

Dear Families,

Unfortunately, we must announce you bad news. The last few weeks we have been thru hell with the Resort that we have booked for the incoming Pesach. Not one agreement that we have made with them has been respected and every possible step we tried to make they have / had find a way to make it impossible.

The last few weeks we made so many efforts with the Resort.

We flew several times to Greece only to talk with the managers of the Resort and each time we came back with a promise that from that moment on everything will just be fine but to our dismay there where all lies.

The problems started directly after the visit from the Rabbi Lederman, a day after his visit at the Resort we received from the Resort an email with the spoken conversation between the Rabi and the manager and the extra costs that it will bring along. We were shocked to read all the lies between the lines that we checked the lies together with the Rabi and he was so upset because nothing was like he had proposed to the Resort.

For example: The Resort claimed that the Rabi said there must be a kind of line (border) into the Sea to separate the man and the women to let them swim with a cost of € 9.000,00. BIG LIE!!!!!! The Rabi also explained that the hot plates needs a Shabbat clock which we bring like we do each year but again the Resort claimed € 4.800,00. BIG LIE!!!!

After we were prepared again to believe this nonsense still it did not stop and the Resort came up with new demands, new rules and new amounts and still they kept saying that they will accommodate us etc. etc.

At the last moment, we tried to find another Resort in Kos plus minus at the same level only to guaranty our guests the same level as we promised.

Today we heard that the Resort refused our containers with food for our guests one week before arrival after they knew already one week before that the containers will arrive today, they only let us deliver the containers at April 9 the day our guests will arrive! Part of this food need refrigerators as meat and dairy!! Finally, we concluded that we cannot have any kind of conversation / discussion with the managers from the Resort and that is why we have no other solution then to cancel the incoming Pesach Program.

Today we gave the order to return all the containers from Greece.

We must take a lawyer to maintain all these complains.

As understandable is the damage that Perla Luxury will have huge in any possible way for sure in money.

Till Monday 1st May we will refund his or her money (bank, credit card, cash).

We kindly request the guests who paid with a bank transfer to send us your bank details with your name and correct announcement to do not make any mistakes.

In hope for your understanding.

Perla Luxury