



Bed and Breakfast, Farmstay and Accommodation Australia Ltd

SCAM ALERT

Date Notified:	27 May 2009
Type of Scam:	Guests refusing to move and not paying
Name Used in Scam:	Not publicized for privacy reasons. BBFAA members should contact the office if further information is required.
State/Region:	Great Ocean Road, Victoria
Description:	<p>A member has reported that she received an enquiry for her self-contained cottage on May 8 from a couple with four children. They wished to move in immediately and provided a credit card number for payment. The stay was to be for six nights because the husband claimed he had work in the area.</p> <p>The credit card payment was subsequently rejected by the bank. Since then there has been a number of excuses why payment has not been made.</p> <p>The usual policy for this member property is that payment in full is required before the guests arrive. But in this case, she suspects that the short notice given by the guests was a deliberate ploy to gain admittance to the cottage without any form of payment being made. Also, despite being requested to do so, they have avoided giving a residential address. However, a note has been made of their car registration number.</p> <p>The host has been reluctant to be too confrontational because of the potential for these people to damage the property before they move out.</p> <p>The non-paying guests have now been resident in the cottage for twenty nights and are showing no sign of leaving. When they are moved on, they will most likely try to pull this stunt again and members in the area need to be aware of that.</p>
Other:	<p>What To Watch For</p> <ul style="list-style-type: none">• These people are most likely to prey on owners of accommodation that has self-catering facilities.• In this incident, and in another like it, the enquiry was for an immediate stay and the guests moved in before there was adequate time to verify their method of payment. <p>If you get caught in this type of situation, you should report it to the Police as soon as you suspect that there is a problem.</p>