Dear owner of the crown inn,

I hope this message finds you well. We, the members of the five families who recently stayed at your property, have received your request for an additional charge of £190 following our stay. We strongly object to this charge and wish to provide a comprehensive response to address each of your complaints. We believe this charge is unjustified, given the numerous issues we encountered during our stay, which significantly impacted our experience.

Our Points of Refutation:

1. Unusable Rooms Due to Health and Safety Concerns:

Upon arrival, we discovered that two of the rooms were not suitable for use due to significant health and safety concerns. One room on the ground floor with a bunk bed lacked any windows, which posed a severe risk, especially for children. Another room, separate from the main house, was highly isolated with no mobile network coverage. Additionally, the indoor environment of these rooms was extremely dusty and moldy, exacerbating asthma conditions among some of our group members. Consequently, we were unable to utilize these rooms, which significantly limited our accommodation options.

2. Health and Safety Issues Throughout the Property:

We encountered several health and safety issues within the house and garden area. A bathroom lock was broken, causing an incident where an adult and child were trapped inside for an extended period. The garden area was hazardous, with broken pieces of wood and rusty metal nails near the children’s swing, which we had to remove ourselves. The garden door could not be closed, posing a risk as it was adjacent to the car park. Additionally, garden chairs were broken and unusable, further compromising our ability to safely enjoy the outdoor space.

3. Pre-existing Issues with Cleanliness:

The floor was already sticky upon our arrival, and we did our best to maintain cleanliness during our stay. We had already paid for the cleaning service post-departure, and it is unreasonable to expect us to perform thorough cleaning tasks such as emptying bins and mopping floors. The state of cleanliness you described was not solely a result of our stay but included pre-existing conditions.

4. Misrepresentation of Amenities:

The Airbnb listing falsely advertised the availability of a washing machine. In reality, there was no washing machine on the property, which caused significant inconvenience. While you offered to take our clothes for cleaning, this solution was uncomfortable for us, as we were not comfortable with others handling our personal items. This misrepresentation affected our ability to manage laundry during our stay.

5. Lack of Basic Supplies:

Contrary to the norms, there were no tea/coffee supplies, and essential cleaning products for the kitchen and toilets were missing. We had to purchase our own toilet paper and kitchen tissues, which added to our inconvenience and additional unforeseen expenses.

6. Guest Capacity and Extra Duvet Covers:

Your listing clearly states that the property can accommodate 16+ people. We had a total of 10 adults and several children, five of whom were under the age of five and did not require additional beds. We complied with the stated capacity, and any additional guests you believe were present is unfounded and incorrect. Additionally, regarding your complaint about the use of extra duvet covers, these were readily available in the rooms. Nowhere in the agreement does it state that we were not allowed to use these covers.

7. Unusable Barbecue Facilities:

We had planned to have a barbecue as per your assurance that there would be a ready-to-use barbecue machine. However, the barbecue equipment was extremely unclean and unhygienic, rendering it unusable. This caused considerable disappointment among our group, as a barbecue was one of the anticipated activities.

Given these substantial issues, we feel that your request for an additional £190 is unfounded and unfair. The numerous health and safety hazards, the misrepresentation of amenities, and the overall lack of basic supplies severely affected our holiday experience. We believe that these shortcomings should have been addressed proactively by you as the host.

We urge you to reconsider your demand for extra funds and acknowledge the validity of our concerns. We are also prepared to escalate this matter to Airbnb’s resolution centre if necessary. We trust that you will review this situation fairly and understand our position.

Thank you for your understanding and prompt attention to this matter.