



The Wolf <disperser.wolf@gmail.com>

Re: Report a Business - Report Inappropriate Business Case No: 08182053 [] [ref: _00DA0I0Rf. _5002A1T9FU7:ref]

7 messages

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

Thu, Dec 20, 2018 at 1:39 PM

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



Good afternoon Mr. Wolf,

I wanted to reach out in regards to your review titled "Cantamar Insider - An Introduction" as the manager of TripAdvisor's Customer Relations Department and provide some specifics as to why the review will not be published to the site.

Your review pertains to the marina on the property of Club Hotel Cantamar. Although we have the hotel listed on TripAdvisor, we do not have a specific listing for the marina, as it is not a traveler destination.

Although the content of your review would be relevant to a resident of the marina, is not written from a traveler's perspective who would be visiting the hotel as a tourist.

I do sincerely hope that this helps to clarify the situation, and if there are any additional questions about TripAdvisor's review guidelines, answers

can be found in our Help Center here:

<https://www.tripadvisorsupport.com/hc/en-us/articles/200614797-Our-guidelines-for-traveler-reviews>

Kind regards,

Amanda B.
TripAdvisor Customer Relations Manager

----- Original Message -----

From: [disperser.wolf@gmail.com]

Sent: 12/20/2018 1:56 PM

To: help@tripadvisorsupport.com

Subject: Re: Tell us how we're doing []

I do not want to take surveys, I want my support question answered by a supervisor.

On 12/19/18, help@tripadvisorsupport.com wrote:

>

ref:_00DA010Rf._5002A1T9FU7:ref

Michael Wolf <disperser.wolf@gmail.com>

Tue, Dec 25, 2018 at 5:52 PM

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

The marina is part of the hotel, they are the same business. There is no difference. If you use the marina, you use the same facilities, except you don't stay in a hotel ROOM. I still use the same restaurant, beach, pool, front office, talk to and interact with the exact same employees.

There is no difference between the two parts of the business and you have been led to believe otherwise by a salesman who regularly lies to you and your clients about these facilities which are a menace to tourists as well as the tourism industry here.

My receipts are the same receipts anyone else here who pays for the hotel or dive services receive. The marina is a part of their business, as you can clearly see by the photograph you hadn't yet taken down showing the rules of the marina which are clearly labeled as CLUB CANTAMAR. In fact, I have attached that very photograph.

You are being lied to and your customers are being defrauded. I cannot do anything about the legal aspects of this business because of how corrupt the government was. Now that the government has changed, I am denouncing the business. How would it look if Tripadvisor were to simply take the word of a business that was acting in a criminal manner and took down the review of someone that the business had illegally victimized?

My review must be restored at once.

On 12/20/18, help@tripadvisorsupport.com <help@tripadvisorsupport.com> wrote:

> [Inline image URL :

> <https://ta-tripadvisor.my.salesforce.com/servlet/servlet.ImageServer?id=0152A000009FUhO&oid=00DA00000010Rf>]

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208K

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

Tue, Dec 25, 2018 at 10:03 PM

Further thoughts:

Please read other reviews and examine the photographs of this place. You will find that this is not a hotel, but a resort and dive center and marina. Reviews are mostly of dives, which are provided by this facility, and is their primary business. The formal business name is BCS Buceo y Servicio, which means Baja California Sur Dive and Services. That is who I pay, that is who the business is.

Examining reviews will demonstrate that most customers of Club Hotel Cantamar are dive customers, which means they use the marina, the dive boats, the staff, the dive masters, and the facilities in which I live.

This is NOT a hotel. They are primarily a dive center which of course operates out of a marina, the marina in which I live.

By the way, I am not the only customer of the marina, I am however the only one who pays to live aboard my boat full time and who has been

here so long. There are other marina customers. That includes Cabo Adventures, a Canadian with a sailboat, a Mexican with two boats who is related by marriage to an employee of this place (Rodrigo, the lying salesman), and another American. None of them write reviews.

[Quoted text hidden]

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

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

Wed, Dec 26, 2018 at 11:17 AM

Hello Mr. Wolf,

Thanks kindly for your response; I have shared your feedback with our Listings Team to see if there's any updates they would need to apply to the listing on the TripAdvisor site.

[Quoted text hidden]

On 12/25/18, Michael Wolf wrote:

> The marina is part of the hotel, they are the same business. There is
> no difference. If you use the marina, you use the same facilities,
> except you don't stay in a hotel ROOM. I still use the same
> restaurant, beach, pool, front office, talk to and interact with the
> exact same employees.

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> tourists as well as the tourism industry here.

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> My review must be restored at once.
>
> On 12/20/18, help@tripadvisorsupport.com

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ref:_00DA010Rf._5002A1T9FU7:ref

Michael Wolf <disperser.wolf@gmail.com>

Fri, Dec 28, 2018 at 4:18 PM

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

Amanda,

This is not a matter of updating a listing, this is a matter of a business doing everything they can to prevent the public from knowing what really goes on here.

Read my review, entirely. Look at the photographs I uploaded and compare them with photographs others have uploaded. There is absolutely no difference between the marina and other elements of this business. The person in charge of dealing with the Tripadvisor account for Cantamar is a liar who regularly lies in response to reviews. But since your site does not provide a mechanism for people to respond to what the business say in response to their reviews, people believe Cantamar because they have no choice.

I need you to tell me what Tripadvisor needs in order to prove that I am a client of Club Hotel Cantamar and that my review should stand as-written. If you need any proof of anything this business does which is fraudulent from the perspective of being your client, just tell me and I will find it and send it to you. I have incredible access to this place and can ask for just about anything from the employees. I've been here longer than nearly every employee here and they trust me more than each other!

Cantamar is defrauding Tripadvisor. Tell me how I can prove this to you.

Thank you

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

Wed, Jan 2, 2019 at 8:21 AM

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

Good morning Mr. Wolf,

Thanks for your response and offer to provide further information.

We do not in any way question that you are a client of this property. As it pertains to your review, we still would not be in a position to publish it as you did not experience the property as a typical traveler would be doing.

Your most recent response has been shared with the relevant team and if any changes are to be made to the listing on TripAdvisor, it will be updated accordingly.

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ref:_00DA0I0Rf._5002A1T9FU7:ref

Michael Wolf <disperser.wolf@gmail.com>

Mon, Jan 7, 2019 at 4:08 PM

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

Cc: matthew.haag@nytimes.com

This is absolutely insane. I am WARNING people about an UNSAFE facility. Your preventing my review from being posted is nonsensical as is your statement that I cannot possibly review because I have not "experienced" Cantamar as other people "experience Cantamar." And that is the biggest line of bullshit I have ever heard, no personal offense. I use every single facility that Cantamar provides to other clients. No, I don't stay in a hotel room, but divers who review the site don't stay in hotel rooms either. And no, I don't go out on the

dives, but I live in the marina where the dive boats operate, are stored, etc. And people who stay in the hotel who write reviews don't always go on dives.

So, because Cantamar has never had a liveaboard client who has written a review, you are going to refuse to allow my insight as a customer of this fucking dump for three years?

I'm going to take my beef with Tripadvisor to the forums, because people need to know this place is dangerous, operates wholly outside of the law, is unsafe, and needs to be shut down.

I also demand that this matter be further escalated. My review provides insight that people need to be aware of. While I don't stay in a hotel room, I am on the same campus, use the same restrooms, deal with the same staff, park in the same parking lot, and receive the same exact receipts that everyone who stays in a hotel room does. As to the dive boats, I know MORE than customers who just go out on dives because I see what they do to the boats, or rather don't do (maintain them for example).

Your message is going to be forward to the New York Times so they can see how ridiculous this whole affair is.

I'm also going to consult an attorney to see if suing Trip Advisor is a good idea.

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