

1 out of 5

by Daniel on Expedia

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The vibe was weird. The husband and wife team were pushy and very money hungry. We felt like we were always being monitored the whole time we were there. The husband Rocky had a creepy disposition, making inappropriate comments to my 17 year old minor child about his hair style. The room was very very overpriced. It was more like a storage closet. It was tiny! I paid for a King size bed and was told I had to settle for a queen. The second bed was little more than a cheap uncomfortable camping foldout. They came into our room even though we clearly had the privacy door hanger displayed. I would strongly suggest NOT staying at Beyond The Wall Bed and Breakfast.

### **DANNY, DANNY ..... DANNY**

We're a very small "mom/pop" place, we live at our Bed and Breakfast, retired and combat veterans and have only been open for 14 months with hundreds of insanely incredible reviews all over the Internet. In the past 14 months we have found that there are mainly four types of reviews.

-- ONE: Folks that "Get Us" ....we're not for everyone, but these folks love what we do here and conduct themselves respectfully at our home. EXCELLENT ...always welcome back and these folks get a nice reply and thanks from us.

-- TWO: Folks that "Get Us" but cannot be ever fully pleased, no matter what you do or provide, they'll give you a 9 out of 10 every time. NO WORRIES AT ALL, still respectful guests, we'll keep trying to get that 10<sup>th</sup> star ...always welcome back and these folks get a nice reply and thanks from us as well.

-- THREE: Folks that weren't raised the way most of us were. Basically, their parents didn't do their jobs and sent their offspring into our world to inflict damage, disrespect and misery into the lives of everyone they come in contact with. These are the folks that we love to "light up" in our review replies. We're hoping there's still a chance (however small) that if enough folks inform them of their offensiveness, they may be able to someday contribute positively to our society.

-- FOUR: Folks that are obviously so far from reality that it can be measured in light years. There is nothing that can be done concerning these folks, it is 100% jaw dropping, head shaking and complete bewilderment as to what is even going on inside their heads. Responding, rationalizing or any acknowledgement is just a completely worthless waste of time. Finally, this is typically the category where folks leave with smiles, shake your hand, talk of the wonderful time but surprise you later with garbage like this review. Head shaking for sure?

This review falls into the "FOUR" category. We know, we know ....We just said above that any effort toward this classification is a "completely worthless waste of time" but there's something so special about Danny and his visit, his conduct and effort into this "Twilight Zone" level review that we thought we'd spend some time on it ..... you know, to keep our skills sharp. And ....of course Danny never mentioned once that he was displeased, not liking the bed, room size, or that we were violating his privacy?

Again, we are a very small, mom/pop place. There is no front desk, we don't have 24 hour service but there are times where we'll let a late arrival happen, a very late arrival. This was one of those cases, we stayed up and we graciously allowed Danny to arrive late (he told us 11:30 PM), to our home because he was flying in from the West Coast.

So let's get into all this.

## DANNY, DANNY .... DANNY

### PRIOR

- Danny made a reservation for seven nights, six weeks prior to arriving and put “1 Child” in the reservation information. As we only allow children 13 and older, I needed to contact him to find out the child’s age because so many folks don’t check or see the age policy before they book.
- Called (directly several times, left voicemails) and emailed five times over a period of two weeks ..... had to finally call Expedia to contact him about child age and check in time as he wouldn’t return call or emails a week before his scheduled arrival.
- Expedia contacted Danny and he called me to tell me child’s age and his arrival time.
- Called 2 days prior to him checking in to ask if it was OK to move him from Fireside to Captain Room as an already checked in couple wanted to extend their stay another 3 days.
- He readily agreed with complete, 100% “no big deal” response to it all.
- Our Cottages are ALL the same price ....all day, every day, since the day we opened regardless of the bed sizes in them (either king or queen). Danny never paid for a BED ..... he paid for a room ....and when I asked him if it was OK to move him ..... I told him, “I figured it was OK, the rooms are the same price, exact same amenities and since it’s just you and son, and only you in the bed ....thinking a queen is OK?” Again, Danny congenially agreed on phone, completely nonchalant about it all....even agreeing, “Yeah, I really don’t need a king by myself.” We’re a small family place, not a huge hotel. I could have given him another king bed cottage, but my small, family place, farm boy, practical approach was, “He doesn’t need a king bed, he verbally agreed that he didn’t need a king bed to sleep in by himself ..... so why not save a king for some other folks that needed it?” If there was a price difference, why wouldn’t I have told him on phone, “Danny, can I move you and refund you the price difference because of the smaller bed? You paid for a king bed and I want to make sure we’re square on all that.” Interestingly, my other 400 reviews on the Internet would support that if there was any price difference or Danny had insisted on a king bed I would have absolutely accommodated him. We shake our heads?

### FRI

- Game Day .... Danny flies in and arrives over an hour late (His check in appointment was for 11:30 AM), arriving at almost 1:00 AM because his “Welcome to Tampa” was being detained by local law enforcement. Danny walked up to me (in front of our house, at almost 1:00 AM) and strangely (as he’s introducing himself for the first time, and in front of his “17 year old, minor son”) brags about landing in Tampa and then being greeted, detained and questioned by law enforcement. I’m thinking, “OK, so this is who I’m dealing with, at my home ... at 1:00 AM ...that I waited up for, an extra hour ....maybe it will get better?” Well, because of the “awkwardness” of this introduction, and to lighten the mood ... I introduce myself to his “17 year old, minor son” (you know, who’s taller than me) and again, to lighten the mood say, “Well OK then ... Hello, you must be the son?....That’s some crazy hair you got there.” (you’d have to see it) And Danny, like many fathers ..... rolls his eyes and replies to me, “Oh, don’t get me started ...or tell me about it” as to very much agree with me and very much imply that he’s not a fan of his “17 year old, minor son’s” crazy hair. My wife and I, again shake our heads
- Courtesy .... Got them immediately to their cottage only showing them the safety doorbell and emergency rally point if an emergency ..... I asked them to meet us in the morning, at breakfast to go over other “check in stuff” (they agreed but never did)

- They asked me for a place to eat that was still open and not fast food. I used my phone to confirm a restaurant 200 yards away was still open then pointed them that way
- Went to my office before returning to bed and attempted to run Danny's credit card and his card was declined.

## SAT

- Did not see them entire day, no one on staff saw them. They didn't come to breakfast, they didn't honor the meeting with us to go over the other check in details and they still hadn't paid for their stay.

## SUN

- No breakfast, we didn't see Danny until the afternoon, on his cottage porch and walked over. Walked up and in a joking tone, "Hey, haven't seen much of you since you arrived?" .....and he 100% did not acknowledge our presence standing 3 feet from him, talking to him on his porch. We then politely asked if he could pay for his reservation, where he became agitated and insisted that it was already paid for when he booked. We showed him on our phone booking app that it was in fact not and that there was over \$1400 outstanding. Still agitated, Danny became loud and rude. We asked if he could come over to the office to get everything paid up but he refused stating, "I'm not walking anywhere ..... If you can look up that I owe you money on your phone, then you can take my credit card with your phone." So he pulled his credit card out but insisted that we didn't touch it, he had to hold it and read us the numbers." We never engaged Danny in any manner or tone that should have agitated him so we're still baffled at this particular encounter. More shaking of our heads?

## MON, TUES, WED, THURS

- We saw Danny several times over the next few days, each time he was going to or from his car ....always having all his luggage with him ??? (That's a new one for us) When I first saw it on Mon, I thought to myself, "I wonder if he's leaving, checking out?" I approached him as he was taking all the luggage to his car and politely asked, "Are you leaving? Everything OK? Danny walked right by me, no acknowledgement all, no eye contact .....not even a facial expression. Neither of them came to a single breakfast and after checking with our staff, the "17 year old, minor son" was only seen twice the entire seven days. Our house keeper (per our written policy) attempted to service the room twice in the seven days, each time Danny cracked the door, handed trash out and sent her away. Yes, he did have his "Privacy" sign on his door the entire seven days and yes, we did knock on his door every few days to attempt to service ..... per our written policies that Danny agreed to when he booked. Our housekeeper never saw the son, and we're not sure he ever left the room for the entire seven days. Danny's only cracking of the door every few days didn't allow her to see the trashed state of the room or smell inside (more on this later).
- **SMELLS** .....Oh, we got smells. Interesting, the entire week we had weed smells all over the property (acre) and just figured it was folks that take lunch breaks at the city park that borders our property. One morning the week Danny was here, I was walking from my garage to greet a food representative and got a strong weed smell and as I approached the food representative, I asked him, "Do you smell that weed?" and he jokingly replied, "Yes, but I thought it was you." We laughed and headed in the house. Both daytime and at night, we smelled weed that week. One night it was so strong, as I was turning off the hot tub heater, I just had to walk around the property to figure it out. The smell was

very strong coming from the cottages so I walked over. There was no one smoking on the cottage porches but ..... as I looked between the cottages, on a picnic table, just on the other side of a 4 foot picket fence between my cottages and the park, I saw a lighter light and less than 20 yards away, there sat someone I very much recognized. HHMmmmmmm? Well, that explains that.

## FRI

- **GONE**, Danny and son left before dawn. We didn't see them ..... but when we went to clean the room that morning, we certainly SMELLED them. We had to get an Ozone machine to remove the extremely strong weed smell from our cottage. The entire property is no smoking, with signs everywhere .....including in their cottage and on their porch. The room was disgusting, rotten food .....trash, dozens of empty water bottles everywhere, just literally the most disgusting room we've encountered in the 14 months we've been open. And of course the intense (we have no doubt that someone actually smoked in the room, and more than once) weed smell was completely, over the top, massively disrespectful and ridiculous. No wonder they refused room service. We have learned a valuable lesson, as this was the very first time we let it slide, folks wanting "privacy" all day, every day for too many days. In the future, we will enforce our room service policy to keep this from ever happening again. I guess you just expect folks to not do this kind of stuff to your rooms and property?
- **"Pushy?"** What?
- **"Money Hungry?"** LOL, we are wondering ...in your small Internet business (saw your reviews, yikes) do you require payment before or after you ship when a complete stranger puts an order in? Yeah, we thought so.
- **"Creepy Disposition?"** LOL
- **"Inappropriate?"** LOL
- **"Overpriced?"** Too busy to shop around Danny? We serve an incredible breakfast for two, daily, included in room price (only about 200+ reviews all over the Internet raving about our breakfasts) ...that you two never attended once. You were never in the pool or hot tub, nor utilized our housekeeping. All your choices. You two hid in your "storage locker" and by the amount of junk food wrappers all over the room, along with rotten food as well .... and of course paying for your secret "hobby" we could see it all keeping things a bit tight in your budget. Check our direct prices against our local competitors, and compare our amenities and reviews and you'll see how laughable "overpriced" is.
- **"Storage Closet?"** Each and every one of our rooms has its square footage, bed size and even bed height listed in the description. All our cottages are over 300 square feet and that's clearly listed in each cottage description. Danny, you picked the cottage and the cottage I moved you to is EXACTLY the same size as well. Did all the food wrappers and empty water bottles make it look smaller? Us shaking our heads again?
- **"Paid for a King Bed?"** No you didn't, again ... you paid for a cottage. All of our cottages are the same price the day you book, regardless of bed size. It's been that way since day one. You knew that, I told you on the phone when you said, "No problem" with the room switch. "Told I had to settle for a queen?" LOL, us shaking our heads again? Darn sure I've never used the term, "you'll have to settle for" with any guest, for any reason.
- **"Cheap, uncomfortable camping foldout?"** This would be a four hundred dollar bed that would be the number one rated temporary bed on Amazon (2500 4.5 star reviews). We have pictures of it and links on our website that show exactly what it is. We have other rooms with two full beds in our main house but betting you passed because we would have discovered your "hobby?"

- **“Came into our room?”** Not once Danny, each time our housekeeper knocked, you cracked door, shoved trash out and quickly closed the door. Why? Why the need to have a privacy sign on your door 24 hours for seven straight days? You were the only one that ever really left .... your “17 year old, minor son” (near as we could tell) never left the room, but two times in seven days ..... and we’re creepy? Our heads really hurt from all this shaking?
- **“Strongly suggest NOT staying at Beyond The Wall Bed and Breakfast”** Danny, Danny ..... Danny ???

So, to wrap this all up Danny, you are pretty much at the top of almost every category of ridiculousness a lodging facility or a simple homeowner would have to endure. Most especially the amount of weed smoked here, NO ONE HAS EVERY ACTUALLY smoked in any of our rooms until you. The weird paranoia feeling that we were “monitoring you” (studies have shown that some things, especially in high doses can cause paranoia ...saw it on TV once but I just can’t remember what it was. Aspirin? Nah that’s not it but it will come to me). The bizarre “Jekyll and Hyde” thing starting from two normal phone calls to then you showing up here at almost 1:00 AM and immediately bragging to me about your criminal activity (WOW), before we even shook hands ...invalid credit card, the smoking, scary reclusiveness and how you left our Cottage....our property and home while traveling with your “17 year old, minor son” will be hard to top. The fact that you not only wrote this idiotic review, but placed it on two different Internet sites was really cool.....that urge, obsession, drive to be heard. Sir, it’s quite a bar you set, topping all the categories, but we’ll be heard as well.