



GemmasSon 17 contributions  
Burlington Ontario Canada  
*Feb 11, 2010 | Trip type: Couples*

After spending a dream vacation and getting engaged in Hawaii last year, our hearts told us to go back for our first year engagement to our favorite Island (The Big Island) which we visited last year, along with the only item we did not see last year (Kauai).

We planned to spend our first week adventuring on the Big island, and enjoyed some incredibly beautiful properties that treated us like royalty and made us feel extremely welcome. Thank you to the wonderful people at the Hilton Waikoloa and Sheraton Keahou Bay on the Big island of Hawaii.

After needing a vacation in a bad way, we looked forward to sipping our coffee on the balcony each morning and viewing the ocean which is nowhere near us in Ontario Canada, and beach hopping and enjoying the grounds at Poipu.

When checking in, despite a small delay and long day of travelling from the Big Island with stops in Honolulu we arrived in a storm and very hungry at the Point at Poipu. Although very tired, we joked about getting a colouring as the young child did in front of us when checking in, and enjoyed some laughs with Erin Sue at the front Desk. After over hearing an older couple next to us requesting a last minute ocean front and being declined, I decided to confirm our ocean front booking with Erin Sue that we made over 6 mths prior to our check in. The Point at Poipu if you have seen it has approx 90% of their rooms with partial or full ocean front rooms, and much to our dismay, we were quickly dismissed as having our room given away to an owner that checked in last minute despite our reservation and the front desk paperwork booking showing our ocean front. Under normal circumstances, we could possibly accept this, but there was absolutely no sympathy and not even an ounce of concern that we had travelled across the continent on our first trip to Kauai to celebrate a very momentous occasion, and we proceeded to receive a ground floor unit as far from everything (including the water) as there could have been. We were situated BELOW the loading dock and recycling and Garbage bins which even enjoyed a floor higher than us. Every morning, arrival back to the property and evening concluded or started with us walking down a 50 yard hall looking at the daily loading and unloading of all the staff, product, garbage and recycling, not to mention a long walk to anything. We were exhausted, hungry, and in no mood to complain that evening, so we quickly grabbed a bite after getting no help from the front, and were told to call down in case anything changed in the morning.

With only having a week on the island, my wife and I vowed to not let this ruin our trip, but

I could not sleep as the room stank of someone's meal from the previous night, so I was up early and thought before we ruined the whole day, would follow up and see if any ocean view rooms were now available. (As it is now Sat morning, and a big checkout day typically). on the way down to the front desk, we ran into several nice couples checking out, and offering groceries that they could not travel with. Incidentally, each were checking OUT of Ocean front rooms. Upon arriving at the front desk, I noticed Erin Sue the extremely unhelpful front desk person was there with a colleague. I proceeded to avoid any confrontation and requested the colleague to review if any status had changed in the ocean front room situation. Only to be greeted and interrupted with Erin saying "I THOUGHT I TOLD YOU LAST NIGHT WE WERE SOLD OUT OF OCEAN ROOMS" Needless to say, I got a little defensive as we are also a timeshare owner at Intrawest, and would never dream of being treated as such a second class citizen as she made me feel.

I simply requested to speak with a manager, and after being cast aside and told to sit down to wait, I overhear giggling and I naturally assume I will be further inconvenienced. True to form, the same dis-respectful Erin Sue walks over and hands me a business card of the Manager and says after making me wait 20 minutes that there is no Manager available, but to call them later. After spending almost 20 yrs in the Customer Supply Chain and Service industry for multiple fortune 500 companies, I notice that this is a ploy to frustrate me and hope I will go away. I notice a cell #, and ask why there is not a decision maker onsite, OR why the Manager could not be reached via: cellphone. I was abruptly told their child was home sick from school, and I would be looked after when they got back. After a few phone messages, and also a call to try and get our RCI contact involved, they were also smoke screened and cast aside as the calls made by RCI were fielded by the same nasty Erin Sue, and then forwarded to the Manager Chris Gampon which incidentally made one feeble attempt to leave a message on our room phone after almost two more additional days of waiting. (Why would he not just leave a note at our room door, come see us, OR simply make alternate room arrangements or offer some sort of alternate resolution assist. By day 4 now, a second call from the Manager to me finally connects, and with no urgency, no sympathy, and a weak explanation that our fingerprint on our reservation does not "GUARANTEE" an oceanfront and that they are at full capacity despite 90% of the rooms having some sort of ocean view, we were simply told "tough luck and sorry"

We were forced to stay in a high traffic ground floor area that had the above mentioned views, and simply destroyed a very large part of the type of week we wanted to have.

The room was horribly outdated, had piles of termite dust on the edge of the tub from mites that were obviously burrowing in the cabinets, two large gaping holes in the cabinets in the ensuite bath, and a crammed master bedroom that could double as a 70's movie set.

We didn;t dare complain about this as we saw how a "simple" problem was handled, so we just vowed to avoid the room except for sleep, and try and block out the horrible experience.

To top it off, half way through the week we get less then 12 hours notice that a couch will be delivered to the room between 8-5 while we are checked into the room. (Could this not be done when the room not vacated?)

If you like a Retirement home feeling and atmosphere, with BBQ smoke blowing in your face whenever you want to enjoy a hot tub, and having people that were FORTUNATE enough to have the ocean view sitting on their balcony staring at you the whole time, this is a spot for you.

Do not even expect a complimentary pot of coffee in the lobby that we could find, but we made a point of not spending a minute more than we needed to at this facility.

To top things off, you could not have a discussion with a concierge person without a massive, insincere ploy being made to you to attend the time share seminars. In fact, one attendant which we will keep nameless told us on check in, "I am sooooo sorry you had to endure that, please go out to dinner tonight on us.....JUST MAKE SURE YOU ATTEND THE TIMESHARE SEMINAR IN THE MORNING SO WE CAN GIVE YOU THE VOUCHER"  
Unbelievable,.....

It is easy to see why the ownership group changes every other year with this property after the display of dismal Customer service I witnessed. We spent part of each night making sure we did not spend a dollar at this property, and made sure we went every evening to the GORGEOUS Grand Hyatt next door, which was absolutely wonderful, and had everything we were looking to experience to some degree at the Poipu property (obviously just on a smaller scale)

This is the first review I believe I have ever written, but after spending the majority of our savings and then some to enjoy our dream trip, I would be horrified to think that anyone else would have to endure a similiar experience that we had, and felt the need to advise my fellow travellers that this was the week from hell so that they can possibly avoid a similiar fate.

I have never been made to feel so un-welcome, and was even told when I was handed the business card that the Manager suggests that if you are not happy with the ground floor garden view then perhaps there are other hotels in the area you would prefer that have ocean view. (This was on our second day, after being dismissed on the Friday night of check in) My tongue was hanging out that anyone could be so rude, and simply had no response except "UNACCEPTABLE.

I am sure many will find the property suitable for basic needs, but I pray you do not run into any unacceptable issues, or hopefully this feedback gets them to start paying attention to new guests that risk their hard earned dollars to stay here.

HILTON, SHERATON, god bless you!!!! We will never stray from you again....WE PROMISE, and you certainly understand how to make guests feel welcome, pampered, and like they are at their home away from home, instead of feeling like a prisoner a million miles from home and your family.