

To whom it may concern,

We are a small Thai business that has been one of the leading hotels in Koh Chang for 30 years with many guest satisfactions awards. Sea View Koh Chang is **not owned nor has any links to any large corporate entities** as many are speculating. Online reviews are very important to small businesses like ours and receiving up to 4 negative one-star reviews over a period of time can be extremely damaging, especially, during these incredibly difficult times. Over the last 3 decades, we have received negative, as well as positive feedback. We have always taken this feedback from a constructive point of view; using these to continue to improve areas where we may not have performed up to the high standards we aim for.

In regard to the case involving **the guest**, we would like to present our version of this story.

There are **3 main reasons** that forced us to file a complaint – **We are not suing him for just a single bad review**:

1. He left fabricated stories on his reviews on TripAdvisor and Google that included xenophobic connotations, accusations of slavery and even comments that could mislead readers to associate our property with the Coronavirus.
2. He had been posting reviews roughly 1-2 weeks apart with obvious defamatory intentions. We chose to file a complaint to serve as a deterrent, as we understood he may continue to write negative reviews week after week for the foreseeable future.
3. Despite our multiple efforts to contact him to resolve this in an amicable way for well over a month, he chose to ignore us completely. He only replied to our emails, messages on review sites, etc. once he had been notified of our complaint by the authorities.

Background

On 27th June 2020, **the guest** and a friend visited Sea View Koh Chang. In the evening, the pair went to eat at our restaurant. However, the pair **brought outside alcoholic beverages to consume on the premises**. First the waiter then later on the supervisor informed them that we do not allow outside beverages, and there is a corkage fee of 500 baht. At this point, **the guest** and his friend started to cause a commotion. To resolve the situation, our Director of Food and Beverage, Mr. J (mentioned in the article as the manager from Czech Republic) stepped in and negotiated with the party. **The negotiation resulted in the guest and his friend drinking their outside alcohol without paying the corkage fee in our restaurant.**

On 28th June 2020, **The guest** and his friends checked out with no further complaints.

On 29th June 2020, we received the first review on TripAdvisor by “Wesley B” written in both Thai and English stating the following:

08:54 24°

📶 98%

← Sea View Resort & Spa Koh Ch...

About Location **Reviews** Q+A Room Tips



Wesley B

wrote a review 29 Jun 2020

4 contributions • 0 Helpful votes



"ทาสยุคใหม่ Modern slavery"

"อย่านอนที่นี่! ไม่สนับสนุนการเป็นทาสที่ทันสมัยของคนไทย! พนักงานไม่เป็นมิตรเพราะการจัดการของพวกเขา ชาวต่างชาติปฏิบัติต่อพนักงานเช่นทาส มีคนหนึ่งที่ไม่ดีจริงๆ เขามาจากสาธารณรัฐเช็กเขาเป็นผู้จัดการร้านอาหาร เขาไม่เพียง แต่ปฏิบัติต่อพนักงานอย่างทาส แต่เขายังทำตัวเหมือนเขาสำคัญกว่าและดีกว่าแขกในโรงแรมโปรดอย่าสนับสนุนการเป็นทาสในยุคนี้ มีโรงแรมหลายแห่งบนเกาะ คุณไม่จำเป็นต้องนอนที่นี่และรับการรักษาที่ไม่สำคัญ"

Do not sleep here! Don't support modern day slavery of Thai people! The staff are not friendly because of their management. The foreigners treat the staff like slaves. There is one that is really bad. He is from the Czech Republic. He is the restaurant manager. Not only does he treat the staff like slaves, he also acts like he is more important and better than the guests in the hotel. Please, don't support this modern day slavery. There are a lot of hotels on the island. You don't

Read less ▾

Date of stay: 30 Jun 2020

📍 Location

🧼 Cleanliness

👤 Service

👍 Helpful

Booking.com ↗

THB 2,039

[View Deal](#)

Home

Trips

Inbox

Me

Describing our business as “modern slavery” is extremely defaming and uncalled for. We have kept our full staff team during COVID-closure without letting any of them go. We have provided them with shelter and food, free of charge during this challenging time. As an outsider without any knowledge of our operations, such accusations made in the reviews are entirely untrue and are written out of malice. Furthermore, we feel that highlighting our managers nationality serves no purposes other than to push a stereotypical narrative and is entirely xenophobic. Mr. J is an exceptional employee who loves his team. Since the review was against TripAdvisor’s review guidelines, it was removed after a week of being displayed.

The guest then published one more review on TripAdvisor on July 3 and two more on Google (each with a new account). Each one published roughly 1-2 weeks after the previous review. This time he not only mentioned our managers nationality, his review mentioned coronavirus. In the current climate of this pandemic, any comments made about a business in connection to coronavirus can have a devastating effect on the business, particularly if the context of these messages are misunderstood by non-native English speakers.



Wesley B wrote a review Jul 3
1 contribution



Unfriendly staff and horrible restaurant manager

“Unfriendly staff, no one ever smiles. They act like they don't want anyone there. The restaurant manager was the worst. He is from the Czech Republic. He is extremely rude and impolite to guests. Find a another place. There are plenty with nicer staff that are happy you are staying with them.”

[Read less](#) ▲

Date of stay: June 2020



Wesley Barnes
2 weeks ago on Google

1/5

Unfriendly staff, no one ever smiles. They act like they don't want anyone there. The restaurant manager was the worst. He is from the Czech Republic. He is extremely rude and impolite to guests. Find a another place. There are plenty with nicer staff that are happy you are staying with them.

Trip type Vacation

Rooms 1.0 Service 1.0 Location 1.0





Wesley Barnes
a week ago on Google

1/5

The staff was not friendly. Nobody could smile. The restaurant manager was very rude and full of himself. He is from the Czech republic. There are other hotels with better- friendlier staff. Avoid this place as if it was the Coronavirus!



Before filing a complaint with the authorities, we attempted to contact **the guest** multiple times via emails, TripAdvisor and phone calls in order to settle this dispute amicably. None of our communications were successful, with **the guest** only responding to our messages after his arrest.

29 Jun	First TripAdvisor Review
3 July	Second TripAdvisor Review
21 July	Email (He later replied 11 Sep after he got arrested)
Roughly between 21-9 Aug	First Google Review
A week after the first G- review	Second Google Review
9 Aug	TripsAdvisor message sent (He later replied 11 Sep after he got arrested)
3 Sep	Phone call (He picked up but refused to discuss the matter.

We would also like to clarify that Mr. Tom Storup is not the manager mentioned in the review, or the entity filing the complaint, he is simply the point of contact with **the guest** and the resort.

As for the legal process after the filing of police charges, the police informed us that **the guest** would be requested to present himself at the police station to negotiate a settlement twice. If **The guest** does not show up or fail to report to the authorities, then it's up to the discretion of the police on how to proceed. We are not involved in the process of the law and as such have no say as to when and where **the guest** would be arrested

We agree that using a defamation law may be viewed as excessive for this situation. However, **the guest** refused to respond to our attempts at communication and instead continued to persistently post negative and untrue reviews of our business. We simply want to ensure that these untrue reviews are stopped, and we had no way of negotiating the matter with **the guest** until after our filing the complaint with authorities.

12:06 29°

VoLTE LTE1 76%



wesleyL7977NO



10 Aug 2020

Dear Mr Wesley Gene Barnes,

I am contacting you on behalf of the Sea View Koh Chang resort where you stayed from the 27th June 2020 for 1 night in room number 2309. We have received 4 reviews on 2 different review sites (TripAdvisor and Google) containing what we consider to be slanderous and defamatory content.

Please contact me directly through email at rdm@seaviewkohchang.com or calling [039 552 888](tel:039552888).

We understand you are still in Thailand so please we ask you to act upon the receipt of this letter and within 24 hours.

Best regards,

Tom Storup
Rooms Division Manager

09:17



11 Sep 2020

Hi Tom,
It is a very aggressive approach to bring charges against me. My review was honest and faithful from my experience. So now I have been arrested. How do you propose this matter is settled?

Kind Regards
Wesley

17:36



Write a message

Send