

 In less than 30 minutes that we were gone from our 3 bedroom apt, all our cash and some valuables were gone! Hotel and insurance refused to take responsibility, since there are no trace left behind.

How can our money magically disappear? No security camera outside of room or hallway neither. The hotel management pretty much just told us too bad and they are not going to do anything about it. We reported to management and police as well.

When we reported the incident, the security official and the GM told us that some guest reported the lost just hope that the management will compensate them and they think that we did this on purpose. We managed to get from you-tube that it is very easy to open the door and inform the hotel as well.

They didn't bother to reply us and still push the responsibility to hotel. My question is that can the guest do something ? If not we are encourage the hotel take all this case easily and encourage more incident happen. I heard that most is internal job, so as a consumer, should we stop it ?

Status : Matter has been attended, forwarded to the Hotel and highlighted to Ministry Of Domestic Trade, Cooperatives & Consumerism (MDTCC) and Ministry of Tourism (MOTOUR).

NCCC Advise: We hope consumers will be more alert about your personal belongings no matter where your good self are. In the event, anyone encounters the same problem, immediately do the following;

- Inform immediately to the hotel & resort management
- Make a police report
- Send a written complaint to NCCC, MDTCC & MOTOUR