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Re: Robert Bell booking for coastal townhouse - apartment vacated, refund required

RB

Robert Bell

Mon 13/08, 2:00 PM

Nelson Silva (nelson@dreamalgarve.com); +1 more 

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Sent Items

Dear Nelson,

This is my final request for a reply and refund for my stay at the Coastal townhouse on July 21 as per my original complaint. I can see online that the address and location information for the property has changed to correctly show Aljezur and not Lagos. However, I have screenshots of the advertisements from when we booked showing the original location as Lagos. As such, this shows that the information you advertised in July was false, as can easily be seen when the two advertisements are compared.

If I do not receive a reply in 24 hours with a promise to refund 744 Euros to the credit card used to purchase the rental, I will submit a formal complaint to the authorities.

Robert Bell

From: Robert Bell

Sent: Tuesday, 31 July 2018 5:36 AM

To: Nelson Silva; rentals@dreamalgarve.com

Subject: Re: Robert Bell booking for coastal townhouse - apartment vacated, refund required

Dear Nelson,

Please contact me regarding my complaint and requests for receipts and refund.

If I do not get a satisfactory response immediately I am prepared to lodge a formal complaint with Centro de Arbitragem de Consumo do Algarve and/or via the European Commission online dispute resolution process. The grounds for escalation are your company's failure to communicate with me in a timely manner about anything substantial in relation to my complaint, failure to provide receipts for payment, and failure to provide accommodation at the location advertised online.

I have also been invited to submit my review of the coastal townhouse to Expedia.com - to date I have not posted a review and if the refund is provided as I request then I will not post a review. However, if there is no satisfactory response then I feel the need to warn other travellers not to book this property as the location is misleading.

Regards,

Robert Bell

From: Robert Bell

Sent: Thursday, 26 July 2018 7:34:21 AM

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Dear Nelson,

thank you for looking into this. Has there been any progress?

I note that a second payment was debited from my credit card on Monday. Could I please have receipts for both transactions on July 16 and 23 to reconcile against my statement, as my statement shows Australian dollars and I would like to see the total amount in euros as well.

I would expect this would not take long to investigate - a simple look at the listing online and then a look at where the property is actually located would settle the matter. Why and how it occurred is of course your matter to investigate, but not mine. All I require is my refund - which in AUD is over \$1200, so it is a significant amount.

Thank you,

Robert Bell

From: Nelson Silva <nelson@dreamalgarve.com>

Sent: Wednesday, 25 July 2018 2:28:29 AM

To: Robert Bell; rentals@dreamalgarve.com

Subject: Re: Robert Bell booking for coastal townhouse - apartment vacated, refund required

Dear Robert,

Let me check this and I will come back to you.

*Com os melhores cumprimentos,
With best regards,*

NELSON SILVA

*Director e Consultor Financeiro
Director & Mortgage Broker*

*nelson@dreamalgarve.com
(00351) 91 64 22 750*

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*Sede/Office: (+351) 282 098 646
www.dreamalgarve.com
info@dreamalgarve.com*

Às 21:39 de 23-07-2018, Robert Bell escreveu:

Hello,

following up from my previous email dated Sunday July 22, I have also written a complaint to Expedia France customer support regarding the advertised information

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I await your reply regrading the matter of my refund. If I do not receive a reply I will come to the office in person on Tuesday afternoon.

Regards,

Robert Bell

From: Robert Bell

Sent: Sunday, 22 July 2018 7:14:31 AM

To: info@dreamalgarve.com

Subject: Robert Bell booking for coastal townhouse - apartment vacated, refund required

Hello,

On Friday July 20th I came to the DreamAlgarve office to collect check-in instructions for the Coastal Townhouse, Urbanizacão do Espartal, Lote B1, casa J. My Expedia booking was against confirmation number 128177. We were expecting to stay until Thursday July 26.

We vacated the premises on the morning of Saturday the 21st and moved to another place. The keys are in the lock box.

This townhouse is not in the location that is advertised on the Expedia website, and also on several other websites I checked including hotels.com, ebookers.com and orbitz.com.

As per the Expedia link: <https://www.expedia.fr/Algarve-Hotel-Coastal-Townhouse-By-DreamAlgarve.h26592717.Description-Hotel?langid=1036>

the heading is: "

3-star apartment steps from Meia Praia Beach"

and the 'situation' states that "Situated in Lagos, this apartment is within 1 mi (2 km) of Lagos Market, Meia Praia Beach, and Dona Ana Beach. Luz Beach is 3 miles away. Lagos Station is an 11-minute walk away."

This is deceptive, and is completely untrue. The truth is that this apartment is 37km away near the Praia do Monte Clérigo. Had we known the apartment was so far away from Lagos, we would not have booked it. The other websites also give similar misleading information.

In addition, the address provided on the websites cannot be found on Google maps. So it is not possible to find the apartment to check before booking exactly where it is. The only map reference given is for your office in Lagos. This gives the false impression that the apartment is in central Lagos, when it is not. We came to holiday in Lagos, not another town.

We are Australian tourists who made the booking from France. It is not reasonable for you to expect that we would know where the townhouse complex is actually located. It is only right that you provide accurate information to guests so they have a fair expectation of what they are renting. In this case, it did not happen.

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Lagos until we made the drive up there.

In addition, the Wifi in the apartment did not work - the wireless receiver kept switching off after 20 seconds of turning it on, the television did not work because there was no internet connection, and also the refrigerator is not cooling correctly on maximum setting (i.e. it is not cold).

Because this is not the product we paid for, and because there were services not working in the apartment, we require a full refund of 744 Euros to be credited back to my credit card.

I can be called on +61 489 937 515 if you wish to discuss further. I am also in Lagos until Thursday the 26th and can come to the office in person to process the refund if that is required.

Regards,

Robert Bell

Coastal Townhouse by DreamAlgarve (Lagos, Portugal) | [Expedia.fr](https://www.expedia.fr)
www.expedia.fr

Coastal Townhouse by DreamAlgarve, Lagos - description, photos, équipements. A proximité de Plage de Camilo. Faites des économies en réservant maintenant!
