When you were within four feet of our office door I did indeed exclaim the word purple, not to upset or alarm you, it was meant as a compliment. I then rose up from my chair and reiterated how wonderful it was to see someone in purple, when you then thanked me for the compliment. I then introduced myself to both you and your husband, asked you how you were both doing and how the drive was.

As the office was so small we had to do our talking outside on the sidewalk, with other guests around. We had a discussion on the "Summer Savings" offer, which was refused to us as we booked online. Lucky that I printed off the offer before we left home, as from the time you refused us the five night with no tax offer you have changed your web page to read "THIS SPECIAL MUST BE BOOKED DIRECTLY WITH THE HOTEL" in capital letters. This was not on your web page when we booked.

**RESPONSE:**

Our office area is small and it was quite warm that day. We conversed not on the sidewalk, but by the entrance way of the office adjacent the pool area.

We (Destiny Beach Resort) our website being [www.destinybeach.net](http://www.destinybeach.net) did indeed offer a stay 5 pay no tax promotion entitled "Summer Savings" with the information that guests wishing to participate in this offering had to "contact us" to make their reservations.

Please review the information on the page you printed out and read the information that clearly states,

“Call us at 250.495.7592 or email us at [destiny@destinybeach.net](mailto:destiny@destinybeach.net) to book.”

Yes, I did indeed afterwards go in and update our website and introduced the sentence, “THIS SPECIAL MUST BE BOOKED DIRECTLY WITH THE HOTEL” to ensure future guests did not reserve in the same fashion as you did.

You did not call Destiny Beach Resort. Rather you went to a third party website where we at times promote the rooms we have available in inventory and you booked your accommodations on that website at the “regular” rate. Your transaction is what is referred to as a “third party website transaction.” The URL (Uniform Resource Locator) is not associated with our URL [www.destinybeach.net](http://www.destinybeach.net). We currently do not offer online reservation technologies through the technologies that drive our website.

For what it’s worth, the Internet can be a rather convoluted information doorway and users to the technologies it offers should be vigilant at all times.

I finally said to you, let’s just get the key to our room and move on, we certainly didn’t need to stand outside having a discussion in front of everyone. We had been driving all day, it was hot, you made it plain you were not going to honour the summer time offer, so let’s just move on!

Your excuse in a letter later delivered and stuck in the door to our room stated you could not afford to honour this offer as you had to make your money in 120 days, as if that’s our fault you chose a seasonal way to earn a living!

**RESPONSE:**

Correct. We in no way can honor or impart with a 29% discount during the peak season which is what the discount we would have had to honor when you processed your reservation on another website. This was explained to you both.

Larger resort properties in Osoyoos may be able to absorb these costs, alas with yes; 120 days of summer available for us from which to harvest revenues, a little 14 room motel can by no means absorb this type of discount.

Furthermore, after our discussion by I spent the better part of an hour speaking with the company with whom you reserved your reservation with to try and see if there was some way in which we could secure you the discount you were in search of. They never responded. I did.

As you were not available for us to speak with for most of the duration of your stay I “placed” a letter in your door offering you the opportunity of securing your discount at a later date. It became evident that the company with whom you reserved with would not refund the commissions they charge so that we could then offer you the attributes associated with “our” 5 night special as was outlined on “our” website. We didn’t have to do this, but we are customer service driven and we wanted you to have something by way of a discount in the future with us.

As for your comment about choosing a profession associated with the season of summer and that of 120 days from which to generate revenue, we do this through “choice.”

Both Trish and I are “retired” professionals, it just so happens that we love this little resort and we love being able to serve the guests who grasp its subtle values.

To that I imparted to you both, information that revolved around the economic tones of Osoyoos and that of the Southern Okanagan thinking that you would digest the complex nature of the business; all the while explaining as to why a 29% discount for a 14 room motel, in the middle of summer was something that could not be entertained.

It is hard to understand this excuse as you are a year round facility, catering to snowbirds in the winter, as per the info on your web page.

**RESPONSE:**

This was explained to you both during the conversation we had as noted above.

So into our room we go. Talk about 1960's decor! What a disappointment. Nothing matched, and here is a brief rundown ( I took pics):

- Mismatched curtains everywhere, all looking like they were picked up at the Oliver Flea Market. And the funniest thing of all was the drape on the patio door was attached on the outside of the valance instead of underneath it, as was the other curtain in the living room area!

**RESPONSE:**

There are three (3) sets of drapes in Lakefront Unit #1. The front room drapes which are night time shaded so the sun does not shine through. The side room sheer drapes adjacent the futon bed in the front room and bedroom drapes. Yes, all are different. Located in the kitchen are window blinds.

- Peel and stick tiles everywhere, all worn, cracked here and there.

**RESPONSE:**

Yes, there are peel and stick tiles in some areas of Lakeview Unit #1, but the floors are clean. We are aware of the cracked tiles you make reference towards.

- Kitchen countertops chipped.

**RESPONSE:**

Yes, we've new counter tops for both the kitchens and bathrooms. It is our intention to have these installed by the Spring of 2012.

- The patio door lock had masking tape on it????

**RESPONSE:**

No, it's not masking tape. It's called "tack" and it is a hotel approved tape adhesive that allows children and seniors to better grip the sliding doors so as to assist in the operation of opening and closing the door.

- Mismatched dishes and silverware, very worn looking pots, pans. Looked like garage sale finds.

**RESPONSE:**

The dishes and silverware are items that may have been mismatched, our apologies. The pots and pans having looked very worn should have been brought to our attention. We would (we have since your letter) replaced them with new ones. Unfortunately, you didn't bring this issue to our attention during your stay.

- Kitchen stove was older, back left burner did not work.

**RESPONSE:**

The kitchen stove in Family Unit #1 is 5 years old. Had you informed me that there was an issue with the back left burner, I would have had it repaired. You didn't. I checked the burners in Lakefront Unit #1 this morning; they all appeared to be working fine.

- Bathroom door stuck at the top, very hard to open – had to use two hands and pull very hard to get out. Close the door tight and try it yourself.

**RESPONSE:**

Yes, we are aware that the bathroom door at times sticks and are appreciative of the comments you have noted. It is slated for repair on August 5<sup>th</sup>, 2011.

- The soap bars you provided were so old, where did you get them? Ours had been wet at some point in time, paper stuck to bar and when you finally got the paper wrapping off it was cracked and old looking – you would be better off not offering soap to your guests at all, than cutting corners in this manner. The pictures we took really show it well.

**RESPONSE:**

You were our guests for five nights. When you first discovered this issue with the soap we could have assisted you. Why you opted to take pictures of the soap in question and not approach us at the time of discovery is something we can't amend now. We are however appreciative of this information as the soap placed in your unit was from a "new" box. We have investigated its contents and per your hypothesis discovered that the soap we received was indeed a bad batch. Our supplier is couriering us a new box this week.

- Towels in bathroom were so old, you should be embarrassed to even place them in your "resort". You should take some of the money you save by having your guests exchange their towels, etc. and buy some new towels! We noticed you were taking in bottles and cans for refund, maybe use some of this found money to update.

**RESPONSE:**

The towels in our hotel were new to the property last summer. Had you brought this to our attention, we could have secured you new ones. You didn't. As for the cans and bottles that end up being recycled, we use the money to assist those less fortunate than ourselves and by the end of summer, should there be enough money left over, treat our staff.

- It was fairly clean, although the bathroom could have been cleaner, especially around the baseboard and floor area. Check it out for yourself.

**RESPONSE:**

At the time we received this letter Lakefront Unit #1 was occupied by other guests. I asked those guests if there was an issue with dirt and or the like around the bathroom floor and they stated that the baseboard and floor area were fine.

- Linen closet outside by the office was so pathetic, I was almost embarrassed for you. The face cloths, hand towels were so old and worn, some looked like they had been washed with something red, as they were several shades of pink, not white as they were supposed to be. Others were from odds and ends of towel sets one might have in their home rag box, to clean paint brushes, etc. Again, where do you shop, yard sales and rummage sales?

**RESPONSE:**

We've to date not ever had a complaint about our linen closet program. Had you brought this issue to us during your stay we would have been more than willing to assist you. You didn't. We purchase our face cloths, hand towels and other linens from various supply companies in Vancouver and Penticton.

- The futon was covered in a washed out used to be green fitted sheet, with pillow cases from another era, not matching the sheet. The bedding overall was all mismatched, definitely showing age. Not quite the same as the pictures you show of this suite online.

**RESPONSE:**

The images we show online are “exactly” what we have to offer. You did not bring your concerns to us during your stay so at this juncture in time I haven’t the ability to resolve your concerns.

- The blue bedroom curtain had a big white cocoon of some crawly thing in the folds, it was creepy.

**RESPONSE:**

Undeniably Osoyoos during the summer months is an arid and warm climate where various species make their new homes in literally minutes and while we do our best to ensure cleanliness it seems we missed the mark on this one. I have inspected the drapes you have referred to here and have rendered the creepy into the abyss. Our apologies.

- Wondered why there was a stool in the bedroom closet, found out it was to reach the air conditioner, which was placed at the ceiling, a little too high for us to reach without it. (is this another way for you to save money, for if the guests can’t reach it they can’t turn it on?)

**RESPONSE:**

The stool you refer to here is a shower stall stool. It is intended to assist elderly guests in the bathtub. As to the height of the air conditioners, the building was erected in the 1960’s and that’s where they installed the air conditioners. On our website, we clearly state that Destiny Beach is an older property; in our four year tenure as managers of the resort, this is the first concern we’ve received about the air conditioners proximity to the ceiling.

- Faucet in the bathtub was also from another era, peeling so you couldn’t quite read how it worked, so it was a pain to get the water just right, and could be dangerous. Did have a nice shower head, even though it was too low to really work properly.

**RESPONSE:**

Thank you for bringing this to our attention. The shower dial will be replaced.

- Furniture on the beach was all looking sad and sorry, well worn and the cushions on the lounge chairs placed on the beach were supposed to be for short chairs, not long lounge chairs, made it awkward to lay on. Overall, your description of the beach area is a little overdone, once you see it. Would be very crowded if all your guests were on the beach on a hot summer day!

**RESPONSE:**

The lounge furniture on the beach area is slated for replacement in time for summer 2012. The cushions are indeed intended for chairs, however with the new aerodynamic chairs at the Gazebo’s that don’t require seat cushions, we thought guests might like to lounge on them by the lake. We apologize if you didn’t find them appealing; other guests simply remove them or double them up.

As for the beach area, our website clearly states that we have “90 feet” of beach front. During our time here we’ve yet to encounter complaints from guests who could not locate a place on the sand.

- No telephones in rooms - ?? More cheaping out?

**RESPONSE:**

Our website clearly states that we do not have phones in the rooms. A payphone is available at the office.

- Parking is very poor.

**RESPONSE:**

Yes, parking during the summer can be an issue, but everyone is able to locate a parking spot. You didn't mention not being able to locate parking while you were here.

- We have stayed at several fishing lodges in the Okanagan that had better services and decor at a much lesser price than you charge.

**RESPONSE:**

This candid comment is appreciated. I can't however answer to accommodations secured at fishing lodges as there aren't any in Osoyoos.

- Your greeting letter states you plan on being unobtrusive – a sorry excuse for sticking it to your guests. We travel extensively (this is our 5<sup>th</sup> trip since April) and we have never had to empty our own garbage or exchange our own linen! Also, almost every time we went outside, there you were! That is not being “unobtrusive”.

**RESPONSE:**

While we try not to partake in what you refer to as sticking it to our guests, during your time here we noted and commented on not seeing you to the point that both Trish and I became concerned for your well being. It was discussed and we did decide that we should knock on your door to see if you were okay. Fortunately we noted your belongings were still in your room and that you were probably visiting with family members. We recall only seeing you four times during your stay with us. I saw you both once at check in, once the same evening by the Gazebo, once with your children and once when you were loading up your vehicle in preparation for your departure. When you saw me, had you asked if I would be able to assist you, I would have. You didn't.

Should we consider having to do daily cleaning, and/or garbage pickup that would introduce higher room rates because staff would have to be paid; something that long term guests that having been coming here for over 20 years do not wish to entertain. So they and new guests alike to the property are for the most part, delighted in the task of having to remove their own garbage from their units and gather fresh linens. Our linen exchange program saves thousands of gallons of water and hundreds of pounds of detergent making our footprint softer on the environment.

- Family oriented? NOT! When we asked you if we could bring our son and his family there for a visit and meal (they were also staying in Osoyoos but so wisely chose another inn) we were pointed out exactly where they could visit – which was nowhere but in our room and porch, which meant we couldn't even use the bbq . And in the five days we stayed at Destiny Beach we never did meet Trish, seemed she avoided us!

**RESPONSE:**

We are indeed a family oriented property. The reviews of children's laughter around the pool area and beach are testament to attributes of this little property.

To reiterate, if you recall, at the close of our conversation on this topic, I stated that the amenities and services Destiny has to offer are for registered guests only, because they are paying clients.

I further explained to you that your children were indeed welcomed to have a visit and or have dinner with you on your deck and that you could indeed prepare a meal for them at the BBQ's...with the understanding that you would dine at your unit. As for not being able to meet Trish, I can't answer to this statement as we're here all the time.

I think you have probably got the idea we were not impressed with your “family” resort, and yes we have taken memories back home with us, but not the kind you hoped for. One thing, now that the stay is over, and we look back over the pictures, we have had a good laugh, and will chuckle for some time to come.

**RESPONSE:**

Yes, we gather you were not impressed with our family resort. While this is an older property, in our four year tenure as managers we’ve never quite seen such precise notations as outlined above; some listed are constructive criticisms that we will excel upon, others are misinterpretations. We are pleased to hear that outside of your experience here we were able to bring a good laugh.

The sorry thing about it is your facility could be top notch with a little effort and money invested to bring things into this century. It does have a wonderful view. The grounds are well kept but casual. It is close to everything you might want. It is a beach front facility. Unfortunately you choose to cheap out on things. Sadly, we will be leaving our comments on Trip Advisor, to make unsuspecting potential guests BEWARE. There are many alternatives in and around Osoyoos for the same money you charged, with nice fluffy towels, room service each day, a package of coffee daily and no self garbage removal! Definitely no value for \$\$\$ charged.

**RESPONSE:**

Yes, Destiny is a little diamond in the rough and we appreciate your candid comments. The suggestion of being able to locate a property similar to this one in Osoyoos, at the rates we market could well become an adventurous task. We wish you the very best in securing alternative accommodations that supply the amenities we do, in the same setting, at comparable rates.

As for the impending comments that you will be posting on Trip Advisor under the heading “BEWARE”, this is the wonderment of democracy and the stellar attributes of the web. The only issue we have with this third party website is our inability to comment to each and every bulleted concern a guest encounters during their stay, because Trip Advisor does not empower accommodators with the ability to do so.

I know you are both going to say “Sour Grapes” but you need to take off your rose coloured glasses and really take a good look at your facility through the eyes of your guests. You are charging resort prices for a modest econo motel type facility.

**RESPONSE:**

No sour grapes here. We vehemently try to respond to all guests’ accolades, compliments and criticisms, be they good bad or indifferent. Our 2011 summer prices are in line with other “motel” accommodations in Osoyoos and it is our belief that for the services and amenities we provide the rate we post is indeed one of fair market value for a “motel on the lake.”

One final comment before closing. We noticed you charged our full stay on the day we booked, July 13, 2011 but we didn't check in until July 17, 2011. Your own receipt states "One Night Deposit Required. Full payment required at time of check in." Still trying to figure out why we had to pay you in full on booking, not check in????? Unfortunately we did not notice this until we arrived home or we would have dealt with that issue then and there.

**RESPONSE:**

You reserved your accommodations with us via a third party website and we charge the entire length of a guests stay as they are received through these portals. This is our procedure. The one nights deposit is required and is as noted on that website as being non-refundable. Had you cancelled or modified your reservation, you would have received an entire refund less the one night's deposit.

We wish you the best of luck with your Destiny Beach Resort in the future.

**RESPONSE:**

Thank you.

In closing, I would like to thank you for sharing your candid thoughts about our motel. We're sorry you didn't bring your concerns to us as you encountered them and we're sorry your stay here was less than you expected.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher Arbique", with a long horizontal flourish extending to the right.

Christopher Arbique  
Manager  
Destiny Beach Resort