



The Wolf <disperser.wolf@gmail.com>

Request for Comment

1 message

Michael Wolf <disperser.wolf@gmail.com>

Thu, Dec 20, 2018 at 12:04 PM

To: uspr@tripadvisor.com

Cc: matthew.haag@nytimes.com

I am a reviewer as well as a journalist, who has tried to post a review base on my investigations of the business AT WHICH I HAVE LIVED FOR THREE YEARS.

I would like your comment as to why you refuse to post my review of Club Cantamar Hotel, why you say that you do not post it because it does not reflect my personal experiences despite the fact that it does, and why your support department will not respond to my inquiries except to tell me that it does not reflect my own personal experiences time and time again.

This business is run illegally as a fraud that pollutes the environment and actually harms people, including someone whose life I had to save! Yet the salesman who runs the Tripadvisor account is freely able to lie, tell Tripadvisor that a client of three years isn't even a client, and is able to suppress reviews which would provide people with valuable insight into the inner workings of a facility that is dangerous to the environment they wish to visit as a tourist, and to their personal safety.

If you think that I am going to relent on this, you are sorely mistaken. I will pursue this to the fullest extent possible, including by interacting with the Mexican and US Governments, the media here and especially in the USA as well as Spain where the person whose life I saved is from, and with the ACLU and other organizations dedicated to ensuring business like you don't harm our rights as you

have by suppressing the truth about businesses in Mexico.

Your response will be used in my journalistic efforts, which are now to be focused on the harm Tripadvisor does to its users who rely on truthful reviews not being suppressed to make decisions about their precious tourism expenditures. Bear that in mind when making your decisions as to how to proceed in this matter. And note that you are protecting a Mexican business which I have witnessed is run illegally, negligently, and without concern for anything but getting people's money, over American citizens' health, well being, and enjoyment.

Sincerely,

Michael Wolf