

I am filing a complaint against Bluegreen Vacations Club for their deceptive and fraudulent business practices. My family and I have been severely misled and taken advantage of by this company and we need help. We purchased points with Bluegreen to book vacations with ease and convenience. They promised that these points would allow us to book extravagant stays at our preferred destinations. This turned out to be a complete lie. Not only were we unable to book the type of rooms we were promised, but the available options were either not where we wanted to go or did not fit our time availability. We told them this and as a result, we were pressured into buying an additional 7000 points in order to make use of our initial purchase. They do not care about hardships and what this does to a family's finances when they do not disclose hidden charges which has created tension in our marriage. When we requested to get out of our contract they refused to take back the points and instead demanded an outrageous amount of \$8,000 to eliminate one contract and almost 2 years worth of maintenance fees on another contract (that is already paid in full by the way) for its elimination. This is not right and they deliberately deceived us into making these purchases under false pretenses. The ongoing maintenance fees are nothing but a burden. We are concerned about what will happen to this property after our passing as nobody in our family wants it. We just want Bluegreen to leave us alone and take back their worthless property. We have lost all trust and confidence in this company and have no desire to continue doing business with them.