



bhoffman10 wrote a review
Jan 2019

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Great facility, terrible website

"If you like a place that is run by a Marine Drill Instructor, then this is your place. With a little luck you can avoid the host and your visit will be great. The website makes a point, DO NOT CALL. It is repeated in Red, in all caps, at least 12 times in the website instructions and 52 page "guest" instruction book. I should have known then it was not for me. We arrived in a driving rainstorm, they screwed up our reservation, and while trying to discuss it with the host he cut me off and rudely told me he would determine what happened, as if it was my fault. So I avoided him the rest of the weekend. The room they gave us was great. The facilities were great. What problems we had were minor but we certainly were not going to call anyone. We will obey their directive - DO NOT CALL."

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Date of stay: January 2019

Trip type: Traveled with family



Rooms



Location



Service

This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC.

Here's The Truth That Hoffmans Can't Handle (since he doesn't like Marines)

Four stars, not bad and very unusual as we have found that this level of passion toward hating who we are usually nets a single star (and they said stuff like, "If I could leave zero stars I would")

Let's get started it was a birthday weekend for a gentlemen from Boston, turning 70 years old. His wife reserved our entire property and created a guest list (Hoffmans on guest list) assigning rooms to each person. Hostess (wife) felt she knew their needs, personalities for best room assignments. Each guest called us and we booked them into the room that the Hostess (wife) assigned them. The guests were a mix of friends and family from all over, some flying some driving here.

Well, we've all been part of planning things and we all know that the longer the planning period, the most chances for change..... and change it did. Our coordination with the Hostess (wife) for this party was TEN months long, March 2018 to January 2019. The rooms and guests all changed several times, many emails, many phone calls and many, many changes. The Hostess (wife) worked extremely hard to corral all this, keep us informed and ensure her husband got a special party.

January 2019 arrives and so do the birthday weekend guests, all arriving in the afternoon in the middle of a pretty good thunderstorm.

Hoffmans drove through 2-3 hours of thunderstorm to get to us, arrived and I took them to their room, a cottage. Of course, as you may have already figured outthe Hostess (wife) had changed theirs (and others) room assignments.

Not that it matters, not that we caremanners are manners, being a guest is being a guest but everyone involved spent a bunch of time and effort to pull off the 70th birthday party. Hoffmans (don't care about rainstorm) didn't need to roll into our home and when I took them to their cottage, standing on their porch and realizing it was a different room than the one they were expecting RAISE their voices at me and become noticeably agitated. They stated, "This is NOT the room we booked." My immediate comment, congenially was, "Oh, XXXX (party Hostess, wife) changed the room assignments and this is the room she wanted you in." Hoffmans then ramped it up a notch in tone and agitation and said to me (paraphrased), "I don't care who assigned what, this is not the room we bookedwe paid for and reserved a specific room, we're the customer, this is your place, so fix it."

Awkward? Yes, absolutely. Rude? You bet.

BREAKDOWN

- Entire weekend, property booked for 70th birthday party husband by Hostess (wife)
- Hostess (wife) reserved our entire place for that weekend TEN months in advance
- We were following the direction of the Hostess (wife) who invited everyone to the birthday weekend
- Hoffman was invited by the Hostess (wife)
- If normal weekend, normal booking, Hoffmans would have stayed in the room they booked
- If normal weekend, normal booking and Hoffmans would have spoken to any staff, for any reason the way they did, they would have been asked to leave
- Because we have class, manners and common courtesy, we did not ask Hoffmans to leave as we did not want to ruin a 70th birthday party
- I DID "cut off" Hoffmans because of their tone and agitation, but mostly because they had only been at our home for 10 minutes and were acting like the EXACT persons we don't tolerate here
- I DID "cut off" Hoffmans to basically not give them a chance to continue embarrassing themselves, cause more of a scene and potentially ruin a 70th birthday weekend

- Hoffman's room move resulted in them being UPGRADED (\$50 FREE). Hoffmans stayed two nights in an UPGRADE that they rudely complained about as the door was being opened to let them in. Look at the review, they loved the room
 - "The room they gave us was great"
 - "The facilities were great"
- Invited to a 70th birthday weekend where a Hostess (wife) took care of everything and Hoffmans just couldn't be happy
- Hoffmans don't like Rock. Maybe it's really Marines? Rock sternly cut them off to de-escalate a ridiculous reaction to an equally ridiculous situation that turned out exactly like is claimed above Hoffman's room move by the Hostess (wife) resulted in a FREE upgrade to a more expensive room..... that Hoffmans praised by the end of it all, to the world in this review
- Now Hoffmans have come here and left a review that basically says, "The owner is a Marine who is rude, uses all caps in his instruction book and doesn't like to receive phone calls but their rooms and facilities are great."
- We find it sad that they rolled in here acting like they did for a 70th birthday, loved our place, loved our cottage but in the 10 sentence review, used 7 sentences attempting to tell the world that Rock is a rude Marine who doesn't like phone calls. We shake our heads ???



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Hoffmans, here's an idea I believe BELOW would have been an honest, fair and accurate way to get your opinion out. Could it have been written like this?



Great Facility, Owners Prefer Web / Email Contact Over Calls

We visited for a birthday weekend of a friend of ours. The room and facilities were great. We arrived in a driving rainstorm after travelling for 3 hours and the owner got us immediately to our cottage. Run by a family, owner can be a bit stern, but efficiency being important, they make no qualms about not wanting phone calls and direct you instead to their website. Not exactly my cup of tea since I prefer calls over reading a website but it appears to be working for them as they have great reviews and a very nice place.

Finally Two things:

- Hoffman is correct, Beyond The Wall is NOT for him
- If you want to know why we avoid the hell out of phone calls see [HERE](#)