



vhart99 wrote a review
Jan 2019

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Not for everyone

"While the accommodation is cheerful and well-appointed the atmosphere is weird and tense,

It starts with multiple emails and constant reference to the rule book. Then the innkeeper is either selectively pleasant (all heavy drinkers or military) or dismissive, sarcastic and aggressive. I never saw the wife/ partner in three days so perhaps she has a softening affect.

Heaven forbid you misstep with the wrong towel or have a phone conversation before the appointed hour in a common area. But come home after a pub crawl and be loud or rowdy- no problem. The innkeeper is constantly "patrolling" the property - looking for infractions I assume. It was uncomfortable.

There is a history of coming down hard on any reviewer who has a negative comment- just a classic intimidation strategy. If you don't have a positive comment you are either a Neanderthal or someone to be ridiculed.

So bottom line: not for everyone.

It may not be the usual friendly and welcoming atmosphere one hopes for in a B&B -or you will have a fine time. Clearly I fell into the former category."

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Date of stay: March 2018

Trip type: Traveled on business

This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC.



VHART99 is one of our "Hall Of Fame" special guests. This status is bestowed on guests that accomplish the feat of having their action(s) and/or inaction(s) added to our "Check In Routine" or a sign or policy had to be created BECAUSE of them. VHART99 was responsible for THREE policy changes for their actions and behavior the two days they were here. BRAVO


VHART99 (a single person) visited in March of 2018 for a two night stay, telling us they were "house hunting." Their Check In Appointment was for 1500 but didn't arrive until 1800. When asked, "Why?" ... they shrugged their shoulders and said, "Sorry, I just wanted to look at some more houses." I had tried calling them several times, no answer

On the first morning of VHART99's visit, my staff had to get me at 0800 because of a disturbance in the lobby. We're small, our lobby nothing more than a sitting area with four comfy chairs surrounded by 5 guest rooms. When I walked in, VHART99 was on their speakerphone (WHAT?) talking with their realtor about their plans for the day. The chairs

were covered in print outs of the property listings VHART99 was interested in and was asking their realtor, "So do you think we should see the Smith house before the Davis houseblah, blah, blah?" Their voice ridiculously loud for the lobby even at noon let alone 0800... ON A SUNDAY MORNING

I quietly handled the situation, not wanting any more of a disturbance. VHART99 took all their print outs and moved to our eating area just around the corner. Our eating area has 6 tables, seating for 14 with a combination of tables for 2 and 4. VHART99 laid out the listings on 2 tables in the corner, taking up 2 tables and 6 seats for the entire breakfast time, 0900 to 1030, while talking on their phone. Later, VHART99's realtor joined them for breakfast and asked only for a parfait

NOTE: After breakfast, (notice the date/time stamp above reservation note **BELOW, at bottom**), I added notes to VHART99's reservation to remind us of their conduct if they ever tried to stay with us again. We refuse to "inflict" these kinds of folks on our valued, real and fun guests, who can simply use their kindergarten manners when out and about



Reservation Notes

#6025 | ██████████ | ██████████, ME | ██████████@GUEST.BOOKING.COM

[Notes](#) | [Welcome & Thank You Notes](#)

Reservation Notes:

Enter reservation notes. These notes are only for this reservation.

MyAllocator Order ID: 1764619979
Channel: Booking.com

SAVE

Guest Notes:

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ADD NOTE

Rocco Mark left a note on March 4, 2018 at 11:21 am.

Stated 1500 check in time, arrived at 1830 with, "Sorry, I just wanted to look at some more houses" (I had tried calling her several times, no answer). Loud talking in morning, 0800 then sat at table ENTIRE breakfast time with real estate shit all over table, AND had realtor in to eat breakfast who left entire parfee uneaten. WHAT ???

[delete](#)

And that's all we know, we thought we were done with VHART99 BUT NOOOO

Remember, this was all March of 2018, A YEAR AGO

GUESS WHAT?

VHART99 IS BACK

This review is from JANUARY OF 2019. Almost a YEAR later? WHAT?

WAIT !!! Could this review, written almost a year later have been written for another reason? Hhhmm? We wonder? What if you participated in something, anything ... a restaurant, amusement park, boating, a movie, or lodging and it wasn't your cup of tea, an incident occurred or you were just too busy to leave any review (good or bad) at the time? BUT ... what if you needed to go back a year later?

What if you needed to come to Dunedin and you said to yourself, "Oh, there's that cute place Beyond The Wall." BUT, WHAT IF when you went to book again, you found out that you were not welcome and weren't allowed to book again? Would this review, written a YEAR later, written as it is NOW make sense?

"OH, I'M NOT WELCOME, OWNERS WON'T LET ME BOOK AGAIN so I'll just throw this shitty review at them"

MYSTERY SOLVED, why does someone wait a year to write a review like this? BECAUSE THEY FOUND OUT THEY WEREN'T ALLOWED BACK

Let's get into the actual review

- ".....weird and tense"
- Rule Book? You mean the one where we must spell out simple common courtesies that are expected here? LOL, you complain and ARE THAT PERSON it has to be written for
- ".....selectively pleasant, dismissive, sarcastic and aggressive"
 - Dismissive like when asked why you are hours late the reply is "I wanted to look at some more houses" That kind of dismissive?
 - Sarcastic? Our website fully details what we are all about here, could not be more transparent. And for those who don't see our website, our emails certainly clue folks in as to what we are and what we do here
- "all heavy drinkers or military" What does this even mean, what are you trying to say?
 - Are you talking about how you booked at a place that is less than 400 yards from SEVEN breweries and a distillery, ON A SATURDAY NIGHT, in the MIDDLE OF OUR TOURIST SEASON?
- Wife? LOL, truth ... you are lucky she was away for a few days. Really, her tolerance for your kind of BS is much less than mine
- "Heaven forbid you misstep with the wrong towel or have a phone call conversation before the appointed hour in the common area." YES, we finally get to the whole reason you are not welcome back AND YOU are even the one to bring it up. Every guest that has checked in since you is told about "this person here, house hunting, in lobby at 0800, on phone with a complete disregard for all other guests." We love how big everyone's eyes get, the jaw dropping and the "are you kidding" statements ...YES folks, it really happened, we don't tolerate it and we hope you'll not be THAT person while staying with us
- "....home from a pub crawl, loud and rowdy – no problem"
 - No one informed us of what is described here as we would have addressed it

- “The innkeeper is constantly patrolling the property – looking for infractions I assume” (and they were “uncomfortable”)
 - If we were constantly patrolling the property, wouldn’t we have caught the “loud, rowdy, pub crawlers?”
 - “Patrolling?” It’s called “work” and it’s what a small family has to do to keep a B&B going ...especially when wife is out of town for a few days
- “.....a history of coming down hard on any reviewer who has a negative comment, just a classic intimidation strategy.”
 - We tell the whole story, the truth
 - “coming down hard” = TELLING THE DAMN TRUTH !!!
 - From day one we told the world we are sarcastic and are not going to put up with rude, privileged, ignorant, oblivious folks who disrespect our guests, staff or family. Hell, it’s damn near our mission statement and folks keep coming VHART99 ... they show up and THANK us for keeping everything nice, clean and rude people free
- “Neanderthal? And ridiculed?” You have ridiculed YOURSELF VHART99 ... so much more than we could have.
 - Since your visit FIFTEEN HUNDREN PEOPLE have heard us tell YOUR STORY during check in ... it’s a real icebreaker and fun way to welcome folks and chat while walking across YOUR now famous lobby
- **“So bottom line: not for everyone”** HOLY MOLEY VHART99, you finally got something right !!! You found out, didn’t you? You conducted yourself in a manner that is not tolerated here. We decided before breakfast even ended on your first morning (you taking up the tables) that you weren’t allowed back. We didn’t tell you, we just all laughed, glad to never see you again
- “It may not be the usual friendly and welcoming atmosphere one hopes for in a B&B –or you will have a fine time.”
 - We have 500+ reviews on the Internet, in various places and OVER THE TOP, craaaaaaaaaaaaaaaaaazy 95% emphatically exclaim to the world that Rock, Michelle, Staff and all of Beyond The Wall are amazingly FRIENDLY and WELCOMING
- “Clearly I fell into the former category” ABSOLUTELY VHART99 ... without a doubt you fell into a category alright
 - CLEARLY, you “fell into a category” when you arrived 2+ hours late, didn’t answer calls and shrugged your shoulders with, “I wanted to look at more houses” when asked why
 - CLEARLY, you “fell into a category” when you made a loud, hour+ phone call in our lobby and breakfast area, starting at 0800 on a Sunday morning
 - CLEARLY, you “fell into a category” when after I quietly reminded you of our “courtesy hours” you headed from the lobby straight to our breakfast area and took up 43% with your real estate listings AND A CONTINUED PHONE CALL

THREE POLICY CHANGES, DIRECTLY DUE TO THE MISFORTUNE AND DISPLEASURE OF INVITING VHART99 TO OUR HOME. *All three immediately implemented after their departure*

- **Front entrance and lobby now remain locked until 0900**
- **“Check In Appointment” online form is created, mandatory for all confirmed guests**
- **Bullet added to laminated information sheet in each room, “PLEASE refrain from ANY/ALL Speaker Phone Use while here at Beyond The Wall (Why?)”**