

"I just refunded your cleaning fee and the deposit. Thanks for your patience."

AirSimplicity sent a message

Jul 16

"I'm working on it and truly understand your concern, please allow me to do all the needful. I apologize for the inconvenience once again."

You sent a message

Jul 16

"No, I'm not willing to wait any longer. You need to send me a written confirmation that our cleaning fee will be refunded.

Beth is not a determining factor here. She is not the one that's going to process the refund.

I've sent you the photos. The room was not cleaned to meet any basic standards of cleaning.

The fact that I'm having to continue this conversation past my stay at the cabin is grating on my nerves. It's already been a black cloud over our 4 night stay at the cabin and now continues to carry over into the remaining parts of our vacation. This is terrible customer service. I've spent now way too much time thinking and conversing about this issue.

Agnes + David"

AirSimplicity sent a message

Jul 16

"Thank you for letting us know about that, let us speak to Beth about it and update you."

You sent a message

Jul 16

"I could understand this request if your cleaning staff hadn't already seen the issue. But they have. I showed all the bedding to Beth three days ago. Also, I could understand this request if your last message to me wasn't, "We will get back to you regarding your request for a refund of the cleaning fee." I've been waiting for over 24 hours, again, for confirmation of our refund of the cleaning fee. I've already checked out of the VRBO. Which also means that, yet again, your cleaning crew had yet another opportunity to review the pet hair issues. At this point asking me for photos is simply just an inconvenience as I am road tripping and continue to have limited wireless. But nonetheless, here they are. Let's hope the message goes through. I didn't take photos of the queen bed which was also full of pet hair, because Beth, the cleaning personnel, saw it with me, firsthand."

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AirSimplicity sent a message

Jul 16

"Hello Agnes,

In order for us to further investigate the issues you faced during the stay we use those pictures as proof to show our cleaners.

I hope your understand"

You sent a message

Jul 16

"Why wasn't this request made for pictures before?"

AirSimplicity sent a message

Jul 15

*"Hi Agnes,
I hope that now you have better internet coverage to share pictures of the cleaning issues you had observed."*

AirSimplicity sent a message

Jul 15

"Hi Agnes!

Unfortunately your trip with us is coming to an end.

I would like to remind you that check-out time is by promptly at 11:00 AM and that our cleaners will be there shortly thereafter.

Before leaving, please:

- Please put your towels/linens in the washer and get the load started*
- Wash dirty dishes*
- Turn lights off*
- Lock doors and lock windows*
- Leave heaters on setting "1" in winter*
- When leaving reply to the SMS text we sent you. Didn't receive it? Send "CHECKOUT" here as you are leaving the house.*

We hope that you have had a 5-star stay so far and that we were able to meet your expectations. If not, please let us know what we could do better - we are always doing our best to improve.

We highly encourage you to leave a comment about your stay in the guestbook! It could be about how it was a pleasant experience, what you liked about the house, or even any recommendations for us on how we can improve your stay.

Let us know if we can be of any assistance.

Best,

Airsimplicity Management Team"

AirSimplicity sent a message

Jul 14

"Hi Agnes,

We are extremely sorry for the inconvenience you have faced. We value all our guests and respond to each and every query with 24/7 customer support. However, your previous message remained unread due to a system sync issue for which I again apologize.

We will get back to you regarding your request for a refund of the cleaning fee."

You sent a message

Jul 14

"Hello,

We've not received a response back to our message from over a day ago regarding waiving the cleaning charge.

We've let Beth come in when she was here and showed her both beds. When she came we've had the fitted sheet and regular sheet already in the washing machine. She saw that there was even pet hair on the mattress protector (one below the fitted sheet). She saw the blanket/comforter and saw the pet hair on the queen bed, as well. I do want to point out that Beth was very nice and understanding. She was also very personable. Luckily, she wasn't the person who "cleaned" our room before our arrival so we didn't feel as awkward. Beth went and took the king blanket to get it washed/cleaned and made note that the queen bed will need to be deep cleaned the same way. She offered new sheets, but again, we solved that by washing the existing ones and we are using our own blanket that we've brought on our road trip.

Please confirm that you will be refunding the cleaning charge to our credit card. We are not willing to cover that cost as our room was not cleaned. No guest should have to sleep in pet hair covered bedding. Certainly not when they are paying \$300+ per night and booked 4 nights of stay.

Also, another item to address. We had dried-out flowers swimming in week-old water.

There is just so much not cleaned and prepped right that we don't feel at all like welcomed and valued guests.

Agnes + David"

You sent a message

Jul 12

"Hello,

No, I'm sorry but that's not feasible for us as we are spending the day at the cabin and are prepping for our summit of Elbert tomorrow which requires us early to bed, etc. I just feel that creates an uncomfortable situation. Also, I really didn't want to bring this up, but your cleaning personnel has a dog. We saw this on the day of our arrival. We don't deem her to be all that detail oriented regarding pet hair. Also note, I've now checked the other bed and same issue and all I had to look at was a tiny sliver by the pillow. Tons of pet hair on that bedding, too.

Would it be possible to waive the cleaning fee under these circumstances?

Thank you,

Agnes + David"

AirSimplicity sent a message

Jul 12

"Hi Agnes,

I am extremely sorry about this and I totally understand your point of view, I am going to

follow up with my cleaner and see what really happened. Can I send my cleaner back to make the beds for you with clean sheets?"

You sent a message

Jul 12

"Hello, we'd are having to report a problem with the cleanliness of our lodge. The kitchen utensils are filthy, disgustingly dirty, and full of food bits. We were willing to overlook much of that as we know it is previous guests who don't have a concept of cleaning kitchen utensils and is a repeat issue at most VRBOs. However, this is caked on multiple stays worth of food and it is not the only thing that is not clean. Upon getting into our bed last night we found that the blanket and the sheets were covered in dog hair. EVERYWHERE. We had to strip the bed and ended up sleeping in our sleeping bags. This is absolutely unacceptable to us. We know that this VRBO is advertised as pet friendly. However, it is also advertised as CLEAN and there are signs in the VRBO indicating that pets can't be on furniture and should they climb onto stuff then it is to be first covered with the blankets/sheets provided. This clearly didn't happen. Also, fascinating to find that nearly every inch of cleanly cleaned sheets would be COVERED in pet hair as if the pet rolled itself in it after the supposedly clean sheets were placed on the bed. We are referring to the king bed. We have not looked at the other bedroom in detail and don't care to. We own a dog (not with us on this trip), but we both have allergies and are very careful in that neither of us are willing to sleep in pet hair covered bedding. Especially not for a place where we are paying a little over \$300 a night. We are very disappointed and even having slept on being upset last night we are still feeling very upset by this situation.

We've taken some photos but internet is not strong enough to attach them at this time.

Thank you,

Agnes + David"

AirSimplicity sent a message

Jul 12

"Hi Agnes!

I hope that you have settled in alright and that you are experiencing a 5-star stay :)

If there is anything we can do to make your stay more enjoyable, please let us know."

AirSimplicity sent a message

Jul 10

"Hello Agnes,

We hope you're getting excited for your upcoming reservation at 67 Mount Hope Drive, Moose Cabin, Twin Lakes, CO, 81251! Unless we have made prior arrangements, you're welcome to check in after 4:00pm on Monday, July 11. Unless you have already mentioned it, do you know what time you would like to check in?

I need to also send a reminder that most of our guests expect an odor-free, smoke-free home in which to enjoy their vacation. There will be a fine for any guests who smoke or vape any substances inside the home. Please be considerate of our home and other guests, if you will be smoking just take it outside to the back or front yard.

Our team has created an electronic guidebook that includes: check-in information, parking and WiFi. We have even included information about the neighborhood with all our favorite local recommendations on where to eat and what to do during your stay!