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**IN THE CIRCUIT COURT OF THE NINTH JUDICIAL CIRCUIT IN AND FOR  
ORANGE COUNTY, FLORIDA**

Civil Case No.:

<b>MICHAEL M. CAMINERO and ANA</b>	:
<b>ROMA SANTOS, individually and on behalf</b>	:
of and all others similarly situated,	: <b>CLASS ACTION COMPLAINT</b>
	:
<i>Plaintiffs,</i>	: <i>Florida &amp; National Class Representation</i>
vs.	:
	: <i>Jury Trial Requested</i>
<b>GRAND GETAWAY TRAVEL</b>	:
<b>SERVICES – ORLANDO,</b>	:
<b>DISTRIBUTOR; GRAND GETAWAYS</b>	:
<b>VACTION CLUB; COAST TO COAST</b>	:
<b>GRAND GETAWAYS, LLC; GT</b>	:
<b>MARKETING GROUP USA, INC.;</b>	:
<b>COAST TO COAST; GRAND GETAWAY</b>	:
<b>SALES &amp; MARKETING, INC.; GRAND</b>	:
<b>GETAWAY VACATIONS, INC.; GRAND</b>	:
<b>GETAWAYS VACATION TRAVEL</b>	:
<b>CLUB, INC.; GRAND INCENTIVES,</b>	:
<b>INC.; and. GRAND INCENTIVES</b>	:
<b>MARKETING, LLC.</b>	:

*Defendants.*

**CLASS ACTION COMPLAINT AND DEMAND FOR JURY TRIAL**

Plaintiffs, MICHAEL M. CAMINERO and ANA ROMA SANTOS, individually, and on behalf of all others similarly situated, by and through their undersigned counsel, and pursuant to all applicable *Florida Rules of Civil Procedure*, hereby files this Class Action Complaint, and alleges against Defendants, GRAND GETAWAY TRAVEL SERVICES – ORLANDO, DISTRIBUTOR; GRAND GETAWAYS VACTION CLUB; COAST TO COAST GRAND GETAWAYS, LLC; GT MARKETING GROUP USA, INC.; COAST TO COAST; GRAND GETAWAY SALES & MARKETING, INC.; GRAND GETAWAY VACATIONS, INC.; GRAND GETAWAYS VACATION TRAVEL CLUB, INC; GRAND INCENTIVES, INC.; GRAND INCENTIVES MARKETING, LLC (collectively “Defendants”), as follows:

## **I. INTRODUCTION**

1. At all material times hereto, based upon Plaintiffs' own personal knowledge and on information and belief upon investigation of counsel, Defendants have unlawfully, fraudulently, unfairly, negligently misleadingly, and/or deceptively designed and implemented a business practice of selling bogus travel club "memberships" to consumers nationwide.

2. Defendants bait the consuming public in to purchasing a "Vacation Club Membership" at an exorbitant price, with the false promise of exclusive "members" only benefits, including but not limited to, exclusive access to premium accommodations, guaranteed lower prices and capped rates on accommodations, the freedom to travel when and where the member wants to go, special itineraries, best available pricing on airfare, special discounts for short notice weeks, exclusive all-inclusive resorts, and exclusive access to cruises.

3. After baiting Plaintiffs and members of the proposed class in to paying an initial "membership" fee, sometimes in excess of \$8,000.00, plus interests and agreeing to pay a locked in annual fee and locked in weekly vacation rates, Defendants engaged in a scheme to alter/increase members' annual fees and weekly vacation rates. Additionally, Defendants do not provide any of the exclusive "membership benefits" as promised and contracted for. Simply put, there is no "membership," "club," or "exclusive benefits." Plaintiffs and members of the proposed class were duped in to purchasing a valueless "membership" as a result of the predatory, unconscionable, and unfair business practices of Defendants.

4. This class action seeks to remedy Defendants' unfair, deceptive, and unconscionable business practice of not honoring consumers' contracted for pricing, and falsely representing the exclusive "membership benefits" of joining the vacation club.

5. Plaintiffs brings this class action to secure, among other things, equitable relief, declaratory relief, restitution, and in the alternative, damages, for a Class of similarly situated purchasers, against Defendants, for: (1) false, deceptive, unfair, and unlawful business practices in violation of Florida's Deceptive and Unfair Trade Practices Act ("FDUTPA"), Fla. Stat. §§ 501.201, *et seq.*; (2) Breach of Contract; (3) Unjust Enrichment; (4) Breach of the Implied Covenant of Good Faith and fair dealing; (5) Fraud; (6) Fraud in the Inducement; (7) Rescission; and (8) Negligent Misrepresentation.

6. Plaintiffs are seeking damages individually and on behalf of the Class. In addition, Plaintiffs are seeking an Order declaring Defendants business practice to be in violation of FDUTPA and requiring Defendants to cease from engaging in its unfair and deceptive business practice of falsely promising exclusive "membership benefits."

7. All allegations herein are based on information and belief and/or are likely to have evidentiary support after reasonable opportunity for further investigation and discovery.

## II. JURISDICTION AND VENUE

8. This Court has jurisdiction over this class action because it is an action brought on behalf of consumers who contracted to purchase Defendants Vacation Club Membership, which occurred in Florida, and the matter in controversy is not expected to exceed the aggregate sum of \$5,000,000.00, exclusive of interest and costs. Notwithstanding, the amount in controversy exceeds the \$15,000.00 jurisdictional threshold of this Court. Therefore, this action is properly brought in State court, and is not subject to removal under the Class Action Fairness Act. Defendants are subject to personal jurisdiction in this County. Plaintiffs and the Class transacted business with Defendants while Defendants were within this County. Defendants conducts business in, and may be found in this County.

9. This Court also has jurisdiction over this class action pursuant to Florida's Deceptive and Unfair Trade Practices Act, FLA. STAT. §§ 501.201, *et seq.*

10. Specifically, FLA. STAT. § 501.211 states, in pertinent part:

(1) Without regard to any other remedy or relief to which a person is entitled, anyone aggrieved by a violation of this part may bring an action to obtain a declaratory judgment that an act or practice violates this part and to enjoin a person who has violated, is violating, or is otherwise likely to violate this part.

(2) In any action brought by a person who has suffered a loss as a result of a violation of this part, such person may recover actual damages, plus attorney's fees and court costs as provided in s. 501.2105.

### III. PARTIES

11. Plaintiffs, MICHAEL M. CAMINERO and ANA ROMA SANTOS, husband and wife, are individuals more than 18 years and are citizens of California. Plaintiffs respectfully requests a jury trial on all damage claims.

12. Defendant, GRAND GETAWAY TRAVEL SERVICES – ORLANDO, DISTRIBUTOR (“GGTS Orlando”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GGTS Orlando represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GGTS Orlando created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. It is unknown at this time if GGTS Orlando is a registered and incorporated entity, which will be the subject of future discovery. Notwithstanding, based upon information and belief and investigation of counsel, GGTS Orlando is a Florida business entity with its principle place of business is located at 7560 Commerce Court, Sarasota, Florida, 34243.

13. Defendant, GRAND GETAWAYS VACTION CLUB (“CLUB”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. CLUB represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. CLUB created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. It is unknown at this time if CLUB is a registered and incorporated entity, which will be the subject of future discovery. Notwithstanding, based upon information and belief and investigation of counsel, CLUB is a Florida business entity with its principle place of business located is at 7560 Commerce Court, Sarasota, Florida, 34243.

14. Defendant, COAST TO COAST GRAND GETAWAYS, LLC, (“CTC Grand”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. CTC Grand represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. CTC Grand created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. CTC Grand is Florida, LLL, and lists a Registered Agent with Florida Secretary of State as Grace Martinez, 7560 Commerce Court, Sarasota, Florida, 34243. Based on publicly available information, all of the individual members of CTC Grand are residents of Florida. CTC Grand’s principle place of business is located at 11219 Marigold Drive, Bradenton, FL 34202.

15. Defendant, GT MARKETING GROUP USA, INC. (“GT Marketing”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert

with, and/or as an alter ego and agent of, the other Defendants in this action. GT Marketing represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GT Marketing created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. Pursuant to Plaintiffs' purchase agreement/contract, Plaintiffs and class members are instructed that to exercise their rescission rights, GT Marketing must be provided written notice of cancellations/termination, and that a general release must be signed in favor of GT Marketing. GT Marketing also serves as the escrow/financial agent for Defendants. GT Marketing is Florida corporation, and lists a Registered Agent with Florida Secretary of State as Jorge Bravo, 16701 Collins Avenue, 12<sup>th</sup> Floor, Sunny Isles Beach, FL 33160. GT Marketing's principle place of business is located at 16701 Collins Avenue, 12<sup>th</sup> Floor, Sunny Isles Beach, FL.

16. Defendant, COAST TO COAST ("CTC"), is a travel service company that sells vacation club "memberships" as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. CTC represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. CTC created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. It is unknown at this time if CTC is a registered and incorporated entity, which will be the subject of future discovery. Notwithstanding, based upon information and belief and investigation of counsel, CTC is a Florida business entity with its principle place of business located at 7560 Commerce Court, Sarasota, Florida, 34243.

17. Defendant, GRAND GETAWAY SALES & MARKETING, INC. ("GG Sales"),

is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GG Sales represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GG Sales created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. GG Sales is an inactive Florida corporation, and lists a Registered Agent with Florida Secretary of State as Michael J. McDermott, 791 W. Lumsden Road, Brandon, FL, 33511. GG Sales’ principle place of business is located at 410 Ware Blvd., 9<sup>th</sup> Floor, Tampa, FL 33619.

18. Defendant, GRAND GETAWAY VACATIONS, INC. (“GG Vacations”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GG Vacations represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GG Vacations created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. GG Vacations is an inactive Florida corporation, and lists a Registered Agent with Florida Secretary of State as Anthony J. Torres, 274 Wilshire Blvd., Suite 224, Casselberry, FL, 32707. GG Vacations’ principle place of business is located at 274 Wilshire Blvd., Suite 224, Casselberry, FL, 32707.

19. Defendant, GRAND GETAWAYS VACATION TRAVEL CLUB, INC. (“GG Travel”), is a travel service company that sells vacation club “memberships” as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GG Travel Club represents itself to the public as a distributor, seller, agent, promoter, and/or

product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GG Travel created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. GG Travel is an inactive Florida corporation, and lists a Registered Agent with Florida Secretary of State as Michael J. McDermott, 791 W. Lumsden Road, Brandon, FL, 33511. GG Travel's principle place of business is located at 410 Ware Blvd., 9<sup>th</sup> Floor, Tampa, FL 33619.

20. Defendant, GRAND INCENTIVES, INC. ("GRAND INCENTIVES"), is a travel service company that sells vacation club "memberships" as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GRAND INCENTIVES represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GRAND INCENTIVES created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district. GRAND INCENTIVES is a Florida corporation, and lists a Registered Agent with Florida Secretary of State as Jose L. Martinez, 11219 Marigold Drive, Bradenton, FL 34202. GRAND INCENTIVES's principle place of business is located at 7560 Commerce Court, Sarasota, Florida, 34243.

21. Defendant, GRAND INCENTIVES MARKETING, LLC. ("GRAND MARKETING"), is a travel service company that sells vacation club "memberships" as part of common scheme in concert with, and/or as an alter ego and agent of, the other Defendants in this action. GRAND MARKETING represents itself to the public as a distributor, seller, agent, promoter, and/or product of Grand Vacation Club, Coast to Coast Membership, and/or Grand Getaways. GRAND MARKETING created, promoted, marketed, designed, authorized and profited from the unfair business practice at issue in this jurisdiction and in this judicial district.



Based on publicly available information, all of the individual members of GRAND MARKETING are residents of Florida. GRAND MARKETING is a Florida corporation, and lists a Registered Agent with Florida Secretary of State as Grace E. Martinez, 14529 Williams Lane, Hudson, FL, 34667. GRAND INCENTIVES's principle place of business is located at 10705 Sombra Verde, El Paso, TX 79935.

22. The membership scheme was prepared and/or approved by Defendants in the State of Florida. Plaintiffs' representatives, as well as other class members, executed their purchase agreement/contract with Defendants while physically present in this County. The "membership" contract for Defendants' exclusive "membership" was designed to encourage consumers to enter into a membership under the guise that the terms were binding and would not be changed, and that Defendants' "club" provided the exclusive benefits as advertised and contracted for, and which reasonably misled the reasonable consumer, i.e. Plaintiffs and the Class, into purchasing "memberships" under unfair and unconscionable circumstances.

23. Plaintiffs allege that, at all times relevant herein, Defendants and its subsidiaries, affiliates, and any other related entities not present known, as well as their respective employees, were the agents, servants and employees of Defendants and at all times relevant herein, each was acting within the purpose and scope of that agency and employment. Plaintiffs further allege on information and belief that at all times relevant herein, the distributors, marketers, and sales personnel who sold the membership contracts, as well as their respective employees, also were Defendants' agents, servants and employees, and at all times herein, each was acting within the purpose and scope of that agency and employment.

24. In addition, Plaintiffs allege that, in committing the wrongful acts alleged herein, Defendants in concert with its subsidiaries, affiliates, and/or other related entities and their

respective employees, planned, participated in and furthered a common scheme to induce members of the public to purchase membership contracts by means of unfair, misleading, deceptive, and unconscionable representations, and that Defendants, while acting independently and/or as alter egos of one another, participated in the making of such representations in that it disseminated and authorized those misrepresentations and/or caused them to be disseminated. Whenever reference in this Complaint is made to any act by Defendants or its subsidiaries, affiliates, and other related entities, such allegation shall be deemed to mean that the principals, officers, directors, employees, agents, and/or representatives of Defendants committed, knew of, performed, authorized, ratified and/or directed that act or transaction on behalf of Defendants while actively engaged in the scope of their duties.

#### **IV. FACTUAL ALLEGATIONS**

##### **A. Defendants' "Membership" Scheme**

25. In mid-July 2011, Plaintiffs took a family vacation and attended a family reunion in Florida. As part of the approximate 3-week vacation, Plaintiffs visited Plaintiff CAMINERO'S parents who live in Spring Hill, FL and in close proximity to Orlando, FL. Because they were in Springhill, Plaintiffs wanted to take their two (2) young boys, then aged seven (7) and one (1) at the time, to Disney World.

26. In an effort to obtain discounted hotel accommodations and Disney tickets, Plaintiffs searched the internet, and came across an agent and/or representative of "Grand Getaways."

27. To lure Plaintiffs and solicit their business and in exchange for the discounted hotel rate and multi-day park hopper Disney tickets, Plaintiffs were required to attend what was initially promised to be only a 1 – 2 hour presentation. Plaintiffs agreed to sit for presentation, in exchange

for the discounted tickets and hotel – similar to a traditional predatory time-share solicitation scheme. Accordingly, Plaintiffs agreed to a discounted 5-day hotel accommodations and 3-day park hopper tickets to Disney World, in exchange for sitting for 1– 2 hour presentation.

28. When Plaintiffs arrived in Orlando, they were placed in a hotel painted “hot” pink located on 5001 Calypso Cay Way, Kissimmee, Florida. The hotel room they were given was disturbingly dirty and had insects. Plaintiffs tried to upgrade to a better room for the sake of the children, but Plaintiffs were told that they would lose the Disney tickets, if any change on the deal was made.

29. The agreed to 1 – 2 hour presentation subsequently turned into a 5 – 6 hour visual and oral presentation, and a personal tour that the Plaintiffs initially and willingly took, in exchange for the reduced hotel rate and Disney tickets.

30. Filled with thoughts of Disney World, Plaintiffs’ two (2) young boys patiently waited for Plaintiffs while they attended the presentation. However, after six (6) long hours, the children ultimately became frantic, hungry and exhausted. At that point, Plaintiffs were similarly weary and wanted to end the presentation. The Disney tickets that Plaintiffs thought would be given after a 2-hour presentation around 10:00 a.m., since it started at 8:00 a.m., were held and not provided until the end of the presentation, at approximately 2:00 p.m. Plaintiffs had no option or freedom of choice, but to wait for the conclusion to get the Disney tickets. What was presented as a “no strings attached” presentation, turned into Defendants’ extorting Plaintiffs with already promised Disney tickets as leverage to keep Plaintiffs from leaving.

31. The presentation consisted of a detailed oral and visual/video demonstrations of exclusive lavish, sophisticated and luxury resorts, hotels and vacation homes on a weekly basis, not a nightly basis, in the U.S. and around the world. Plaintiffs were also shown colorful and

special books of hotels and resorts exclusively available by “membership” only.

32. In addition, Plaintiffs were told about and shown marketing materials for exclusive discounts and benefits on cruises, airfares and air cards, rental cars and railway discounts, golf courses discounts and all-inclusive resorts and vacation packages — all by “membership” only and available only through Defendants’ Vacation Club. Plaintiffs were assigned an articulate and aggressive personal sales agent named Gustavo Ortes, who gave false promises of the advantages and exclusive benefits of the membership.

33. To further bait Plaintiffs in to purchasing the exclusive membership, the presentation included a personal tour of an elaborate, luxurious and fully-furnished, and equipped with modern furniture and state of the art appliances, 1 - 3-bedroom resorts with full kitchens and living areas, designed for families with kids and conveniently set-up right next to the hot pink, mediocre, dirty and insect-infested hotel where plaintiffs were staying at the time.

34. As part of Defendants predatory campaign, the membership was initially priced at \$20,000, which Plaintiffs immediately rejected as too expensive, in light of the family’s modest financial income.

35. Defendants then offered that the price could be financed through Bank of America International, and that no money down and no upfront fees or costs were required. Defendants’ then offered to lower the membership fee as well. After initially stating that the membership fee was \$20,000.00, Defendants’ ultimately sold a “membership” to Plaintiffs for \$8,090.

36. In exchange for the initial \$8,090.00 membership fee, Plaintiffs contracted for an annual four (4) weeks of luxury or premium “resort” weeks exactly like the units shown on the personal tour of the luxurious and beautifully decorated multi-bedroom units, for a locked in price of \$249 and no more than \$899 a week, at any time during the year with 24 hours to 12 months-

notice in advance for accommodations, anywhere in the U.S. and the world.

37. Additionally, Plaintiffs contracted for an unlimited number of “hot” weeks for \$199 and no more than \$499 with 24 hours to 60 days’ notice in advance for accommodations, anywhere in the U.S. and the world.

38. Plaintiffs further contracted for All-Inclusive resorts and vacation packages at discounted rates, and other special exclusive members-only benefits, such as substantial savings on cruises in the U.S. and anywhere in the world, substantial discounts on rental cars; discounts and lowest priced airfares; and for the benefits to extend to 10 family members, in addition to the Plaintiffs.

39. Plaintiffs also agreed to pay annual membership dues at the locked in price of \$199.99.

40. At the time the contract was signed, Plaintiffs asked Gustavo why the membership was so high when they still had to pay for the resorts or hotels, in addition to the purchase price and annual renewal fees. Gustavo explained that it was 4-four weeks of platinum membership and premium resort weeks, which meant access to “premium” resorts and hotels, substantial discounts worldwide, and the membership also included unlimited “hot” weeks and most people only get two (2) weeks. Gustavo then suggested that the Plaintiffs use their unlimited “hot” weeks or premium “resort” benefits to their advantage by offering to book friends and colleagues resorts or hotels accommodations through Plaintiffs, which only cost either \$249 - \$899 or \$199 - \$499 under the terms of the Agreement, and then to resell the resorts and hotels to friends and colleagues for substantially higher prices and bring in personal revenue.

41. Gustavo also said that the membership could be transferred to family members, so long as they paid the annual dues and weekly fees. In a further attempt to induce Plaintiffs in to

purchasing the “membership,” Gustavo offered Plaintiffs one of the luxurious 2-bedroom fully-furnished resort units called the “Sake” House, as well as one of the multi-bedrooms they viewed during the personal tour.

42. After six (6) long hours of oral and visual/video presentation, a personal tour of the lavish and fully furnished 1 – 3-bedroom resorts, Gustavo just offering a 2-bedroom unit for the duration of Plaintiffs’ stay, and given the disconcerting, unclean and insect-infested hotel room they were in without ability to upgrade, after Defendants substantially reducing the price from \$20,000 to \$8,090, the relentless high pressure sales tactics, and with the children tired, hungry and hysterical and desire to obtain the Disney tickets for the children that they came for, Plaintiffs ultimately gave in and purchased a Platinum Membership Plan No. 69995 in the amount of \$8,090.00. A true and correct copy of the signed August 1, 2011 Purchase Agreement (hereinafter “Agreement”) between the Plaintiffs and Defendants is attached hereto as Exhibit “A.”

43. Following the membership purchase and upon returning home to California, Plaintiffs were eager to use the membership they just obtained. Plaintiffs, excited about their purchase, told some friends and certain family members about the membership — everyone was excited and could not wait to use the substantial savings that extended to them.

44. During about January 2012, Plaintiffs made an initial request from the Defendants for a one (1) week accommodation in Lake Tahoe, California during the 2012 Spring Break between in April 1 – 14, 2012 for skiing, since Plaintiffs generally take their family vacations on all major holidays on Easter break, summer and Thanksgiving and Christmas holiday breaks when the children are out of school. However, although Plaintiffs were told at the presentation on August 1, 2011 that the premium resort weeks were guaranteed, no resorts were available for the dates requested and Plaintiffs were told that inventories change on a daily basis, but that Defendants

would continue to look for alternate comparable accommodations, and would advise Plaintiffs when a unit became available. Defendants were unable to provide Plaintiffs any alternative accommodations for that time period.

45. In addition, in May 2012, Plaintiffs contacted Defendants' for a trip on a few vacation destinations in the Caribbean, including Punta Cana, Dominican Republic; Negril, Jamaica; Paradise Island, Bahamas; St. Thomas, Virgin Islands or Cancun Mexico, as the terms of the Agreement provided for All-Inclusive Resorts and vacation packages and special discounts on airfares that Plaintiffs hoped to use their membership for, for the 2012 summer between June 3 – August 18, 2012. Plaintiffs informed Defendants that the locations were open and the dates were flexible and within the timeframe given. Plaintiffs actively communicated with Tammy Barngrover, one of Defendant' agents, on this accommodation request. She also searched on her own for all-inclusive resorts and airfares in the event that Defendants do not come through with the accommodation, as Plaintiffs previously experienced. To Plaintiffs surprise and dismay, the quotes provided by Defendants to Plaintiffs for all of the destinations requested and the All-Inclusive Resorts given were significantly higher than the normal rates at that time for the resorts, and were higher than the weekly prices contracted for in the Agreement. Defendants provided no discounts whatsoever, so Plaintiffs ultimately booked their family's All-Inclusive vacation on their own, without the use of Defendants' club "membership," at a less expensive price than was being offered through Defendants' club for the same accommodations.

46. Furthermore, although Plaintiffs' first renewal membership fee in the amount of \$199.00 was not due until August 1, 2012, Plaintiffs were offered to pay a reduced renewal fee of \$305 for three years (3), in exchange for three (3) Grand Air Cards by Jesse Neice, another one of Defendants' agents. In lieu of the \$199.00 renewal fee, Plaintiffs agreed to pay the \$305 renewal

fee, as agreed for three (3) years. However, Defendants only provided two (2) Grand Air Cards, despite multiple attempts to secure it between June 2012 - July 2014.

47. Plaintiffs tried to use one or both of the much anticipated \$500 Grand Air Cards in 2012 and 2014. Although the card clearly states \$500 on its face, only \$50 of the \$500 Grand Air Cards was credited Plaintiffs, a completely misleading and deceptive practice.

48. During July 2012, while still waiting to use Defendants' grand vacation membership, Plaintiffs requested yet another one (1)-week accommodation in Lake Tahoe, California for the 2012-2013 Christmas Holiday Break, and similarly requested a week accommodation for Yosemite National Park, California for the 2013 summer break in June – August 2013. Unfortunately, the same reasons and nonsense excuses were consistently given to Plaintiffs for Defendants' failure to deliver the premium resorts, hotels or any other miscellaneous discounts under the terms of the Agreement.

49. Moreover, although Plaintiffs membership was supposed to be active through June 2015 pursuant to the agreement made with Jesse Neice in June 2012, Plaintiffs received calls and emails to renew their membership in June 2013 and June 2014 requesting that additional membership dues be paid, despite their membership being clearly active and paid through June 2015.

50. In July 2014, Plaintiffs made another attempt to use Defendants' membership club to book a cruise to the Caribbean, including overnight stays in Fort Lauderdale, FL for the cruise connections and rental cars from Tampa, FL. Tammy Barngrover again and unfortunately was only able to provide the same high prices and lack of availability. Defendants were again unable to provide any of the membership benefits as advertised and stated in the Agreement.

51. Defendants utterly failed to deliver any of its promises since the inception of the



Agreement in August 2011.

52. Defendants' practices of arbitrarily setting its "membership fee," of attempting to charge additional annual dues after, of not honoring its weekly contracted rates, and of not providing any of the advertised membership benefits is not unique to Plaintiffs. "Members" do not receive any exclusive or special discounts, rates, or accommodations. Defendants do not have a club or even the ability to provide the contracted for benefits. The rates, accommodations, and benefits members receive as part of the membership are the same, and often even higher priced, than any other non-member in the public can obtain for a given resort. Defendants deceptively offer exclusive benefits, in exchange for payment of membership dues, but no special benefit is provided. Defendants' promises are illusory and non-existent. *See* screen shots from Defendants' Website as an example of the uniform misrepresentations presented to Plaintiffs and the Class for demonstrative purposes, attached hereto as Exhibit B.

53. Unlike every other "membership/club," as the term is commonly understood by reasonable consumers, Defendants' "membership" does not provide members' access to any club, venue, accommodation, or special discount/rate, but rather provides for the illusory and false promise special advertised benefits. There is no exclusivity to receive services, as non-"members" can obtain any of the purported offered benefits, as well by booking on their own through alternative sources or directly from the hotel/resort. Although Defendants label its scheme to be a "membership," the only "membership" aspect of the business model is the recurring nature of yearly dues, for which members receive nothing in return.

54. Defendants' uniform and standard operating protocol was and is to offer Plaintiffs and the class a membership through predatory "bait and switch" practices, whereby consumers must agree to the contract after being badgered all day, and are not allowed to receive their

previously promised incentive of theme park tickets until the “presentation” is complete. While in a comprised state, the potential “member” is presented with the membership contract. Defendants’ arbitrarily adjust the membership fee depending on the financial means of the class member in order to “close the deal.” This practice is unfair to consumers. There is no legitimate reason for the club membership to differ from person to person when the same benefits are to be allegedly received.

55. Defendants’ practices constitute an unconscionable and unenforceable conversion of class members’ money, which is an unfair business practice, against public policy, and thus constitutes an impermissibly compelled adhesion contract. Defendants’ unfair business practice unjustly enriches Defendants, and is a breach of the implied covenant of good faith and fair dealing.

56. Based upon information and belief, all class members are subject to the same deceptive standard operating procedures and standards implemented by Defendants.

57. Plaintiffs’ and the Class’ membership agreement/contracts are identical or functionally identical in its material terms.

58. Defendants’ scheme is against public policy, lacks mutuality, and is completely and unconscionably one-sided in favor of Defendants.

59. Consumer concern over Defendants’ business practices is widespread on internet message boards. See non-exhaustive Compilation of Consumer Complaints for demonstrative purposes, attached hereto as Exhibit C.

60. Defendants’ scheme is unfair and unconscionable also because the true nature of the “membership” is not unambiguously or expressly disclosed in its membership agreement, and it unjustly enriches and provides revenue to Defendants for services that they did not and do not provide. It constitutes an unfair method of competition because it is calculated to mislead and

deceive reasonable consumers. The deceptive marketing of the “membership” was done purposely, consciously, and for the specific purpose of deceiving consumers into believing they were getting something more than what they actually received– the value of the exclusive benefits of club membership.

61. As a result of Defendants’ scheme, Plaintiffs and members of the Class have suffered economic damages in an amount equal to the full value all membership dues collected, both the initial and renewal dues, the weekly accommodation charges, interests charged on all financed membership dues, and the costs of paying for alternative accommodations that Defendants’ did not provide. Had Plaintiffs and the class known that “membership” benefits included no special benefits at all, they would not have agreed to the purchase price. Alternatively, Plaintiffs and class members are entitled to reimbursement of the premium price paid for membership dues over and above the “membership’s” true market value had its true nature been disclosed, which Plaintiffs submit is no value at all, as well as any weekly resort fees paid above and beyond the contracted for price.

62. At a minimum, Plaintiffs and the class are entitled to restitution of all amounts retained by Defendants, and disgorgement of all ill-gotten profits from Defendants’ wrongdoing.

63. Plaintiffs also seek declaratory relief in the form of an order declaring Defendants’ scheme to be a deceptive and unfair business practice in violation of FDUTPA, as well as injunctive and equitable relief putting an end to Defendants’ misleading and unfair business practices, including but not limited to unambiguous, clear and full disclosure of the true nature of Defendants’ “membership” club, the that fact that the membership does not provide any additional benefit above and beyond what any other non-member could obtain on their own, and well as corrective advertising to all former, current, and future to be solicited members.

**V. CLASS ACTION ALLEGATIONS**

64. This action is brought pursuant to Rule 1.220 of the Florida Rules of Civil Procedure, Fla. R. Civ. P.

65. The class definition(s) may depend on the information obtained throughout discovery. Notwithstanding, the Class(es) will include one or more of the following:

All persons residing in the United States from July 31, 2010 through the present, who were enrolled in Defendants' membership program.

66. Excluded from the Class are governmental entities, Defendants, any entity in which Defendants have a controlling interest, and Defendants' officers, directors, affiliates, legal representatives, employees, co-conspirators, successors, subsidiaries, and assigns. Also excluded from the Class is any judge, justice, or judicial officer presiding over this matter and the members of their immediate families and judicial staff.

67. Plaintiffs reserve the right to modify the class definition before moving for class certification, including a reservation of the right to seek to certify subclasses, if discovery reveals that modifying the class definitions and/or seeking additional subclasses would be appropriate.

68. Plaintiffs bring this action on their own behalf and on behalf of a Class of all others similarly situated. The Class Period is limited to the applicable statute of limitations for claims at issue and runs until the date of entry of final judgment in this action.

69. The Class is composed of at least several thousand people, the joinder of whom is impracticable except by means of a class action. The disposition of their claims in a class action will benefit the parties and the Court. The members of the Class are so numerous and geographically dispersed across the United States that joinder of all Class members is impracticable, if not impossible.

70. Defendants have acted with respect of the Class in a manner applicable to each Class member. There is a well-defined community of interest in the questions of law and fact involving and affecting the parties to be represented. Common questions of law and fact exist and such common questions predominate over any questions of law or fact that may affect only individual Class members. Such common questions include but are not limited to the following:

- 1) Whether Defendants violated the Florida Deceptive and Unfair Trade Practices Act (FDUTPA), F.S. Ch. 501, Part II, through their common course of deceptive conduct alleged herein;
- 2) Whether, by reason of Defendants' violations of the FDUTPA, Plaintiffs and the Class are entitled to recover actual or statutory damages;
- 3) Whether, by reason of Defendants' violations of the FDUTPA, Defendants should be required to either refund all sums which Plaintiffs and the Class paid during the Class Period, or disgorge all profits which they made on account of any such memberships;
- 4) Whether Defendants violated the implied covenant of good faith and fair dealing;
- 5) Whether Defendants were unjustly enriched at the expense of Plaintiffs and the Class;
- 6) Whether Defendants are in breach of contract by not honoring the agreed to contractual rates and by not providing the contracted for benefits;
- 7) Whether Defendants are liable for fraud for the false representations made;
- 8) Whether Defendants are liable for fraud in the inducement for the false representations made;

9) Whether Defendants liable for negligent misrepresentation for the false representations made;

10) Whether Defendants liable for negligent misrepresentation for the false representations made;

11) Whether Plaintiffs and the class are entitled to rescission for the false representations made; and

12) The nature and extent of any additional relief that the Class is entitled to recover under the FDUTPA and/or the common law.

71. Plaintiffs assert claims that are typical of the claims of the other members of the Class in that all members have been harmed in substantially the same way by Defendants' action and omissions.

72. Plaintiffs will fairly and adequately represent and protect the interest of the Class. Plaintiffs have no interests antagonistic or adverse to other members of the Class. Plaintiffs have retained attorneys who are competent and experienced in class action litigation.

73. Defendants have acted or refused to act on grounds generally applicable to all members of the Class, thereby making final relief concerning the Class as a whole appropriate.

74. Plaintiffs and the Class have suffered injury and damages as a result of Defendants' wrongful conduct as alleged herein. Absent a class action, the Class will continue to suffer injury, thereby allowing these alleged violations of law to proceed without remedy, and allowing Defendants to retain the proceeds of their ill-gotten gains.

75. A class action is superior to other available methods for the fair and efficient adjudication of this controversy. The prosecution of separate action by individual members of the Class would create the risk of inconsistent or varying adjudications with respect to individual

members of the Class. Moreover, litigation on an individual basis could be dispositive of the interests of absent Class members and substantially impair or impede their ability to protect their interests.

76. In view of the complexity of the issues presented and the expense that an individual plaintiff would incur if he or she attempted to obtain relief from Defendants, the individual claims of the Class members are monetarily insufficient to support separate actions. Because of the size of the individual Class members' claims, few, if any, Class members could afford to seek legal redress for the wrongs complained of in this Complaint.

77. Plaintiffs do not anticipate any difficulty in managing this action as a class action. The identity of the Class members are known to Defendants via its software and record keeping system, and the measure of monetary damages can be calculated from Defendants' records. This action poses no unusual difficulties that would impede its management by the Court as a class action.

78. Class-wide and individual damages can readily be obtained via Defendants' records because it tracks and records the payments made and contracted for by Class members. Thus, both the identity of Class members and the amount that each Class members is entitled can be ascertained. As a result, Class-wide restitution can be measured.

79. Plaintiffs re-allege and incorporates by reference the allegations set forth in each of the preceding paragraphs of this Class Action Complaint as if fully set forth herein.

80. Members of the Class may be notified of the pendency of this action by recognized, Court-approved notice dissemination methods, which may include U.S. Mail, electronic mail, Internet postings, and/or published notice.

**COUNT ONE:  
FOR VIOLATIONS OF FLORIDA'S DECEPTIVE AND UNFAIR TRADE PRACTICES  
ACT, FLA. STAT. §§ 501.201, *ET SEQ.***

81. Plaintiffs re-allege and incorporate by reference the allegations set forth in the preceding paragraphs numbered 1 through 80 of this Complaint as if fully set forth herein verbatim.

82. This cause of action is brought pursuant to the Florida Deceptive and Unfair Trade Practices Act, Sections 501.201 to 201.213, *Florida Statutes*. The express purpose of FDUTPA is to "protect the consuming public...from those who engage in unfair methods of competition, or unconscionable, deceptive, or unfair acts or practices in the conduct of any trade or commerce." FLA. STAT. § 501.202(2).

83. Defendants' sale of the Vacation Club Membership at issue in this cause was a "consumer transaction" within the scope of the Florida Deceptive and Unfair Trade Practices Act, Sections 501.201 to 201.213, *Florida Statutes*.

84. Section 501.204(1), *Florida Statutes* declares as unlawful "unfair methods of competition, unconscionable acts or practices, and unfair or deceptive acts or practices in the conduct of any trade or commerce."

85. Section 501.204(2), *Florida Statutes* states that "due consideration be given to the interpretations of the Federal Trade Commission and the federal courts relating to Section 5(a)(1) of the Trade Commission Act." Defendants' unfair and deceptive practices are likely to mislead – and have misled – the consumer acting reasonably under the circumstances and, therefore, violate Section 500.04, *Florida Statutes* and 21 U.S.C. Section 343.

86. Defendants have violated the Act by engaging in the unfair and deceptive practices described above, which offend public policies and are immoral, unethical, unscrupulous and substantially injurious to consumers. Specifically, Defendants' "membership" scheme is an unfair



business practice because the injury to Plaintiffs and the Class outweighs any countervailing benefits to consumers or to competition, because such injury could not be reasonably avoided by Plaintiffs and the Class, it violates established public policy, and enforcement of the contract is unconscionable to Plaintiffs and the Class.

87. Defendants' practice is "unfair" and rendered unlawful because it coerces consumers to enter in to a binding contract while in a compromised and vulnerable state, it changes and attempts to amend contractual terms to extract additional dues/fees from consumers, it makes illusory promises of performance that it does not have the ability to provide, and it does not provide any value to any reasonably informed consumer, thus being rendered void as an unconscionable contract clause, thus wrongfully depriving Plaintiffs and Class of their money and/or property.

88. As a direct and proximate result of Defendants' "unfair" business practices as alleged herein, Plaintiffs and each Class member have been wrongfully deprived of money and/or property.

89. Plaintiffs suffered injury-in-fact as a result of Defendants scheme.

90. Accordingly, Defendants received and is in possession of excessive and unjust revenues and profits, and/or have caused Plaintiffs and other Class members to lose money or property directly as a result of Defendants' wrongful acts and practices.

91. As a result of the above unfair acts and practices, Plaintiffs, on behalf of themselves and all others similarly situated, and as appropriate, on behalf of the general public, seek declaratory and injunctive relief prohibiting Defendants from continuing these wrongful practices, and such other equitable relief, including full restitution of all monies paid, and the disgorgement of all improper revenues and ill-gotten profits derived from their wrongful conduct to the fullest extent permitted by law, and/or reinstatement of forfeited massages.

92. Plaintiffs and Class Members have been aggrieved by Defendants' unfair and deceptive practices in that they purchased Defendants' membership under false pretenses.

93. The damages suffered by the Plaintiffs and the Class were directly and proximately caused by the deceptive, misleading and unfair practices of Defendants, as described above.

94. Pursuant to Section 501.211(1), *Florida Statutes*, Plaintiffs and the Class seek a declaratory judgment and court order enjoining the above described wrongful acts and practices of the Defendants, and for restitution and disgorgement.

95. Additionally, pursuant to sections 501.211(2) and 501.2105, *Florida Statutes*, Plaintiffs and the Class make claims for damages, attorney's fees and costs.

WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**COUNT TWO:  
BREACH OF CONTRACT**

96. The Plaintiffs herein re-allege and re-aver each and every allegation contained within paragraphs 1 through 80 of the Complaint herein, as though same were more fully set forth herein, and further alleges:

97. Plaintiffs and the Class, and Defendants entered in to a contract, whereby the Class promised to pay Defendants money, and Defendants promised to perform and otherwise provide the advertised exclusive "membership" benefits.

98. Defendants breached the contract by failing to provide the advertised exclusive "membership" benefits, as discussed more fully above. Pursuant to page 1 of the Agreement and the doctrine of reciprocity of contractual attorney fee shifting provisions, Defendants are in breach of the Agreement, and Plaintiffs are entitled to reasonable attorney's fees and costs in bringing this

action.

99. Plaintiffs have satisfied all conditions precedent required prior to bringing this action.

100. Any attempt by Defendants to use the Agreement as a shield to bar recovery under, or rescission of Agreement, is unconscionable, against public policy, and unenforceable. Defendants negligently, recklessly, and/or fraudulently made false promises at the time of contract formation, as well as after contract formation. Based upon information and belief, Defendants knew that no actual membership benefits existed or would be provided.

101. Defendants' breach is the legal and proximate cause of the loss, injury, and damage to Plaintiffs.

102. Plaintiffs have suffered damages, as set forth above.

WHEREFORE, Plaintiffs demands judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**COUNT THREE:  
UNJUST ENRICHMENT**

103. Plaintiffs re-allege and incorporate by reference the allegations set forth in the preceding paragraphs numbered 1 through 80 of this Complaint as if fully set forth herein verbatim.

104. Plaintiffs bring this count in the alternative to any remedies at law Plaintiffs and the Class may be entitled.

105. Defendants practices described above resulted in Plaintiffs and the Class being subjected to non-existent membership benefits, resulting in Defendants confiscating Plaintiffs and Class' money and proving nothing in return.

106. The monies paid by Plaintiffs and the Class to Defendants conferred substantial

benefits upon Defendants.

107. Defendants knew of the benefits conferred upon it by Plaintiffs and the Class.
108. Defendants appreciated the benefits conferred upon it by Plaintiffs and the Class.
109. Defendants accepted the benefits conferred upon it by Plaintiffs and the Class.
110. Defendants retained the benefits conferred upon it by Plaintiffs and the Class.
111. By reason thereof, Defendants were unjustly enriched.
112. Plaintiffs and the Class sustained actual damages, as described above.

WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**COUNT FOUR:**  
**BREACH OF THE IMPLIED COVENANT OF GOOD FAITH AND FAIR DEALING**

113. Plaintiffs re-allege and incorporate by reference the allegations set forth in the preceding paragraphs numbered 1 through 80 of this Complaint as if fully set forth herein verbatim.

114. The membership agreements between Plaintiffs and the Class and Defendants constitutes a written contract.

115. The membership agreement/contract contains as a matter of law an implied covenant of good faith and fair dealing to deal honestly.

116. Plaintiffs and the Class paid Defendants money for membership benefits that were not provided, and for which Defendants' charged and attempted charge additional fees over and above the contracted for provide.

117. In the alternative to Plaintiffs' other pleaded causes of actions, the contract is ambiguous about the membership benefits to be provided and Plaintiffs and the Class' ability to utilize those benefits.

118. Defendants, through a conscious and deliberate effort, failed to perform their contractual duties by wrongfully construing its contract to improperly impose additional fees/dues, and to not provide the contracted for exclusive membership benefits. This unfairly frustrates the contract purpose and disappointed Plaintiffs and the Class' expectations.

119. Defendants instituted its scheme as a method to compel timely payment, penalize non-payment, and as a means to unjustly increase revenue without having to provide contracted for services.

120. Defendants' practices are unconscionable because (1) the contract is negotiated as a "take it that day or leave it contract," thus constituting in a contract of adhesion, with no opportunity for bargaining, presented while Plaintiffs and Class members are in a compromised state; (2) Defendants have a systematic practice of not providing the advertised member benefits; and (3) they are against the public policy of the State of Florida and every other State of the United States, as they lack mutuality, are completely one-sided in favor of Defendants and shock the conscience.

121. Defendants' breach deprives Plaintiffs and the Class of the contracts benefits.

122. No additional conditions besides payment of membership charges are contractually required of Plaintiffs and the Class for Defendants to perform the contracted services for Plaintiffs and the Class.

123. Defendants interfere with and frustrate Plaintiffs and the Class' ability to use or obtain any benefit from their Vacation Club Membership.

124. As a direct and proximate result of Defendants' breaches of the implied covenant of good faith and fair dealing, Plaintiffs and each member of the Class have sustained losses, costs, damages and substantial expenses in an amount to be proved at the trial of this matter.

**WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.**

**COUNT FIVE:  
FRAUD**

**125. The Plaintiffs herein re-allege and re-aver each and every allegation contained within paragraphs 1 through 80 of the Complaint herein, as though same were more fully set forth herein, and further allege:**

**126. Defendants, by and through its agents, made a false statements of material fact concerning the nature of the membership benefits, or lack thereof, to be provided, both at the time of contract formation, before contract formation, and subsequent to contract formation.**

**127. Based upon information and belief, the statements made by Defendants were known to be false at the time they were was made. Defendants took advantage of the fact that Plaintiffs did not know the truth, as Plaintiffs trusted Defendants to act in good faith in conducting its business.**

**128. Defendants made the false statement for the purpose of inducing the Plaintiffs and the Class to act in reliance thereon, and Plaintiffs and the Class acted in reliance thereon by signing the Agreement in light of Defendants' fraudulent statements.**

**129. Defendants' fraudulent statements is the legal and proximate cause of the loss, injury, and damage to Plaintiffs.**

**130. Plaintiffs have suffered damages in the form of monetary losses and inconvenience.**

**WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.**

**COUNT SIX:**  
**FRAUD IN THE INDUCEMENT**

131. The Plaintiffs herein re-allege and re-aver each and every allegation contained within paragraphs 1 through 80 of the Complaint herein, as though same were more fully set forth herein, and further allege:

132. Defendants, by and through its agent, made false misrepresentations of a material fact concerning the nature of the membership benefits, or lack thereof, to be provided, both at the time of contract formation, before contract formation, and subsequent to contract formation.

133. The misrepresentations made by Defendants was known or should have been known to be false at the time it was made. Defendants took advantage of the fact that Plaintiffs and the Class did not know the truth, as they trusted Defendants to act in good faith in conducting its business.

134. Defendants intended for the representations to induce the Plaintiffs and the Class to act in reliance thereon, and Plaintiffs and the Class acted in reliance thereon by signing the Agreement and paying their membership dues/fees in light of Defendants' fraudulent statement.

135. Plaintiffs justifiably and detrimentally relied on the misrepresentation made by the Defendants.

136. Defendants' misrepresentation of material fact is the legal and proximate cause of the loss, injury, and damage to Plaintiffs and the Class.

137. Plaintiffs have suffered damages, as described above.

WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**COUNT SEVEN:  
RESCISSION**

138. Plaintiffs re-allege and incorporates by reference the allegations set forth in the preceding paragraphs numbered 1 through 80 of this Complaint as if fully set forth herein verbatim.

139. There are six elements to be considered for contract rescission: (1) the character or relationship of the parties; (2) the making of the contract; (3) the existence of fraud, mutual mistake, false representations, impossibility of performance, or other ground for rescission or cancellation; (4) that the party seeking rescission has rescinded the contract and notified the other party to the contract of such rescission; (5) if the moving party has received benefits from the contract, he should further allege an offer to restore these benefits to the party furnishing them, if restoration is possible; and (6) that the moving party has no adequate remedy at law. *Billian v. Mobil Com.*, 710 So. 2d 984, 991 (Fla. 4th DCA 1998).

140. All necessary elements to allow Plaintiffs and the Class to rescind the contract have been met.

141. Plaintiffs and Class members entered into a membership agreement with Defendants, creating a contract between the consenting parties.

142. Defendants are guilty of fraud, fraud in the inducement, false representations, and/or negligent misrepresentation. Additionally, because the Defendants do not offer a club with the benefits as advertised, it is impossible for Defendants to perform their end of the contract. Moreover, Defendants' violation of FDUTPA is unlawful, thus serving as an additional ground for rescission or cancellation of the contract.

143. Defendants, by and through their agents, made false statements and omissions of material fact concerning the membership benefits. Defendants intentionally or negligently made these statements to induce Plaintiffs and Class members to become members of the club and pay



membership dues. Plaintiffs justifiably relied on Defendants' representations to her detriment. Upon learning that the Vacation Club does not provide the member benefits as advertised, Plaintiffs notified Defendants of their intent to cancel and otherwise rescind the Agreement by not paying the most recent renewal dues, by expressing their dissatisfaction to Defendants' representatives, and by bringing this action. Based upon investigation of counsel, other Class members have notified Defendants' of their intent to cancel the membership as well. However, Defendants refuse to return Plaintiffs' and the Classes money in exchange for longer being members of the club. Defendants' "bait and switch" tactics are clear grounds justifying rescission or cancellation of the contract.

144. Plaintiffs will restore Defendants with any value received by Plaintiffs from Defendants once the contract is rescinded. Plaintiffs dispute the validity and enforceability of the contract, and allege that enforcement of the contract would be unconscionable. Because Defendants are yet to return all of Plaintiffs and the Classes money, Defendants have prevented Plaintiffs from restoring Defendants to the position they were in prior to filing this action.

145. Plaintiffs have no adequate remedy at law (in the alternative to the legal causes of action alleged above), because the contract prevents Plaintiffs from terminating the contract despite the fact that Defendants club does not, and cannot, provide the membership benefits as advertised. Plaintiffs should not be required to continuing paying for a service that is not what Defendants represented it to be.

146. Defendants' statements and omissions are the legal and proximate cause of the loss, injury, and damage to Plaintiffs and the Class. Plaintiffs and the Class have suffered damages, as set forth above.

WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all

costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**COUNT EIGHT:  
NEGLIGENT MISREPRESENTATION**

147. The Plaintiffs herein re-allege and re-aver each and every allegation contained within paragraphs 1 through 80 of the Complaint herein, as though same were more fully set forth herein, and further alleges:

148. Defendants, by and through their agents, made a false misrepresentation of a material fact concerning the nature of the membership benefits, or lack thereof, to be provided, both at the time of contract formation, before contract formation, and subsequent to contract formation.

149. The misrepresentations made by Defendants were known or should have been known to be false at the time they were made, or Defendants made the misrepresentation without knowledge of its truth or falsity. Defendants took advantage of the fact that Plaintiffs did not know the truth, as they trusted Defendants to act in good faith in conducting its business.

150. Defendants intended for the representation to induce the Plaintiffs to act in reliance thereon, and Plaintiffs acted in reliance thereon by signing the Agreement and paying sums of money in light of Defendants' fraudulent statement.

151. Plaintiffs justifiably and detrimentally relied on the misrepresentation made by the Defendants.

152. Defendants' misrepresentation of material fact is the legal and proximate cause of the loss, injury, and damage to Plaintiffs.

153. Plaintiffs have suffered damages, as described above.

WHEREFORE, Plaintiffs demand judgment for damages against Defendants, including all

costs associated with prosecuting this matter, prejudgment interest, and attorney's fees if so warranted, and such further relief as this Court deems just and proper.

**XI. PRAYER FOR RELIEF**

Wherefore, Plaintiffs and the Class respectfully request that the Court:

A. Certify this action as a class action pursuant to Fla. R. Civ. P. 1.220 and designate Plaintiffs as the representatives of the Class, and designating her counsel as counsel for the Class;

B. Declaratory relief finding Defendants to be in violation of FDUTPA and determine the damages sustained by Plaintiffs and the Class as a result of Defendants' violations of the FDUTPA, F.S. Ch. 501, Part II, and common law, and award any actual damages proved or statutory damages in the maximum amount permitted by law per class member, and direct that Defendants either (a) refund all sums paid by Plaintiffs and the Class during the Class Period, or (b) disgorge all profits which Defendants made on account of any such scheme during the Class Period;

C. Awarding equitable monetary relief, including restitution;

D. Awarding equitable relief in the form an injunction to prevent Defendants from engaging in all acts found to be in violation of FDUTPA;

E. Award Plaintiffs and the Class their costs and disbursements of this suit, including, without limitation, reasonable attorneys' fees, expenses and costs;

F. Award pre-judgment and post-judgment interest as provided by law; and

G. Grant Plaintiffs and the Class such other and further relief as the Court may deem just and proper.

**JURY TRIAL DEMAND**

Plaintiffs demand a trial by jury on all claims so triable.

DATED: July 30, 2015

**Respectfully Submitted,**

/s/ Joshua H. Eggnatz

Joshua H. Eggnatz, Esq.

Fla. Bar. No.: 0067926

Michael J. Pascucci, Esq.

Fla. Bar. No.: 83397

**EGGNATZ, LOPATIN & PASCUCCI, LLP**

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MPascucci@ELPLawyers.com

*Trial Counsel for Plaintiffs and the Proposed Class*

# EXHIBIT A

*/s/ Joshua H. Eggnatz*



**GRAND GETAWAYS  
VACATION CLUB**

7560 Commerce Ct. Sarasota, FL 34243  
Telephone: (888) 269-0182 Fax: (941) 552-1995  
E-Mail: [service@gograndgetaways.com](mailto:service@gograndgetaways.com)

Date: 8/1/2011 Membership Number: 69965 Membership Type: PLATINUM

**PURCHASE AGREEMENT  
PURCHASER INFORMATION**

Name: MICHAEL M. CAMINERO

Name: ANA ROMA SANTOS

Address:

City: CONCORD State: CA Zip: 94521 Country: US

Home Phone:

Cell Phone:

Work Phone:

Fax:

Email:

**PRICE AND TERMS**

Purchase Price: \$7,295.00

Processing Cost: \$795.00

Annual Dues: \$0.00

Initial Deposit: \$8,090.00

THIS AGREEMENT is made and entered into by and between Grand Getaway Travel Services - Orlando, Distributor (hereinafter the "SELLER") and the undersigned Member(s) ("Member") of a Vacation Travel Club Membership, WITNESSETH:

Member hereby agrees to purchase and Seller hereby agrees to sell to Member, subject to all the conditions set forth herein, a Grand Getaways Vacation Club and Coast to Coast Membership together with all rights, privileges and benefits associated therewith ("Membership").

The purchase price for said Membership is agreed to be the sum of \$8,090.00 as set forth above; and Member agrees to pay said purchase price to Seller on the terms and conditions set forth herein. Member agrees to pay the full purchase price stated above regardless of the method of payment chosen for the Initial Deposit. In the event the method of payment chosen above should fail or later be disputed, Member understands that such will not affect the binding nature of this contract and agrees to make payment of the total purchase price by another method and, if Seller is required to initiate collection proceeding shall be obligated to pay all costs and collection fees, including, but not limited to, attorneys' fees through and including any appeals, in the maximum amount permitted by law.

In addition to the purchase price of the membership, Member agrees to pay annual membership dues in the amount of \$199.00. Grand Getaways Travel Club Membership is valid for one (1) year from the date shown above and must be renewed annually.

This Membership constitutes a contractual license for Member to use the benefits and privileges provided by Grand Getaways Vacation Club and Coast-to-Coast as set forth in a separate document entitled ACKNOWLEDGMENT OF BENEFITS AND SERVICES. This instrument and other documents executed of even date herewith contains all of the agreements, understandings, representations, conditions, warranties and covenants between the parties and accurately sets forth their respective rights, dues and obligations to each other. Unless set forth herein, all prior agreements, negotiations, or representations concerning its subject matter not expressly set forth herein are of no effect. Any additions, modifications or alterations of these documents shall be in writing and signed by both parties. Should any term be invalid or unenforceable, the remaining terms shall be unaffected. The Member, Participant or qualified prospect understands that the sale is final.

MICHAEL M. CAMINERO

ANA ROMA SANTOS

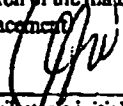
**BENEFITS, SERVICES, RULES & REGULATIONS:** Member has read and understands the Benefits and Services that Member is entitled to receive with Membership in the Grand Getaways Vacation Club ("Club") as set forth in a separate document. Member has also read and understands the Club Rules and Regulations set forth in a separate document and agrees to abide by them. By signing this Purchase Agreement, Member acknowledges and agrees that the Rules and Regulations of the Club are hereby incorporated by reference into this Agreement. Member further acknowledges that Member will abide by all other Club terms and conditions of use, including any and all documentation provided by Seller to Member.

**CONSUMERS' RIGHT TO CANCEL**

Assuming Member has not accessed any travel benefits and has returned to the travel club all materials delivered to Member at closing, Member has the right to rescind this transaction for a period of three days after the date of this agreement. To exercise the right of rescission, Member must deliver to the travel club Seller either in person or by first-class mail postmarked within the three-day period, to Grand Getaways Travel Services-Orlando, 5001 Calypso Cay Way, Kissimmee, FL 34746, a written statement of Member's desire to rescind this transaction, and returning all materials that were provided and given to Member at the time of the purchase of Member's travel club membership.

**Additional provisions:**

- If written cancellation is not sent/delivered within the cancellation period and received by GT Marketing Group, USA Company as indicated above, your cancellation of this purchase will be denied.
- Always keep a photo copy of the cancellation notice along with proof the date of delivery.
- Prior to the refund of any monies, Member must return to the Seller, in the same condition as received, all program materials that were provided to Member at the time of purchase of the membership, and Member must sign a general release of the Seller and GT Marketing Group, USA. A refund of Member's monies (in the same manner in which it was received), less a \$395 cancellation restocking fee, will be made within fifteen (15) business days after receipt of these items. In the event Member returns any program materials in less than the condition in which they were received, the cost of replacement for all or a portion of the materials will be deducted from the refund, as determined by Seller, up to a maximum of \$350.00 deducted for full replacement.


  
Distributor's initials

  
Buyer's initials


**ESCROW INSTRUCTION:** This document shall constitute an instruction by the undersigned to GT Marketing Group, USA to act as Escrow Holder for the monies deposited hereunder to purchase the Membership represented herein. GT Marketing Group, USA is to hold Member's funds in its escrow trust account (without interest) until such time as it (1) receives Member's signed receipt for ownership of the Membership purchased herein and (2) expiration of any Right to Cancel period stated in the Purchase Agreement without receipt of a valid signed Notice to Cancel from Member at which time GT Marketing Group, USA shall disburse Member's purchase funds to Seller and others, by Seller's authorization, if any. Upon disbursement of all escrowed funds, this escrow shall be deemed closed and GT Marketing Group, USA duties as Escrow Holder shall be completed. GT Marketing Group, USA duties as Escrow Holder shall be to receive and disburse Member's funds solely in accordance with these instructions as determined by statute and customary practice in the State of Florida, United States of America. Escrow Holder shall have no duty or responsibility as to the merchantability of the Membership purchased hereunder

Executed this: 1 day of August, 2011.

Member Name: MICHAEL M. CAMINERO Signature: 

Co-Member Name: ANA ROMA SANTOS Signature: 



Distributor: Authorized Signature:   
GGTS - Orlando  
Amber Chandler



**GRAND GETAWAYS**  
7560 Commarae Ct. Sarasota, FL 34243

Telephone: (888) 269-0182 • Fax: (941) 552-1995 • E-Mail: [service@gograndgetaways.com](mailto:service@gograndgetaways.com)

**ACKNOWLEDGEMENT OF BENEFITS AND SERVICES**

Date: 8/1/2011 Member Name: MICHAEL M. CAMIN Membership Number: 69965 Typ@LATINIUM

~~1. I/RS~~ **1. I/RS** We've purchased a Membership in the Grand Getaways Vacation Club (Club). I purchased my Membership from Grand Getaways Travel Services -Orlando, an approved Distributor for the Club, and whose signature appears below on behalf of the Distributor.

~~2. I/RS~~ **2. I/RS** The purchase price of the Club including the closing cost is \$8,090.00; and further, I understand that I have the OPTION to renew my Membership on an annual basis and is renewable annually on the first of the month, 12 months following enrollment. Dues may be paid by credit card or electronic check debit to the Club. No increase will be made other than for cost of living increases or if additional products are added to the Club. The annual membership dues are \$199.00.

~~3. I/RS~~ **3. I/RS** We understand that Membership in the Club is for vacation and travel only and does not involve a real estate transaction. I acknowledge that no representation has been made as to investment or resale value and the membership benefits are for my personal use and enjoyment, and that of my immediate family.

~~4. I/RS~~ **4. I/RS** We understand that this Membership was offered to me through an approved Distributor for the Club. All financial dealings and other transactions with the Distributor including, but not limited to, payment of the purchase price of a membership in the Club, except for the annual membership dues, are the sole responsibility of the Distributor and not the responsibility of the Club and or Coast to Coast.

~~5. I/RS~~ **5. I/RS** We understand that my enrollment in the Club will be effective for 12 months from the date above at which time my membership will need to be renewed, as stated above.

~~6. I/RS~~ **6. I/RS** We understand and agree that Grand Getaways Vacation Club is a product of Coast to Coast and not a company or entity.

~~7. I/RS~~ **7. I/RS** We understand that the Club and Coast to Coast are only responsible for providing fulfillment as set forth in the Terms and Conditions related to the Club packages that bear the name Grand Getaways and carry the official Seller of Travel Number 36512, and do not provide the actual airline, cruise line or other specific travel or accommodation services offered through various Club components that do not carry the Grand Getaways official Seller of Travel Number 36512. The providers of these services reserve the right to make changes in these programs at any time without notice.

~~8. I/RS~~ **8. I/RS** We understand that the fulfillment of the Terms and Conditions related to the Club packages that bear the name Grand Getaways and carry the official Seller of Travel Number 36512 are the sole responsibility of Club and Coast to Coast and not the responsibility of the Distributor.

~~9. I/RS~~ **9. I/RS** We understand that the fulfillment of Terms and Conditions related to the actual airline, cruise line or other specific travel or accommodation services offered through various Club components that do not carry the Grand Getaways official Seller of Travel Number 36512 are the sole responsibility of the providers of those services and are not the responsibility of the Distributor.

~~10. I/RS~~ **10. I/RS** We understand I must provide an e-mail address to receive the Club's limited-time, special promotions and to maximize the value of my membership with my ability to view on-line availability for travel discounts.

~~11. I/RS~~ **11. I/RS** We understand that to receive my user name and password, Grand Getaways Travel Services must submit my Purchase Agreement with the applicable Annual Membership Dues of \$199.00, before I can access the Internet reservation system; and further, a signed copy of this acknowledgment must be received in order to complete the enrollment process and/or to secure reservations.

~~12. I/RS~~ **12. I/RS** revised accommodations discounts and reservation procedures are specified in the "Travel Tools" section of your membership Field Guide.

~~13. I/RS~~ **13. I/RS** We understand that the pricing is available on a best efforts search basis and is not guaranteed until you have



completed a purchase of the inventory. I understand that by having flexible travel plans and an ability to travel last minute and during lower demand seasons, I have a better chance of receiving the best rates, accommodations and confirmed reservations that I desire. All reservations are made on a space available, first-booked, first-served basis, and I acknowledge that I was given no guarantee of availability for any accommodation or product.

14 ~~MHC~~ / ~~ARS~~ The Terms and Conditions of the Club membership, including, but not limited to, fees, benefits, and priorities and procedures for requesting reservations, may be changed from time to time by the Club. Club Members will be notified of any such changes. The Club is not responsible for any verbal offers or any changes not in writing from its authorized officers.

15 ~~MHC~~ / ~~ARS~~ The Purchase Agreement and Acknowledgement of Benefits and Services contains all of the terms and conditions for Membership. Sales persons are not authorized to make verbal offers that represent modification, alterations, or additions to such documents, and I shall not rely on any such oral representation.

16 ~~MHC~~ / ~~ARS~~ We have received a signed copy of my Purchase Agreement and my Acknowledgment of Benefits and Services. I understand that the number to call for the Club Member Services, Travel Hotline, Hotel Reservations, All Inclusive Reservations and Air is: 1-888-269-0182; RV & Motorcycle Discounts is: 1-800-327-7799; and the Reservation Fax Number is: 1-941-552-1995. Hours are 9 a.m. to 5 p.m. EST Monday through Friday.

17 ~~MHC~~ / ~~ARS~~ We understand that the web site www.goGrandGetaways.com displays a great amount of vacation offers and discounts, nevertheless it only reflects about 30% of the benefits and inventory that The Club has to offer. I understand that to be able to receive 100% of the Club benefits I will have to call to the toll-free reservations number.

18 ~~MHC~~ / ~~ARS~~ We understand the term BUYER'S REMORSE.

19 ~~MHC~~ / ~~ARS~~ I/We agree that I am joining The Club by my own will and am signing this agreement without the influence of alcoholic beverages or sales pressure.

20 ~~MHC~~ / ~~ARS~~ We agree and acknowledge that this Membership Purchase does not constitute any financial burden to my budget.

21 ~~MHC~~ / ~~ARS~~ We understand and acknowledge that all my questions regarding the use of the Club Membership Program have been answered to my entire satisfaction.

22 ~~MHC~~ / ~~ARS~~ We understand and acknowledge that The Club will only recognize as valid the documents signed by the Quality Assurance Manager or the Sales Director.

23 ~~MHC~~ / ~~ARS~~ We understand that Grand Getaways Travel Services does not manage any resale/rentals of Timeshare Properties or Vacation Clubs and is not responsible or endorse any third party for such transactions.

The undersigned by their signatures affixed hereto, affirm that they have read and understand the foregoing ACKNOWLEDGEMENT of BENEFITS and SERVICES, and the rights and obligations created under the Grand Getaways Vacation Club.

The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Visit us at:

Coast to Coast Grand Getaways Club: [www.coasttocoastgrandgetaways.com](http://www.coasttocoastgrandgetaways.com)  
Member Site: [www.goGrandGetaways.com](http://www.goGrandGetaways.com)

Signatures: Michael M. Caminero Date: 8/1/2011  
MICHAEL M. CAMINERO

Signatures: Ana Roma Santos Date: 8/1/2011  
ANA ROMA SANTOS

APPROVED BY: Amber Chandler  
Amber Chandler



GRAND GETAWAYS

**Acknowledgement of Understanding**

Date: 8/1/2011 Member Name: MICHAEL M. CAMINER Membership Number: 69965 Type: PLATINUM

**Resort Weeks**

*MIC/ARS* understand that I have access to Premium accommodations at 5,500 resorts in 95 countries.  
*MIC/ARS* understand that I have access to 4 weeks per year.  
*MIC/ARS* understand that I have to plan my resort weeks from 24 hours to 12 months in advance.  
*MIC/ARS* agree and understand that the cost of the weeks will depend of the quality of the Resort, Unit Size, Destination and Season selected and that the weeks will range from \$249 to \$899.  
*MIC/ARS* understand that depending on the time of year, or special event, there may be a nominal surcharge on the resort stay.

**Hot Weeks**

*MIC/ARS* understand that I have access to Unlim weeks of this inventory.  
*MIC/ARS* understand that hot weeks must be planned 24 hours to 60 days in advance.  
*MIC/ARS* understand that the average cost exclusively to members is \$199-\$499 for the entire week.

**Vacation Packages**

*MIC/ARS* understand that Coast to Coast can customize a package to accommodate our family, friends, or business associates.  
*MIC/ARS* understand that some packages are All-Inclusive resort stays at discounted rates.  
*MIC/ARS* understand that many of these savings are received via monthly E-blasts.

**Cruises**

*MIC/ARS* understand that substantial savings may be obtained on destinations around the world, with all major cruise lines.  
*MIC/ARS* understand that many of these savings are viewed on our website or a monthly E-blast

**Price Match Guarantee**

*MIC/ARS* understand that the Price Match Guarantee is exclusive to Coast to Coast members.  
*MIC/ARS* understand that if a better price is quoted than what Coast to Coast has quoted, the price will be matched, or beaten, provided the source is credible and corroborated.  
*MIC/ARS* understand that a Price Match Certificate is awarded to new membership with Coast to Coast.

**Family Plan**

*MIC/ARS* understand that up to 10 members of my family can be listed under the Family Plan, and can be updated at any time.  
*MIC/ARS* understand that family members receive the same treatment as the main account holders with the club.  
*MIC/ARS* understand that my membership is a lifetime membership and that it is willable, sellable, and transferrable

**Travel Services & Discounts**

*MIC/ARS* understand that I will save up to 50% on thousands of resorts and hotels worldwide.  
*MIC/ARS* understand that I am guaranteed lowest price on airfare at the time of booking.  
*MIC/ARS* understand that there are no discounts on airfare.  
*MIC/ARS* understand that there are discounts with the major rental car companies.

**Availability**

*MIC/ARS* understand that all accommodations, weeks, hotels, resorts, cruises, packages, car rentals, etc. are on a first-booked, first-served basis subject to availability at the time of booking.  
*MIC/ARS* acknowledge that I have received no guarantee of availability for any product.

The member(s) understand and acknowledge how the Coast to Coast program works. It is understood that each component of the program works independently of one another and all questions related to the components of this program have been explained.

Member (1) Signature: Michael M. Caminero Name: MICHAEL M. CAMINERO

Member (2) Signature: Ana Roma Santos Name: ANA ROMA SANTOS

Representative: Amber Chandler Date: 8/1/2011



**GRAND GETAWAYS**  
7560 Commerce Ct. Sarasota, FL 34243  
Telephone: (888) 269-0182 Fax: (941) 552-1995  
E-Mail: [service@go.grandgetaways.com](mailto:service@go.grandgetaways.com)

**RECEIPT FOR DELIVERY OF MEMBERSHIP**

The undersigned, ("Purchaser"), by execution below, hereby acknowledges receipt of Membership Number: 69965 in the Grand Getaways Vacation Club, together with receipt of a package containing the Distributor Purchase Agreement, Grand Getaways Vacation Club Enrollment Agreement, Acknowledgment of Benefits and Services, and Membership Kit Documents, all in connection with the ownership, activation and use of my Membership ("Membership Documents").

I understand that a Membership entitles me to use of the benefits and services of the Grand Getaways Vacation Club by and through its internet website at [www.go.grandgetaways.com](http://www.go.grandgetaways.com) and toll-free reservation call centers at 1-888-269-0182. I hereby acknowledge that by receiving a Membership Number and Membership Documents I have received ownership of my Club Membership

By my signature below, I hereby further acknowledge that, upon expiration of the rescission period set forth in my Purchase Agreement evidencing my purchase of the Membership, Grand Getaway Travel Services Company, acting as Escrow Holder of my purchase monies, is hereby authorized and instructed to disburse such monies to the Distributor identified in my Purchase Agreement.

Signature: Michael M. Caminero Date: 8/1/2011  
MICHAEL M. CAMINERO

Signature: Ana Roma Santos Date: 8/1/2011  
ANA ROMA SANTOS



# GRAND GETAWAYS

## AGREEMENT SUMMARY

I MICHAEL M. CAMINERO, member number 69965, have signed an Agreement totaling        (digits) /        (text) pages. The entire list of contents appears below.

**My Agreement Includes:**

- Purchase Agreement - 2 pages
- Acknowledgment of Benefits - 2 pages
- Acknowledgment of Understanding - 1 page
- Receipt for Delivery of Membership - 1 page
- Activation and Renewal Agreement - 1 page
- Agreement Summary - 1 page
- Other Documents (List below): -        page(s)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Michael M. Caminero  
 Member MICHAEL M. CAMINERO

8/1/2011  
 Date

Ana Roma Santos  
 Co-Buyer ANA ROMA SANTOS

8/1/2011  
 Date



GRAND GETAWAYS

### Contract Numbers Out of Sequence

Date: 08/01/2011

Contract # 69965

This letter is to inform you that Grand Getaways is very aware of the computer error with the numbering of the contract that you signed 8/1/2011. We are working to have this fixed as soon as possible by the corporate department showing that the pages should be 1-7 and not 1-8. There are no other documents missing that you will be held accountable for.

A handwritten signature in cursive script, reading "Michael M. Caminero", written over a horizontal line.

MICHAEL M. CAMINERO

A handwritten signature in cursive script, reading "Ana Roma Santos", written over a horizontal line.

ANA ROMA SANTOS

A handwritten signature in cursive script, reading "Amber Chandler", written over a horizontal line.

GRAND GETAWAYS REPRESENTATIVE

Amber Chandler

# Credit Card Authorization Data Sheet

**Bank Chase**

**Currency Dollars**

<b>Status</b>	<b>Approved</b>
<b>Invoice Number</b>	7808156
<b>Merchant ID Name</b>	GGT Orlando DP
<b>Member Account Number</b>	0-0-0
<b>Card Number</b>	<input type="text"/>
<b>Card Expiration Date</b>	
<b>Transaction Amount</b>	
<b>Card Holder</b>	
<b>Card Holder Address</b>	
<b>Card Holder Zip</b>	<input type="text"/>
<b>Reference</b>	
<b>Address Verified</b>	
<b>Zip Verified</b>	
<b>User Name</b>	
<b>Date</b>	

*A* Michael M. Caminero



**ACTIVATION AND RENEWAL AGREEMENT**

Date: 8/1/2011

Membership Number: 69965 Membership Type: 4

Maximum No. of Annual Vacation Weeks/Seven-Day Vacation Periods: \_\_\_\_\_

Name: MICHAEL M. CAMINERO

Name ANA ROMA SANTOS

Address:

CONCORD CA 94521 US

Home Phone:  Work Phone:

Cell Phone:  Fax:

Email:

Distributor: Grand Getaways Travel Services City and State: Orlando, FL Representative: *Amber*

*Amber*  
*Amber Chandler*

**Activation and Renewal Information:**

I understand the benefits I am entitled to receive with my Membership to the Grand Getaways Vacation Club, I have also read and understand the Rules & Regulations of the Grand Getaways Vacation Club and agree to abide by them. My Membership is valid for one year from the date shown above and must be renewed annually. I wish to pay for my first year dues and annual renewal dues as follows:

**OPTION I:**

I authorize to charge my credit card for my initial annual \$199.00 dues. Additional yearly renewals at \$199.00 may be billed to my credit card by Grand Getaways Vacation Club. This charge on my credit card will appear as Grand Getaways Vacation Club.

Please circle one:

Cardholder name: MICHAEL M. CAMINERO

Account Number:  \*Security Code:  Expiration Date:

(\*MC/VISA/DISCOVER - found to the right of acc. # on magnetic strip AMEX - found on front of card above magnetic strip)

Signature: Michael M. Caminero Date: 8-1-11

**OPTION II:**

Bill me annually.

For participants who select the Annual Billing Option II (see Grand Getaways Vacation Club Rules and Regulations) and DO NOT pre-authorize automatic payment of their subsequent years annual dues, the amount of annual dues for the second year of participation are currently \$219.00.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# GRAND GETAWAYS

## Contract Benefits Agreement

Date: 08/01/2011

Contract #69965

This Agreement is made and entered into the day and date set forth below by and between Grand Getaways Travel Services authorized to transact business in the State of Florida.

WHEREAS, in the event the purchaser cancels the Contract during the three day cancellation period, Grand Getaways Travel Services will refund to the purchaser the net amount of all payments made by the purchaser under the Contract, reduced by the proportion of any contract benefits the Purchaser has actually received under the Contract, if any, prior to the effective date of cancellation: and

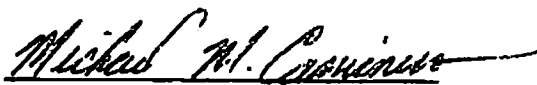
WHEREAS, the parties want to define the contract benefits that the Purchaser has actually received under the Contract in connection with the execution of the Contract.

NOW THEREFORE, in consideration of the terms and conditions set forth herein and in the Contract and other good and valuable consideration, the receipt of which is hereby acknowledged, and the parties agree as follows:

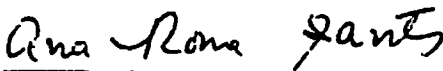
1. The Purchaser has received 2 BEDROOM CONDO FOR 3 NIGHTS from the Developer, in connection with the execution of the Contract for the purchase of joining Grand Getaways.
2. That the value of the Contract Benefit is \$750.00.
3. The Purchaser authorizes Grand Getaways to deduct the value of the Contract Benefit from the net amount of all payments made by Purchaser under the Contract in the event that Purchaser timely cancels the Contract and is entitled to receive a refund.

IN WITNESS WHEREOF, The parties set forth their hand and seals on the date set forth below.

PURCHASER(S)



MICHAEL M. CAMINERO



ANA ROMA SANTOS



GRAND GETAWAYS REPRESENTATIVE



08/01/2011



DATE: 08/1st/2011



CONTRACT NUMBER: 69965

**MEMBERSHIP APPLICATION**

NAME 1: Michael M. Caminero  
 NAME 2: Ana Roma Santos  
 ADDRESS: [Redacted]  
 CITY: Concord STATE: CA ZIP CODE: 94521 COUNTRY: US  
 EMAIL: [Redacted] EMAIL: [Redacted]  
 HM PHONE: [Redacted] PHONE: [Redacted]  
 MOBILE: [Redacted] OTHER: [Redacted]

**Special Instructions:**

# of Weeks: 4 weeks  
 # of Hot Weeks: Unlimited

VIP PURCHASE PRICE: \$7,295  
 D.P. %: 100 %  
 CLOSING COSTS: \$ 795  
 TOTAL INITIAL DEPOSIT: \_\_\_\_\_  
 FINANCED BALANCE: \_\_\_\_\_  
 MONTHLY PAYMENT: \_\_\_\_\_  
 FOR: \_\_\_\_\_ MONTHS  
 INTEREST RATE: \_\_\_\_\_ %  
 AMOUNT RECEIVED TODAY: \$8090  
 (1) PAYMENT DATE: \_\_\_\_\_ AMOUNT: \_\_\_\_\_  
 (2) PAYMENT DATE: \_\_\_\_\_ AMOUNT: \_\_\_\_\_  
 (3) PAYMENT DATE: \_\_\_\_\_ AMOUNT: \_\_\_\_\_

ANNUAL DUES: \_\_\_\_\_ FIRST YEAR USAGE: \_\_\_\_\_  
 Comments: Stay House 2 Bdr. 01/02/03 / August (2 nights)

PURCHASER'S APPROVAL: Michael Caminero PURCHASER'S APPROVAL: A. Roma Santos  
 SALES REPRESENTATIVE: Gustavo Cortes PODIUM: Eddie Adams  
 FINANCIAL MANAGER: Gustavo Cortes VERIFICATION OFFICER: Amber Chandler  
 MANAGERS APPROVAL: [Signature]

# **EXHIBIT B**

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EXPLORE the club

DESTINATIONS overview

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2,000+ CITIES 105+ COUNTRIES 5,500+ RESORTS



### Contact Us

Coast to Coast Grand Getaways Travel Club

6 1 0 0 3  
+1  
20

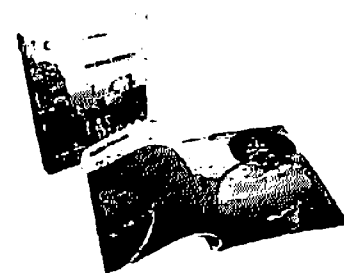
# FREE MEMBERSHIP INFORMATION KIT

Questions? Feedback? We welcome your comments! For answers to some common questions, please see our [Frequently Asked Questions](#).

Please complete this form and provide details specific to your question. One of our team members will contact you as soon as possible.

\* required

\*Subject



Get your FREE Membership Kit

\*Member

\*Age

\*First name

\*Last name

Member #

\*Email

\*Message

Send Message

### Mailing

#### Address:

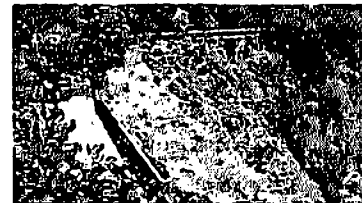
Coast to Coast Grand  
 Getaways  
 7560 Commerce Ct.  
 Sarasota, FL 34243



## [SPECIAL] GREEK PEAKS MOUNTAIN RESORT

*Cortland, New York*

*From the pristine lakes,  
 gorgeous waterfalls, and  
 magnificent parks to the  
 unique shopping  
 opportunities, the Finger  
 Lakes region has  
 something for everyone to  
 enjoy in all four seasons of  
 the year.*



## [SPECIAL] BRISBANE COASTAL EXPLORER TOUR

*Queensland, Australia*

*Ahoy mate! The Coastal  
 Explorer is your ticket to  
 natural Australian beauty.  
 Begin in the bustling city of  
 Brisbane, cut through the  
 Outback to the coast, relax*

*on sun-kissed Hamilton Island, cruise to the Great Barrier Reef, and explore the rainforest and aboriginal culture.*

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Sarasota, FL 34243

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Fla. Seller of Travel Reg. No ST36512  
CST No. 2099004-50

Prices shown are in U.S. funds. Prices are per person (unless otherwise noted), based on double occupancy. Offers are subject to availability and change without notice. Some restrictions may apply. Please call for applicable terms & conditions.

Descriptive, typographical or photographic errors are subject to correction.

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overview

★ VACATION  
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2,000+ CITIES ♥ 105+ COUNTRIES ♥ 5,500+ RESORTS



## Membership Benefits

Coast to Coast Grand Getaways Travel Club

# FREE MEMBERSHIP INFORMATION KIT

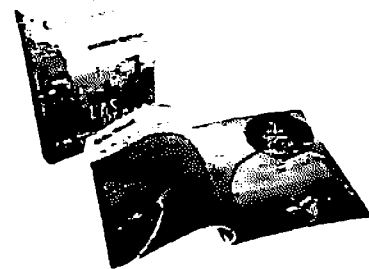
+1

Benefits   Advantages

Is this right for me?

**Using your Membership Benefits with Coast to Coast Grand Getaways**

Once you join Coast to Coast Grand Getaways, be sure to take full advantage of all



**Get your FREE  
Membership Kit**

your club benefits. Why wouldn't you? Your Coast to Coast Grand Getaways membership gives you freedom to travel when and where you want to go. And you won't find lower rates, guaranteed. So take that vacation of a lifetime. Start planning today!

**Your Basic Benefits Include:**



**RESORT BENEFITS**

Up to 50% savings



**CRUISES**

All types of itineraries avail:



**PREMIUM RESORT WEEKS**

8-day stays (\$399 - \$899 Weekly) available prices at time



**SHORT NOTICE WEEKS**

8-day stays (\$199 - \$399 Weekly) 50% savings



**HOTEL BENEFITS**



**ALL-INCLUSIVE VACATION PACKAGES**

Up to 50% savings



**TRAVEL PACKAGES**

Up to 35% savings



**CAR RENTALS, RAILWAYS, ETC.**

Convenient and flexible access

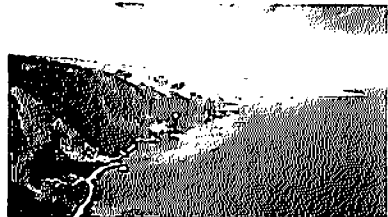
**Bonus Benefits Include:**



**[SPECIAL]  
CLUB  
HEMINGWAY**

Dominican Republic, Juan Dolio

The crystalline tropical waters and white sand beaches of the Dominican Republic await!



**[SPECIAL]  
HAWAIIAN  
ISLANDS TOUR**

Hawallian Islands

Spend almost two weeks exploring these beautiful islands on the land, in the sea and from the air.



**6 complimentary 3-day/ 2-night hotel stays**  
in six exciting resort destinations



**Golf Discounts**  
3500 lush green golf courses up to 50% savings



**\$500 GrandAir card**  
ongoing discounts for air travel with major carriers

**Exclusive Membership Access:**



**3,500+ 20,000+ 2,500+ 15,000+**  
LUXURY HOTEL ALL-INCLUSIVE CRUISES  
RESORTS AFFILIATIONS RESORTS

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Getaways  
7560 Commerce Court  
Sarasota, FL 34243  
877.718.1400

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First name

Last name

Email



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CST No. 2099004-50**

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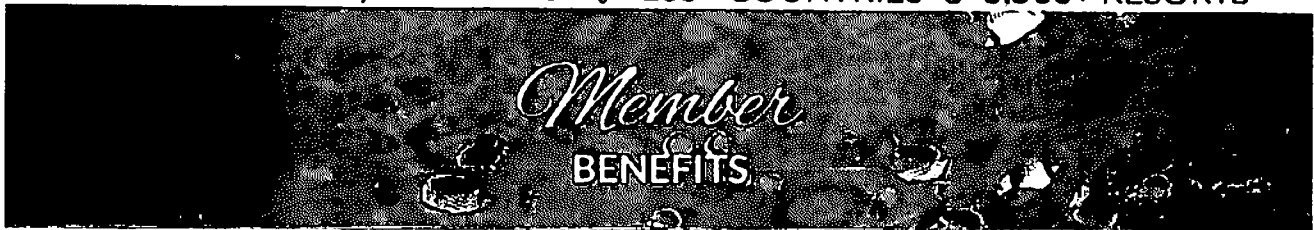
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overview

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## Membership Benefits

Coast to Coast Grand Getaways Travel Club

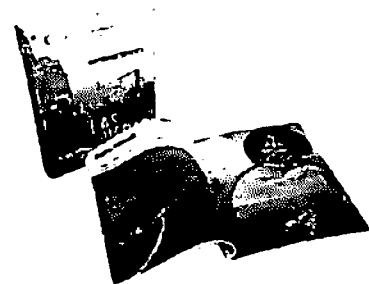
# FREE MEMBERSHIP INFORMATION KIT

+1

Benefits    Advantages

Is this right for me?

Why join a Vacation Club?



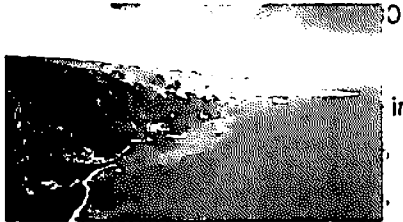
Get your FREE  
Membership Kit



**[SPECIAL] CONVENIENCE ACCESS CLUB**

We take care of all the details. You'll get unbeatable savings on Dominican Republic, Juan Dollo Your Personal

The crystal clear tropical waters and white sand beaches of the Dominican Republic await! handle your reservations, adventures and specialty travel excursions, plus access to more



**[SPECIAL] HAWAIIAN ISLANDS TOUR**

Choose any type of accommodation, from a cozy studio to a spacious three-bedroom villa. Spend almost two weeks exploring these beautiful islands on the land, in the sea and from the air, in the comforts of home with the perks of a luxury

**VALUE**

As if all of this weren't enough to keep you traveling in style at a savings, your membership entitles you to additional discounts for Golf, RV rentals and other exciting offers.

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- Vacation Specials
- Member Benefits

**CONTACT**

Coast to Coast Grand  
Getaways  
7560 Commerce Court  
Sarasota, FL 34243

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Coast to Coast Grand Getaways Travel Club Membership Advantages

[http://coasttocoastgrandgetaways.com/Membership\\_Advantages.aspx#Tabs](http://coasttocoastgrandgetaways.com/Membership_Advantages.aspx#Tabs)

Membership Advantages 877.718.1400

Getting Started

How It Works

Member Reviews

FAQs

Contact Us

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Fla. Seller of Travel Reg. No ST36512  
CST No. 2099004-50

Prices shown are in U.S. funds. Prices are per person (unless otherwise noted), based on double occupancy. Offers are subject to availability and change without notice. Some restrictions may apply. Please call for applicable terms & conditions.

Descriptive, typographical or photographic errors are subject to correction.

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ESPAÑOL | MEMBER LOGIN ➔



♥ EXPLORE  
the club

🌐 DESTINATIONS  
overview

★ VACATION  
specials

[Home](#) / [How It Works](#)

2,000+ CITIES ♥ 105+ COUNTRIES ♥ 5,500+ RESORTS

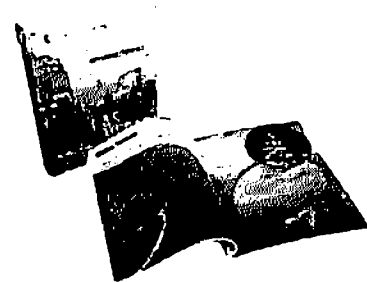


How it works  
Coast to Coast Grand Getaways Travel Club

FREE  
MEMBERSHIP  
INFORMATION  
KIT

+1

Begin to plan a lifetime of extraordinary travel experiences



BECOME  
A

PLAN  
YOUR

BOOK  
YOUR

Get your FREE  
Membership Kit

## MEMBER VACATION VACATION

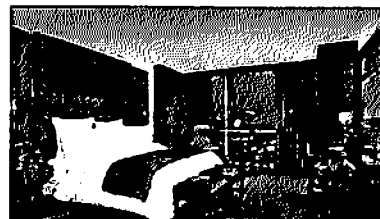
- Select the Coast to Coast Grand Getaways membership package that best suits your family's travel needs.
- Complete your Dream Vacation survey to help us begin planning for your next vacation.
- Complete your welcome call with the Grand Getaways Member Service Agent to gain full access to all benefits and services.
- Use the member's website to review specials, vacation packages, condos, cruise itineraries and much more.
- Once you've decided on your next vacation, call our Member Service Center at 877.718.1400 to speak with your Travel Counselor.
- Family Plan members have access to the same benefits and services you enjoy as a Coast to Coast Grand Getaways member.
- Provide our Grand Getaways Travel Counselor with your travel dates and final destination selection.
- All travel confirmations, e-tickets and other required travel documents will be handled by your dedicated Travel Counselor.
- Enjoy your vacation! Be sure to share a photo with us of the priceless memories you will have.



### [SPECIAL] BOHEMIAN DREAM TOUR

Eastern Europe

The Bohemian Dream vacation is the ideal occasion to explore eastern Europe's most fascinating cities and towns.



### [SPECIAL] HARD ROCK HOTEL

Las Vegas, Nevada

In Las Vegas there is a saying: Whatever happens in Vegas... costs less if you're a Grand Getaways member!

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- Home
- Destinations

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**Vacation Specials**            **7560 Commerce Court**  
**Member Benefits**            **Sarasota, FL 34243**  
**Membership Advantages**    **877.718.1400**  
**Getting Started**  
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# **EXHIBIT C**



All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 1 of 9

ESPAÑOL BUSINESS LOGIN NEWS & EVENTS

West Florida

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CONSUMER COMPLAINTS

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Coast to Coast Grand Getaways LLC

Phone: (800) 594-9435

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Customer Complaints Summary

151 complaints closed with BBB in last 3 years | 33 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	82
Billing / Collection Issues	28
Delivery Issues	1
Problems with Product / Service	30
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>161</b>

Additional Complaint Information

BBB files indicate that this business has a pattern of complaints concerning misrepresentation during the sales presentation and failure to provide promised services.

On December 3, 2012, BBB contacted Coast to Coast Grand Getaways, LLC, requesting information as to why the business believes the customers are filing the complaints, and what actions the business has taken to help eliminate the causes of complaints.

Complaint Breakdown by Resolution

About Complaint Details

Complaint Resolution Log (151)

Resolved - The complainant verified the issue was resolved to their satisfaction. (46 complaints)

## All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 2 of 9

07/17/2015

Billing / Collection Issues | Read Complaint Details

**Complaint**

Twice I have been offered "upgrades" that included the promise that I would not have to ever pay membership dues again that the company will not honor.

I joined the Grand Getaways travel club in 5 May 2011 for \$3999.00 and in December 2012 we were called and offered an upgrade that would not require us to pay any more membership dues. We accepted the offer but several years later we were contacted and told we owed membership dues and when I told them we no longer had to pay them they said we were wrong. I contacted the company on 2 January 2014 in the attached letter and provided them the details of the offer. I was contacted by a Mr. Will C\*\*\*\*\* and told that the offer was not authorized and that our membership was not eligible for not paying dues. He also said that because the employee was not authorized to make the offer and sent the confirmation from a personal account the company had no obligation to honor it. After a heated exchange a threat to file a complaint for fraud he said that he could upgrade a membership to Double Diamond Platinum that would not require any membership fees and also credit my previous payment toward that charge. Given the problem that I had previously I asked for confirmation in writing that I would not have to pay any more membership dues and he sent an email that states the membership expires in 9999 and the attached email that clearly states that I don't have to pay annual dues to get the full benefits of my membership. This was sent from the corporate email system. I was recently contacted by the company asking me to pay membership dues and when I stated I didn't have to they again said I did. This is clearly a scam and just a ruse to get people to upgrade their membership and then not honor promises made hoping you will not keep proof of the offers. I attempted to contact Mr C\*\*\*\*\* but the only response I got was someone calling to say I owed dues. This company has defrauded me of the fees it has taken of \$399.00 in 2010 and \$500.00 in 2012 with fake offers of no more dues when they have no intention of honoring that. The original offer was lifetime membership and you paid dues in the years you wanted to use it which is why I was very clear in how they stated the email so they could not claim that my "membership" was good for life but I had to pay dues to use the services. I want the company to honor its twice made commitment to me for full benefits without any dues or refund 100% of all fees collected including the initial purchase of the membership.

**Desired Settlement**

Refund all monies collected including contract and dues.

**Business Response**

Coast to Coast Grand Getaways provides a travel club membership to our members that offers travel discounts, benefits and travel booking services. The Grand Getaway membership is valuable, sellable and transferable and provides a lifetime membership to our members. Although the Grand Getaways membership is valid for a lifetime, it requires that annual dues be paid each year to maintain the membership in current active status. Many members take advantage of multi-year renewal packages to realize discount on future year renewal payments. Members may be offered travel packages from time to time that allow them to purchase additional vacation offers incentives that may include Companion airline tickets, advance cruise discounts, complimentary resort stays to name a few. In addition, members can upgrade to extend the expiration dates on existing travel certificates that have expired or may expire in the near future. There is no requirement for members to participate or purchase any additional travel packages or upgrade their current membership status as participation has no impact on their membership. Members can upgrade their membership status or increase their benefits use and travel offers.

**Consumer Response**

(The consumer indicated he/she DID NOT accept the response from the business.)

They did not respond to my complaint. They offered and "upgrade" to me that was supposed to end the requirement to pay annual dues. This is documented in writing by the company but now they are saying they want annual dues. They did this on two separate occasions. The first time I complained directly to the company and they supposedly corrected it by upgrading the membership to a different level. They sent this email to confirm this.

From: Will C\*\*\*\*\* mailto:\*\*\*\*\*@coasttocoastgetaways.com  
Sent: Monday, January 20, 2014 4:57 PM  
To: \*\*\*\*\*@verizon.net  
Subject: RE: Membership Update

You no longer have to pay annual dues to receive full benefits on your membership.

I will have another Amex card sent out to you

Will C\*\*\*\*\*  
Grand Getaways  
\*\*\*\*\* ext. \*\*\*\*

They lied to me and now will not honor what they told me in writing.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

This is what we wanted but this should have been done when we

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 3 of 9

contacted them directly. We hope the company has taken steps to better monitor employees to prevent this from happening in the future.

**Final Business Response**

Grand Getaways will honor the email that was sent to the customer stating he no longer would have to pay annual dues. This email was sent by an employee that is no longer with the organization due to irregularities.

The member will not receive calls in the future for upgrade purposes only.

The account will be marked as except of annual dues for good. We do sincerely apologize for this inconvenience and consider this matter is resolved and can now be close.

06/25/2015

Problems with Product / Service | Read Complaint Details

**Complaint**

Company will not refund money for membership despite guarantee of refund on the phone. Customer service director will not return my calls.

6/5/2015 (approximately 10am)  
Spoke with \*\*\*\*\* about the membership. Expressed my concerns about whether or not it will work for me. She went through all of the general details & incentives. I asked about the cancellation policy (I did not intend to buy that day). She did not know, but put me on hold to inquire. She went to a manager & stated that they would allow me 30 days to check out the service (go on the website & see if the locations & dates would be options for me) to see if it would work. If not, I could cancel. I asked if this is certain. She said she would even give me the manager's name & phone number (Philp Adams XXX-XXX-XXXX x. \*\*\*\*\* to assure me. She also stated that this was part of the recording of the phone call as she processed my credit card. She also guaranteed that I would get login information via e-mail within 3 days (Never received it until I called later to inquire).

6/15 (approx. 4pm)

Received a letter in the mail regarding the membership. I still had not received any login via e-mail, which the letter also referenced. I also noticed that the details in the letter & accompanying pamphlets were not what was explained to me on the phone. Called & spoke to \*\*\*\*\* on the phone. \*\*\*\*\* stated that he would have the tech department send me the login info. I stated that I also had questions about the membership. I proceeded to explain my concerns & \*\*\*\*\* stated that I understood it all wrong. I then attempted to explain my concerns with the membership since it's not what I had been told. He began to constantly state why the membership was good ignoring my concerns. As I continued to try to explain, he then began to keep talking over me and stated that I was playing games with him. Frustrated since the conversation was not being handled appropriately & my concerns about the misinformation were not addressed, I asked to cancel the membership. \*\*\*\*\* stated that it was past the 3 day recelion period. I explained that I was guaranteed a 30 day cancellation or I would've never purchased it. He said that I was wrong and they can't cancel. As he continued to talk over me, I stated multiple times to please transfer me to \*\*\*\*\* the manager at ext. \*\*\*\*\* After stating that 3 or 4 times, he finally put me on hold to see if he could get him. He came back on the phone & stated that \*\*\*\*\* was busy and could not take my call, but that I could be sent to his voicemail. I agreed to leave a message.  
I left a voicemail for \*\*\*\*\* at that point.

6/16 (approx. 10am)

Called \*\*\*\*\* a phone number again since I did not get a return call the day before. Left another voicemail.

6/16 (approx. 2pm)

Called \*\*\*\*\*'s phone number again hoping to reach him before their closing time at 5pm. Left another voicemail.  
Also called \*\*\*\*\* (ext. \*\*\*\*\* which she provided during our first phone call) hoping to reach someone to address the issue. Left a voicemail for her.

6/17 (approx. 10.25am)

Called \*\*\*\*\*'s number again. Left another voicemail.  
Tried calling \*\*\*\*\* voicemail again & an operator picked up. I asked to speak with \*\*\*\*\* She said ok & put me on hold. The phone was picked up by \*\*\*\*\* (a supervisor & not \*\*\*\*\* I briefly explained to \*\*\*\*\* that I was trying to cancel the membership. He stated that the memberships do not usually get canceled, but since I referenced \*\*\*\*\* that he would transfer me there since he's the director. I stated that I had been calling for the last 3 days & no response from \*\*\*\*\* He said that he's a busy guy. I then asked what happens if I don't hear from anyone before the 30 days. He then asked to put me on hold (I assumed to get \*\*\*\*\*). After waiting approx. 2-3 minutes, I heard \*\*\*\*\* Adams voicemail again & left another message for \*\*\*\*\* to call me.

I cannot get anyone to address my concerns and no one is following through with the agreement to cancel.

**Desired Settlement**

I am seeking a full refund of all of my money for the membership. They can listen to the recording from my original phone call with \*\*\*\*\* to verify that I was guaranteed this 30 day period. It is currently about 12 days into the membership and I would like this resolved right away. Thank you for your assistance in this matter.

**Business Response**

Grand Getaways have refunded Mr. \*\*\*\*\* the initial investment amount of \$639 directly to his credit card.  
We apologize for the inconvenience and delay and consider this matter resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

The company is not the one who handled this dispute. I filed a complaint with my credit card company and they processed a credit to my account. The company has still failed to contact me to resolve the issue. I had to handle through my own means. However, I am glad to get my full refund, so that's why I selected yes. I just want this finished.

Thank you, BBB, for helping to address this issue.

## All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 5 of 9

08/10/2016

## Billing / Collection Issues | Read Complaint Details

**Complaint**

Repeated calls asking for money. Originally bought into Travel More, became Grand Getaways. First time we tried to use club for Vacation was about 4 years ago, had a bunch of hassles getting trip planned. They would honor the air fare rebates because of trouble getting travel plans made. They did not in 2014. The travel club called giving us the option of becoming life members, we could wif it or they would help us add club if we wanted. So we did, they then called saying we owed yearly membership fees, which we paid, they would call back and tell us we needed to pay year fees, that what we paid for before us an upgrade. In 2014 we paid them at least \$1,178. In Jan of this year, they called wanting yearly membership fees. I was assured this was for yearly fees and they would not be contacting us again. I paid them \$588. In March after we took a vacation, we did use the club for reservations, the club called saying we needed to pay our yearly membership fees. We were told that in Jan what we paid was for an upgrade. We told them that we were not paying them any more money. They have continued to call us at least once a week, sometimes twice a day since. They tell us the same thing, that we owe for yearly fees. One time we told them to sell it, and were told that they can't sell it for us. Another time we were told they could sell it, if we paid the \$309 fees. We have asked them not to call us, we are not paying them any more money, and will not be using the travel club again! This morning, 5-29-2016, when we were contacted by phone, I again told them to cancel membership, and was told that they couldn't do that since we had only been with them for 8 years and membership fees were required for the first 10 years! This was the final time they have ever told us that. We have also had the membership for longer than 8 years. The travel club offers air fare rebates and American Express rewards cards. They don't honor either one. We have used them for our last 3 trips to Hawaii, but their services aren't worth the hassle of their continuous calls, and the \$10,000 we have been told our membership is worth.

**Desired Settlement**

We would be happy to get a full refund of everything we have paid them or at least the \$1787 for the years of 2014 & 2015. We have used their services, but they didn't save us any money on airfare & hotel rooms. We would appreciate them not contacting us again for any reason.

**Business Response**

We received your complaint concerning Mr. \*\*\*\*\* (member # \*\*\*\*\* dissatisfaction with the Coast to Coast Grand Getaway club. We have put the account in a priority queue and we will take the appropriate actions to eliminate any further dissatisfaction. Further explanation has been provided about the membership.

Mr. \*\*\*\*\* is under no obligation to renew his membership account should that be his preference. The Coast to Coast Grand Getaway membership is a lifetime membership that is valuable, solid and completely transferable. The membership does require an annual renewal fee to remain in active status. Currently his membership is paid in full and does not require any further renewal fees.

We did confirm through a voice recording that Mr. \*\*\*\*\* did authorize the charge for \$588.00 on 01/08/2016 for an upgrade to his membership package. This upgrade provides new travel certificates (expiration of 12-18 months) to the member who can apply them for future travel discounts. Coast to Coast Grand Getaways does periodically offer to its preferred members the opportunity to upgrade their membership and take advantage of these great discounts and travel certificates. Our records indicate that Mr. \*\*\*\*\* has vacationed and booked airfare and hotels in the past using his membership.

Each customer sales is recorded and verified for payment authorization. A customer receipt is automatically generated and sent via email in addition to a confirmation copy in the mail that details the purchase and all the related benefits.

A detailed notation was entered into our database to place this account on our Internal Do Not Call list so our renewal agents will not contact Mr. \*\*\*\*\* in the future for any reason.

We regret any frustration or dissatisfaction that Mr. \*\*\*\*\* may have experienced with our process. As a good faith gesture we will refund Mr. \*\*\*\*\*'s last upgrade to his membership of \$688.00 and provide a \$200.00 travel credit to his membership account that can be applied against future vacation packages, condo resorts or cruise bookings. If Mr. \*\*\*\*\* should look to travel any time in the future we look forward to serving him.

We consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

05/08/2016

Billing / Collection Issues | Read Complaint Details

**Complaint**

Unauthorized credit card charges, upsells, repeated calls and high pressure sales tactics.  
 membership XXXXXXXX \*\*\*\*\*  
 \$368 9 Apr 2013 - yearly fee  
 \$389 1 Jan 2014 - yearly fee  
 \$389 6 Aug 2014  
 \$689 1 Oct 2014 some sort of upgrade (upsell)  
 \$689 30 Dec 2014 (Paid up for 6 years, won't hear from them again for years.)  
 \$1022 6 Apr/15 totally unauthorized

**Desired Settlement**

28 Sep 2012 I got a call from a gentleman saying he was from Grand Getaways. I almost hung up on the man but he got my attention. I was told my husband had a membership with Cheap Flights. I was advised that because Grand Getaways had purchased Cheap Flights we didn't need to pay the \$3000 purchase fee. The salesman told me this should feel like winning the lottery. This doesn't feel like winning the lottery unless you count feeling like you are being taken to the cleaners. I regret the day we ever got that phone call. I should have hung up. There is nothing like being lied to, cheated and treated like dirt.  
 My husband paid several levels of fees since then, including Aug 5/14 for something called Take 3. Looking back at this we are beginning to feel pretty stupid. Did we somehow allow ourselves been duped to this degree?

On Dec 30/14 my husband received a call offering an upgrade for a 5 year membership. That cost us \$699 but he was told were not supposed to hear from them again for 5 years. We are a very long way from 5 years.

On Apr 6th I took a phone call from a very fast talking gentleman saying that he was offering an upgrade to our membership and who handled our membership? I told him my husband did, that he was on another call and I was making potato for a dinner party and could not talk to him. He interrupted me to say he had been trying to reach us for 3 months. He said he wanted to make sure I knew what we had with our membership, access for 10 family members, the level of travel and accommodation, etc. He kept talking about upgrades and I kept putting him off. He said we hadn't used our membership and were we? I told him we have plans to travel over the next couple of years. He said that because we hadn't been able to use it he was going to send my husband an email with some certificates for travel, etc. That he just needed the code on our credit card for verification purposes. My husband will attest that I said to this man that I would verify that as long as we weren't being charged anything. I received an affirmative.

Obviously I was lied to. On Apr 12/15 my husband discovered that he was charged \$1022. This was not authorized. Never in a million years would I authorize \$1000 on my husband's credit card and he certainly didn't. I have left messages and not had the calls returned. When I finally got someone on Apr 16th I was put through to a manager. He was ever so concerned, told me that he would review the call record and get back to me. During the conversation he suggested we could sell our membership through a third party because we are currently paid up until 2030.

Apparently their salesman don't feel the need to explain that they are just talking on years with those high pressure sales calls. I asked this manager, hypothetically speaking, since he is the expert in the business, if we were to consider selling how would we do that? He said a third party broker and made a recommendation. We agreed to a callback on Monday first thing.

Immediately after completing that call, I called the broker with whom the manager said they always deal. That broker, who has been in the timeshare business for years, has never heard of Coast to Coast Grand Getaways and they only deal with Wyndham Vacation Resorts. He also wished me good luck in ever being able to sell this membership.

As of Wed, no call back from Grand Getaways and really I didn't expect it. Since August of 2012 Grand has managed to get over \$3000 from my husband with their high pressure tactics. Years and years of membership sold in advance, even a cruise we will never take because I don't like being at sea.

We want it all returned to us. It has been suggested we could sell this to our children. We would not subject our children to this company. Once this is wrapped up we never ever want to hear from Grand Getaways ever again.

**Business Response**

Mr. and Mrs. \*\*\*\*\* have agreed to the renewals and upgrades to their membership when presented by the renewal agents, the last renewal upgrade was accepted by both Mr. and Mrs. \*\*\*\*\* in the amount of \$789.

In the recording of the call, the agent advised the member several times of the charge and the amount, both of the members agreed to it. In good faith Grand Getaways will be refunding the last renewal upgrade charge of \$789 and will honor the expiration date and additional benefits they received with this upgrade.

We consider this matter is resolved and can now be close

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

Absolutely we object to their statement of response, however, we understand their need to save face. Let me be very clear that at no time during the conversation did my wife or I agree to the charges on my credit card. In fact, my wife expressed refused the charges.  
 We will await the refund.



05/01/2016

Billing / Collection Issues | Read Complaint Details

**Complaint**

Received harassing phone call with threat to send us to collections for something we have already paid for. They've broken our agreement. I have cut and pasted part of a letter of complaint that I emailed on March 4, 2016 to @gograndgetaways and emailed the complete letter of complaint to @bbbwestflorida.org. There was not enough room here to have the full letter. The following is the important parts of the letter of complaint:

My husband took the call and when she started in on telling us that our membership dues were not paid for February 2015 and that our membership was way overdue and that she has no choice but to terminate our membership. That we had to pay now \$389.00 for the year or she can reduce it, pay \$569.00 for 2 years. So my husband put the conversation on speaker phone so we could both talk to her. She got really aggressive and I finally had to tell her that "she was going to listen to me". I told her that we were called by your employee numerous times offering us deals, etc., when she cut me off and told me no longer works for the company and that numerous emails were sent to us telling us about our due membership fees. Well I checked all emails including trash and spam...there are NO emails. Also, checked my phone log and there were NO phone calls either from any of your offices all the way back to January 27th and obviously no voice mail messages. I asked her that logically if we had received emails or phone calls that "don't you think that we would have responded to them?" I asked her to send us copies of those so called emails that she said were sent out to us and she said "no I can't as they are automatically generated", so no copies. (How convenient). She said she got her information from listening to phone recordings. If that were true then she would NOT be calling us demanding money for the following reasons:

First of all, here are some credit card charges that I have copies of that are recorded on our American Express statement:

1. Grand Incentives Inc 27 Sarasota .....July 8th 2013 credit card charge in the amount of \$539.00 (\$564.48 Canadian)  
Your employee called us and offered us 2 years renewal membership for \$539.00, which we bought.

2. Grand Incentives Inc 27 Sarasota .....July 31 2013 credit card charge in the amount of \$539.00 (\$568.37 Canadian)  
Your employee called us and said that he realizes that we just paid \$539.00 a few weeks ago, but that he had a special deal for us that we would no longer have to pay membership fees ever again. All we had to do was pay another \$539.00 to get this deal. My husband was not wanting to do it but, assured us that we would not be bothered again with fees once we bought this deal. We told that we would take the deal because we were planning on listing our timeshare to sell. We asked for a name of a timeshare broker and he gave us the name of Timeshares Only.

3. Timeshares Only XXX-XXXXXX FL ..... January 13, 2014 credit card charge in the amount of \$813.66 (Canadian)  
We listed and paid for advertising our timeshare.

**Desired Settlement**

- We would like to be issued a refund cheque (check) for the July 31, 2013 payment we made in the amount charged to our credit card (\$539.00US)(\$569.37 Canadian). We paid this amount in good faith that we were getting what was offered... a one time fee for never having to pay annual maintenance fees ever again. We were told that we would never be contacted again for annual fees, however, they broke that agreement with their March 4, 2015 harassment phone call.
- We were threatened by the employee on the phone (March 4, 2015) that we would be sent to collections and our membership would be terminated. We want assurance that we will not be sent to collections for fees we have already paid for. We want our membership terminated and closed, due to their deceptive business practices, the harassing phone call as well as never receiving receipts stating what we have paid for. We want assurance that our membership has been terminated and closed permanently.
- We ask that we be put on their National Do Not Call list and that we never be contacted by phone for any reason. We do not find they are truthful and we do not want anything else to do with this company. We are finished with them. If we do not get a satisfactory response we will be lodging a complaint to the Florida Office of the Attorney General.

**Business Response**

Grand Getaways Quality Assurance Department has tried to contact the member by phone and via email to provide assistance and to resolve the issues the member has listed in this complaint.

The membership requires a yearly renewal fee in order to maintain active and to have access to all the benefits, this fee could vary depending on the promotion available at the time of the renewal call offering access to more benefits and incentives.

At this time a refund would not be consider as the member agreed to the charges, we apologize for the inconvenient and consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she DID NOT accept the response from the business.)

NO WE DO NOT ACCEPT THAT THIS MATTER IS CLOSED. First of all



All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 9 of 9

we received one email today from their office that did not address our issues, instead it was a brief "contact me about your concerns about your membership". Go Grand Getaways ALREADY KNOWS about our complaint and we expected a hard copy email answer. Our complaint was NOT addressed in that email. Secondly, we agreed to charges to our credit card for "not having to pay annual fees over again" .... according to their employee ..... In fact, ..... convinced us that this was a great deal since we would never have to worry about annual fees while we had our membership for sale with Timeshares Only. We paid in "good faith" expecting to get what we paid for. Obviously, that was a lie. Their employees need to be accountable and we should not be scammed. Go Grand Getaways, in good faith, should return our money that we requested. Third, we want confirmation on this forum that our membership will be cancelled, as we do not want anything to do with Go Grand Getaways, as well as no harassing calls or emails about sending us to collections for something we already paid for. Plus we want confirmation on this forum that our two phone numbers be added to their National Do Not Call list as our phone numbers are registered with said company. There needs to be accountability and the reply Go Grand Getaways gave, says nothing and this matter is not resolved. Thank you.

**Final Consumer Response**  
(The consumer indicated he/she DID NOT accept the response from the business.)

We are pleased that Grand Getaways will be refunding us the \$639. WE DO NOT CONSIDER THIS MATTER CLOSED. ONCE WE RECEIVE A REFUND CHECK (CHEQUE) IN THE MAIL AND DEPOSIT IT BACK IN OUR BANK ACCOUNT, THEN WE WILL CONSIDER AND REVISE THE MATTER AS BEING RESOLVED. Until we receive our refund, we will leave our complaint "open" and unresolved. As for the comment that Grand Getaways tried to communicate with us...we requested a "hard copy" communication via email WITH some answers. It appears they only wanted "telephone" communication and we wanted a hard copy paper trail due to our distrust of the company and/or their representatives. ""

**Final Business Response**  
The quality assurance rep was only contacting the customer to make sure all issues have been resolved and to assured them they won't be contacted in any near future by the renewal or promotion department. We consider this matter is resolved and can now be close.

Page 1 of 10

Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied. (105 complaints)

07/24/2015	Problems with Product / Service   Read Complaint Details
07/20/2015	Advertising / Sales Issues   Read Complaint Details
07/17/2015	Advertising / Sales Issues   Read Complaint Details
07/13/2015	Problems with Product / Service   Read Complaint Details
06/22/2015	Problems with Product / Service   Read Complaint Details

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All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 1 of 6

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## BBB BUSINESS REVIEW

[Is this your Business?](#)

CONSUMER COMPLAINTS

**THIS BUSINESS IS NOT BBB ACCREDITED**

**Coast to Coast Grand Getaways LLC**

Phone: (800) 594-9435

*BBB Business Reviews may not be reproduced for sales or promotional purposes.*

### Customer Complaints Summary

151 complaints closed with BBB in last 3 years | 33 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	92
Billing / Collection Issues	28
Delivery Issues	1
Problems with Product / Service	30
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>151</b>

### Additional Complaint Information

BBB files indicate that this business has a pattern of complaints concerning misrepresentation during the sales presentation and failure to provide promised services.

On December 3, 2012, BBB contacted Coast to Coast Grand Getaways, LLC, requesting information as to why the business believes the customers are filing the complaints, and what actions the business has taken to help eliminate the causes of complaints.

### Complaint Breakdown by Resolution

[About Complaint Details](#)

#### Complaint Resolution Log (151)

**Resolved** - The complainant verified the issue was resolved to their satisfaction. (46 complaints)

09/24/2014

Problems with Product / Service | Read Complaint Details

**Complaint**

I rec'd a phone offer of 3 nights vacation @ a 3 star hotel. I paid \$219 by my credit card. Takes2rights.com non-responsive. Refund request denied.

On Aug. 12, 2014 I received a phone promotion offer from TakeThruNights.com for a 3 star hotel stay at one of 40 popular vacation spots. After paying by Mastercard, \$159 plus \$50 admin. fee, total \$219. Takes2rights.com told me they had obtained my phone number and contact information because I had participated in a Vacation Club sales promotion and offer last year...which is true. I received confirmation of payment by email: certificate # XXXXX. I made several attempts to schedule dates at locations, but none of these materialized. Exasperated, I requested a refund, which the customer service person said would be forwarded to the appropriate department. Instead of processing a refund, I received a call from XXXX XXXX (OOO)OOO-XXXX apologizing and indicating she would try to get the accommodations I had requested and this would be done by Friday, Sept. 5, 2014. When I did not hear from her by Friday, I called her & she told me I should have received an email with accommodations choices. I told her there were no emails with hotel choices. She said that she would contact me by 11AM the next morning (Sat.) There was no call by 11AM. I called her again to request a refund and there was no answer and no response. I feel I have been scammed by this promotion and would like to receive a \$219 refund.

**Desired Settlement**

I am requesting a refund of \$219 for the hotel vacation offer not being fulfilled. Thank you for looking into this business for me. Purchase Confirmation

Purchase Date 8/13/2014  
Purchase Price \$219.00  
Taxes \$0.00  
Total Amount Paid \* \$219.00

**Certificate code** \*\*\*\*\*

Certificate number XXXXX  
\*The total amount paid does not include transportation, taxes (approximately \$5 - \$16/per night), meals, incidentals or any other miscellaneous expenses, all of which are the purchasers' responsibility.

**Ownership**

Take Thru Nights participates in a self-regulated escrow program in which all funds are securely processed and retained through a neutral third-party for the protection of the buyer and the seller.  
\*\*\*\*\* Ownership

**Business Response**

Grand Getaways have refunded the customer CC on September 8 2014 in the amount of \$219.  
We apologize for the inconvenience and consider this matter resolved and can now be closed.

**Consumer Response**

01/17/2014

Advertising / Sales Issues | Read Complaint Details

**Complaint**

Company failed to honor cancellation policy.  
I entered an agreement on 12/10/13 and paid \$149 on that date with my credit card, for the "Take Two" program. My certificate number is [REDACTED] card/code is [REDACTED]. I was told I had up to 30 days to cancel from that date, or from the date I received their package in the mail, which would give even more time to cancel. I was told by a Rob that they shipped that package on 12/20/13. I attempted to cancel on 1/8/14, 30 days from the date of purchase, and 20 days from the date they shipped their package. Rob told me I could not cancel and that the cancellation period had expired. I spoke with his supervisor WJ, who said he was the department head, who also refused to cancel. He was unwilling to honor the 30 day cancellation policy, saying I had to cancel by the end of the 28th day. He also refused to acknowledge the policy of allowing cancellations 30 days from the date of receiving their package. He told me it was against the law for him to process a cancellation at this point. When I asked him what law, he had no idea. He refused to work with me and eventually hung up on me.

**Desired Settlement**

Full refund of my \$149 payment. An apology for all my troubles in getting this would also be appreciated.

**Business Response**

Grand Getaways have refunded the customer in the amount of \$149 on Monday XX XXXX to credit card ending in 2509. We apologize for any inconvenience and or delay in this matter. We consider this matter is resolved and can now be close.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
I had also attempted resolution of this issue by contacting the HR office of the parent company, from which I got a gracious and helpful response. I did receive from them a full refund and an apology for the way their employee handled the situation and spoke to me.

## All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 5 of 6

01/13/2014

Advertising / Sales Issues | Read Complaint Details

**Complaint**

Grand Getaways has not honored our 6 weeks of FREE vacations and has offered poor vacation stays. We booked our honeymoon through a voucher we received in the mail. On the phone we were told we would not have to attend any timeshare/vacation club meetings. When we arrived we were made to go to THREE in order to finish out our time. Grand getaways was before the timeshares and after spending nearly four hours on their sales pitch hoping someone would finally check us out and let us leave, we left signed up for what we thought was a great deal. We then were given the vouchers for the rest of our honeymoon stay. What was included in the contract:  
 \$2500 for package (paid off already)  
 \$425 for processing cost (paid)  
 \$189 annual dues (paid once - initially they tried to charge double, but I fought this)  
 Total: \$3124

We used one vacation during this time to go to Florida. We thought the price (around \$500) would be decent for the extravagant pictures and deals we were shown at the meeting. When we arrived we had a tiny room with two beds. The resort was nice, but the room was terrible. This was also the best deal we could get, and there were no deals in the country on line besides Missouri. Nowhere near the beachside timeshares pictured in the presentation. When we were about to book our two vacations (3 weeks Mexico and 3 weeks DR for two people each week), we had already learned our lesson. These two vacations were only to cost us personally a \$25 booking fee and the all inclusive fee the hotel MAY charge. We were quoted at over \$75 per day per person. The hotels they offered were not the ones listed on the certificate. The certificate says if we do not stay at one of the locations listed, it would need to be one of a better or equal value. NONE of the hotels listed were. When we called the hotels, none were willing to say they were the amount of stars that Grand Getaways claimed they were. Two said they did not charge an all inclusive fee. When we went to travel sites, we could book our own all inclusive stay at the locations Grand Getaways offered us for just about the same as they quoted us. So their FREE certificates were basically \$100 off us doing things on our own. After waiting nearly a month for a response, they quoted me the three hotels. When I said it was not acceptable to charge as much for a FREE vacation and that the hotels were not of equal or greater value, I have received no response.

**Desired Settlement**

I would like the total amount we have paid refunded \$3124

**Business Response**

Ms. \*\*\*\*\* entered into a transaction involving the purchase of a vacation club membership from Grand Getaways Travel Services-Orlando while she was visiting the city of Orlando Florida.

As plainly set forth in her membership purchase documents, Ms. \*\*\*\*\* purchased her vacation club membership from Grand Getaways Travel Services-Orlando while in Orlando and she paid Grand Getaways Travel Services-Orlando directly for that membership. Ms. \*\*\*\*\* neither purchased the membership from us, nor did she pay the membership purchase price to us. We did not engage in any marketing and sales activities relative to Ms. \*\*\*\*\* or any others who may have purchased from Grand Getaways Travel Services-Orlando while in Orlando. We merely provide the travel servicing and fulfillment of the vacation club memberships sold by Grand Getaways Travel Services-Orlando.

Grand Getaways and Grand Getaways Travel Services-Orlando are separate and independent contractor entities that previously had an arms' length contractual relationship; they are neither affiliates nor agents of one another. There is no existing document or evidence that suggests or shows otherwise.

Whatever the merits of Ms. \*\*\*\*\*'s dispute regarding this transaction, her claims lay with Grand Getaways Travel Services-Orlando - not with Grand Getaways. Accordingly, we have no obligation to refund all or any portion of Ms. \*\*\*\*\*'s membership purchase price and we expressly declines to do so.

Should Ms. \*\*\*\*\* desire to address this matter with the appropriate party, Grand Getaways Travel Services-Orlando may be contacted through the admin manager: \*\*\*\*\* @Way, Kustmooe, FL \*\*\*\*\*@grandgeta.com).

We consider this matter resolved and can now be close.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
 Thank you, I will redirect the complaint.

Page 3 of 10

Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied. (105 complaints)

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 3 of 6

09/24/2014

Problems with Product / Service | Read Complaint Details

**Complaint**

Grand Getaways contacted my wife, and through misrepresentation and no direct request for authorization, charged our credit card >\$600.No refund

We have been a member of Grand Getaways for a number of years, with promises of great bargains and free vacations. To Date we have not been able to collect on any of this, and trips we have inquired about were much more expensive than "advertised". One month ago my wife received a call, and through misdirection, and no direct authorization, charged our credit card >\$600. When we called to get this reversed, we were basically told no, you are out of luck. I do not think this will ever be resolved to our satisfaction, but I am hoping other's read this and take warning. This company will not live up to their promises.

**Desired Settlement**

all we want is for this last transaction to be reversed, the free coupons they gave us are not worth the paper they are printed on, we will gladly return anything they have sent to us.

**Business Response**

The member agreed to a renewal fee of \$688 on July 29 2014 to extend the membership expiration and its benefits. The member has received services based on the travel request they have submitted in to the travel agents.

The member has used the services by booking condo resort weeks and a recent cruise for February of 2015 at a discounted price offer under the membership.

Grand Getaways will not consider a refund of renewal fees as the customer has taking advantage of the membership benefits. We consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

This identical offer was available directly from the cruise line site, as well as other cruise sites - NOTE- without a huge membership charge. No matter, we will accept this as a learning experience. This company grossly misinterprets themselves, "let the buyer beware"

09/23/2014

Problems with Product / Service | Read Complaint Details

**Complaint**

Grand Incentives Getaway through Orbit Energy is a scam. They will not honor your 3 choices of dates or destinations and hold on to your money. I sent my packet off via US mail on 11/20/13 with a \$50 refundable deposit, choosing 3 different destinations and dates. You have no way to submit other than US Mail, giving the company over more time to "process" so your certificate expires before getting to use it. I received an email on 1/7/14 saying all 3 choices had been denied. I realized today that they had kept the \$50 refundable fee and now my certificate is expired. When I called to get it back they said it would take 8-10 weeks to get it back. Such a scam.

**Desired Settlement**

I'd like my \$50 back immediately (not in 10 weeks) or to be able to use my voucher and not go through the hassle of having to mail in all new forms and wait to see if they are denied again.

**Business Response**

Grand Incentives Inc. will be refunding the customer deposit within the next 7 to 10 business days, we apologize for the inconvenience and consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

I accept the resolution, however, I do not accept the way the company does business.

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 6 of 6

07/24/2015	Problems with Product / Service   Read Complaint Details
07/20/2015	Advertising / Sales Issues   Read Complaint Details
07/17/2015	Advertising / Sales Issues   Read Complaint Details
07/13/2015	Problems with Product / Service   Read Complaint Details
08/22/2015	Problems with Product / Service   Read Complaint Details

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All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 1 of 5

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Coast to Coast Grand Getaways LLC

Phone: (800) 594-9435

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Customer Complaints Summary

161 complaints closed with BBB in last 3 years | 33 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	82
Billing / Collection Issues	28
Delivery Issues	1
Problems with Product / Service	30
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>181</b>

Additional Complaint Information

BBB files indicate that this business has a pattern of complaints concerning misrepresentation during the sales presentation and failure to provide promised services.

On December 3, 2012, BBB contacted Coast to Coast Grand Getaways, LLC., requesting information as to why the business believes the customers are filing the complaints, and what actions the business has taken to help eliminate the causes of complaints.

Complaint Breakdown by Resolution

About Complaint Details

Complaint Resolution Log (151)

Resolved - The complainant verified the issue was resolved to their satisfaction. (48 complaints)



12/12/2013

Billing / Collection Issues | Read Complaint Details

**Complaint**

Was called to review my membership, charged \$899 to renew without actually being asked or any mention of the \$899.  
I received a call in spring 2013 from my coast to coast personal travel agent. This made me happy because I had questions about travel and tried to ask about a certain resort so I could make plans. They assure me every time all I have to do is call the end they'll do all the travel plans. I have yet to get a hold of a person.  
On this call I was informed it was recorded, that I still had airline credits and several hundred travel vouchers that were expiring this year. The agent then gave me a summary of my account information and had me review/confirm my credit card on file. No question as to renewing membership came up. I didn't expect one either. I was under the impression that last year I paid \$400 to renew for 2 years.  
I tried to ask again about making plans and a resort I was interested in, but was informed they would check on it, my new pocket was in the mail and I was quickly pushed off the phone.  
I logged on to my credit card account shortly after, only to see a charge for \$899!! This has pushed my credit limit up, increasing my interest and made my payments impossible. I contacted my credit card to dispute the charge, but obviously they were unable to get a hold of anyone from coast to coast.  
I continue to be unable to talk with a person from the 6 phone numbers I have for this company. I've left messages. I do receive random calls from them only to have them hang up quickly.  
I have never actually used their services. I never signed up for their services. They called me a few years ago and had all kinds of promises because I was a guaranteed "grandfathered" account from a recent business acquisition. Their lies have bullied me into renewing a membership I can't even explain. And you cannot make plans on their website (if you can even find your login information), but you can never get a hold of your agent to make plans.

**Desired Settlement**

I would like all the charges ever made to my account refunded. I was bullied into taking charge of this "grandfathered" account when the company switched hands a few years ago. I have never received the credits or vouchers promised, never made travel plans (was unable to do so), and am generally unhappy with the fraudulent practices by this company.  
At least the last charge of \$899 to be refunded. I was not asked to renew, not informed of this charge or amount.

**Business Response**

We have agreed to a renewal on July XX XXXX in the amount of \$899 with one of our renewal agents.  
All the material was mailed to the customer, vouchers and renewal information.  
The customer has not submitted any travel request for research from one of our travel agents.  
We will refund customer renewal of \$899 within the next 7 to 10 business days.  
We apologize for the inconvenience and consider this matter resolved and can now be close.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
This phone conversation was recorded, and they are full of bull. I was not asked a yes or no regarding renewal. I did ask specifically about a resort/destination.

## All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 3 of 5

12/11/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

The company reps have falsely represented themselves and their services. Continued attempts to receive adequate service has been unsuccessful.

8/16/13 Sales rep, \*\*\*\*\* contacted us stating when we renewed our membership in May there was an error and we should have been given an opportunity to upgrade to VIP, a lifetime membership. Among other promises, he stated he would be our personal rep and to contact him any time we needed something. He gave us a "direct line" number. He would also look into a check we were supposed to have received and get back with us.

10/18/13 We called 3 different times and left voicemails 2 times. The third time we spoke with \*\*\*\*\* and discussed \*\*\*\*\* comment about a direct line to him. We were told he does not work with individual customers; is a salesman; and to contact \*\*\*\*\* in the future. She gave us a direct line number for travel agents.

10/27/13 I received a copy of an email sent to my brother about airline reservations and responded to express disappointment regarding pricing received. 10/28 \*\*\*\*\* called, talked with my husband and asked me to call her. 10/29 I returned her call in the early morning and left a voicemail. After waiting until 2:30 I called again and was sent to her voicemail. On 10/30 I called at 12:30, was placed on an extended hold, and was then told \*\*\*\*\* was away from her desk. After taking \*\*\*\*\* the situation and asking to speak to a supervisor, I was again placed on hold but \*\*\*\*\* then got on the line. \*\*\*\*\* tried to explain the reason for almost a double-price discrepancy between Grand Getaways' quote and Southwest Airlines. Later that day \*\*\*\*\* called to apologize and talk about the issue. Told her at that time I was about ready to contact BBB. \*\*\*\*\* was also supposed to follow up again about the \$50 check we were to have received by 10/30.

11/7 Contacted Grand Getaways about flight quote for spring Alaska trip. We told them we also contacted another travel agency who was to get back with us in a day. I asked if they could expedite their search. (Talked with \*\*\*\*\* and she said she would assign a travel agent that day.) Also talked with \*\*\*\*\* that day about still not receiving the check. She checked while I waited.

11/12 Having still not received an airline quote from Grand Getaways, I called at 6:10 p.m. and was on hold for 30 minutes. I hung up. When I called the next day this recording I received told their office hours were until 6:00. I waited on hold for 30 minutes the day before because the company did not state this when you call the travel agent number.

11/13 I called again and talked with \*\*\*\*\* She stated that no travel agent had been assigned to my request and she would try to get me to an agent. I left a message on \*\*\*\*\* voicemail at 6:25 a.m.

11/14 I talked w/\*\*\*\*\* and asked about how to sell our membership because of our dissatisfaction. She gave me a broker's number. I was then transferred to \*\*\*\*\* (\*\*\*\*\*'s replacement) about our concerns; he said he would talk to VP about how to make things right. We never heard from \*\*\*\*\* again. \*\*\*\*\* In quality assurance then called us and gave us her extension number and to ask for her in the future when we needed assistance. She would also check with her supervisors about getting a refund on our "lifetime" membership fee. She stated, at 1:10 p.m. she would call back in a few minutes.

No call from \*\*\*\*\*

11/15 I called and talked \*\*\*\*\* who talked w/\*\*\*\*\* \*\*\*\*\* was in the process of working with quality assurance and would get back with us by end of the day. \*\*\*\*\* took my home and cell phone numbers and would have \*\*\*\*\* call home first and then the cell phone. 3:50 Phone call to home, ringing 4 times. I picked up and no one was there. There was no call to my cell phone. I called back and was told "just a moment" by \*\*\*\*\* and was then sent to \*\*\*\*\*'s voicemail.

11/XX XXXX no calls to me so I called. I was told by \*\*\*\*\* they had been fighting for me but had no luck getting a refund on our membership.

11/22 \*\*\*\*\* called about reservations to Vancouver. I have more details but no room.

**Desired Settlement**

Of course, we would love to have our "lifetime membership" fees refunded since we have tried to use the company's services, and they have not followed through with their part of the membership agreement. I doubt that this will happen, but I believe there should be some sort of compensation. Why be a member of a travel club if they can't/won't even make reservations in a reasonable length of time? They always try to offer different types of vouchers for their mistakes, but if they won't call back with price quotes, how can someone be expected to use those vouchers--besides the fact there are so many stipulations that it becomes a maze to redeem them.

**Business Response**

Grand Getaways Travel Club would like to apologize for the inconvenience with the service and delays on response. We are working with the service team and sales agents to improve the quality of response back to our customers to avoid this situation from happening again.

We will be refunding the customer last renewal of \$500 done in September XX XXXX within the next 7 to 10 business days. We consider this matter resolved and can now be closed.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 4 of 5

11/22/2013

Billing / Collection Issues | Read Complaint Details

**Complaint**

charges related to fraud and deception  
In April of this year I received a telephone call from Coast to coast informing me that for six hundred dollars my membership would be paid up for all time-I would never have to pay a yearly maintenance fee again ever. When I received the packet I noticed that I was paid up until 2016. I started to take action to resolve the issue but never followed up on it. On September third I received another call from them informing me that they wanted to send me an updated packet-no charge. They made clear there was to be no charge. When I received my credit card statement they had charged my credit card a total of eight hundred dollars and ninety nine dollars.

**Desired Settlement**

I want reimbursed a total of fourteen hundred ninety nine dollars

**Business Response**

Coast to Coast Grand Getaways will be refunding the customer last renewal fee of \$899 within the next 5 to 7 business days.  
We apologize for the inconvenience and consider this matter is resolved and can now be close.

11/07/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

Renewal of membership for 3 years at \$180.00 per year then on credit card bill charged for \$539.00.  
Very pushy and fast-talking salesman.  
Received a call from the sales person from Coast to Coast saying I needed to re-new my membership. He went on and on about how great the travel club was. I was talked into renewing my membership for 3 years for \$180.00 per year. I thought that I would be billed \$180.00 each year but when I received my credit card bill it was charged \$539.00. I called Coast to Coast and told them I could afford that amount of money but they said it was a done deal and that they had a recording of me agreeing to it. This club is clearly a rip-off big time. I did pay the bill but I am not happy with the whole thing. Just the other day the same sales guy called me and was trying to talk me about what good deals there were but when I mentioned that you have to spend \$600 to get \$100 back in air fare he hung off on me.

**Desired Settlement**

Refund of membership fee. No other contact over.

**Business Response**

This renewal transaction was done July 25 2013 and the member agreed to a 3 year renewal of \$539 at a rate of \$180 per year. The member was aware of this one time transaction for the amount of the total charge of \$539 to her Visa credit card.  
We apologize for any inconvenience  
We are refunding customer renewal fee within the next 7 to 10 business days.  
We consider this matter is resolved and can now be close.

**Final Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
I feel satisfied with the response from the business which is a full refund. This is the right thing to be done.

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 5 of 5

10/14/2013 [Advertising / Sales Issues | Read Complaint Details](#)

**Complaint**  
**RENEWAL OF MEMBERSHIP FOR FIVE MORE YEARS NEW EXP. DATE WILL BE 2024. VERY DECEPTIVE IF NOT DISHONEST SALES APPROACH FAILED TO HONOR 30DAY RESSISSION**

Coast to Coast twice in 2013 called to renew my "membership" First time was approx. May and it was for three years I wasn't do for renewal until 2016 new date was for 2019 then on September 23 2013 again receive a call from a very over zealous salesman who claimed I was up for renewal. He said he was going to renew me for 5 years, the value of this renewal was never discussed at least my end could not here any \$

on the 24th I checked my Amex Charge and find an entry for \$648. I called and was referred to [redacted] promised to call me back the same day she did call the morning of 9-25-13. She said that they had a meeting and that all sales were final. spoke with her boss and same thing all sales were final.

**Desired Settlement**  
 I had 3 days to cancel the contract according to discussions I had with The Florida Attorney Generals office who gave me the direction I needed to tak to review the refund I am due. they also instructed me to contact American Express and put ho \$ 648.00 payment on hold

**Business Response**  
 Coast to Coast Grand Getaways will be refunding customer last renewal fee in the amount of \$649  
 We apologize for the inconvenience and consider this matter is resolved and can now be close.

Page 4 of 10

Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied. (105 complaints)

- 07/24/2015 [Problems with Product / Service | Read Complaint Details](#)
- 07/20/2015 [Advertising / Sales Issues | Read Complaint Details](#)
- 07/17/2015 [Advertising / Sales Issues | Read Complaint Details](#)
- 07/13/2015 [Problems with Product / Service | Read Complaint Details](#)
- 06/22/2015 [Problems with Product / Service | Read Complaint Details](#)

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All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 1 of 4

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## BBB BUSINESS REVIEW

Is this your Business?

CONSUMER COMPLAINTS

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**Coast to Coast Grand Getaways LLC**

Phone: (800) 594-9435

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### Customer Complaints Summary

151 complaints closed with BBB in last 3 years | 33 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	62
Billing / Collection Issues	28
Delivery Issues	1
Problems with Product / Service	30
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>161</b>

#### Additional Complaint Information

BBB files indicate that this business has a pattern of complaints concerning misrepresentation during the sales presentation and failure to provide promised services.

On December 3, 2012, BBB contacted Coast to Coast Grand Getaways, LLC., requesting information as to why the business believes the customers are filing the complaints, and what actions the business has taken to help eliminate the causes of complaints.

### Complaint Breakdown by Resolution

About Complaint Details

#### Complaint Resolution Log (151)

**Resolved** - The complainant verified the issue was resolved to their satisfaction. (48 complaints)

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 2 of 4

10/04/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

In Feb. of 2013 coast to coast grand getaways called and I fell for their sales pitch. I agreed to 349.00 for a two year membership. Not happy! In Feb. of 2013 I fell for a sales pitch from coast to coast grand getaways, it was supposedly for two years which my membership card has an expiration date of 2015. In June of 2013 I received a call from them as I was on my way out of the house to get to the hospital as my mother inlaw was dying. I was told I had to renew right then and understood the salesman to say \$139.00 so I just said OK. Now after things have calmed down after losing my mother inlaw I checked my credit card statement and saw that they charged me \$539.00 I have tried to dispute with my credit card but they say the company won't talk to them until I give them the ok, after many unanswered phone calls to them I finally got through to them and they are now saying that they played a recording to my credit card company saying I agreed to the charge and it's past the refund date so I am just stuck with it, he told me they do not pay any attention to the BBB so go ahead and file a complaint. I really need this money back as my mother inlaw had no life insurance so we had to take a loan out to pay for her funeral, this company is a joke, why were you charging me \$39.00 again in six months when it's supposed to be a two year membership good through 2015. Now I have a packet that says I'm a member until 2018. I have not had any time to even try to use this and if this is how they talk to you, I don't want to be any part of this company, and hope and pray that no one else gets taken by their scam. My membership # with them is XXXXXXX and \*\*\*\*\* is who I talked to today (08/20/2013). I paid with my Chase credit card which they have on file and I didn't know they saved this information, so they can charge what ever they want. When I told him I had been calling and leaving messages with Michael Swift, and never received any phone calls back from him, he said that was probably the problem because \*\*\*\*\* is no longer with them. But now it's my fault that its past the refund time. I don't think it should be my fault when there salesman do not return my phone calls in a timely matter.

**Desired Settlement**

Please refund me the \$539.00, and if I just call it quits with this company.

**Business Response**

Coast to Coast Grand Getaways will be refunding customer renewal in the amount of \$539.00 dollars within the next 7 to 10 business days. We apologize for the inconvenience. We consider this matter is resolved and can now be close.

09/18/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

8/3/2013 I received a call from \*\*\*\*\* at Coast to Coast offering 3 yrs for \$180 my card was charged \$539. They say I agreed \$180/yr for 3 yrs. I called today and told them that I do not want their services at the price of \$539. but they will not refund the credit card. I asked for a copy of the recording but the connection got so bad I could not hear what they were saying. He said he would call back but did not. I had no idea that they were going to charge this amount because I was told my card would be charged \$180. Mr. \*\*\*\* promised several things that did not come in the package. He promised a trip with air fare for my grandson in Afghanistan because he said that he was paralyzed in Afghanistan. I have called several times to talk with \*\*\*\*\* but he is always busy I have left messages but no response.

**Desired Settlement**

I would like to have my total \$539 refunded, I will return their information and I would like them banned from calling my phone in the future.

**Business Response**

Coast to Coast Grand Getaways will refund Ms. \*\*\*\*\* renewal fee of \$539 within the next 7 to 10 business days. We apologize for any inconvenience and misunderstanding. We consider this matter is resolved and can now be close.

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 3 of 4

08/03/2013

Problems with Product / Service | Read Complaint Details

**Complaint**

Co calls us just about every day.they are relentless & they don't stop calling.I want the calls to stop.  
I want the phone calls from this company to stop calling me.

**Desired Settlement**  
None,

**Business' Initial Response**

Coast to Coast Grand Getaways have assimilate all the Cheap Trips accounts as this company close the business.  
Coast to Coast offers these member to save the initial investment with Cheap Trips for a renewal fee, the new membership with Coast to Coast offers them more benefits and personalize travel assistance.  
Coast to Coast Grand Getaways will stop any communication with Mr. \*\*\*\*\* and will remove from our contact list.  
We consider this matter is resolved and can now be close.

**Consumer's Final Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

08/22/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

was offered a deal of \$180.00 My card was charged \$539.00 made multiple attempts to rectify the issue with the company. Get different answer each call  
On 7/11, \*\*\*\*\* from Coast to Coast Getaway called to offer me a deal on my annual maintenance fee. The annual fee is \$225.00. He offered me a deal of 3 years for \$150.00 with the fourth year free. Along with the deal, I would get a package in the mail for 1500 domestic air miles, American express gift cards, and \$300.00 resort cash for restaurants. My card was charged \$39.  
On 7/16 I called and left \*\*\*\*\* a message to call me. Later that day a man named \*\*\*\*\* called and claimed to be \*\*\*\*\*'s supervisor to help me. He stated he would put in a request for a refund.  
On 7/17 I called again and \*\*\* transferred me to \*\*\*\*\*'s voice mail.  
On 7/22, I called again and spoke with \*\*\*\*\* at extension \*\*\*\*\* She indicated it takes about 7-10days for a refund.  
Pm 7/25 I called to ask the status of the refund. \*\*\*\*\* at extension \*\*\*\*\* transferred me to \*\*\*\*\* at ext \*\*\*\*\* He indicated he can't or won't refund until the incentive package has been returned. I felt like I was being given the run around.  
The incentive package finally arrived on 7/28. On 7/30 I returned the package with a return receipt required to them. They received the package on 8/1 at 10:47 AM.  
On 8/2 I called to see what excuse I would receive this time, \*\*\*\*\* answered the phone and told me it wasn't his area but Quality Control will return my call. The call was made at 11:57 AM. As of 8/6 at 11L30 Am I am not getting a return call.  
With each phone call, I received a different story about how it needs to be handled.

**Desired Settlement**

I want my card refunded the full amount of \$539.00 because they misrepresented the deal.

**Business' Initial Response**

CTC will be refunding the member last renewal fee of \$539.00 within the next 7 to 10 business days.  
We apologize for any inconvenience.  
We consider this matter is resolved and can now be close.

**Consumer's Final Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
I accept the reply as long as I receive the funds.  
Thank you BBB for handling this for me.

07/18/2013

Advertising / Sales Issues | Read Complaint Details

**Complaint**

**Maintenance Fee Scam**

Last year, \*\*\*\*\* told me that if I paid a one time fee of \$398.00 or something I don't remember the exact amount.... Anyway I was told we would never have to pay maintenance again. Now I am getting phone calls that if I pay another two years blah blah.... I am not happy. He flat out lied to me...

**Desired Settlement**

Maintenance fees waived as promised...

**Business' Initial Response**

Coast to Coast Grand Getaways offers one, two, three year renewals for \$199 \$349 etc...

Mr. \*\*\* paid a three year renewal for \$349 giving the membership an expiration of 2016, we are reviewing the recording to see if what the member states was offered by the renewal agent.

We are offering the member the possibility to get more years on his membership and providing more benefits, we will stop any attempt to renew the membership for more years.

We consider this matter resolved and can now be close.

**Consumer's Final Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

Refunding my membership dues will only postpone the inevitable.... But for now until I can sell this membership... it will have to do...

**Business' Final Response**

Coast to Coast Grand Getaways will be refunding the customer last renewal fee of \$349 within the next 7 to 10 business days.

We wont be able to put in writing for the customer that the membership is for life time free of renewal fees as his signed contract states different, a fee of \$199 per year is mandatory in order to keep the membership active and in regards of a full refund of purchased price the customer is outside the rescission period of 7 days from the purchased date.

We consider this matter is resolved and can now be close.

Page 5 of 10

Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied. (105 complaints)

07/24/2016

Problems with Product / Service | Read Complaint Details

07/20/2016

Advertising / Sales Issues | Read Complaint Details

07/17/2016

Advertising / Sales Issues | Read Complaint Details

07/13/2016

Problems with Product / Service | Read Complaint Details

06/22/2016

Problems with Product / Service | Read Complaint Details

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## BBB BUSINESS REVIEW

### CONSUMER COMPLAINTS

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**Coast to Coast Grand Getaways LLC**

Phone: (800) 594-9435

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### Customer Complaints Summary

151 complaints closed with BBB in last 3 years | 33 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	62
Billing / Collection Issues	28
Delivery Issues	1
Problems with Product / Service	30
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>151</b>

### Additional Complaint Information

BBB files indicate that this business has a pattern of complaints concerning misrepresentation during the sales presentation and failure to provide promised services.

On December 3, 2012, BBB contacted Coast to Coast Grand Getaways, LLC, requesting information as to why the business believes the customers are filing the complaints, and what actions the business has taken to help eliminate the causes of complaints.

### Complaint Breakdown by Resolution

[About Complaint Details](#)

#### Complaint Resolution Log (151)

**Resolved** - The complainant verified the issue was resolved to their satisfaction. (46 complaints)

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 2 of 7

04/23/2015

Billing / Collection Issues | Read Complaint Details

**Complaint**

Grand getaways calls every year for dues and I'm tired of them. They keep charging my CC and I want out. We purchased our membership in March 2008 in Florida. It was made out to be such great deals so we bought in. Since then, anytime we look into deals, they are no cheaper than we can purchase on our own. When we bought in, I was to the understanding that as long as we weren't using them, we didn't have to pay our dues, which they say is not true. Every year they call for dues, I don't want to pay them, I just want to give up my membership, but they tell me now it is a contract and they will charge my credit card whether I authorize them or not. Two years ago I got told that if I paid them that day, it would be good for three years, not so. Last year they said I could pay them and it would be good for five years, I asked them if I could get rid of it and they referred me to "Ernie sheras only" to sell it, another scam. Today they call and want their \$539. We told them we paid last year for five years of dues, they say no, that was so we could transfer or sell our membership, something we were told right off the bat in 2008 that we could do at anytime. They are very misleading, and they will tell us anything that we want to hear just to get our money, and the next time they make up some elaborate story about what they told us the previous time.

**Desired Settlement**

I would like my dues refunded, but if I never have to hear from them again in my lifetime, that will be good enough, I'm tired of giving them money every year and getting the run around from them.

**Business Response**

Grand Getaways have contacted the member to offer them a membership upgrade providing new and greater benefits to be added to their membership the member have accepted the last offer and agreed to the charge. This upgrade also gives the member more years of membership activation.

This membership needs to be renewed in order for the member to take advantage of the benefits, they are under no obligation to renew or upgrade the membership if they don't want to do it, the membership will remain active if is the case or it will be move a non-active status until the members decides to renew and activate.

Grand Getaways will refund the customer last renewal amount of \$539 will honor the expiration date benefits and certificate offers they received with the last upgrade and will also place the account on DNC for future calls.

We apologize for the inconvenience and consider this matter is resolve and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

I accept the refund, however, when we bought the membership, they did tell us we could choose not to pay our dues, and not be able to use their services until such time that we decided to renew. But every time they called to demand money for the yearly membership, I reminded them of what they told us about not having to renew if we weren't using it, but they kept telling us we had no choice and had to pay, regardless of whether we were planning on using it or not. Kind of funny how I had to bring in the bbb, then their tune changed and they went back to what they originally told us. If they would have honored what they originally told us, this complaint wouldn't have been filed, and all the money we spent on the dues when we weren't planning on using them at the time wouldn't have been wasted like it was.

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 3 of 7

02/23/2016

Problems with Product / Service | Read Complaint Details

**Complaint**

Several years back my husband and I foolishly joined a travel club called ~~\*\*\*\*\*~~ After paying in several thousand dollars this company went bankrupt. Several years went by and we got a letter from a company called Grand Getaways claiming they had bought up the contracts from ~~\*\*\*\*\*~~ Once again we were foolish enough to send them money with their promise that once we paid this we would have a lifetime membership and never again be bothered with annual payments unless we used their services. Only once in all this time did we actually try to use this service and it took them weeks to get back to us with a simple request to go to Las Vegas. They finally got back to us with a hotel stay that was supposed to be for a discount. While we were there I discovered I could have gotten the same price had I called the hotel. Now they call every year and threaten us to pay an annual fee because they say we have a contract.

**Desired Settlement**

I simply want them to stop harrasing us every year. We do not use their services and have no intention of ever doing so.

**Business Response**

Mrs. ~~\*\*\*\*~~ has a travel club membership with Coast to Coast Grand Getaways that needs to be renewed every year in order to have access to the benefits they received with it. Grand Getaways will place the member account into a do not contact list per her request, the membership will remain active and it can be use at any time by the member and her family members. We do apologize for any inconvenience and consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)

02/13/2016

Billing / Collection Issues | Read Complaint Details

**Complaint**

**Sales Practices**

I have been a member of Go Grand Getaways for ten years. I pay \$369.00 per year. I received a call from a man that said he was the sales manager. He told me that I needed to pay \$369.00. I told him that I had paid \$369.00 last year. He said that was a membership fee. I told the sales manager on the paper I received I was paid up until 2020. I then said I would let my membership lapse as I would not pay them any more money and don't call me again. They are a dishonest company and I don't want to talk to them again ever.

**Desired Settlement**

Nona. I don't want them to call me over again.

**Business Response**

Grand Getaways have moved the member account to a DNC (do not contact) list. The member was contacted by data error, we do apologize for the inconvenience. The member account is active until October 13 20121 and no further renewal is due until that date. We consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
I do accept their response. As long as I am not contacted until 2021. Thank you.

01/30/2015

Problems with Product / Service | Read Complaint Details

**Complaint**

Mar 8 2014, we pd \$639 dues based on the representative's speak that the amt covered a 3-year period to 2017. They want another \$389 for 2016 dues.

My records and notes from 2014 clearly show I was being told by the agent that for the payment of \$639 the account would be paid up for three years. In the last few weeks, another rep. \*\*\*\* told us that the \$639 was for an upgrade and to keep our account active we must pay another \$389 for 2016. When asked about getting our account, she stated it needs to remain active by paying \$389 to do so. We have very rarely used this service, and those times we've done so we haven't saved any money. And other times we've asked for services, either what was offered did not meet our requirements or they never even responded. We've sunk a lot of money into this account over the years with almost no benefit. Ms. \*\*\*\* did offer us membership for 7 years for the \$389; however, 1) given the amount of money already paid for this account and 2) the fact that we cannot trust what they say over the phone plus 3) their unwillingness to provide the 7-year paid membership contract in writing prior to payment, we are unwilling to sink more money into this. Unfortunately the last conversation with Ms. \*\*\*\* today was rather heated, and out of frustration she was told to forfeit the account. Our preference, however, would be for Grand Getaways to honor the 3-year contract so we could then sell the account.

**Desired Settlement**

We would like Coast-to-Coast Grand Getaways to honor the contract that was understood from the representative in 2014, so our account would be active until 2017.

**Business Response**

Coast to Coast Grand Getaways will be honoring the membership following the last renewal that will provide service until year 2018. We are updating the system with the right expiration date in order to avoid any future calls to the customer in regards to the renewal. We apologize for the inconvenience and consider this matter resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
Thank you very much. We appreciate the company honoring its agreement.

10/30/2014

Advertising / Sales Issues | Read Complaint Details

**Complaint**

I was told that if I paid \$389 Grand Getaways would start the selling process of my membership, which I have had for 10 years and only used one time.

I was contacted on 6/27/14 to see if I wanted to sell my membership. I was told that it would cost me \$389 to start the process and that I would hear from someone in 3 weeks, if not I should contact \*\*\*\*\* at XXX-XXX-XXXX ext 1170. On 6/28/14 I was charged the \$389, but I also received a new membership card (exp. 1/25/2020) and bonus gta. I have called Mr. Hatfield at least 3 times and I called the office, XXX-XXX-XXXX, and left a message, but no one has bothered to return my calls. I tried to reach someone and was on hold for 15 minutes before I called back and left a message at the 889 phone number. I was told I could probably get \$4000-\$6000 for my membership, which is worth over \$6000. This company will call, but not leave a message; the last time was 11/2013, when I called back and complained that no one will leave a message and that I wanted to cancel my membership, the person hung up on me (this happened more than once!). I called back and spoke to a \*\*\*\*\*, who talked me into buying another 3 years and that I have several "free" airline tickets that they would honor for our Disney Vacation that was planned for 2015 or 2016. I agreed, and now I just can't get out of this. They have horrible customer service, unless you want to book vacations, I guess; they do not return calls; they call, but do not leave messages, then tell me they have been trying to reach me; they hang up on you, if they don't like what you tell them; they "buddy" you into purchase more time; they do not live up to their promises!!

**Desired Settlement**

I would like, at the VERY least, to be reimbursed for the \$389 that was recently charged to my credit card. At the very BEST, I would like to be refunded the \$389 (for my trouble!) AND make them live up to their promise to sell my membership.

**Business Response**

The customer \*\*\*\*\* have activated a membership with Grand Getaways after we assimilated all the customer from \*\*\*\*\* after going out of business.

We have contacted the customer to offer to save the initial investment with \*\*\*\*\* by activating the membership with Grand Getaways. The member activated the first time on January of 2012 and have renewing the membership every year. The member have also used the membership to book air tickets and that has been the only travel request we have received from the customer.

In regards to selling the membership for the customer, Grand Getaways does not offer that service, the member will have to contact a broker or the member will have to sell it.

The customer agreed to the last renewal fee of \$389 back in may of 2014, therefore we want be considering a refund at this time as we have provide service to the member.

We consider this matter is resolved and can now be close.

**Consumer Response**

That is absolutely NOT true! I was contacted on 6/27/14 by Mr. \*\*\*\*\* (I believe that was his name) - XXX-XXX-XXXX ext \*\*\*\* - and was asked if I wanted to sell my membership. He told me I would be contacted in 3 weeks by a broker and if I did not hear from him, I should call him. I have tried NUMEROUS times to call and he is always at lunch (even in the late evenings). I was told that there was a brokerage fee, which is what I thought I was paying for and it was not a renewal fee. Every time I try to call this place, at the 677 number above, I get the run around and transferred to someone who never answers the phone. I have been give the name of Mr. \*\*\*\*\* (ext \*\*\*\*\* and \*\*\*\*\* (manager) ext \*\*\*\* (on 6/21/14), but no one ever calls me back. The only time I got a phone call is to offer me a "deal"! THIS IS NOT RIGHT!!!!!!

**Business Response**

Grand Getaways will be refunding the customer last renewal fee of \$389 after the customer did agreed to the charged, we want like the customer can continue using the membership therefore we are refunding the customer.

We apologize for the inconvenience and consider this matter is resolved and can now be close.

**Consumer Response**

(The consumer indicated he/she DID NOT accept the response from the business.)

I will accept this as soon as I see the refund on my credit card. I don't believe anything these people say, so as soon as I see the credit on my card, I will accept this as soon as I see it credited.

Thank you,

\*\*\*\*\*

**Business Response**

The customer should all ready have received the refund of the renewal fee, we will contact the entity in charge of this process to make sure the customer receives the refund.

We consider this matter is resolved and can now be close.

**Consumer Response**

All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 6 of 7

(The consumer indicated he/she DID NOT accept the response from the business.)  
 I did respond to this as soon as I got the email. While I accept that they are going to refund my money, as of this date I have not seen that refund I just got my statement and it was not on it and I just checked the website and it is still not showing. They said that they were going to process a refund, but they also did not say WHEN. I DO NOT TRUST these people and will not accept until they do as they say they are going to do.

**Consumer Response**  
 I have still not received the refund promised by Grand Getaways!

**Business Response**  
 See Document

**Consumer Response**  
 (The consumer indicated he/she DID NOT accept the response from the business.)  
 I see the receipt that you posted, but I have been checking my credit card on a daily basis, and it is still not been credited to my account. There is no date on their receipt so I don't know when they processed the transaction and I would like to give the information to my credit card company, when I call them to check the status of the credit.

**Business Response**  
 The refund was done August the 28, these refund would must of the times reflect in the next billing cycle depending on the bank or credit card institution.  
 We recommend the customer to contact the Credit Card Company or bank.  
 We consider this matter is resolved and can now be close.

**Consumer Response**  
 (The consumer indicated he/she DID NOT accept the response from the business.)  
 I have just spoken to \*\*\*\*\* at \*\*\*\*\* who is a dispute specialist and she is sending me paperwork to start a dispute. They have NOT received the credit of \$389 as of today and they said that they should have received it by now. This case is not closed until I receive that \$389 that was promised, maybe Grand Getaways \*\*\*\*\* \*\*\*\*\* would like to track their transaction to see what happened to it and resolve. Thank you.

**Business Response**  
 Grand Getaways have received notification from Stewart Vacation informing us the transaction to the customer credit card was not able to be finish due to system technical issues, therefore the customer will be receiving a check in the amount of the renewal fee of \$389 within the next 7 to 10 business days.  
 We apologize for the inconvenience and consider this matter is resolved and can now be close.

**Consumer Response**  
 (The consumer indicated he/she ACCEPTED the response from the business.)  
 I received the check in the amount of \$389, as stated. Even though they spelled my name \*\*\*\*\* I was able to deposit the check. I prefer NOT to remain a member of this vacation club and prefer NOT to hear from them again.  
 Thank you!

Page 2 of 10

Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issue within the complaint, but the consumer remains dissatisfied. (105 complaints)

07/24/2015	Problems with Product / Service   Read Complaint Details
07/20/2015	Advertising / Sales Issues   Read Complaint Details
07/17/2015	Advertising / Sales Issues   Read Complaint Details
07/13/2015	Problems with Product / Service   Read Complaint Details
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**All consumer complaints resolved for Coast to Coast Grand Getaways LLC - West Coast ... Page 7 of 7**

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Grand Getaways Vacation Travel Club (Complaint Comment)

Posted:  Tammy Amoroso

### Grand Getaways is a big rip-off!

GETAWAYS VACATION CLUB aka Coast to Coast Grand Getaways Vacation Club aka as many many many other alias We've been fighting with the nightmare company for a year now. We put the charge on a credit card and we are now refusing to pay it. Since my last complaint in here. The one and only vacation Grand Getaways booked us on wound up being a total nightmare...

## Consumer Reports Website

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coast to coast grand getaways

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**coast to coast grand getaways Sarasota (Complaint)**

Posted: 2014-03-13 by DaPearl

**Avoid Coast to Coast Grand Getaways!! (AKA GGT Miami, Coast-to-Coast, Grand Incentives, Grand Getaways)**

Avoid Coast to Coast Grand Getaways!! (AKA GGT Miami, Coast-to-Coast, Grand Incentives, Grand Getaways) I have been fighting to cancel my membership and get a refund for almost 18 months! They never delivered what was promised and never responded to my many many complaints...

**Go Grand Getaways - Vacation Club Sarasota Florida (Complaint Comment)**

Posted: 2014-02-01 by NICK SIMITZI

**Travel Club Fraud**

trip membership, that coast to coast grand getaways took over, and was told I could renew my membership for two years for \$379.00. I responded I don't have a membership, and never did, what the hell are you talking about? THEN I PROCEEDED TO HANG UP, THIS I SUGGEST TO ALL WHO GET THESE PHONE CALL...

**coast to coast grand getaways Florida (Complaint)**

Posted: 2013-10-03 by XkoX

**Charged without my consent**

I was a customer of Coast to Coast Grand Gateways and paid for their annual membership. It was about a time for this membership to end and somewhere around this time I've noticed a charge made by this company. I called them and they explained me that it is renew cost for my membership. Wha...



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### Grand Getaways Vacation Travel Club

United States

Travel 810

Revised 4/27/15

#### Consumer complaints and reviews about Grand Getaways Vacation Travel Club

sh207... Send email

Jul 25, 2011

#### Big Bets

I made a big mistake by joining this fraud company. They harass you by calling and threatened you that if I don't pay the membership they will go through collection. I am just sick of them calling every year asking for money. I need help to get out from this company, if anyone knows. They are mean and rude people. They are big Bets and just want your money. Please help!!!!

ced... Send email

Apr 8, 2015

#### Complete Rip Off

I am embarrassed that I could trust this company. I am out over \$10,000 and still have nothing. They will never call you back and they have totally lied about everything. I paid them an additional \$850 in December that I was told I would be paid up in full until 2027. I questioned them many times and they guaranteed me this would be the case. Today I got a call stating I owe them \$349 for this year membership. I explained to the lady that I was paid in full and she told me I apparently did not understand the call in December that you are never paid in full (how that was a true statement). I refused to give her any more money and she said I could not sell or do any travel if I did not pay....and with me. I know I was cheated and hopefully everyone will be smart enough to read these reviews before making a purchase from them.

DNP... Send email

Feb 27, 2013

#### Coast to Coast Grand Getaway

I agree with everything others have posted here! These people call and harass you to death! They always claim that its time to pay more \$\$\$ and when you talk them you just paid yearly dues last month they claim it was an upgrade. I have a card saying my membership is good through 2020 and I have all this vacation equity, but yet I owe more money and will lose everything I supposedly already own if I don't pay! SCAMMERS!!!! They even have the nerve to hang up on you when you try to get an explanation. I have been had to more than once by these creeps and I don't plan to travel with them ever!!!! Wish I could get my \$\$\$\$\$ back!

rhvash... Send email

Aug 2, 2014

#### Do not recommend

We purchased our package back in 2009 and have not reaped any benefit from being a member. It has cost us over 10,000 for the package and the renewal fees. The promised five vacations are a scam. When it came time to book one we could not get customer service to return calls. We then tried to extend our five vacations by paying the extra money only to be told later that they didn't have a record of us extending the offers. After that we just finally canceled. The staff is rude. Don't waste your money.

### Top 5 Debt Relief

Best & Worst BBB Rated Companies! 250+ Reviews - Search All.

61942... Send email

Jul 23, 2014

#### Coast to Coast Grnd Getaways

STAY AWAY from this company! They are NOT honest and will tell you whatever they can to draw you in and then deceive you. They lie, talk over you and are rude. They take your money and don't deliver. We have talked to SO many people there - you can never talk to the same person twice. Promises are made to sell packages and email information - over and over again, they tell you this and never follow through. They only thing they are good at is taking your money. Whatever you do, DO NOT GET INVOLVED WITH THIS COMPANY!

phv46... Send email

Apr 18, 2015

#### Grand Getaways Inferior Service & False Promises

I am less than happy with my recent purchase from Grand Getaways. I have been trying to make vacation plans for several weeks, leaving emails and messages, calling daily, and no one gets back to me. I have spoken with Kim, April (FL vacation plans) & Veronica (Grand Air), Jessica, Susan, and others. How many people must I speak to to have this problem rectified? Ridiculous. Is this how it will be every time I make my reservation in the future? What am I paying for if in the end I could have gone through a travel agent and received the same (or better) benefits?

Not to mention that the facilities are also inferior (Ayiso Dunes & Celypeo Cay, terrible).

What I would really like is my money back. I have not received what I have been promised. I am still waiting for my \$100 refund from Grand Air. It seems this company experiences many complaints.

majana713... Send email

Mar 8, 2015

#### SCAMMED!!!! GIFTS ARE NOT REALLY GIFTS!!!!

We purchased the membership this past December 2012 ONLY because of the the gifts as they compensated for the huge lump sum down payment. The gifts were paid accommodations to Dominican Republic, Cancun, Florida, and 8 two night three day visits to certain places nationwide. The sales guy kept retarding the gifts alone are worth a lot...pure bullsh\*t. After calling in to make a reservation for the Dominican Republic trip, the total fees we had to pay Grand Getaways totaled to be exactly \$906 (amount given is for all inclusive fees ONLY). We went to the SAME OFFICIAL hotel site where the accommodation were to be bypassing Grand Getaways and got the Hotels actual true charges and total amount (family room, all inclusive fees, same amount of beds, same duration of stay) was \$1134 (taxes included). You do the math...

\$1134 - \$900 = \$234

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#### Recently Updated Complaints

Jiffy Lube - service I have a best vehicle that is to be serviced by a jiffy...

Fleury of Fish - Billing but no free I joined plenty of fish and decided to upgrade the site...

Award Notification Contumacious - and was really what has to world come out, I needed this...

Orbit Supplies - poor quality and material Just purchased 4 large sections of hard rail ballast...

Star Plus Channel - BYA AUR BAATHI MUN OUT OF TRACK I used to watch eye our best fun for sundays character...

everpro.com - Arrogance I use Best Word Feed and Replace Latch who use...

MYCHA - peeing paint and leaking toilet I live in Moore houses and have lived there since 2013...

starling cigarettes - RIP OFF The fact you only use get 18 cigarettes in a pack, what...

www.complaintboard.com - offering tabs are a rip off I highly disagree with the amount of tabs you get in a 20...

cop@vrlines - making calls Non mencaAr ad-thel vloga shankr nagr...

Who's indirectly paying for the accommodations? **WE/YOU ARE!!!** You can obviously see the all inclusive fees you/we have to pay ends up paying for everything...seriously! What accommodations are Grand Getaways paying? **NOTHING!!** Basically they are scamming people into thinking the gifts are really paying for accommodation when I have proof they are not. This is the first step and I'm happy I made this attempt to the light can shine and now its time for action..

panelscity [ ] Send email

Jan 28, 2013

#### fraud

I was promised several things in order for them to get my business. But once the contract was signed, and my package was received in the mail, it was totally different. They NEVER once said that they specialized in RVing! They claimed to be a company that could get me a good deal on vacations, staying in the top of the line condos and hotels, for the price of a regular hotel price. (Which I have yet to see). But what made me get involved, was the fact of how easy it was to get a vacation together. Since I was tired of spending hours on the internet planning a trip, that was music to my ears. They claimed "one call does it all". But the very first time I called, they gave me no time around for 15 minutes. Then, when I did talk to someone, they told me that they only take care of lodging, and I had to book my flights online. **WHAT am I paying you almost 6,000 for.** I was doing the same thing without this package. Plus I haven't even used this "so called plan" because I have been getting better deals with Expedia and Orbitz a deal for free. And they promised me discount on food purchases. Telling me that this program will pay for itself just by saving me money on eating out. And my family set out a lot, (so this was the other thing that made us join) But to make it worse, I specifically told him the places that we ate at and he looked me in my eyes and told me that they were on their discounted list. But when I got the coupons, 99% of them wasn't even in my area. And the other 1% was the same coupons that they gave in my Tuesday paper. And when I tried to call and complain, they just throw the contract in my face and that is not right having to pay for what you are not receiving. Please do something about this.

Coast to Coast Grand Getaways [ ] Send email

Sep 12, 2012

#### Here to help!

Hi! I am sorry to hear your membership wasn't what you expected it to be. Our members are constantly taking advantage of our knowledgeable travel agents and lower-than-retail vacation deals. If you're willing to give us another chance, please send me an email at [qualityassurance@gograndgetaways.com](mailto:qualityassurance@gograndgetaways.com)!

Happy Travels,  
Coast to Coast Grand Getaways

Coby [ ] Send email

Sep 8, 2013

#### Coast to Coast Grand Getaways

I have been tracking other complaints on another website - Pissed Consumer - everyone of them says the same thing - we purchased in the Bahamas - \$3,000.00 - and have not received one thing that they promised - gggoo is a big scam - please contact me I would like to join the class action lawsuit with too4thym and others.

Ferhatibity [ ] Send email

Mar 20, 2012

#### Grand Getaways is a big rip-off!

this company is poorly run and the "agents" are picky about who they call back. One agent is named April who is very rude and someone named Kim that isn't very helpful either, not sure what office they are in but they never breakin get back to you. There are too many rules and half the people who answer the phone don't know what the hell is going on. don't get taken with this company grand incentives, cheap trips, coast to coast they are all run by the same company...

Agnes Travel [ ] Send email

Mar 8, 2012

#### Grand Getaways is a big rip-off!

In Richmond, VA, we went to a presentation on Grand Getaways offered by Coast to Coast. If this is such a great deal, why the limited time type of sales pitch? We decided to give it a try as the slide show did show savings in ways we travel. Once we got access to their website, everything people have written so far, well, we cannot disagree with them.

If you go to a presentation, request a live comparison to what other travel sites offer as compared to theirs, (remember WOF) is everywhere these days) and slide shows are not. As with timeshares, this deal is not worth the money for a membership, might be at \$200 a year, but requiring a huge initial amount in the thousands is not justified in our opinion. If they say, only 30% is shown on-line, then request they upgrade their website to handle 100% of their available travel deals, then "call you back" once that is accomplished. In this era of automation I find it hard to believe they can't get 100% of their offerings on-line for their customers. That would save them money, not cost more. Our suggestion, research this before you go. Make them prove out the savings by booking your first trip using a temp login, come prepared.

Forestobuz [ ] Send email

Feb 23, 2012

#### Grand Getaways is a big rip-off!

My husband and I got a call tonight in North Virginia from Grand Getaways, they say they are from Williamsburg Virginia, not sure if this is all the same company but we have been offered 2 free air tickets to anywhere in the US and a \$50 gas card to come to their location this Friday for a 90 minute speech. Are you all saying that even if we do not sign up for anything we more than likely will not really get the airline tickets or the gas money? I am pretty sure after reading everything here that we will not be attending. So glad everyone tells their story. Thanks for serving us.

2J [ ] Send email

Feb 23, 2012

#### Grand Getaways is a big rip-off!

I as well was contacted by cogg (coast to coast grand getaways) stating that I had taken over cheaptrips and I had an outstanding account valued at \$3000. It is possible my spouse did purchase vacation ownership with cheaptrips however neither of us remember doing so, at any rate, after a long and enthusiastic sales pitch, offering a lifetime membership and boundless vacation opportunities, it came down to the request for a credit card and number being scolded over the phone. First, I never give a credit card number to anyone or organization that coldcall me, no matter what they claim; secondly, if something sounds too good to be true, it usually is too good to be true. I told the rep that I would investigate the company first and was offered to be assisted on the search (by him) which I graciously declined and insisted I investigate the company first then call back if I felt the company was legitimate and reliable, and again declined to give my credit card number to him. I was told he could not wait (having 30, 000 other people to contact) and that it was now or never. I chose never and forfeited any outstanding value from cheaptrips, he hung up. I know from timeshare sales experience, the reps are aggressive and forward. It is very necessary to protect yourself and not succumb to aggressive sales techniques which are frequently used by companies such as cogg, buyer beware, for all of you who have purchased into the vacation ownership company and have buyers regret or have had bad experiences trying to book vacations, I wish you well in your attempts for refunds and/or restitution.

KEMMOORE [ ] Send email

Feb 23, 2012

#### Grand Getaways is a big rip-off!

IF YOU ARE STILL WANTING TO DO A CLASS ACTION LET ME KNOW I HAVE ANOTHER PERSON DOING LEGAL WORK AND RESEARCH ON THIS COMPANY

Grand Getaways Vacation Travel Club

http://www.complaintboard.com/grand-getaways-vacation-travel-club-11...

SO FAR WE DUG UP THEY HAVE BEEN SUED FOR MANY THING FROM NON PAYMENT OF PAYROLL TAX  
IF YOU KNOW OF ANY OTHER PEOPLE READ ABOUT OTHER PEOPLE PLEASE FORWARD EVERYTHING TO ME PLEASE USE A HEADER OF  
=====BELOW

RCI CLASS ACTION LAW SUIT ...??????

THIS WAY IT WILL NOT GO INTO SPAM AND I LOOSE YOUR EMAILS I WANT TO REALLY MOVE ON THIS COMPANY AFTER THE HOLIDAYS I HAVE SPOKEN  
TO LAWYERS AND I NEED MORE PEOPLE SO IF ANYONE CAN EMAIL AT IF YOU ARE STILL WANTING TO DO A CLASS ACTION LET ME KNOW I HAVE  
ANOTHER PERSON DOING LEGAL WORK AND RESEARCH ON THIS COMPANY SO FAR WE DUG UP THEY HAVE BEEN SUED FOR MANY THING FROM NON  
PAYMENT OF PAYROLL TAX

IF YOU KNOW OF ANY OTHER PEOPLE READ ABOUT OTHER PEOPLE PLEASE FORWARD EVERYTHING TO ME PLEASE USE A HEADER OF

RCI CLASS ACTION LAW SUIT ...??????

THIS WAY IT WILL NOT GO INTO SPAM AND I LOOSE YOUR EMAILS I WANT TO REALLY MOVE ON THIS COMPANY AFTER THE HOLIDAYS I HAVE SPOKEN  
TO LAWYERS AND I NEED MORE PEOPLE SO IF ANYONE CAN EMAIL ME WHAT YOU CAME UP WITH  
MY EMAIL YAMAHAWATERCRAFT@AOL.COM

THANK YOU

KEN MOORE  
67 PETERSBURG FL 33713

Leedy, J. (sent email)

Feb 23, 2012

Grand Getaways is a big rip-off!

I purchased the Silver Grand Getaways package for \$4,695. I ended up canceling for a few reasons. It made me a little wary that the price kept dropping. Even after I  
submitted my cancellation letter, I was contacted by a representative who offered to drop my price \$1,000 more to get me to stay. Also, with the millions of members the  
company claims - why was it so hard to find positive feedback? At the time, there were only three reviews on the official Coast to Coast Grand Getaways website. Those I  
didn't like that I wasn't given access to the grandgetaways website right away. It was unclear how to even gain access. So, here I've paid \$5,000 and don't have full  
access to what I've purchased. The cancellation period was only 7 days. I had yet to receive the membership book or access to the website to preview some of the deals.  
I was reading so many negative reviews online; my purchase decision wasn't sitting well. Having said all that, I do need to give credit where credit is due. I cannot say  
Grand Getaways is a scam. I can say it seems a little sketchy and by the time I would have had full access to what I had purchased my cancellation period would have  
expired. I have read a few reviews of customers having problems getting refunds. I had absolutely no issues! Within 7 days of when my cancellation letter arrived, the  
ENTIRE refund was back in my account.

Beth W. (sent email)

Feb 23, 2012

Grand Getaways is a big rip-off!

We definitely need to stand together against these liars. I think Scott and Theresa Cianciolo are organizing a class lawsuit against Coast to Coast Grand getaways too. their  
complaint board name is: ts04hymn  
I am deeply traumatized by what this company did to me. I will join the class lawsuit.

Carah W. (sent email)

Feb 23, 2012

Grand Getaways is a big rip-off!

We definitely need to stand together against these liars. I think Scott and Theresa Cianciolo are organizing a class lawsuit against Coast to Coast Grand getaways too. their  
complaint board name is: ts04hymn

... (sent email)

Feb 23, 2012

Grand Getaways is a big rip-off!

I bought Grand Getaways in St. Martin and according to the US office they are not connected, yet now I am a member. I purchased this travel club to eliminate my  
traveling problems, (which is what they promise). When I called for advice, it was priced higher than right off the internet. They had no travel loopholes available when  
requested, yet the other travel agencies had plenty. They say they can sell your timeshares with no problems, yet after you pay the money you don't hear from them  
again. If you call the sales office after purchasing, they claim they satisfy 87% of the time, and I guess I fell into the 13%.

Resort Solutions (supposedly the company that sells your timeshare for you) is probably a one person office that takes your money and doesn't even say thank you.  
When you call him from the Grand Getaways office to see if she can sell your timeshares, she tells you that they would sell easily because you paid so little, add a couple  
thousand and in 3 months they would be gone. Six months later, she states they are overpriced and won't sell.

Grand Getaways is a big rip-off.

Disappointed Would Be Customer (sent email)

Feb 23, 2012

Grand Getaways is a big rip-off!

The Coast to Coast company called and told us that they had taken over Cheap trips and that we had 3,000 dollars equity with them and also some airline tickets with  
them (Coast to Coast) from the buy out of Cheap trips. They said that we needed to send them money in order to get what was already ours and needed a credit card  
number. When we questioned the rep about this, a legitimate concern, the rep hung up the phone. When I called back, the person that we spoke with said the rep  
probably hung up because he was passionate about his job. (Dudeh...you call me for my business and you hang up on me...what kind of friggin' ass hole is  
this...shut the front door. I would like for Grand getaways aka Coast to Coast to write a rebuttal explaining this crap...please...I await your response with great anticipation.  
Explain this away if you dare. You are definitely not a Professional organization...rebut away please.

Previous | Next

Complaint Registration Form

Information of the Company you are complaining about

Subject of Complaint

City (optional)

Completed Details

Form fields for subject and city details.

Grand Getaways Vacation Travel Club

<http://www.complaintboard.com/grand-getaways-vacation-travel-club-11...>



Attach photo (optional)

Business - No file selected.

Confirmation code

Submit

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### Go Grand Getaways - Vacation Club, Sarasota, Florida Complaints & Reviews - Travel Club Fraud

[Go Grand Getaways - Vacation Club Contacts & Informations](#)

## Go Grand Getaways - Vacation Club

Posted: 2011-10-08 by [User] · Taken by Go Grand Getaways Scam

### Travel Club Fraud

Complaint Rating:

#### Contact information:

Coast to Coast - Go Grand Getaways

7560 Commerce Ct.

Sarasota, Florida

United States

Phone: 941-552-1995

[gograndgetaways.com](http://gograndgetaways.com)

My husband and I were duped by Grand Getaways, a Coast to Coast Travel Company (also known as Grand Getaways Vacation Club, Grand Incentives) for \$4, 900! Their principal place of business is at 64 Inverness East, Englewood, CO 80112 and they have a Member Care Center at 7560 Commerce Ct, Sarasota, Florida 34243. The club is supposedly licensed and bonded by the State of Florida as a Seller of Travel under Registration No.: ST36512. We were solicited while we were on a Royal Caribbean cruise with one of the stops going to St. Maarten. When we got off the ship to tour St. Martin, and within 10 minutes of so off the ship, we were stopped in the street by this young man who asked us to play a game with these scratch off tickets. This kid wouldn't leave us alone despite our attempts to ignore him. He kept following us down the road until we finally spoke to him. **BOY WAS THAT A HUGE \$4, 900 MISTAKE!** So, he gave both my husband and I a scratch off ticket. My husband's ticket was determined a loser, and of course I won. This kid was and this kid was SO excited for me because he said that I had just won a 5 day trip to Cancun!! He said that to claim the





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**...e...of... getting two years for \$349 and they tell you they will through in a \$500 Gift Certificate towards airfare. Well, when you get the package and read the fine print, you have to book it through them and they guarantee the lowest rates, however, its only a \$25.00 discount for fares between \$200 and \$299, \$50.00 discount for fares between \$300 and \$399; \$75.00 for fares between \$400 and \$499 and \$100 for fares between \$500 and \$599. Tickets are not valid one week before or after holidays too...and you must give them 14 day advance notice and it must include a Saturday. What a JOKE! On the phone it sounded like you were going to get a \$500 Gift Certificate, but they failed to mention the fine print, but they got you to renew for two years didn't they!!!**

**I'm ready to file suit against this company for fraud, misrepresentation, and breach of contract to name a few. If you are contemplating signing up with this company PLEASE DO YOURSELF A FAVOR AND WALK AWAY LIKE MY HUSBAND AND I SHOULD HAVE DONE in St. Martin for the poor little kid on the street who needed a commission...REALLY. I plan on reaching out to others who have been scamed by this company as well as various government agencies. THIS HAS GOT TO STOP. P.S. I looked at my contract and the folks that sold it to us were Jose Velez, Quality Assurance Manager and Hakim Merabet, Sales Direction in St. Maarten, Osprey Drive #4, Unit A &B, Juancho Yrausquin Blvd., Philipsburg, St. Maarten (599)542-0776 or (866) 978-4604, jvelez60@gmail.com, as well as Philip Provenzale at philpro@aol.com. Their websites show on the contract as: [www.affinitygroup.com](http://www.affinitygroup.com); [coastresorts.com](http://coastresorts.com) and [gograndgetaways.com](http://gograndgetaways.com)**

 Comments

 United States

 Travel & Vacations

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### Comments

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 31st of Jan, 2013 by Tdegeer

[▲](#) [▼](#) 0 Votes

So far for all the money spent there hasn't been 1 vacation at a discounted rate/no comp trips( that's a joke) & after many emails & phone calls (because I rep can't handle checking on alternative scenerios for your trip). I have come to the conclusion as the rest of you have that we have been completly had. I will have to say that it should have occured to us at the time. I have ask numerous times for a refund however if they did that at each request they wouldn't be able to continue running the scam that they do. I would like to see a class action lawsuit take place if for nothing more than upfront knowledge & in hopes that it would shut the farce down. I think in the meantime it would be a wise thing for all of us to make sure we place post's of warnings on Facebook & any other media we have so hopefully a few souls will not get sucked into the lies of promise.

[1 Report Spam](#)

 18th of Feb, 2013 by sarah paradeza

[▲](#) [▼](#) 0 Votes

Has a lawsuit been filed yet?

[1 Report Spam](#)

 18th of Feb, 2013 by Tdegeer

[▲](#) [▼](#) 0 Votes

To my knowledge there is no ongoing suit. My thinking is that they have all their bases covered in legimate terms on contracts that it wouldn't do any good. The most we can hope for is to try to make the farce as well known as possible.

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████████████████████

**promised discounts- quite the contrary- the prices were either the same or higher. Please contact us if there are plans for a class action lawsuit ka493@nyu.edu**

[! Report Spam](#)

 12th of Jun, 2013 by  John Aird

  0 Votes

Last year Mark Riondi told me that if I paid a one time fee of \$300.00 or something I don't


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**SUBMIT COMPLAINT**

**si e: i** I was just recently taken for what I was told was an updated membership which turned out to be \$500.00 in airline travel for \$299.00. I've had this membership and never opened it until recently. I was amazed at the lack of information in the packet that was sent to me, now twice. I'm glad I got online to check out this scam and they will get no more money from me. I just had a high pressure salesman call to say, "No, your membership wasn't renewed, you just bought a travel benefit, you still need to pay \$400.00 more to update your membership. No you can't use anything you bought if your membership is expired." Thank you all for the information. .

[! Report Spam](#)

 14th of Jan, 2014 by [BayleeJay](#)

[^](#) [v](#) 0 Votes

I want to join a class action lawsuit :but when I tried travelclubscams@aol.com, it sent me nowhere.


[! Report Spam](#)

 30th of Jan, 2014 by [L. dgoddin](#)

[^](#) [v](#) 0 Votes

Same story here... Except one additional complaint. My husband and I decided to take our losses and leave the organization... (We could have taken the same vacations through use of the internet and found cheaper/same prices.) ... Still, now I am being bombarded by harassing/threatening phone calls from the organization insisting we continue to pay our yearly fees... I made a complaint to customer service and a lady said she would take my name off the call list. Well, today, I received another call... I think they think they can intimidate customers to continue paying yearly fees. I would advise everyone I meet to avoid Go Grand Getaways...

[! Report Spam](#)

 1st of Feb, 2014 by [NICK SIMITZI](#)

[^](#) [v](#) +1 Votes

I was told the same story about my cheap trip membership, that coast to coast grand getaways took over, and was told I could renew my membership for two years for\$379.00. I responded I don, t have a membership, and never did, what the hell are you talking about? THEN I PROCEEDED TO HANG UP, THIS I SUGGEST TO ALL WHO GET THESE PHONE CALL

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### Go Grand Getaways - Vacation Club, Sarasota, Florida Complaints & Reviews - Travel Club Fraud

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## Go Grand Getaways - Vacation Club

Posted: 2011-10-08 by [I](#) Taken by Go Grand Getaways Scam

### Travel Club Fraud

Complaint Rating:

#### Contact Information:

Coast to Goast - Go Grand Getaways

7560 Commerce Ct.

Sarasota, Florida

United States

Phone: 941-552-1995

[gograndgetaways.com](http://gograndgetaways.com)

My husband and I were duped by Grand Getaways, a Coast to Coast Travel Company (also known as Grand Getaways Vacation Club, Grand Incentives) for \$4, 900! Their principal place of business is at 64 Inverness East, Englewood, CO 80112 and they have a Member Care Center at 7560 Commerce Ct, Sarasota, Florida 34243. The club is supposedly licensed and bonded by the State of Florida as a Seller of Travel under Registration No.: ST36512. We were solicited while we were on a Royal Caribbean cruise with one of the stops going to St. Maarten. When we got off the ship to tour St. Martin, and within 10 minutes of so off the ship, we were stopped in the street by this young man who asked us to play a game with these scratch off tickets. This kid wouldn't leave us alone despite our attempts to ignore him. He kept following us down the road until we finally spoke to him. BOY WAS THAT A HUGE \$4, 900 MISTAKE! So, he gave both my husband and I a scratch off ticket. My husband's ticket was determined a loser, and of course I won. This kid was and this kid was SO excited for me because he said that I had just won a 5 day trip to Cancun!! He said that to claim the

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■■■■ ■■■■ ■■■■

them as a client RIGHT? These two companeis should be ashamed of themselves supporting this type of scam. Well, as noted above the memeberships started at \$20k, and when they knew we could not afford those prices, they eventually came down to \$4, 900 and said we can apply for a credit card through Bank of America. We thought if we booked the next two cruises with them, it would pay for the membership and we would have those condo weeks in addition to saving on our cruises. We attempted to walk out again, but they threw in additional condo weeks and they "closed" the deal.

Well fast forward into almost year 3 of the program...WE HAVE NEVER BEEN ABLE TO USE THE PROGRAM, NOT EVEN OUR "FREE" CANCUN VACATION. Their prices ARE NOT LOWER THEN WHAT YOU CAN GET BY YOURSELF ON THE INTERNET OR THROUGH YOUR REGULAR NORMAL TRAVEL AGENCY. THIS COMPANY IS EXTREMELY HARD TO DEAL WITH AND IT IS DIFFICULT TO TRY AND BOOK ANYTHING!!! Since signing up, we went on two nice vacations...one was another cruise with Royal Carribean and also went to a really nice All Inclusive in the Dominican Republic. Before we booked, we contacted them for their rates and surely thought they would much lower right??? Not only was it very difficult dealing with their travel specialist (I mean what an experience) their prices

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**...e...or... getting two years for \$349 and they tell you they will through in a \$500 Gift Certificate towards airfare. Well, when you get the package and read the fine print, you have to book it through them and they guarantee the lowest rates, however, its only a \$25.00 discount for fares between \$200 and \$299, \$50.00 discount for fares between \$300 and \$399; \$75.00 for fares between \$400 and \$499 and \$100 for fares between \$500 and \$599. Tickets are not valid one week before or after holidays too...and you must give them 14 day advance notice and it must include a Saturday. What a JOKE! On the phone it sounded like you were going to get a \$500 Gift Certificate, but they failed to mention the fine print, but they got you to renew for two years didn't they!!!**

**I'm ready to file suit against this company for fraud, misrepresentation, and breach of contract to name a few. If you are contemplanting signing up with this company PLEASE DO YOURSELF A FAVOR AND WALK AWAY LIKE MY HUSBAND AND I SHOULD HAVE DONE in St. Martin for the poor little kid on the street who needed a commission...REALLY. I plan on reaching out to others who have been scamed by this company as well as various government agencies. THIS HAS GOT TO STOP. P.S. I looked at my contract and the folks that sold it to us were Jose Velez, Quality Assurance Manager and Hakim Merabet, Sales Direction in St. Maarten, Osprey Drive #4, Unit A &B, Juancho Yrausquin Blvd., Philipsburg, St. Maarten (599)542-0776 or (866) 978-4604, jvelez50@gmail.com, as well as Philip Provenzale at philpro@aol.com. Their websites show on the contract as: [www.affinitygroup.com](http://www.affinitygroup.com); [coastresorts.com](http://coastresorts.com) and [gograndgetaways.com](http://gograndgetaways.com)**

Comments

United States

Travel & Vacations

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████████████████████

# I Timeshare NOW. We Buy Timeshares. Does Your Timeshare Qualify?

## Comments

Sort by: ▲ Date | Rating

🕒 6th of Mar, 2014 by 👤 Krystal S.

▲ ▼ 0 Votes

I was scammed out of hundreds of dollars. Please place me on the list for class action suit!  
Nujeru1977@yahoo.com

! Report Spam

🕒 2nd of Jun, 2014 by 👤 Amachi

▲ ▼ 0 Votes

You know I fee the same way. My wife and I despise this company and we should have a class action and they should be criminal charges against them. Has anyone called that states Attorney on this. Well I will and if I find out anything or how we all can get together on this I will post more information on this. The greatest scam is be done to us all. Somehow we need to take action to shut them down and get criminal charges against all or most of them and monies back..

! Report Spam

🕒 27th of Jun, 2014 by 👤 ddjones

▲ ▼ 0 Votes

Would love to join the class action suit... wish I would have seen all these comments...  
ddjones1611@yahoo.com

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🕒 17th of Oct, 2014 by 👤 rainbowjoye

▲ ▼ 0 Votes

I have had the membership for around 3 years now... It isn't much more than prepaid travel agents and with the internet you can do it yourself. I use them because I paid \$5500... I am a paid in full



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██████████ ██████████ ██████████

member... no annual dues. They sell me package deals for 3 night 4 day stays that get me with the free 4 night cruise to Freeport or Nassau for just port fees and taxes... I do like the 7 day condo rentals and have had good luck with booking those weeks at good prices.



If it weren't for the fact I am an Auditor by career choice and can work through the hoops they set in front of you after they have your money... I would be more upset. I got sucked in and now I play

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
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 17th of Apr, 2015 by  Rsent

[^](#) [v](#) 0 Votes

This place did the same thing to me. I can never find a deal and everytime I call to speak with someone they take info and call me back in 48 hours. Every quote they have given me has been off the mark of what I requested or ridiculously expensive. We signed up in 2012 and have renewed the stupid membership program until 2020. We had an infant so we weren't traveling much. Now that I want to use the program I can never find a good deal. Please let me know if anyone started a class action law suit as I would love to get my money back. Rsentner13@yahoo.com.

[Report Spam](#)

 9th of Jul, 2015 by  Alecsandra

[^](#) [v](#) 0 Votes

I was scammed for \$5000 four years ago in Dominican Republic, Punta Cana @ Blau Natura Park Resort by Coast to Coast Grand Gateways plus a fee of \$350/year for five years ( I only payed three years). I was told one thing and turned out to be completely something else... Never used their services, not even once, as I always found something cheaper on internet through google search and little of my time!!! Let me know also, please!

abudnariu@yahoo.ca - Alecs

[Report Spam](#)

 9th of Jul, 2015 by  Alecsandra

[^](#) [v](#) 0 Votes

I was scammed for \$5000 in Dominican Republic, Punta Cana- Blau Natura Park Resort four years ago, plus another fee of \$350/year. Didn't pay in full and I wanted to know how I stand ! Do I still have to pay or ??? ( As I signed a contract)... Never once used their services as I found better deals every time by google search and little of my time. I don't need money back if that means a LOW SUIT - May God have mercy on their souls... I sympathy them!!! But I would like to know if I don't have to pay anything anymore for my own conscience, if theirs are clouded in darkness... Thank you! Alecsandra abudnariu@yahoo.ca

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Please check text spelling before submitting a comment

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Business or product name...

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### Go Grand Getaways - Vacation Club, Sarasota, Florida Complaints & Reviews - Travel Club Fraud

[Go Grand Getaways - Vacation Club Contacts & Informations](#)

## Go Grand Getaways - Vacation Club

Posted: 2011-10-08 by Taken by Go Grand Getaways Scam

### Travel Club Fraud

Complaint Rating:

#### Contact information:

Coast to Coast - Go Grand Getaways

7560 Commerce Ct.

Sarasota, Florida

United States

Phone: 941-552-1995

[gograndgetaways.com](http://gograndgetaways.com)

My husband and I were duped by Grand Getaways, a Coast to Coast Travel Company (also known as Grand Getaways Vacation Club, Grand Incentives) for \$4, 900! Their principal place of business is at 64 Inverness East, Englewood, CO 80112 and they have a Member Care Center at 7560 Commerce Ct, Sarasota, Florida 34243. The club is supposedly licensed and bonded by the State of Florida as a Seller of Travel under Registration No.: ST36512. We were solicited while we were on a Royal Carribean cruise with one of the stops going to St. Maarten. When we got off the ship to tour St. Martin, and within 10 minutes of so off the ship, we were stopped in the street by this young man who asked us to play a game with these scratch off tickets. This kid wouldn't leave us alone despite our attempts to ignore him. He kept following us down the road until we finally spoke to him. **BOY WAS THAT A HUGE \$4, 900 MISTAKE!** So, he gave both my husband and I a scratch off ticket. My husband's ticket was determined a loser, and of course I won. This kid was and this kid was SO excited for me because he said that I had just won a 5 day trip to Cancun!! He said that to claim the

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**After getting two years for \$349 and they tell you they will through in a \$500 Gift Certificate towards airfare. Well, when you get the package and read the fine print, you have to book it through them and they guarantee the lowest rates, however, its only a \$25.00 discount for fares between \$200 and \$299, \$50.00 discount for fares between \$300 and \$399; \$75.00 for fares between \$400 and \$499 and \$100 for fares between \$500 and \$599. Tickets are not valid one week before or after holidays too...and you must give them 14 day advance notice and it must include a Saturday. What a JOKE! On the phone it sounded like you were going to get a \$500 Gift Certificate, but they failed to mention the fine print, but they got you to renew for two years didn't they!!!**

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Comments

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Recommend 2

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## **CANCELLATION**

### **Learn How to Cancel Your Timeshare. Free Consultations. Call us Today!**

#### **Comments**

Sort by: **▲** Date | Rating

 2nd of Nov, 2011 by **I. MegBeth**

**▲ ▼ +1 Votes**

**THANK YOU** for this review. I was called by a representative a couple of weeks ago who continually insisted that she wasn't "trying to sell" me anything, which, in fact, is precisely what she was trying to do. We discussed what I could get IF I decided to purchase this membership, I never once agreed. Not at any one time in that conversation did I say, "okay, sure, I'll buy this." She told me information, I asked her questions, it was a discussion. A discussion about a **HYPOTHETICAL SITUATION** in which I **MIGHT** decide, potentially, to pay for this membership. Then she said, "oh just to let you know, you're going to hear a beep and this call will be recorded." I've worked in call centers before, so I know that drill, and said okay, that was fine. Then she asked me to state my name, which I did. She confirmed my mailing address. Then she said, "and you're agreeing to the 2-year membership at \$349, could you state that that is correct?" I ground the conversation to a halt and said no, I was not able to agree to it yet and needed to discuss it with my other half first. I said that I had never agreed to this. Her entire attitude/demeanor changed and she monotonously told me that she didn't think I realized what I could get out of this. I still resisted agreeing to purchase the membership, and she put her supervisor on the phone who said the exact same script that she did, almost word for word.

I did **NOT** end up paying for it. I said I would talk it over with my other half and then get back to them if we decided to go for it. I read up on it online and determined that basically, you get nothing out of this and everything they tell you is either strategically phrased to mislead you, or flat-out

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supervisor at (877)718-1400. His supervisor asked me why I gave credit card info if I were not going to purchase. He accused me of not fully disclosing the situation. I clearly explained that I did not want the service, had made myself clear on that point and had an unauthorized charge made to my VISA (criminal offense). I held my ground until he hung up on me. I have protested the CHARGE,

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17th of Sep, 2012 by GrandIncentives

17th of Sep, 2012 by GrandIncentives

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0 Votes

Wow! This is the first time this thread has come to our attention so I would like to apologize on behalf of our company that no action has been taken to help you in any way thus far. I see that there are many complaints by several parties.

Please email [qualityassurance@gograndgetaways.com](mailto:qualityassurance@gograndgetaways.com) so we can help make you satisfied customers

Coast to Coast Grand Getaways

18th of Nov, 2012 by Allison Viers

The same with me and my husband, also in St. Marten for the "Platinum" memberhip to the tune of \$17, 000. We have never gotten any of the "free" vacations promised. When I inquired about the 50% savings for airfare, the response was, "We said up to 50%, we never said 50%. My high pressured sales person's name was John Jurdini, who no longer works in St. Marten. I want to know how to get a class action lawsuit going. Anyone out there know how to do that? Ripped off in Virginia. [asjviers@verizon.net](mailto:asjviers@verizon.net)

1 Report Spam

0 Votes

11th of Dec, 2012 by Grudzinski

Yes please, if anyone out there know anything about filing a class action law suit, please advise us. We too were scammed out of 4900.00. I also will look into this and maybe we could all get together and file a suit against this bad company. [ann\\_grudzinski@yahoo.com](mailto:ann_grudzinski@yahoo.com) if anyone needs to get in touch with me.

1 Report Spam

0 Votes

25th of Jan, 2013 by Pesgar

The same here, we were scammed for 6000, I really want my money back [drmmorpg@gmail.com](mailto:drmmorpg@gmail.com) i would like to join anyone filing a suit

1 Report Spam

0 Votes

1 Report Spam

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**Bill O'Reilly Fox News Inaccurate Statements about Ripoff Report**

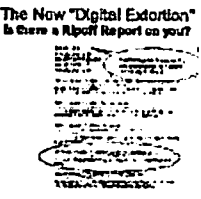
**\*UPDATE January 1, 2015 INVESTIGATION UPDATE**  
 Sac County DA Ben Smith Fails to identify false statements, fails to support accusations w/ clarifications vague sloppy misleading.



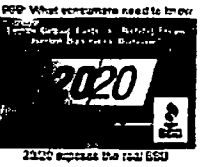
**Ben Smith Sac County Iowa Attorney prosecutorial misconduct, improper relationship with star witnesses, allowing witnesses to knowingly lie, Tracy Richter Roberts falsely convicted, overwhelming evidence leads to estranged husband Michael Roberts, Roxfield failed polygraph, witness intimidation, evidence tampering, Iowa Division of Criminal Investigation corruption.**



**Free Tracy Richter**  
 A Ben's Place: "We are humbly asking for your help in our quest for justice for my mother, Tracy Richter. She was falsely convicted of murder in 2011 for defending her family in a house invasion that occurred in 2001."



**Reputation Management SEO WARNING!**  
 They might contact you next!



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close to a deal that I can find—also did not get back to me on a vacation package I found on line...was told I needed to look these deals up for myself, which I did...then got not fed back from them— we are out 5000.00 dollars for the membership, I am canceling with them and pray and hope that no one else has to live through this...I did not look up a review on them and for that I paid

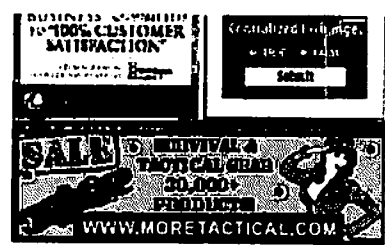
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This report was posted on Ripoff Report on 02/16/2012 09:00 AM and is a permanent record located here: <http://www.ripoffreport.com/r/coast-to-coast-grand-get-aways/sarasota-Florida-34243/coast-to-coast-grand-get-aways-could-not-live-up-to-the-agreement-and-made-contact-diffic-228106>. The posting time indicated is Arizona local time. Arizona does not observe daylight savings so the post time may be Mountain or Pacific depending on the time of year.

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Author    Consumer    Employee/Owner

**Updates & Rebuttals**

#1 Consumer Comment

**Grand Getaways a/k/a Coast to Coast is a Fraud**

**AUTHOR:** ArtMck211 - 0  
**SUBMITTED:** Tuesday, March 19, 2013

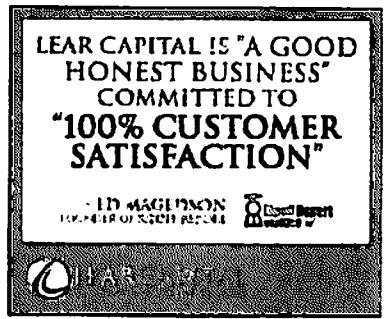
I made a monster mistake in the Bahamas and became a GG member in 2011. Two years and over \$3K later in payments I have not been able to find one bargain or advantage for a vacation. I was "bullied" by a GG account rep in May 2012 to "renew" my membership for \$189.00. I have tried to search for vacation discounts and found none. The Customer Service dept has never called me back when I submit a "search request" This company is terrible. I want my money refunded!

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**Remove Reports?**







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Mike Preston, J.D. Founder, Complaint-ly  
Former Dept. Financial Services  
Attorney General



San Antonio  
South Inc. Part  
Sharon Lee  
Michael Searles  
Los Angeles  
Atlanta, Georgia  
Washington

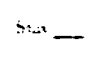


LORI'S  
SMCIC BROK

Col. A. L. Smith to SMCIC BROK  
SMCIC BROK CFIARS Inc. Program  
LORI'S SMCIC BROK Internet



When I called I  
showed them  
was a 11/20/14  
day. They  
never stated that the work I showed  
anything else after that. They have  
needed me off. I am trying to find a  
job because I need money for my  
family. I would not have went to work  
that day because they were going to  
send me home. They told me I had  
\$19.95 to my card and I had to  
go somewhere but another woman  
got the charge card. I need  
my money back. Please help. I'm  
Francesca Callan



Stacey  
STACEY  
RECREATION  
GROUP PARK  
BOGE

NOTE: A LEASE IN HOTEL,  
STACEY GROUP STAYING  
GROUP - THE ULTIMATE R.P. GET  
MACHINE System NEW

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Ripoff Report in  
SBR 10



Ripoff Report in  
SBR 10 - Grand  
Mystery Grand



Ripoff Report in  
APR 18 - Grand  
Sharon



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Grand



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board that has been in the BBB in  
a whole non-profit. In the  
past, in 2012, the BBB  
found that the BBB  
- BBB is a non-profit  
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Total Visits since 1998: 8,922,276,499

Estimated money Consumers saved since 1998: \$1,581,398,212,376

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Reports filed: 1,867,133

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AAA AAA Member advertisement with phone number 429 007 123456789 0 and JOIN NOW button.

Report: 01154125

# Complaint Review: Coat to Coast Grand Getaways

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7... [truncated]

Food... [truncated]

Richard... [truncated]

Submitted: Wed, June 11, 2014 Updated: Wed, June 11, 2014  
Reported By: gloria — franklin square New York

Coat to Coast Grand Getaways  
Select State/Province: USA  
Phone:  
Web:  
Category: Travel Companies

Coat to Coast Grand Getaways My husband and I bought a vacation club for \$7,900.00 dollars we paid closing cost \$975.00 dollars and \$2,500.00 for the inical payment after that we had to pay \$165.14 a month for the next five years they gave us to many promeses. airline tiquets. car rental hotel cruises to many good things BUT each time we tried ti used we can not doif.... they said you can not used because is monday o because is after monday o because is before holliday o is after holliday. Sarasota Florida

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No matter the day, time, season of the year, we call to use our vacation club. We can not do it we feel very sad and upset for this because we trust this people and the rip of

← Is this

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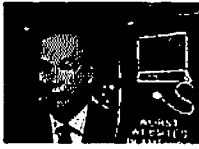
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**Bill O'Reilly Fox News Inaccurate Statements about Ripoff Report**

**\*UPDATE January 1, 2016 INVESTIGATION UPDATE**  
 Sec County DA Ben Smith Falls to identify false statements, fails to support accusations w/ clarifications vague sloppy misleading. Prosecutorial Misconduct



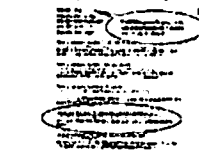
**Ben Smith Sec County Iowa Attorney prosecutorial misconduct, improper relationship with star witnesses, allowing witnesses to knowingly lie, Tracy Richter Roberts falsely convicted, overwhelming evidence leads to ostranged husband Michael Roberts, Roxfield failed polygraph, witness intimidation, evidence tampering, Iowa Division of Criminal Investigation corruption.**



**Free Tracy Richter**

**A Gen's Plea: "We are humbly asking for your help in our quest for justice for my mother, Tracy Richter. She was falsely convicted of murder in 2011 for defending her family in a house invasion that occurred in 2001."**

**The New "Digital Extortion" is there a Ripoff Report on you?**



**Reputation Management SEO WARNING!**  
 They might contact you next!

**992: What documents need to know**



credit. can we find any way to su them, to collect our money back this people do it

Ads by ZINC

ABOUT YOU!

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 Fix it the right way.

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 at its best!

my husban an I bought a vacation club on 3/8/2012 we paid \$875.00 for closing cost and \$2500.00 for initial payment after that we have to pay 165.14 for 5 years. sadly each time we call to use the vacation club they have an excuse, is monday or is after monday or is before o after holiday, no matter when, we can use this vacation plan. they ofered us to many good things but in reality this is a ripoff. no airtlites, no hotels, no crusses. no nothing.. but we continue paying because we don want to ruin our credit. can any body help us to recover our money can we get logheler with more people and su this company. what can we do to stop this from happend to cry body else.

This report was posted on Ripoff Report on 08/11/2014 08:38 PM and is a permanent record located here: <http://www.ripoffreport.com/r/Coat-to-Coast-Grand-Getaways/Select-StatProvince/Coat-to-Coast-Grand-Getaways-My-husband-and-I-bought-a-vacation-club-for-79000-dollar-1154125>. The posting time indicated is Arizona local time. Arizona does not observe daylight savings so the post time may be Mountain or Pacific depending on the time of year.

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<a href="#">File a Rebuttal</a>	<a href="#">File a Report</a>	<a href="#">Get Started</a>

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**Remove Reports?**  
 Not Better yet! [Arbitrate to set the record straight!](#)

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Human Term: Grand Getaways  
- BBB has received a "low priority" response.

all  
businesses  
receive  
complaints...

donate  
to help this site  
live



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and that if we just said hi to hi boss he would be paid \$20. Mind you we were both 21 (and apparently clueless) they sold it as this amazing vacation opportunity.

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**Bill O'Reilly Fox News Inaccurate Statements about Ripoff Report**

**\*UPDATE January 1, 2016 INVESTIGATION UPDATE** Sac County DA Ben Smith **Fails to identify false statements, fails to support accusations w/ clarifications vague sloppy misleading. Prosecutorial Misconduct**

July 11, 2016 Ripoff Report LAUNCHES 2011 INVESTIGATION



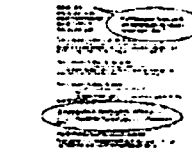
**Ben Smith Sac County Iowa Attorney prosecutorial misconduct, improper relationship with star witnesses, allowing witnesses to knowingly lie. Tracy Richter Roberts falsely convicted, overwhelming evidence leads to estranged husband Michael Roberts, Roxasfield failed polygraph, witness intimidation, evidence tampering, Iowa Division of Criminal Investigation corruption.**



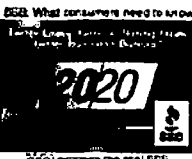
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**The New "Digital Extortion" Is There a Ripoff Report on you?**



**Reputation Management SEO WARNING!** They might contact you next!



**Past Featured Reports**

What a con! It's been almost 2 years and haven't been able to use the vouchers we were offered. We fax things off and never receive replies. We got promised mailings, we never got them. We signed a contract for over \$8,000 and every time I call, calls drop I'm transferred to voicemails. When I do get through everyone apologizes but I still can't use the program.

On the contract it stated that in order to use the program every year we had to pay a \$200 renewal fee. After the first year we decided not to renew. I got calls at my office and phone four to five times a day from a guy telling me I had to pay the renewal or I would be sent to collections. I read him my contract where it stated it was optional. He left me alone and a few weeks later I find out that my card had been charged anyways.

Their customer service is horrible and I'm paying through my nose for something that I'm not able to use.

This report was posted on Ripoff Report on 06/19/2014 12:40 PM and is a permanent record located here: <http://www.ripoffreport.com/r/Coast-to-Coast-Grand-Getaways/Sarasota-Florida-34243/Coast-to-Coast-Grand-Getaways-Bullied-into-renewing-and-when-I-refused-I-found-the-charge-1170322>. The posting time indicated is Arizona local time. Arizona does not observe daylight savings so the post time may be Mountain or Pacific depending on the time of year.

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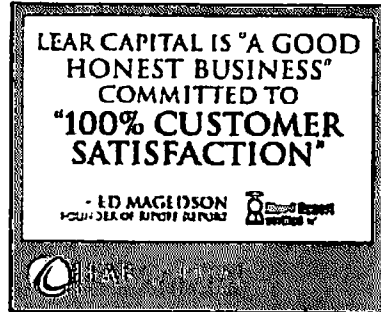
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**Arbitrate**  
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you should start your workday with **\$1,000** **100% SURE!** ENTER HERE









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all  
businesses  
receive  
complaints...

donate  
helping the state  
live

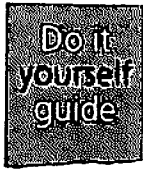


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Ripoff Report

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**New Business Request**

**Search ID** 49719 **No Search Necessary**

**Description** Custom Business Intake - Michael & M. & Caminero - Ana & Roma & Santos - Grand & Getaway & Travel & Services-Orlando & Distribu

**New Client Name**

**New Matter Name** Michael M. Caminero v. Grand Getaway Travel Services, et al.

**Requested By** Brian R. Cummings **Requested Date** 9/4/2015 12:00:00 AM

**Search Reason** New Matter For Existing Client **Add Client As Search Name**

**Client** 34974 **Grand Incentives, Inc.**

**Matter** 34974.0003 **Michael M. Caminero v. Grand Getaway Travel Services, et al.**

**Case**

**Client/Matter Creation** Kathleen Fee

**Search Names**

Entity Type	Organization Name	First	Middle	Last Name	Role	Relationship	Link Type	Search Terms	Phonetic	Duplicates	Resolved	Client Name
Person		Michael		Caminero	Adverse Party	Adverse Party	Matte (Mil /2 Caminero)	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	
Person		Ana		Santos	Adverse Party	Adverse Party	Matte (Ana /2 Roma) or (Ana /2 Santos)	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Getaway Travel Services-Orlando Distributor				Co-Defendant	Co-Defendant	Matte (Grand /2 Getaway /2 Travel)	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Getaways Vacation Club				Co-Defendant	Co-Defendant	Matte (Grand /2 Getaway)	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Coast to Coast Grand Getaways, LLC				Client	Client	Client (Coast /2 Grand)	<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Organization	GT Marketing Group USA, Inc.				Co-Defendant	Co-Defendant	Matte (GT /2 Market) or (G-T /2 Market)	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Coast to Coast				Co-Defendant	Co-Defendant	Matte (Coast /2 to /2 Coast)	<input type="checkbox"/>	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Getaway Sales & Marketing, Inc.				Co-Defendant	Co-Defendant	Matte (Grand /2 Getaway /2 Sale)	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Getaway Vacations, Inc.				Co-Defendant	Co-Defendant	Matte (Grand /2 Getaway /2 Vacat)	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Getaways Vacation Travel Club, Inc.				Co-Defendant	Co-Defendant	Matte (Getaway /2 Vacation /2 Travel)	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Incentives, Inc.				Client	Client	Client (Grand /2 Incentive)	<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Organization	Grand Incentives				Client	Client	Client (Grand /2 Incentive)	<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



ation Marketing, Inc

/2 Market)

**Conflicts Search**

**Results View Detail**

**Route Results To** Brian R. Cummings

**Date Search Run** 9/4/2015 2:28:57 PM

**Authority** Decision Maker

**Search Run By** Michelle Dominguez

**Results** 1041 of 1041

**Decision** Approved

**Decision Date** 9/4/2015

**Decision Maker** Brian R. Cummings

**Narrative** No Conflict in the Ruden Elite Enterprise database. Thank you, Michelle Dominguez

---

<b>Workflow Step</b> Client/Matter Creation	<b>Step Date</b> 9/4/2015 2:37:38 PM
---	--------------------------------------

---

**Search Filters**

**Results View Detail**

Club, Inc.	0 of 0		
Grand Getaway Sales & Marketing, Inc.	Co-Defendant	0 of 0	(Grand /2 Getaway /2 Sale) <input type="checkbox"/>
Grand Getaway Travel Services-Orlando Distributor	Co-Defendant	0 of 0	(Grand /2 Getaway /2 Travel) <input type="checkbox"/>
Grand Getaway Vacations, Inc.	Co-Defendant	0 of 0	(Grand /2 Getaway /2 Vacat) <input type="checkbox"/>
Grand Getaways Vacation Club	Co-Defendant	0 of 0	(Grand /2 Getaway!) <input type="checkbox"/>
GT Marketing Group USA, Inc.	Co-Defendant	0 of 0	(GT /2 Market!) or (G-T /2 Market!) <input type="checkbox"/>
Caminero, Michael M.	Adverse Party	0 of 0	(Mil /2 Caminero) <input type="checkbox"/>
Coast to Coast	Co-Defendant	1022 of 1022	(Coast /2 to /2 Coast) <input type="checkbox"/>
Grand Incentives, Inc.	Client	7 of 7	(Grand /2 Incentive!) <input type="checkbox"/>
Santos, Ana Roma	Adverse Party	12 of 12	(Anal /2 Roma) or (Anal /2 Santos) <input type="checkbox"/>
Coast to Coast Grand Getaways, LLC	Client	0 of 0	(Coast /2 Grand) <input type="checkbox"/>
Grand Incentives Marketing, Inc	Client	0 of 0	(Grand /2 Incentive! /2 Market) <input type="checkbox"/>

**Search Assessment**

**Conflicts Search Results**

Filing # 30316658 E-Filed 07/30/2015 07:49:58 PM

FORM 1.997. CIVIL COVER SHEET

The civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law. This form shall be filed by the plaintiff or petitioner for the use of the Clerk of the Court for the purpose of reporting judicial workload data pursuant to Florida Statutes section 25.075.

I. CASE STYLE

IN THE CIRCUIT COURT OF THE NINTH JUDICIAL CIRCUIT,  
IN AND FOR ORANGE COUNTY, FLORIDA

Case No.: \_\_\_\_\_  
Judge: \_\_\_\_\_

Michael M Caminero, Ana R Santos  
Plaintiff

vs.

GRAND GETAWAY TRAVEL SERVICES ORLANDO DISTRIBUTOR, GRAND GETAWAYS VACTION CLUB, COAST TO COAST GRAND GETAWAYS LLC, GT MARKETING GROUP USA INC, COAST TO COAST, GRAND GETAWAY SALES and MARKETING INC, GRAND GETAWAY VACATIONS INC, GRAND GETAWAYS VACATION TRAVEL CLUB INC, GRAND INCENTIVES INC, GRAND INCENTIVES MARKETING LLC

Defendant

II. TYPE OF CASE

- Condominium
- Contracts and indebtedness
- Eminent domain
- Auto negligence
- Negligence – other
  - Business governance
  - Business torts
  - Environmental/Toxic tort
  - Third party indemnification
  - Construction defect
  - Mass tort
  - Negligent security
  - Nursing home negligence
  - Premises liability – commercial
  - Premises liability – residential
- Products liability
- Real Property/Mortgage foreclosure
  - Commercial foreclosure \$0 - \$50,000
  - Commercial foreclosure \$50,001 - \$249,999
  - Commercial foreclosure \$250,000 or more
  - Homestead residential foreclosure \$0 – 50,000
  - Homestead residential foreclosure \$50,001 - \$249,999
  - Homestead residential foreclosure \$250,000 or more
  - Non-homestead residential foreclosure \$0 - \$50,000

- Non-homestead residential foreclosure \$50,001 - \$249,999
- Non-homestead residential foreclosure \$250,00 or more
- Other real property actions \$0 - \$50,000
- Other real property actions \$50,001 - \$249,999
- Other real property actions \$250,000 or more
- Professional malpractice
  - Malpractice – business
  - Malpractice – medical
  - Malpractice – other professional
- Other
  - Antitrust/Trade Regulation
  - Business Transaction
  - Circuit Civil - Not Applicable
  - Constitutional challenge-statute or ordinance
  - Constitutional challenge-proposed amendment
  - Corporate Trusts
  - Discrimination-employment or other
  - Insurance claims
  - Intellectual property
  - Libel/Slander
  - Shareholder derivative action
  - Securities litigation
  - Trade secrets

Trust litigation

**COMPLEX BUSINESS COURT**

This action is appropriate for assignment to Complex Business Court as delineated and mandated by the Administrative Order. Yes  No

**III. REMEDIES SOUGHT (check all that apply):**

- Monetary;
- Non-monetary
- Non-monetary declaratory or injunctive relief;
- Punitive

**IV. NUMBER OF CAUSES OF ACTION: ( )**

(Specify)

8

**V. IS THIS CASE A CLASS ACTION LAWSUIT?**

- Yes
- No

**VI. HAS NOTICE OF ANY KNOWN RELATED CASE BEEN FILED?**

- No
- Yes – If "yes" list all related cases by name, case number and court:

**VII. IS JURY TRIAL DEMANDED IN COMPLAINT?**

- Yes
- No

---

I CERTIFY that the information I have provided in this cover sheet is accurate to the best of my knowledge and belief.

Signature s/ Joshua H. Eggnatz FL Bar No.: 67926  
Attorney or party

(Bar number, if attorney)

Joshua H. Eggnatz 07/30/2015  
(Type or print name)

Date