On the morning of Friday, July 17, 2015, my roommate, Tyler Kaye, left our room at apporiximately 8:30 a.m. He left with the keys, and I left a few minutes after him, making sure the door was closed and locked.

Neither Tyler nor I returned to the room during our lunch hours from 11 a.m. – 2 p.m.

When I returned to Once in Cape Town to retrieve my keys from the front desk at 4 p.m., I was told by the blonde-haired gentleman that the keys weren’t at the front desk. Further, he checked every drawer and box for the keys. He continued to say that the keys weren’t there and to check with my roommate. I messaged my roommate, and he said he handed in the keys earlier that morning. I then asked the front desk to have the cleaning service open the door for me. I met them on the top floor, but I also checked to make sure the door was locked before they arrived, and it was. They opened the door, and I searched the room for the keys, but they weren’t there. I changed, and left the room at 4:30 p.m., when I closed the door and made sure the room was closed and locked. I didn’t return until 5 a.m., when I slept in a friend’s room, because my roommate was asleep and didn’t open the door for me.

It is important to note that we only had one key during our stay at Once, when, it seemed like, all other rooms had two keys (or keypads). We were essentially required to always leave the key at the front desk, otherwise only one of the two of us would have access to the room. Further, I asked for a spare key during the first day of my stay, and the people at front desk said their wasn’t one.

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