From: Brenda Bethune
To: athuynh2009@gmail.com
Subject: Re: [External]Elliot Realty
Date: Tuesday, June 2, 2020 1:47:28 PM

Tuan-
I am truly sorry that you re having problems with Elliott Realty. They are not located within the City limits of Myrtle Beach, therefore we have no jurisdiction over them.
Please contact the Myrtle Beach Area Chamber of Commerce and express your concerns. They have received numerous complaints about this business.
Best of luck and I'm sorry you have to cancel your plans!

Brenda Bethune

Sent from my iPad

photograph

The employees of the City of Myrtle Beach are a diverse group of individuals who blend their unique talents to create the most effective, elite team of public servants in South Carolina.

Brenda Bethune

Mayor

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On Jun 1, 2020, at 10:13 PM, Tuan T. Huynh <athuynh2009@gmail.com> wrote:

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.
Dear Your Honor:

Can you please help us??

My fiancée and I had planned our wedding for early summer this year from June 27 - July 4. We are from Ohio and our family is from all over. We thought that getting together at Myrtle Beach and having a scenic wedding would be great. So we booked a large beach home with Elliott Realty on 03/17/2020 (ref # 9964187). We placed a $6272.50 deposit. Unfortunately, COVID-19 hit, but we waited to see what would happen. Some time after our state quarantine order was issued, we forlornly called Elliott Reality to cancel. However, Elliot Realty said that they could not give us our deposit back unless the beach home was rented out again. Our parents are old and are at too high of a risk to travel. Regardless, at this point, many of our family members are reluctant to travel. In addition, both my fiancée and I are healthcare workers, and because of the pandemic, we both have had our salaries reduced. We were also issued an order from our hospital that if we travelled out of state, we would be quarantined either without pay or with use of PTO.

I would think in this kind of situation, Elliott Realty would make some exceptions, especially since we no longer are having the wedding we wanted. Also, with the salary reductions, paying bills will be tougher. We have implored with Elliott Realty multiple times to try and get our deposit back. We have also forwarded them an email from the CEO of our hospital stating that travel for their employees is restricted

until the end of 2020.

We have never cancelled a vacation before. We are now financially struggling. For goodness sakes, this is a pandemic; this is out of the ordinary. Because of this, I would hope that Elliot Realty would be more lenient... But they aren't. Remarkably, we even got our funds back from the airline we were going to use to fly to Myrtle Beach. We've rented from Elliott Realty before, and, now, I don't think I can again.

We have read from various postings that Elliot Realty has refunded some people, but I am wondering why we are not being extended the same courtesy. Simply put, $6272.50 is a lot of money and we just want it back.

Thank you for your time and consideration.

Sincerely,

Tuan Huynh

Anhtuan T Huynh