



Runaway Roses <runawayrosesadventure@gmail.com>

Margaritaville RV Resort

13 messages

Fri, Jan 3, 2020 at 9:49 AM

[REDACTED]
To: "runawayrosesadventure@gmail.com" <runawayrosesadventure@gmail.com>
[REDACTED]

Hi Carla,

I am emailing you today in regards to the letter you sent us at Margaritaville RV Resort @ Lanier Islands. My name is [REDACTED] and I work in a lead role overseeing operations for Margaritaville RV Resorts.

First, I'd like to offer you my personal apology for your experience with us. As a new RV Resort that has been in operations for under a year, I realize we have things to improve upon and I greatly appreciate your thoughtful letter that has allowed us to realize that we need to better communicate our policies and prevent any mishaps, like the one you unfortunately experienced.

I've spoken with our Chief Operating Officer, [REDACTED], and we would like to set up a time to speak to you soon. We will make ourselves available anytime that is convenient for you all.

Additionally, I have begun working with our in-house attorney and IT staff who will make sure our policies are crystal clear on our website and booking engine in the future.

Please feel free to call me directly or you can reply with a time that works for us to have a call.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Runaway Roses <runawayrosesadventure@gmail.com>

Fri, Jan 3, 2020 at 6:17 PM

To: [Redacted]
Cc: [Redacted]

Hi [Redacted],

I appreciate your response to my letter. I am leaving to go out of town for work but will be back in town next Tuesday. When I return, I will talk with my husband to find a mutually respectful time that will work for both of us and I will be back in touch with you.

Have a nice weekend,
Carla

[Quoted text hidden]

Fri, Jan 3, 2020 at 6:23 PM

To: Runaway Roses <runawayrosesadventure@gmail.com>

Cc: [Redacted]

Thank you Carla. Hope you have safe travels and look forward to speaking with you.

Best,

[Redacted]
[Redacted]
[Redacted]
[Redacted]

[Redacted]

[Redacted] text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Thu, Jan 9, 2020 at 3:56 PM

To: [Redacted]

Hi [Redacted],

I am following back up with you about having a phone call with you and [Redacted]. My work schedule is very hectic right now and although I'm back home at the moment, I will be leaving again for DC on Saturday. Sorry to delay this longer but we really do want to have a conversation with you.

Would it be possible to talk next Friday 1/17/2019 at 10am ET? If so, that time will work for my husband and I.

Please let me know and what phone number I should call and I will put it on our calendar.

Thank you,
Carla Rose

[Quoted text hidden]

Thu, Jan 9, 2020 at 6:27 PM

[REDACTED]
To: Runaway Roses <runawayrosesadventure@gmail.com>

Hi Carla,

No problem - I am going to get with [REDACTED] tomorrow morning to ensure that he doesn't have a conflict at that time. I will get back to you ASAP to schedule.

Thanks,

[Quoted text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Fri, Jan 10, 2020 at 10:52 AM

To: [REDACTED]

Hi [REDACTED],

We can speak anytime on Friday, January 17th if you guys are available.

Thank you,
Carla

[Quoted text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Tue, Jan 14, 2020 at 9:45 AM

To: [REDACTED]

Hi [REDACTED], I'm following up to find out if/when we can talk. Let me know your availability. Thank you, Carla

[Quoted text hidden]

Tue, Jan 14, 2020 at 12:24 PM

[REDACTED]
To: Runaway Roses <runawayrosesadventure@gmail.com>

Hi Carla,

Would you be able to speak at 2PM EST on Friday? I can be reached at [REDACTED].

I'm unsure if [REDACTED] can join this Friday as he is in meetings all day Friday. He is going to try to step out, but I can speak on behalf of Margaritaville RV Resort and answer any questions you have as I've lead the development of the overall brand concept and specifically oversee the RV Resort at Lanier Islands.

If you have any specific questions for [REDACTED], who serves as COO and the lead operator at Lanier Islands, we can address those as well and I will make notes to have follow ups if necessary.

[Quoted text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Wed, Jan 15, 2020 at 1:01 PM

To: [REDACTED]

Hi [REDACTED],

That will work perfectly for us.

I have a question/favor...would it be okay to record our conversation on Friday? Not necessarily to use the recording of you talking but more so as a reference that we can refer back to it. We want to do a video about this subject and would love to use at least the video of us asking questions. If you prefer us to not record, we can just take notes and record only our side of the conversation. We will respect your privacy and not use anything that you would not want us to. As I said in my letter we are certainly not here to make accusations or threaten, we are simply trying to use our channel to inform our subscribers. I'm certain that people are going to be impressed that your company was willing to take the time to have a conversation about this and it could potentially be a very beneficial thing for the resort. If you had rather us not, we will certainly honor your request, we just appreciate you taking the time to speak with us.

Thank you and we look forward to speaking with you on Friday at 2pm EST.

Carla

[Quoted text hidden]

Wed, Jan 15, 2020 at 6:52 PM

To: Runaway Roses <runawayrosesadventure@gmail.com>

Hi Carla,

I certainly want to allow you all to have all your questions answered and give complete clarity into the policies. As a licensee of the Margaritaville brand (who set the standards/policies), I don't believe I can speak in this capacity on a recorded statement.

I can speak to how our staff handling this and it is clear there was some confusion and mis-information which I sincerely apologize for. Your feedback has allowed me to clarify the policies with my staff and I am working to get our website and booking system re-worked to make these policies more clear. I greatly appreciate that since we are a new RV resort in it's first year of operations and there are inevitably some ways we need to work to improve. I want to make this right for you all however I can and compensate you for the unsatisfactory experience with us. I see you all are local so hopefully we can offer something to make this right.

Initially, if we could gear this conversation towards something a little more informal that would be greatly appreciated. My main point of interest is to listen to you all and understand your concerns and perspectives and feel this could be best done over the phone. If we need any follow ups to give additional clarity after the call, I'd be happy to speak to you all again.

[Quoted text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Fri, Jan 17, 2020 at 8:19 AM

To: [REDACTED]

Hi [REDACTED],

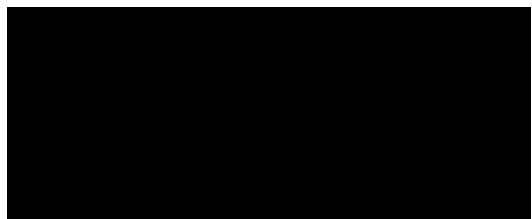
I understand, no problem. We will speak to you at 2pm today.

Thank you,
Carla

[Quoted text hidden]

5 attachments

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Fri, Jan 17, 2020 at 12:06 PM

To: Runaway Roses <runawayrosesadventure@gmail.com>

Hi Carla,

I apologize for the short-notice, but I will not be able to make the call at 2PM.

I'm very apologetic and sympathetic for the experience you all had at Margaritaville RV Resort @ Lanier Islands. I hope that we can offer you something for this inconvenience, such as a complimentary boat rental that will serve as a further expression of our deepest apologies. Please let me know if you would like to accept this offer and I will have someone from our team contact you to arrange sending a voucher that you can redeem anytime.

The invaluable feedback you all have provided and your perspective has given me all the insight necessary to adjust our written policies and online booking process. Again, thank you for your detailed letter that will allow me to prevent this from happening again, I take personal responsibility for not being more clear on our policies from the start.

Due to your kind and insightful feedback, I am working with our web designers and property management system company to ensure that our policies on the vehicles we accept and do not accept are clearly stated prior to any reservation being made.

The policies will reflect that we accept Class A, B, and C, Travel Trailers and 5th Wheels and explicitly state that pop-ups and truck campers are not currently accepted in order to prevent any confusion.

Once again, we thank you very much for your time and feedback. We greatly appreciate this and it has given us an opportunity to improve our operations and the way we train our staff.

Please let this email stand as our response to your letter on behalf of Islands Entertainment.

Sincerely,

[REDACTED]

[Quoted text hidden]

Runaway Roses <runawayrosesadventure@gmail.com>

Tue, Jan 21, 2020 at 12:13 PM

To: [REDACTED]

[REDACTED],

I am disappointed that we could not have a conversation.

It is good to know that our feedback has been "invaluable" and "insightful" to Safe Harbor Development and that it will make a difference for anyone who may have the same issues that we did when trying to stay at Margaritaville RV Resort at Lake Lanier Islands. I feel our request was very pointed and all we were asking was for six simple questions to be answered by Safe Harbor or Margaritaville RV Resort.

We do not want anything in return for our "inconvenience", we simply wanted to be able to explain to our viewers why "resorts" such as yours have the guidelines that they do regarding truck campers, older campers and pop-up campers. I think the non-response to our questions that you have provided has answered them clearly. I also understand that as a private company you do not have to provide answers to those questions.

We will only report what we know to our viewers.

Thank you for your response to our letter on behalf of Islands Entertainment,
Carla

[Quoted text hidden]