

## ***Owner made us feel uncomfortable***

***Posted Nov 12, 2018***

***Beautiful place but stay was weird, started with the owner way to concerned about anything being done not to his liking. I mean there's a book giving to you on your 45 minute of arrival on what not to do! Lol! This Owner walked into 2 women's rooms at two different occasions! Yes turned key no knock and walked in on them! WOW! That was a first for me, totally unprofessional! His wife was nice, I think she should be guest relations. If you enjoy your privacy and not feeling obligated to have uncomfortable small "LONG" talk with the owner of this place then this not the place for you! We will not be returning and they make it clear they do not care if you don't!***

This is the “nice” wife responding (to Anonymous ... of course) and I am not sure that even my solid guest relations capability can tolerate this untrue assassination of our awesome bed and breakfast and my great husband of 25 years. All guests get the standard check in review of important policies and safety items and that review only takes 45 minutes IF ... you cannot tell time, you ask many questions or you are having fun ....going with the flow and delving deeper into our story. We are happy to answer questions and enhance the personal touch during check in, but really, the basics do not take 45 minutes by any stretch of the imagination.

As for WALKING (Really? Are you really stating “walked” as in took steps INTO the room?) into two women’s rooms at two different times without knocking and waiting for a response is a curious statement at best. For one, were you following him around and taking notes of his activities? Maybe you have pictures of these events? Perhaps we have two more reviews coming in with such accusations? We, the owners and the staff, absolutely always try to politely knock and identify ourselves. If we do not get a response we crack the door and identify ourselves. If no response, yep, we walk in and complete the task that needs to be done. Believe me, we have no interest in walking in on anyone...MAN or WOMAN. Helpful guests use the privacy sign on the door and that takes the guess work out of deciding if the room is occupied or not and if the guest requires services. Oh, and responding when we knock is a HUGE help as well. Of course mistakes can happen if someone on the staff (including the owners) forgets to show a guest checked into the system and we access an occupied room accidentally (access means a VERY slight cracking of door, NEVER “walking” in) thinking a schedule guest hasn’t checked in yet. Yes, that has happened few times in the past (accidently) and the guests were very gracious about it and we apologized sincerely. Unfortunately, in this business things like this can happen ... no different than some burnt French Toast ... never intentionally.

As for LONG talks, if you don’t prefer to have positive human contact, dislike any of our personalities, think our simple requests are too rigid or simply don’t like talking to people, we do recommend you go to a hotel where you only have to tolerate said human contact for the two minutes needed to grab a key and go hide in your room. You know ... make it more like a hotel ... sign, grab your key and go ... because we’re a hotel. Tricked ... we lure you in and then inflict conversation on you AT OUR HOME (the horror)

Our website, our emails and our phone recordings absolutely don’t hide or sugarcoat who we are here at Beyond The Wall, why we created it and how we roll. Did you miss all that? Your ugly agenda is clear, you don’t like my husband. My husband made you “uncomfortable?” ... that’s entertaining, LOL. We agree with your decision to not return to our “beautiful” place ...we don’t want you back either (cheering in the background)