



The Wolf <disperser.wolf@gmail.com>

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**Report a Business - Report Inappropriate Business [ ref:\_00DA0I0Rf.\_5002A1T9FU7:ref ]**

4 messages

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

Fri, Dec 7, 2018 at 1:40 AM

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



know better • book better • go better

Hello,

Thank you for your reply.

We appreciate your contribution to our website in a form of publishing a considered and well written reviews. In order to provide relevant and useful information to our travelers, we do not allow reviews that do not detail a substantial personal experience.

Please only provide reviews based on substantial experiences you've had while traveling and be sure to include enough detail in your review that other travelers will find your advice helpful.

Your fellow travelers want to learn about Club Hotel Cantamar, so your review should be a description of your experience. We don't allow content that we feel is irrelevant or unhelpful.

Thank you so much for your understanding, and please reach out to our

customer support team if you have any additional questions.

Thank you for being part of TripAdvisor community!

Kind regards,

Will  
TripAdvisor Customer Support

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

Sat, Dec 8, 2018 at 11:07 AM

You are not answering my concern. I live here at the resort. I am a customer. EVERY EXPERIENCE I HAVE is a substantial experience at the business. I have insight into the business no one else has because I live here and am willing to say something about this place (another

American owns a condo here, but doesn't spend time here and won't review the place because he fears his condo which isn't entirely legally owned.)

You have been duped by this business into taking down reviews which reveal what they do not want you to know. This place drives away business, pollutes the environment, and has harmed tourists. And you are keeping people from knowing these facts.

I am going to ask that you escalate this to a supervisor. I am also going to contact the media to see if I can get anyone interested in the fact that TripAdvisor is putting people in real jeopardy by allowing corrupt business to lie to suppress bad reviews, business that cause grave injuries to people because of how poorly they operate.

If my review is not reposted, or I do not receive precise clarification as to how you can say my review does not reflect my experiences with the business, then I will consider taking legal action.

On 12/7/18, [help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com) <[help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com)> wrote:

> [Inline image URL :

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

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> Hello,

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> Thank you for being part of TripAdvisor community!  
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>  
> Kind regards,  
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>  
> Will  
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> TripAdvisor Customer Support  
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**Michael Wolf** <disperser.wolf@gmail.com>  
To: "help@tripadvisorsupport.com" <help@tripadvisorsupport.com>  
Cc: matthew.haag@nytimes.com

Sat, Dec 8, 2018 at 11:12 AM

<https://www.nytimes.com/2017/11/02/travel/trip-advisor-rape-mexico.html>

I'm writing to Matthew Haag right now...  
[Quoted text hidden]

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Mon, Dec 17, 2018 at 8:17 AM

**Michael Wolf** <disperser.wolf@gmail.com>

To: "help@tripadvisorsupport.com" <help@tripadvisorsupport.com>

I want this escalated to a supervisor and I want a response.

If I do not hear back immediately, I will contact corporate and also contact further media.

[Quoted text hidden]