



The Wolf <disperser.wolf@gmail.com>

My User Account - Reviews - Status of My Review [ref:_00DA0I0Rf._5002A1T9FGK:ref]

2 messages

help@tripadvisorsupport.com <help@tripadvisorsupport.com>

Wed, Dec 5, 2018 at 7:57 AM

To: "disperser.wolf@gmail.com" <disperser.wolf@gmail.com>



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Hello,

Thank you for contacting TripAdvisor.

In order to provide relevant and useful information to our travelers, we do not allow reviews that do not detail a substantial personal experience. As your review does not include any first-hand experiences about the facilities or services of the establishment, we are unable to publish it at this time.

We would be glad to publish a more detailed version of your review providing that it meets our guidelines. Once you're ready to resubmit your review, click [HERE](#).

For your convenience, we've copied your original review text below:

<Cantamar is run so poorly that a long-term marina tenant is suffering despite doing nothing wrong. I highly recommend avoiding Cantamar due to the many problems created because it is not at all well managed.

Cantamar is unsafe – an accident waiting to happen (again). How they are treating me goes far to explain how and why Cantamar is not suitable for providing any services whatsoever, because Cantamar is run to make the bookings, not to earn or keep customers:

I came to Cantamar marina with my ship three years ago and was quoted a rate which I have paid faithfully since, often several months at a time in advance. Given that the rate seemed low to me, I believed it necessary to avail myself to the facilities to provide what I could, where I could. I have installed water on the docks, helped manage the marina, saved several of Cantamar's dive boats from imminent doom thanks to hurricanes and lazy staff, and otherwise assisted with making sure things don't fall apart here. The arrangement worked well until a German national, in an apparent effort to protect his fraudulent claim to federal property next door which I was interested in leasing, made false statements to the owner which disparaged me, and which the owner believed without question.

At around the same time, I discovered significant damage to my ship and contacted a local electrician and boat surveyor to inspect the damage and confirm the source. Cantamar's electricians failed to reconnect physical ground to the leg of electrical circuit my ship is connected to, and all stray current went through my boat, which was significant considering other faults with neutral and hot circuits in the marina, which is not wired in a legal or safe manner. My galvanic isolator was burned up and my engine, sea cocks, rudder shaft, propeller shaft, propeller, and armature of my ferro-cement ship all suffered damage which has rendered my ship inoperable.

I asked Cantamar for access to otherwise unused facilities in order that I might enact repairs to my ship. I was first granted permission to use a shop which I had to improve and buy materials for in order to use, including cleaning, organizing, constructing walls, properly rewiring

electrical outlets and lighting, and installing security all of which created a useful shop from what had previously been a place where only trash had accumulated. When it came time to give me use of a condominium, required as I cannot do the repairs to my ship while I am living on it, things changed, and I was met with significant delays in responding to my inquiries. I spent several weeks and hundreds of dollars to improve a shop I cannot use, not only because I cannot work on my ship, but because massive obstructions in the shop which were not removed as promised by the owner. Cantamar benefits from my work which was supposed to allow me to repair the damage done by Cantamar. And I am paying to stay where I do not want to stay because I cannot leave. I have been taken advantage of by Cantamar.

After the passage of several MONTHS, I was told by the owner/operator, Pedro, that I had to apologize to the Baja Pirates fishing fleet, another tenant of the marina, for things I supposedly did to them, or I would be kicked out of the marina. I have done nothing to the Baja Pirates except to complain to them when they break marina rules and disturb me in my ship (a very heavy vessel which does not move except when there is sufficient wake to damage the fragile homemade fiberglass docks of the marina), which of course I will not apologize for. And I only complained to the Baja Pirates because my complaints to Cantamar staff were always unanswered.

The owner is being extremely unreasonable and has even gone so far as to threaten me, via my live-in caregiver, to have me deported. I have been told I am trouble by an owner who previously told me that everyone in Mexico does business the way he does: under the table, and lacking any consideration for the law or even the environment he offers tours to see. In truth, if I were truly "trouble" as the owner suggests, he would probably no longer be in business, but he would certainly have fewer floating boats and a lot less money for all I have helped with around here. I certainly don't

deserve to be harassed by employees, including having my internet access turned off, my vehicles vandalized, nor threatened with physical violence as has been the case. This review is being posted as the only way I can get the owner to listen to my side of the story because I would rather not have to sue him.

I will summarize my review of Cantamar thusly: this place should not be in operation. It effectively serves as a boatyard for the three large liveboard dive excursion boats which service areas outside Baja California Sur. There is almost no oversight of the resort and marina and as a result, the facilities continue to degrade and incidents occur with increasing frequency and severity, such as a recent incident in which a divemaster was gravely injured when he fell out of a dinghy he was not sufficiently experienced with nor at all trained to use – he didn't even have the dead-man switch attached to his person! Most disturbing to me of this incident, besides being 100% preventable, is that despite occurring at a dive facility, there were simply not sufficient first-aid resources or training to handle the situation. I had to apply a proper tourniquet, provide a trauma dressing, and provide a blanket to prevent deep shock during the 30 minutes it took for an ambulance to drive from La Paz to Cantamar. I very likely saved this person's life because this facility simply is not prepared for accidents which are becoming more and more likely as things get worse here, especially considering Pedro recently purchased a headache known as Casseopeia which has taken even more of his time and money to deal with, especially as he has signed up with a franchise to book the vessel.

I firmly believe in the potential of Cantamar to provide tourist services, though I do question whether or not this place is suitable as a resort to host tourists for extended stays due to the pollution of the adjacent commercial port including rich exhaust from diesel generators and massive amounts of dust. But until management is changed, Cantamar is

not capable of providing safe, reliable services for diving or tourists.

While all I care about is getting my ship repaired, I am sufficiently familiar with this facility, how it runs, and how it doesn't run properly that I can opine that the best way to improve Cantamar is for Pedro to leave with his liveaboard dive boats and let Cantamar to be run by someone who can properly attend to the facilities and ensure that things run well. Pedro has simply taken on too much and needs to let go of the resort and concentrate on what he knows best; diving; and let someone else run Cantamar.

Bottom line: Avoid Cantamar until they change management. If they can treat someone whose boat they damage as they have treated me, how would they treat someone who suffered physical injuries as a result of the same faulty management? I don't believe Cantamar is worth the money, or the risk.

As for me, as soon as I find a place to fix my ship, I am leaving. If I can find a way to leave sooner, I will. I do not like this place, I am not enjoying having my lungs filled with soot and dust and diesel exhaust, I do not enjoy that I cannot even clean my boat because the water is unsafe, I am still traumatized because I witnessed the divemaster's accident firsthand, and I especially do not enjoy a facility believing such outrageously false accusations as this place has about me, nor how the owner and some of its employees treat me despite all I have done to help around here.

I highly recommend that you avoid Cantamar.

I will be uploading photographs I have taken at Cantamar showing some of the major problems as well.>

You can also check out our [forums](#), where we encourage general

discussion about a variety of topics!

Thank you so much for your understanding, and please reach out to our customer support team if you have any additional questions.

Kind regards,

Tomasz
TripAdvisor Support Team

ref:_00DA0I0Rf._5002A1T9FGK:ref

Michael Wolf <disperser.wolf@gmail.com>
To: "help@tripadvisorsupport.com" <help@tripadvisorsupport.com>

Wed, Dec 5, 2018 at 11:27 AM

All that I addressed in my review were the services of the establishment. I LIVE HERE. The place is a resort, with a hotel, marina, dive services, condominiums, and a beach. I have lived here for three years, watching helplessly as people are duped out of their

money by this place that operates to make bookings, not offer services. As soon as people are here, they do what they can to earn tips, and that's the extent of it. And Rodrigo, who works in the office, is a huge liar who grossly misrepresents the realities of this place.

I am working with the government to have this place shut down for all the pollution. I put some photographs of the pollution up, but you took them down. Why?

You should know, this is a Mexican business, but I am an American, which means I do have standing to sue Tripadvisor. I have no intention of doing so, but would prefer you do bear in mind that you cannot mistreat me especially at the behest of a corrupt foreign business which is not even run legally.

On 12/5/18, help@tripadvisorsupport.com <help@tripadvisorsupport.com> wrote:

> [Inline image URL :

> <https://ta-tripadvisor.my.salesforce.com/servlet/servlet.ImageServer?id=0152A000009FUhO&oid=00DA0000000I0Rf>]

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> Tomasz

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