



The Wolf <disperser.wolf@gmail.com>

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## Trip Advisor at it Again - Deleting Mexico Reviews

1 message

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

Mon, Jan 7, 2019 at 8:36 PM

To: watchdog@journalsentinel.com

Cc: X-Ray Magazine Office - Peter Symes <office@xray-mag.com>

Trip Advisor has removed my review of a DANGEROUS resort in Mexico. I saved the life of a dive master who shouldn't have been in a dinghy with a powerful outboard he was not trained to use and for which he did not have a lockout key on him to prevent his nearly dying. I saved his life because I have the medical equipment and knowhow where this DIVE CENTER, RESORT, HOTEL does not.

This place runs illegally, doesn't pay taxes, bribes to stay in business, launders money, and is falling apart. I live here, yet Trip Advisor says that because I don't stay in a hotel room, I can't write a review.

The business is, on Trip Advisor, Club Hotel Cantamar. Their website is [clubcantamar.com](http://clubcantamar.com). They are a dive business with a hotel and marina that pollutes the very sea they take people diving and snorkeling in.

My original review:

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 liveaboard 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 Cassiopeia 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.

----- Forwarded message -----

From: Michael Wolf <[disperser.wolf@gmail.com](mailto:disperser.wolf@gmail.com)>

Date: Mon, 7 Jan 2019 16:08:35 -0700

Subject: Re: Report a Business - Report Inappropriate Business Case

No: 08182053 [ [ ref:\_00DA010Rf.\_5002A1T9FU7:ref ]

To: "[help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com)" <[help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com)>

Cc: [matthew.haag@nytimes.com](mailto: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.

On 1/2/19, [help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com) <[help@tripadvisorsupport.com](mailto:help@tripadvisorsupport.com)> wrote:

> 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.

>

> Kind regards,

>

> Amanda B.

> TripAdvisor Customer Relations Manager

>

> ----- Original Message -----

> From: [disperser.wolf@gmail.com]

> Sent: 12/28/2018 6:18 PM

> To: help@tripadvisorsupport.com

> Subject: Re: Report a Business - Report Inappropriate Business Case No:  
> 08182053 [ ] [ ]

>

> 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

>

> On 12/26/18, help@tripadvisorsupport.com wrote:

>> 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.  
>>  
>> Kind regards,  
>>  
>> Amanda B.  
>> TripAdvisor Customer Relations Manager  
>>  
>> ----- Original Message -----  
>> From: [dispenser.wolf@gmail.com]  
>> Sent: 12/26/2018 12:03 AM  
>> To: help@tripadvisor.com  
>> Subject: Re: Report a Business - Report Inappropriate Business Case No:  
>> 08182053 [ ] [ ]  
>>  
>> 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.

>>

>> 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.

>>>

>>> 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](mailto:help@tripadvisorsupport.com)

>>> wrote:

>>>> [Inline image URL :

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

>>>>

>>>> 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  
>>>>  
>>>>  
>>>>

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>>>> ----- Original Message -----

>>>> From: [disperser.wolf@gmail.com]

>>>> Sent: 12/20/2018 1:56 PM

>>>> To: [help@tripadvisorsupport.com](mailto: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](mailto:help@tripadvisorsupport.com) wrote:

>>>>>

>>>

>>

>>

>

> ref:\_00DA0I0Rf.\_5002A1T9FU7:ref