

March 5, 2007

Mr. Simon Barcelo Tous  
Barcelo Corporacion Empresarial  
Jose Rover Motta, 27  
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Dear Sir:

I'm writing to you about my recent vacation experience at the Barcelo Premium in Ixtapa, Mexico. While I can survive 5 days without functioning air conditioning, poor electrical and bath fixtures and a variety of other problems, it was the food poisoning that really "got" to me.

Our arrival on Saturday the 27<sup>th</sup> was unspectacular. On Sunday with the assurance that all of the food was safe my "American" standards I ate a salad as part of my meal in the Veranda restaurant. At 10:30 I began both vomiting and having severe diarrhea. Deb went to talk to the front desk. Even though it was from eating in the hotel, since we hadn't had any food or beverage outside of the hotel, they stated that I should see a doctor— end of discussion. No assistance or advice. The vomiting continued until the next morning and the diarrhea until Wednesday night. It basically ruined our entire vacation.

And then there are all of the other things that were wrong. We repeatedly talked to the front desk about the non-functioning air conditioning. Each time they wrote it on a small piece of white paper as the only record of our complaint. Finally after 5 days and numerous trips to the front desk it was "fixed". The "repair" consisted of wiring it on to operate at full capacity all of the time. But at least we could then open the patio door to raise the temperature. That makes us luckier than another guest whose room was filled with smoke by a defective air conditioning unit, or the people two doors down who awoke to a room with a water soaked floor from their unit.

Other room items included paper toilet holders that fell down, bathtub knobs that also came off, a poorly implemented attempt at using energy saving lamps in sconces that they don't really fit into, a defective light switch on the console to operate the main room lights, and a peeling seal on the patio door. Oh, and a charge just to process the billing for the minibar.

There are other items which also needed correction such as removing trash from the hotel beach that was there all week, educating the life guards on where the controls are at for the jets, and revamping a poor executed attempt at using compact fluorescent bulbs in the one men's room.

I'd like to recommend that you conduct a thorough audit of the facility. It would seem to me that a likely outcome would be management changes and the implementation of a tracking system for guest complaints. Oh, and did I mention the bed bug bites...

Thanks,

John Gammel

