

January 21, 2022

GVV # 144950

Tim O. Robbins

Traci J. Robbins

Micheal W. Ingram

Anita P. Ingram

Departure Date: Tuesday, January 11<sup>th</sup>, 2022 at 5:20 am

Nov. 2, 2021 - Booked the '11 day Costa Rica Wonders with Guanacaste Beach vacation' with Great Value Vacations for Tim & Traci Robbins and Mike & Anita Ingram. We had traveled with Great Value Vacations in the past and knew we would always travel with GVV, even introducing our friends to it.

Cost was \$9099.60 and with Insurance at \$204.74 each, the total cost of trip for the 4 of us was \$9918.56. This was paid via Traci's Capital One credit card.

Insurance was purchased due to our 3 mothers being in their 90's with health issues and also due to Covid.

Dec., 30<sup>th</sup>, 2021, Mike Ingram (one of our traveling companions) gets sick with an upper respiratory infection. Friday, January 7<sup>th</sup>, 2022 Mike is still sick and the Ingrams and Robbins discuss the possibility of cancelling the trip. Traci emails GVV on Friday, 1/7/2022 at 3:46 pm about the "POSSIBILITY" of cancelling/postponing their trip and inquiring of GVV what their regulations are concerning cancelling. We felt safe as we had purchased Trip Insurance and thought Mike would surely feel better soon because I stated in that "POSSIBILITY" email that we would wait until Monday, Jan. 10<sup>th</sup> to make our final decision (I had not yet read your rules.) When I did not hear back from GVV, I went into Great Value Vacations web site and went to our Account/User Portal to discover for myself that we had to cancel 3 days prior to departure time (72 hours was the noted deadline.) Our 72 hour deadline was Saturday January 8<sup>th</sup>, 2022 at 5:20 am. I called the Ingram's informing them that we had a 72 hour deadline (which was approximately still 12 hours away) and what we should do? Because Mike is still very sick and has fever, we decided to cancel/postpone. Since I am now in the GVV User Portal of my account and I'm reading all your regulations along with my Travel Protection Plan, I emailed you at: [postpone@greatvaluevacations.com](mailto:postpone@greatvaluevacations.com) giving you all our names, the GVV reservation # and our travel dates because, THESE WERE YOUR INSTRUCTIONS AS HOW TO HANDLE POSTPONEMENTS OUTSIDE THE 72 HOUR DEADLINE. This email was sent on Friday, January 7<sup>th</sup>, 2022 at approximately 5:00 pm - I informed you of our postponement/cancellation approximately 84 hours before departure, per your instructions.

On Saturday, Jan. 8<sup>th</sup> at 1:58 pm I received an email from GVV, it stated:

"The Travel Protection Plan that you purchased for your trip allows you to cancel for any reason no later than 72 hours prior to your scheduled travel date and receive a travel credit to rebook a vacation. The full terms of the Plan are in the Summary section of your account. You will need to let us know today how you wish to proceed. Please call us at the number below in our signature."

This above mentioned email from GVV was attached to my "POSSIBILITY" email which said to me that GVV had not yet received, viewed or processed my POSTPONEMENT email. Besides that, GVV's email response to me was 8 hours PAST the 72 hour deadline. Responding past the 72 hour deadline required Emergency Assistance (which I had also tried to establish but the Emergency Assistance Form would not accept reservation # 144950 because we were OUTSIDE your 72 hour deadline.) GVV's correspondence to me regarding postponements stated that "further information on rebooking will be viewable in the User Portal within 3-5 business days (business days are known to be Mon-Fri/ 9:00 am to 5:00 pm) and to prevent further delays: DO NOT submit your inquiry more than once and DO NOT call us unless you have a truly time-sensitive inquiry." Does this not state, "GVV will get back to you, do NOT inquire more than once and DO NOT CALL?" That's what it said to me, so when I still hadn't heard from GVV on Monday, January 10<sup>th</sup>, 2022, I called and talked to representative Carmen and I explained all the above. Carmen acknowledges our Trip Insurance and states we have until November 2nd, 2022 to rebook this trip, using the same airlines and that she will review and get back to me.

Carmen emails me after our phone conversation stating that I had sent a "POSSIBILITY OF CANCELLATION" and not a cancellation request. (Carmen obviously saw my 1<sup>st</sup> email sent to [info@greatvaluevacations.com](mailto:info@greatvaluevacations.com) and did not investigate further to see my 2<sup>nd</sup> email sent to [postponement@greatvaluevacations.com](mailto:postponement@greatvaluevacations.com).) Carmen further stated that "As per your Trip Insurance terms, you received an email in which you were asked to call to cancel by Jan 8<sup>th</sup> (72 hours prior to departure.) Unfortunately, you had called today, 24 hours prior to departure. Therefore, we will cancel the reservation but penalties will be assessed. These penalties will be posted in your travel portal."

Carmen posted our penalties. 100% of our entire payment!! GVV is penalizing us the FULL \$9918.56!

We are completely blind-sided as this is not the truth. In fact, when I called your 800 phone number (which you are immediately put on-hold) and, as you listen to your 'wait time' recording, it states: "If you have our 'cancel for any reason travel protection plan' and you need to cancel for a future travel credit, DO NOT remain on hold. Instead email us at: [postponement@greatvaluevacations.com](mailto:postponement@greatvaluevacations.com) and include your names, GVV reservation # and travel dates." That is exactly what I did.

I emailed a response to Carmen on Tuesday, January 11<sup>th</sup> at 9:24 am explaining that I DID email a POSTPONEMENT form, 12 hours prior to the 72 hour deadline and how can they possibly take our entire payment when we purchased Insurance and complied with GVV's regulations? I hear nothing from GVV or Carmen.

Tuesday, January 11<sup>th</sup> at 12:48 pm, I call GVV and talk to representative Shereen. Shereen acknowledges the "POSSIBILITY of cancellation" email (1/7/22 @ 3:46 pm) and then Shereen acknowledges the POSTPONEMENT email that I sent a couple hours later - well OUTSIDE the 72 hour deadline. Shereen informs me that she will turn this over to her Supervisor and that the Supervisor will call me. I ask Shereen to repeat my phone number, which she accurately does. I asked Shereen when will I hear from this Supervisor? Shereen states "5 days." It has now been 10 days and I've heard nothing from GVV or Shereen.

I also emailed what appears to be GVV's parent company of DH Travel Services on 1/11/22. I've heard nothing from them either.

We have complied with everything GVV required and according to our Travel Protection Plan, we are in total compliance.

Wednesday, Jan. 12<sup>th</sup>, 2022 – Tim and I both test positive for Covid and we quarantine ourselves.

We do not want a refund as we would still like to take this vacation – once we are all healthy.

So GVV, with a global pandemic raging and human numbers soaring for the Omicron infection AND with people so weary and travel starved – you are trying to penalize us our entire vacation and scam us out of almost \$10,000.00??

This is why I have disputed this charge with my Capital One credit card.

Friday, January 21, 2022 at 11:45 am – I call GVV and talk to representative Amanda. She again takes all my information and is sending an email to her Supervisor which she assures me will contact me within 72 hours and that I will definitely hear from either Amanda or her Supervisor by Monday January 24, 2022.

Saturday, January 22, 2022 at 2:31 pm - I received a phone call from GVV representative Shereen. She requests that I go into Great Value Vacations web site, click on the 'Help' tab then click on the 'Emergency Contact' tab and put in the subject line: "Shereen and Tina, attaching pertinent information" (Shereen tells me that Tina is a Supervisor.) I typed in my email address (per Shereen's instructions) and Shereen tells me that from this filled out Emergency Contact Form that Tina or Supervisor's Christy or Courtney will be contacting me within 72 hours. I asked Shereen how will I attach my 'pertinent information?' Shereen says I will do that AFTER I hear from a Supervisor within 72 hours. Again, I wait.