

## **Complaints about guest Alhamsi Ahmed from the United Arab Emirates about his stay at Apartment Altaussee from 17.07. until 21.07.2018.**

**Booking number: 1987637653 from 09.07.**

The prehistory began when booking: The guest had booked for 3 people, but has stated that 2 adults & 4 children come. A child is under 3 years old and therefore free!

This has then Booking.com regulated, as the guest wanted to come. The booking has been increased to 5 people and the charge has been deducted from the credit card.

Arrived the guest but then with 2 adults and 5 children! These are then (minus the child which is free of charge) 6 people who use the accommodation and thus have to pay.

The renewed surcharge had to be questioned again with Booking.com, where the guest then finally agreed to pay this too.

At the check-out I had to find out that the guest has left the apartment so dirty that I hereby have to make a recalculation:

- 1) Living Room:  
Dirty & contaminated with garbage & cherry pits found throughout the house (and not just a few, but at least 40-50 pecks, and even stuffed down the gap of the couch.
- 2) Children's beds:  
Were so messed up with garbage and dirt, that not only the sheets had to be subjected to a special cleaning, but even with 3 beds the mattress protectors and a bed the mattress had to be chemically cleaned!
- 3) Children's Game Corner:  
All toys are dirty and stick around! The seat was completely messed up with something "Schleimartigen"! The boxes and inlays of the games collections are all damaged or torn. Various game parts are missing and had to be replaced. Bad & WC:
- 4) In the bathroom, the entire floor was flooded. It took 4 bath towels to soak up the wet before doing worse!  
The drain in the shower was clogged, the siphon at the sink was closed and had to be repaired, soaps and toothpaste remnants were spread all over the sink (not only above, but also at the front and side), NOT only from normal use, but without regard to losses distributed and thus messed everything up!  
In the toilet toilet paper remnants were distributed on the floor, which had previously been wet, then dried out and were difficult to remove. In the 2nd toilet upstairs were some impurities and garbage was left!
- 5) Floor & Furniture:  
Generally, the floor in the whole apartment was so dirty that it had to be cleaned 3 times to remove the dirt.  
Trash deposits were found in every corner.  
The furniture was strewn with dirt fingers, leftovers and garbage, and had to be thoroughly cleaned.
- 6) Kitchen & electric stove:  
The kitchenette, fridge and especially the electric stove was so dirty, so that the cleaning took more than twice as long as normal. Brandy was very hard to remove at the ceramic field!
- 7) doorstep:  
At the front door black stripes are to be found, which can not be removed anymore! Have tried various cleaning methods, but without scratching the surface, that's no longer off!
- 8) Vacuum cleaners:  
The guest probably wanted to do damage control and tried to clean it with the

vacuum cleaner, but only until he was completely clogged and had to be cleaned again! (Inside were, among other things, socks, handkerchiefs, wooden handles of various ice, paper and plastic snippets, etc ...)

9) garbage station:

Even the garbage station was "beside the garbage cans" contaminated with leftovers and had to be cleaned with the garden hose. And you have not heard of waste separation in the UAE, because everything was in the rubbish bin, which had to be emptied 3 times during their 4-day stay (usually it goes on for 14 days, without a Zwischenleerung)

10) Things thrown out of the window (mostly handkerchiefs and PET bottles) had to be collected around the house - even bottles were distributed to the neighboring property. (unfortunately there are no proof photos)

Is there no decency or certain rules of conduct in society in your country ???

That does not have to be, to leave a place so filthy?

I have built this house with my own hands, in 4-year self-service and also own funds to rent it decent people who can behave. But not those like Ahmed Alhamsi, who think they can do it all and behind you everything will be put away anyway. If you travel to a foreign country, then you should adapt to the local customs!

Statement from the guest at the check-out: they could not clean everything, because they had to hurry, since they were already an hour over the check-out date anyway.

Before that (around 9:30 am), I asked when the check-out will be, as it has to be done by 10:00 at the latest according to the guidelines)

I have asked to hurry, as the next guests arrive in the afternoon from 15:00 clock. These then had to wait until 16:30 until the apartment was cleaned and repaired!

### **Cost breakdown for the subsequent allocation:**

1x mattress dry clean (flat rate)	20,00.-
Dry clean 3x Mattress Cover (á 9,50.-)	28,50.-
4x bed linen special laundry (2x washing!) (Flat rate)	20,00.-
3x Spiele boxes damaged & parts missing! (á 10.-)	30,00.-
(1x game collection "200 games", 1x card game "Kanaster", 1x "Quick Fin")	
2 hours of janitorial work (30.-)	60,00.-
Extra effort Garbage disposal & various repairs	
4 hours extra cleaning staff (á 30.-)	120,00.-
Permanent damage to the front door (not affordable !!!)	

**Total: 278,50.- Excluding VAT**

The prices of the laundry cleaning are according to the cost estimate at the textile cleaning company Mahherndl in Bad Ischl, and the hourly rates at a local cleaning company (cleaning solution) been obtained, the hourly rate was only 50%, as my wife and I everything ourselves have cleaned. A cleaning of this apartment takes in the "normal case" 2.5 - 3 hours, not as in this case 7 hours!

The pictures can be found in full size (and as ZIP-Download) on my homepage:

<https://www.apartment-altaussee.at/fotos/Alhamsi>