

Dear Ashley Moody,

We have made several complaints to Bluegreen Vacations directly and to outside companies as well. We have had the worst experience owning this timeshare and the things we have had to deal with are horrible. With that being said, we recently got a response back from Bluegreen Vacations telling us that our account has been charged off since December 6th. We do not see how this can be fair. My husband and I stopped giving them our money when we realized this was a scam; they misrepresented the opportunities that were available to us, reassured us that we would be able to meet our very specific goals, and preyed upon our trust. Their solution to vacation units being unavailable is for us to buy more, and their solution to the roach and filth was to move us to ANOTHER filthy, roach-infested unit. On top of that, after investing heavily in this "quality vacation experience", the fact that we had to come home from that vacation and spend more money on spraying our home because we brought the cockroaches home is unacceptable. We have photos and videos to prove it. Please read below to get further information on our experience.

Our timeshare ownership with Bluegreen Vacations has been a colossal waste of time and money. We have spent hours combing through the website trying to find a resort that works for us, only to come up empty-handed 9/10 times. Instead of bringing joy and ease to our travel dreams it has brought stress and anxiety. The one time that we were able to book a resort in advance turned into a horrific nightmare due to the cockroach infestation. We had switched rooms 3 or 4 times in one night because the cockroaches were everywhere. One of our concerns was that they **were going to crawl inside our bags and we would end up bringing them home and that is exactly what happened**. We had to spend money to spray our home simply because we stayed at this disgusting Bluegreen resort. All the 'amenities' in the world can't make up for an unclean environment and the physical and emotional stress of not being able to sleep for fear of bugs crawling on you. Having to deal with something so incredibly gross and harmful with no help is a total outrage. There is no excuse for this company to continue to lie and defraud its customers. We have attached videos of the infestation for proof!

We truly hope there is something you can do to help us get our timeshare CANCELED, NOT DISCHARGED, to not negatively affect our credit.

Sincerely,

A black rectangular redaction mark covering the signature of the sender.