



Dale Richardson <dale730@gmail.com>

Camas Hotel

2 messages

Aj Lemon <aj.lemon@yahoo.com>

Tue, May 4, 2021 at 8:15 PM

To: "dale730@gmail.com" <dale730@gmail.com>

Cc: "alisha.bell83@gmail.com" <alisha.bell83@gmail.com>

Good Afternoon,

This email is in regards to the phone call I received on Friday April 30th pertaining to Dale Richardson's reservation.

After realizing the credit card that we had on file was not going through, I proceeded to call the phone number on file around 12pm to resolve this issue. There was no answer so I left a detailed voicemail explaining the situation. I received a call back about an hour later from a gentleman explaining that he was calling from the travel agency that Mr. Richardson had gone through, and said "Hello Amanda, I'm returning your phone call and I need your help.. I need you to allow Mr. Richardson and his guest to check in without payment for now, and I will call you back and pay for their stay later."

I explained to the man (Jamie I believe) that this was not something I could allow and that I was required to have the card authorize for the full amount before I would be able to check the guests in. He then asked me if he could just pay for one night of their stay, and mentioned he was having some sort of issue with the company credit card. I apologized and explained that it is the hotel policy here to take the full amount the day of check in. The man I was speaking to became agitated and asked me 'Don't some hotels take payment after the guest has left? I don't understand why you can't do that.' I explained to him again that is not our policy here.

The entire interaction was very unprofessional and the gentleman's tone became very rude.

If you have any further questions please do not hesitate to contact me.

-Amanda Lemon
Camas Hotel Front Desk Manager

Dale Richardson <dale730@gmail.com>

Tue, May 4, 2021 at 8:21 PM

To: Aj Lemon <aj.lemon@yahoo.com>

Cc: Alisha Bell <alisha.bell83@gmail.com>

Thank you for your assistance!

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