To Lorraine & Airbnb complaints

AIRBNB – LORRAINE – MAIDSTONE, JUNE 3-4, 2018

I have been driving through Europe and not had the opportunity to respond to the claim for more money from the host because I still have Lorraine's parking permit card – although I had decided to write a review for this Airbnb host at some point, where this would be brought up. It would be a very favourable one.

In my opinion, Lorraine is not a host one can recommend, quite the opposite. When I booked the room it was on the understanding that check out time was 10am the following morning (as he states on her airbn page), which suited me well, as I knew I had about 45 min drive from Maidstone to Dover the next morning, where I was catching a ferry leaving at noon. When I arrived, Lorraine asked me if I could check out at 8am (!!!) and I said it would be very difficult, as I had some work to do in the morning but that I could check out at 9am – something she agreed to. She told me she had an x-ray appointment at 8.30am but that she could postpone that.

Though she also said: "You need at least 2 hours to drive to Dover, it is well over 80 miles".

I knew the distance, and that it would take 45 minutes, an hour at the most. I may have a foreign accent but I'm not stupid. Something I was beginning to fear that Lorraine was.
She told me I needed to use a parking permit card for my car, and that she would need a £20 deposit for the card, which she would return in the morning. I only had £10 in cash and she then wanted by driving license as 'insurance' for the parking permit. I don't normally give my ID cards etc. to strangers but I was only going to stay there overnight so gave it to her.

The place is ok for a night's sleep but it is nothing like the description on airbnb; this was clearly Lorraine's own room, with hardly any space, as half the room was full of her clothes, and there was no workspace. She had even put a noisy fridge into this small room, and it was a "mini bar" filled with various drinks, also alcohol, for guests to purchase. I thought one needs a license to sell alcohol in the UK. I bought one bottle of water.

Anyway, such things do not bother me. I got going at 7am the next morning to get things done by 9am, and just after 8am I phoned my insurance company to arrange extra car insurance for the trip in Europe. While I was on the phone, suddenly Lorraine knocked hard on my door, and shouted that I needed to check out. The time was about 8.10am. I asked her to give me 10 minutes so I could finish my call. She slammed the door and disappeared, only to return two or three minutes later, saying "I must get an x-ray for my knee, I'm trying to help you! Please back your bags, I need to check you out!" Again she slammed the door and disappeared. I explained to the insurer that I would ring back. Rather than shout back at her I decided to just get out. I had to ask for my driving license of course, which she gave to me, then she even asked me if I could drive her to the hospital (!!), something I could not. We left the building together and before I knew it she disappeared around the corner. I shouted after here, "your parking permit!" but she was gone.

The whole situation was ridiculous – but at least I did have all my bags and I had the driving license. I continued with my phone calls in the car before setting off for Dover, a trip that took me about 40 minutes.

I find it incredibly rude that Lorraine now claims compensation for the parking permit card. The card is still in my car – luckily – but I am now on the road in Norway, heading up to the mountains, and of course I can send it to Lorraie, but I will not post it to her until I get to a post office were I can send it as recorded mail. I am not sure how much that will cost me, but I suggest Lorraine compensate me by refunding £20 of my payment to her, for such a terrible stay and for all this hassle. If she does not agree to this, I will simply bin the card. Under no circumstances will I accept paying any money to Lorraine if this is to be the outcome.

With regards,

Geir Stabell