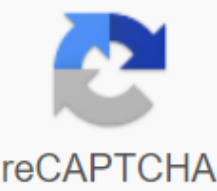




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Elite island resorts donation request

President Robert Barrett and our President Steve Heydt have been committed to supporting many qualified nonprofit efforts over the years. Since 2001, we have supported organizations like yours and have contributed over \$35 million over vacation. To request a donation, please fill out the form below. Keep in mind that it may take 48-72 hours to process the donation. After the form is sent, please do not send the request by email. It is not necessary and can extend the processing time. Once approved, it takes about 7-14 days (via USPS) to arrive. We look forward to working with you and our contribution to benefit those you so admirably serve. If you have any questions, please contact Cheri Selfridge, Sr. Director of Sales & Charitable Contributions at cselfridge@eliteislandresorts.com. BBB remains active and focused on serving our business community. BBB remains active and focused on serving our business and consumer community throughout this crisis. Please check the resources available to you BBB.org/coronavirus. Some sources of information that BBB relies on are temporarily not available. In addition, many businesses are closed, suspended or do not operate as normal and cannot respond to complaints and other requests. BBB information and Business Records reflect the latest information available to us. We appreciate your patience as we and everyone in our community focuses on resolving this crisis. Location of Business1065 SW 30th Avenue, Deerfield Beach, FL 33442BBB File Opened:8/1/2003Years in Business:19Business Started:1/1/2001Licensing Information:This business is in an industry that may require professional licensing, bonding or registration. The BBB encourages you to check with the appropriate agency to make sure that any requirements are currently being met. Florida Villa ResortsElite Island VacationsFairweather Group, Inc.PrincipalMr. Rob Barrett, CEO of ContactsMr. Steve Heydt, president. Sherri Ault, Marketing ManagerFax No. (954) 481-1661Primary Fax(954) 481-8507 Other faxes (954) 725-6 Other faxes(954) 418-0088Mso Addresses Other business details09/01/2020T I had to cancel my booking because of COVID. I waited 3 months for a refund and they continued to string me along. I originally planned my vacation in the fall of 2019 for March 2020. I moved my vacation in March 2020 to July 2020 because of COVID. Delta airlines cancelled our July flights because of COVID, so I went on and asked Elite for a refund. They were a little heeded at first, but then I was assured that it wouldn't be a problem. It is mid-May 2020. I was pawned out to take over my case. Between May and August, I had to call and email several times to get ***** or ANYONE to call me back. A few times I went to see Cheri, she me that it is still being processed and will not be too much longer. She told me on July 15, 2020 that it should only be another 3 weeks. I tried to contact her on August 17, 2020 for updates with no results. After some internet sleuthing, I found the sales manager, **** ***** and ***** and sent them an email pleading for help. replied and said ***** has accelerated my refund and that it must have been in my account for 10 days. He apologized and said it was a very expensive process. It's been over three months!!!!!! How hard was my refund? So now it's been 11 days since that last email!! Today is August 28, 2020. I left Cheri a voicemail today asking for updates. She called back and said that basically there was nothing she could do, it was in the hands of accountants and that everyone at the company knew about my problem and that it was still being dealt with. I am now in the process of contacting ***** the accounting manager. Elite Island Vacations owes me \$2012.50. I'm at the end of my intelligence. I don't know what to do from here. Their customer service was excellent when I booked my vacation. Shortly after the COVID attack, their customer service went down to the toilet. Holding anyone's teeth is harder than pulling teeth. They are very unscym professional and unreliable.... Read MoreI've been patient for the last 3 months. I want my refund immediately.... 1 Customer reviewsT I had to cancel my booking at an Elite resort back in March due to Covid travel issues. While it took some time (understandably for the volume likely to be cancelled by Covid), a full refund arrived. This will be my 5th visit to an Elite resort. The staff at Elite (Chrissy in particular) were the most charming and responded through some of my bungalows with previous bookings – as once with an early expired passport, which required re-booking. Location of Business1065 SW 30th Avenue, Deerfield Beach, FL 33442BBB File Opened:8/1/2003Years in Business:19Business Started:1/1/2001Licensing Information:This business is in an industry that may require professional licensing, bonding or registration. The BBB encourages you to check with the appropriate agency to make sure that any requirements are currently being met. Florida Villa ResortsElite Island VacationsFairweather Group, Inc.PrincipalMr. Rob Barrett, CEO of ContactsMr. Steve Heydt, president. Sherri Ault, Marketing ManagerFax Numbers(954) 481-1661Primary Fax(954) 481-8507Other Fax(954) 7 25-6000Other Fax(954) 418-0088Other FaxWebsite Addresses More Business DetailsBBB Business Profiles may not be reproduced for sales or promotional purposes. Your business records only offered to assist you in making your own best judgment. BBB requires third parties to publish complaints, reviews and/or responses on this website to assert that provided is correct. However, BBB does not verify the accuracy of the information provided by third parties and does not guarantee the accuracy of any information in the Enterprise Profile. When reviewing complaint information, please take into account the size and volume of the company's transactions and understand that the nature of the complaint and the company's response to them are often more important than the number of complaints. BBB's corporate profile usually includes a three-year reporting period. BBB's corporate profile may change at any time. If you choose to do business with this business, please let the business know that you have contacted BBB to receive BBB Business Profile.As for policy issues, BBB does not confirm any products, services or businesses. BBB reports on known market practices. See what BBB reports OnBBB Business Profiles may not be copied for sales or advertising purposes. BBB's business record is only provided to assist you in making your own best judgment. BBB requires third parties to publish complaints, reviews and/or responses on this website to confirm that the information provided is accurate. However, BBB does not verify the accuracy of the information provided by third parties and does not guarantee the accuracy of any information in the Enterprise Profile. When reviewing complaint information, please take into account the size and volume of the company's transactions and understand that the nature of the complaint and the company's response to them are often more important than the number of complaints. BBB's corporate profile usually includes a three-year reporting period. BBB's corporate profile may change at any time. If you choose to do business with this business, please let the business know that you have contacted BBB to receive BBB Business Profile.As for policy issues, BBB does not confirm any products, services or businesses. A. Enter a bid To bid, find a lot of pages, enter a value in the bid box, and click Bid. If you click Bids on a lot, you'll be prompted to sign in to your Charitybuzz account or create a new account if you don't already have one. Once you have created an account, you will be presented with numerous details, sales conditions, and standard shipping and change details. Once you've accepted the Sales Conditions, you can proceed to bidding on that batch. All bids set for any batch are governed by the Selling Conditions for that lot. You can bid at or above the starting price displayed as the current Price in the bid box of the page a lot. The current top bid, along with a full list of bid history of multiple people, will be visible to other users. If your bid status changes, you'll receive an email notification and push (if you've installed the Charitybuzz App). B. Right to cancel after you set and confirm the amount of your bid, your bid will be submitted. You accept and agree that the reason you send is final. Charitybuzz is not responsible or liable for any problems, delays or other problems caused by internet use, including but not limited to the transmission, implementation or processing of Tenders. Charitybuzz is also not the sponsor responsible for any errors in bidding. A contractor should be sure to bid on a lot of accuracy. Bidders must make sure the bid they enter (including any taxes or fees) is the price they're willing to pay and can pay. Once the hammer has fallen and Charitybuzz has announced the winning bidder, that the contractor is unconditionally bound to pay for that batch, even if the contractor has made an error. The bid(s) mistakenly entered on the part of the contractor are not grounds for cancelling that bid. Each contractor is responsible for his or her own account and bid. Additionally, allowing access to another person participating in a bid without your knowledge is not a grounds for cancelling a bid. C. Tender fraud All contractors must meet Charitybuzz's eligibility to bid. Any contractor who is not a customer in good condition of Charitybuzz may be excluded at Charitybuzz's own decision and will not be awarded very much. Such a decision can be made by Charitybuzz at its own decision, at any time before, during, or even after the end of the auction. Charitybuzz has the right to exclude any person from the auction. Bids will not be accepted from minors under eighteen (18) years of age without the written consent of their parents confirming the conditions here and showing that their agreement is bound therefore on behalf of the contractor. If an offerer bids, the person who bids on behalf of the consenting body secures itself to pay for any successful bids. Any contractor representing the buyer is personally and personally responsible for any buyer's obligations set out in these terms and conditions. All buyers purchased under a valid res resa sale license will need to provide appropriate documentation to eliminate the state sales tax. D. Win & Dispute The winning bidder is the highest bidder recognized by Charitybuzz. In the event of any dispute between bidders, or in the event of doubts about the charitybuzz section about the validity of any bid, Charitybuzz will make a final decision to determine the successful bidder or restoral and resell the lot in question. If a dispute arises after the sale, Charitybuzz's sales record is concluded. While Charitybuzz makes every effort to ensure accuracy, in the event of an error, and many are inadvertently declaring a sale by mistake, Charitybuzz has the right to cancel the sale and re-list the lot at its own decision. By accepting sales, contractors ensure personal and unconditional payment. The title for any batch remains with sponsor, any guaranteed party of the or the Sponsor's transfere, as the case may be, until the lot is paid in full by the Contractor. Charitybuzz has the right to request full payment before providing any batch to the successful contractor. Contractors.