

Re: refund request please

Shauns Email <shaunworkslondon@gmail.com>

Thu 8/27/2020 12:30 PM

To: Museum of Vancouver Guest Services <guestservices@MUSEUMOFVANCOUVER.CA>

 1 attachments (12 KB)

Outlook-1490200083.png;

Aug 26, 2020	CHURCH ROAD TRA _F	6.00		\$102.62
Aug 26, 2020	AMZN Mktp CA _V	23.19		\$108.62
Aug 25, 2020	AMZN Mktp CA _V	19.86		\$131.81
Aug 25, 2020	DOLLAR TREE CAN _F	17.90		\$151.67
Aug 25, 2020	PAYPAL *JJSCOLL _V	27.42		\$169.57
Aug 25, 2020	CAMEO 20.00_V	27.41		\$196.99
Aug 25, 2020	WAL-MART #3059	195.25		\$224.40
Aug 25, 2020	AMZN Mktp CA _V	16.67		\$419.65
Aug 25, 2020	AMZN Mktp CA _V	45.02		\$436.32
Aug 25, 2020	AMZN Mktp CA _V	23.80		\$481.34
Aug 25, 2020	CANADA EI		500.00	\$505.14
Aug 24, 2020	AMZN Mktp CA _V	19.52		\$5.14
Aug 24, 2020	Amazon.ca 21.83_V	21.83		\$24.66
Aug 24, 2020	TD ATM DEP 000545		45.00	\$46.49
Aug 22,2020	Museum of Vancouver		80.00	\$420.49
Aug 20, 2020	AMZN Mktp CA _V		500.00	\$3.49
Aug 20, 2020	NON-TD ATM W/D	202.99		\$11.45
Aug 20, 2020	CAMEO 1.00_V	1.37		\$214.44
Aug 20, 2020	CAMEO 28.00_V	38.34		\$215.81
Aug 20, 2020	AMZN Mktp CA _V	18.00		\$254.15
Aug 20, 2020	AMZN Mktp CA _V	23.33		\$272.15
Aug 20, 2020	AMZN Mktp CA _V	32.87		\$295.48
Aug 20, 2020	AMZN Mktp CA _V	29.01		\$328.35
Aug 20, 2020	TICKETLEADER ON _V	158.00		\$357.36
Aug 20, 2020	Amazon.ca Prime _V	9.03		\$515.36
Aug 19, 2020	Boat Rentals PAY		522.55	\$524.39
Aug 17, 2020	TD ATM W/D 007857	915.00		\$1.84

Aug 17, 2020	LA TORTILLERIA _F	14.28		\$916.84
Aug 17, 2020	TUCK SHOP AT GR _F	70.00		\$931.12
Aug 17, 2020	E-TRANSFER CA***2DR		1,000.00	\$1,001.12
Aug 17, 2020	DOLLARAMA # 512 _F	2.00		\$1.12
Aug 11, 2020	TD ATM W/D 005567	460.00		\$3.12
Aug 11, 2020	COMPASS VENDING	20.00		\$463.12
Aug 11, 2020	ROYAL BC MUSEUM _V	18.00		\$483.12
Aug 11, 2020	CANADA EI		500.00	\$501.12
Aug 10, 2020	DOLLARAMA # 512 _F	3.67		\$1.12
Aug 05, 2020	TD ATM W/D 002788	435.00		\$4.79
Aug 04, 2020	Boat Rentals PAY		454.88	\$439.79
Jul 31, 2020	MONTHLY ACCOUNT FEE	16.95		(\$15.09)
Jul 31, 2020	COMPASS VENDING	16.50		\$1.86
Jul 31, 2020	TD ATM W/D 000584	800.00		\$18.36
Jul 31, 2020	NIAGARA REGION PAY		816.35	\$818.36
Jul 28, 2020	TD ATM W/D 009253	485.00		\$2.01
Jul 28, 2020	A&W #0788 _F	13.36		\$487.01
Jul 28, 2020	CANADA EI		500.00	\$500.37

On Thu, Aug 27, 2020 at 11:39 AM Museum of Vancouver Guest Services

<guestservices@museumofvancouver.ca> wrote:

Hello Shaun,

Sorry for the confusion. If you could please provide us with the day, time, and method of payment from when you visited the museum we can look into the transaction for you. As my colleague stated we just want to ensure where you purchased the ticket; was it purchased through our website?

<https://museumofvancouver.myzonetickets.com/>

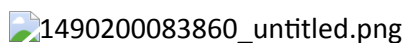
Thank you for your time and patience.

Museum of Vancouver

1100 Chestnut St | Vancouver BC | V6J 3J9

P: (604) 736 - 4431

museumofvancouver.ca



The Museum of Vancouver is located on the unceded territories of the xʷməθkʷəy̓əm, Skwxwú7mesh, and səlilwətaʔ Nations.

From: Shauns Email <shaunworkslondon@gmail.com>

Sent: Thursday, August 27, 2020 11:28 AM

To: Museum of Vancouver Guest Services <guestservices@MUSEUMOFVANCOUVER.CA>

Subject: Re: refund request please

July ? nope and thats not even what i had stated

2 people - 4 kids ... as in my two twins who are 8 , and my son 13 and my son 8

never used nothing in july :(not sure who that is or why they are complimentary thats concerning on a bunch of levels

we are in errington on vancouver island about 20 mins away from nanaimo

i do have a payment on my bank statement i can provide

On Thu, Aug 27, 2020 at 11:22 AM Museum of Vancouver Guest Services <guestservices@museumofvancouver.ca> wrote:

Hi Shaun,

I'm sorry you had a bad experience with us. I hope you can provide me with some additional information so that I can help.

I've attached your tickets/receipt. Your date of visit was July 25th, typically we don't provide refunds for visits that have occurred over 30 days ago.

Looking into it further, as you can see, it looks as though this was a complimentary ticket provided by our Front Desk staff. Nothing was charged so there's nothing to refund. Did you purchase these tickets through our website, or by some other means? Sometimes we use a 'comp ticket' in house as a place holder, if you bought a ticket through a third party vendor like Google or Vancouver Attractions. If you didn't purchase the tickets directly through our website, you'll have to contact the third party in order to receive a refund.

Hours of operation are posted when you purchase tickets through our website and at the front of the building when you arrive. All tickets are timed entry, and it seems that the selected time of entry was 12:00pm-12:15pm. Was this not the time of your visit?

Looking forward to hearing back from you.

Thanks,
Dustin

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From: Shauns Email <shaunworkslondon@gmail.com>

Sent: Thursday, August 27, 2020 9:30 AM

To: Museum of Vancouver Guest Services <guestservices@MUSEUMOFVANCOUVER.CA>

Subject: refund request please

Hello

Me and My wife and 4 kids recently attended.. so a family of 6. we had a horrible and i mean horrible time. we attended without being told hours properly and we were given a very short visit. as in you were closing and yet still taking ticket sales.

we are not local by anymeans and my poor kids wanted to enjoy our visit but staff made us leave without enjoying the visit.

Plain and simple I will make this easy.. REFUND same way I paid VISA/DEBIT CARD you can call me 236-333-9849 or text me I will give you the credit card info and you can just refund our visit. I am not a fan of writing bad reviews but I am also not a fan of paying good money and not getting the full experience I hope you can understand.

Thanks
Shaun Adams