



Bed and Breakfast, Farmstay and Accommodation Australia Ltd

SCAM ALERT

Date Notified:	12 th March 2009
Type of Scam:	False complaint
Name Used in Scam:	Unknown
State/Region:	Victoria – Dandenongs
Description:	<p>Two girls, in their 20s from Moe, booked in for two nights accommodation and a package including a 2 * 60 minute couple's massage, cooking school and two long stem roses on their breakfast tray.</p> <p>They turned up 2 hours before check in time to give them the first thing to complain about, that their room wasn't ready.</p> <p>They then went through the suite finding anything possible that they could complain about.</p> <p>They checked out with no problem. They later rang when they got home with a whole list of things that they claimed had been wrong and demanded a refund or they would go to the media. We later learnt that they boasted to the massage therapists that they regularly complained at the cinema and restaurants to get free Gold Class tickets and meals. We of course now know that they booked in so much (\$1107 worth) as they assumed they wouldn't pay for the accommodation.</p> <p>We refunded the accommodation and sent a cheque. After receiving and banking their refund they then tried to get more money out of us by threatening to go to Channel 9s A Current Affair. Needless to say we told them where to go and haven't heard anything else since then. Hopefully it is over.</p> <p>From what I gather they go away quite often so I wouldn't be surprised if they have done this elsewhere or will in the future. Wouldn't be surprised if they target the more expensive B&Bs as well.</p>
Other:	N/A