

NOTICE TO READER: The client's name to this posting remains anonymous.



To streamline this correspondence and respond to this parties' comments and concerns in a contrite and professional manner, I've copied this parties' statements (word for word) from the TripAdvisor® website.

These guests' comments are noted in **BLUE**.

My responses are noted are in **BLACK** under the heading of Response.

February 26, 2011.

Re: Destiny Beach Resort Stay July, 2010.

"Absolutely horrible BEWARE!"

I stayed here with my partner for a couple days this past summer. The owner stated right away how he didn't like children/teenagers. My partner and I are 25 and somehow we were lumped into this category by the owner and were treated as such.

Response:

The atmosphere we create at Destiny Beach is all about families, children and couples. The ambiance we "try" to inspire is paramount to our business.

The information conveyed to these guests (save ALL guests) is that we take great pride in creating a safe, relaxing atmosphere at Destiny Beach. Trish and I take great pride in catering to our guests needs...regardless of age. Be it a child that needs a marshmallow stick, some duct tape to fix a pool floaty, or a guest wishing to borrow our fishing rod...we're here to help.

Why these guests felt they got lumped into a 25 and under category, I can't answer to.

We are not about projecting guests into categories. Destiny Beach is a small 14 room motel resort property; there isn't any space to lump people into a category.

If it is your belief that you were mistreated or lumped into a category then we apologize.

Anyone under the age of 40 was not "allowed" to use the pool from 1-3pm (absolutely ridiculous).

Response:

We are primarily a family and couples resort and as such we try and give parents and couples alike a little "me" time in the pool without the energetic sounds of children laughing and splashing. The posted age limit of having to be over 40 is merely a measuring stick. Any adult, including 25 year olds, 35 year olds etc... are welcomed to partake in Adult swim time.

Adult swim time is from 1:00 pm to 2:00 pm - one hour, not two hours as this guest commented.

This guest comment has been taken under advisement and we will be changing the sign located pool side to reflect information concerning Adult Swim Time.

Instead of letting us pay at the end of our stay each night he would come by and rudely demand the nightly amount by banging on the door.

Response:

This is not our procedure. We don't operate this way, so I can't comment on this information. Our check-in procedure is full payment at time of check-in. You would have paid for your 2 night stay when you checked in. It is not our business practice to ever "bang" on anyone's door.

The room was dirty and stuffy.

Response:

This was not brought to our attention when you checked in. You spent two nights with us and didn't inform us of your concerns. If guests do not disclose concerns to us during their stay, we cannot assist in curing these concerns in a timely and professional manner. Articulating this information on a third party website afterwards, leaves us powerless to assist guests. If we don't know - we can't help.

We felt unwelcome the entire time. I would advise anyone under the age of 40 to stay away from this place...

Response:

Destiny Beach does not utilize an "unwelcomed" brush from which to paint its canvas. We apologize for the feelings you believed were sent your way.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher Arbique". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Christopher Arbique
Manager
Destiny Beach Resort