

Sep 9, 2022

Message from Airbnb Support

Airbnb Support

7:01 PM

Hope your check-in went smoothly in Memphis!

Your Host, Pamela, is a great person to reach out to if you need anything during your stay—but if you ever need us, we're here 24/7.

Message Pamela

I need help from Airbnb

Jul 19, 2022

Message from Airbnb Service

To protect your payment, always communicate and pay through the Airbnb website or app.

Message from Airbnb Service

Hosts can't see your profile photo until after your booking is confirmed. [Learn more](#)

Select to open user profile for Shawn

Shawn

9:55 PM

Hi Pamela. We will be traveling to Memphis tomorrow to attend a football game. We will check in Friday after 5 or 6 p.m.

We will be catching up with old friends and may invite them over for dinner. Very low key.

Please let me know if there are any concerns.

Message from Airbnb Service

Your request to book has been sent. The Host has 24 hours to respond. [Show request](#)

Select to open user profile for Pamela

Pamela

10:07 PM

Hello Shawn, that sounds like a lovely time. I would be delighted to host you all.

I think you didn't mean "tomorrow" since September is a couple months away. I do ask that all guests that come be accounted for in the booking. Airbnb insurance requires this. You can always wait until you know who's coming over to add them by requesting a change through Airbnb. Please note that quiet time is 9:30pm, but it sounds like that will be a problem. Also, there may be other guests in the upstairs suite that is separated from downstairs by a locked door. There are private entrances so you won't have to worry about mingling with upstairs folks. Please let me know if you are ok with this.

Where are you coming from?

Thank you so much

Pamela

EXHIBIT

2

Select to open user profile for Shawn

Shawn

10:30 PM

The guest will not be staying overnight, so do they have to be registered? I have rented before and do not remember this provision.

I live in Madison, MS. The house was recommended to me by a friend that contacted you today, Carol. We are ok with upstairs guest, but it does make me a bit uneasy -safety and privacy. How much more would it be to rent the upstairs?

Select to open user profile for Pamela

Pamela

10:48 PM

Hi Shawn,

I understand your concern, it is Airbnb's best practice to account for all guests that entered the property.

I also understand your concerns on safety and privacy. We have not had any issues reported by past guests, if that helps any.

The upstairs listing is here:

airbnb.com/h/littlebitcountry

and is currently available for those dates.

I certainly don't want you uneasy or uncomfortable. I strive to have our home be a pleasantly memorable getaway.

Please let me know if you have any other questions.

Thank you

Pamela

Select to open user profile for Shawn

Shawn

10:56 PM

I am not certain who exactly will be in visiting but I will do my best to ensure that guest are registered. I will know more the closer we get to the travel dates. Rest assured we will take great care of your home.

My wife and I actually list our home on Airbnb as well.

Does the home have a grill?

Select to open user profile for Pamela

Pamela

11:04 PM

Hi,

We do not have a grill, apologize we could not keep it clean to our standards. Thank you, I do appreciate your efforts. I will accept the inquiry now.

Pamela

Message from Airbnb Service

Your reservation is confirmed for 4 guests on Sep 9 – 11. Show reservation
Sep 7, 2022

Select to open user profile for Pamela

Pamela

11:09 AM

Hello Shawn,

We are delighted you will be staying with us. We wanted to reach out and give you some much needed info to make your stay enjoyable.

Here are your check-in instructions for

Little Bit More Country

3780 South Berlinwood Cove, Memphis, TN 38133, United States

Check IN is: Sep 9, 2022 after 3:00pm (Let us know if you need to come earlier)

CHECK OUT is: Sep 11, 2022 by 10:00am (Let us know if you need more time)

Guests in reservation: 4 guests (you may update guest counts at any time)

PARKING: Please park on the left side of the driveway. There is a sign for Airbnb parking. Cars can park angled towards the left as well.

ENTRY: Please make your way around to the front of the house. Enter through the front door. keypad is on the door handle, please touch screen to turn on.

ACCESS CODE: The code is the last 4 digits of the following phone number: +1 662-719-9079. This code can access Front and Back door for the lower unit.

LOCK the Door: Just press the lock button on the keypad.

WIFI: SSID or Wifi Name: LBC / Password: littlebitcountry123

Please familiarize yourself with the Pool area, House rules, and our phone number (510) 747-8282 should there be anything we may do to help make your stay more enjoyable.

Your stay is of the utmost priority to us, and we value your experience here. If for any reason you feel you are unable to provide us with a glowing review, we want to know about it, how we may fix it and improve for the future.

Please give us the chance to do the right thing and make you love coming here.

Safe travels
Pamela

*Please note, Airbnb requires us to inform you of the following:
There are additional charges/penalties/fines for violating any house rule(s). Please be aware by creating a reservation or booking or checking in, you agree to this without any stipulations. You are confirming you've read the House Rules and understand them in full.

Sep 9, 2022

Select to open user profile for Shawn

Shawn
4:02 PM
Thanks Pamela. Will be a late check in .

Select to open user profile for Shawn

Shawn
6:08 PM
The reservation said we could have up to 12 guest, some of those include:
Stacy
Carol
Ursula
Kim
Tony
Marlon
Twentis
Daryl
Darius
And maybe a few more.
Only 4-5 will be staying overnight.

Select to open user profile for Pamela

Pamela
6:18 PM
Hello Shawn, we will be able to accommodate a max of 8 Guests. This is due to the City restrictions and capacity at our home. I apologize we had not discuss the guest count tripling.

Each guest does have to be put on Airbnb and accounted for per Airbnb rules and insurance requirements. There is a cost to each guest even if they do not spend the night. I should also remind about the strict no parties rule.

Thank you for understanding
Pamela

Select to open user profile for Pamela

Pamela

6:27 PM

Hi Shawn,

I also would like to ask that we limit the cars to 4, we have other guests and need to provide parking for everyone. Thank you

Select to open user profile for Pamela

Pamela

7:13 PM

Hello Shawn, I am asking you to either add the extra guests now or have them leave immediately. We have also gotten complaints of disturbances. yelling and profanity in the parking area. Our home is in a quiet neighborhood and we need to maintain that.

Thank you for your cooperation.

Pamela

Select to open user profile for Pamela

Pamela

7:31 PM

I am very sorry but you have violated the no party rule, disturbed my neighbors by cursing and yelling in the parking lot, and have unauthorized guests. I am asking you to leave now. I cant allow you to stay, I am sorry.

Sep 10, 2022

Select to open user profile for Pamela

Pamela

8:56 PM

Hi Shawn

I hope you have enjoyed your stay! Here are your check-out instructions.

The checkout date is Sep 11, 2022 by 10:00 AM.

Please strip the beds you slept in and leave the linens and all used towels on the bathroom floor.

If you used any plates, pots, pans and utensils, please load them in the dishwasher and start the "heavy" cycle. You can find the dishwasher pods underneath the sink. You may want to check that you have collected all your belongings.

Don't forget to turn off the lights, lock the door, and we wish you safe travels on your journey!

Thank you so very much
Pamela

Return to Inbox

Next Exchange

Sep 14, 2022
Message from Airbnb Support
Airbnb Support
10:47 PM
Hi Shawn,

My name is Charles from the Safety team and I'll be handling your case from now on. I do apologize about the call we weren't able to perform today but will reschedule this for tomorrow.

The Safety team's role is to help protect and ensure the safety of the entire Airbnb community.

I'm contacting you because we received a report regarding a recent reservation and I'd like a chance to speak with you about what happened.

I'll give you a call on +1 662-719-9079 on Thursday September 15th 2022 between 3:00 pm to 4:00 pm your time zone as we value your perspective and would like to hear any details firsthand from you. If that time doesn't work for you or if I should reach you at an alternative phone number, let me know by replying directly to this message. I'm in the office Wednesday to Sunday from 3 pm to 12 am GMT-5.

As of now, your account access has been limited while we finish our review.

While your account access is limited, you won't be able to book new reservations. We may also have to cancel upcoming reservations as a precaution.

You can review our Community Standards at:

airbnb.com/standards

If we don't hear from you within the next 72 hours, we may take further actions on your account.

I hope to discuss this with you soon.

Best regards,

Sep 15, 2022

Select to open user profile for Shawn

Shawn

10:38 AM

Charles, I provided a lengthy explanation of the events that transpired on the Airbnb survey. Please refer to them. I spoke with a service team member the night of the activities and despite me sharing what had actually happened, he had already determined that he was going to cancel our reservation—DESPITE me telling him I had spoken with the host and the issue was resolved.

I was lied on and discriminated against for no reason. We did not break or violate any rules. If I need to file a formal complaint then I will. The host have multiple cameras "with audio" at the property, I would strongly recommend that you ask them for a copy of the footage to validate any rule violation they made against me or any guest while at the property.

If my issues, concerns, hostile treatment, or discrimination is not of a concern to Airbnb, then by all means suspend or terminate my account.

Message from Airbnb Support

Airbnb Support

3:08 PM

Hi Shawn,

Thank you so much for this information and for sharing this explanation with me.

Based on your message I understand that you don't want to receive a call and with the provided info I'll be able to continue my research.

In case you want to receive a call please let me know.

As soon as I get an outcome for this I'll communicate it to you.

Best regards,

Select to open user profile for Shawn

Shawn

9:49 PM

Feel free to contact me at 662-719-9079. I receive a lot of spam calls so if I don't answer please text or email.

Message from Airbnb Support

Airbnb Support

11:10 PM

Hi Shawn

Thanks for your understanding and cooperation while we reviewed this report.

We want everyone in the Airbnb community to feel supported and comfortable. That's why, after careful review, we've paused your Airbnb account for 30 days.

If we receive a similar report in the future and find that your account doesn't follow our Community Standards, we may remove it from the Airbnb platform.

Best regards,

Sep 16, 2022

Select to open user profile for Shawn

Shawn

8:01 AM

Have you paused the host and their ability to host families for 30 days while this matter is being resolved?

Message from Airbnb Support

Airbnb Support

5:02 PM

Hi Shawn,

Thank you so much for your response. We have taken actions based on your concerns and the report we received.

As for the outcome, unfortunately due to data protection rules we are unable to disclose the resolutions of our investigations. However, I can confirm that the case was handled in line with our policies and procedures.

Best regards,

Sep 18, 2022

Message from Airbnb Service

This case is closed. Still need help? Contact us

Next Exchange

Oct 1, 2022

Message from Airbnb Support

Airbnb Support

4:50 PM

Hi Shawn,

Thanks for taking the time to reach out. I'm going to forward your case to a member of our team who's in a better position to resolve this for you.

We can appreciate that this may have caused some inconvenience to you Shawn, so we're grateful for your patience.

Best regards,

Next Exchange

Sep 19, 2022



Airbnb Support 9:05 AM

Hello Shawn,

This is Steph from Airbnb. Your Support Ambassador from Resolutions Team.

I will be your case manager moving forward. I tried to call your phone number but no one is picking up.

I am just reaching out in regards with your previous reservation for your Host Pamela with the reservation code of HMS3XRTME9.

Your Host mentioned, you brought extra guest on their listing. They just wanted to collect the additional guest fee also a fee for the violation you did by breaking there house rules.

Below is the breakdown for the additional payments you need to pay.

4 Added guests X \$20 X 2 nights =\$160

Below is the breakdown for the additional payments you need to pay.

4 Added guests X \$20 X 2 nights = \$160

violating rule #6 \$250

violating rule #8 (Additional Fine included in *Terms) \$250

fine for moderation of your review \$300

Total: \$960

If you are ready to pay for the additional \$960, please let me know by replying to this email. If you have further questions and concerns, please message me back.



Shawn 9:54 AM

I attempted to return the call. Please call back.

Sep 20, 2022



Airbnb Support 4:54 PM

Hi Shawn, I am currently working on your ticket and while I may not be able to reply right away, please do message me if any issues arise and I'll follow up with you as soon as I get the message and/or done with the investigation.

Meanwhile, feel free to use our helpful articles in our Help Center which may be of assistance.

airbnb.com/help

Best Wishes,
Steph

Sep 22, 2022



Shawn 10:27 AM



Saturday 4:54 PM

Hello Shawn, hope you are well. Sorry it took so long to get the photos you requested together to show your stay at our home. But I had faith, was driven by integrity, so I committed to get these posted for you and Airbnb. The photo at 3:16am is especially notable. Should I forward the photos and videos to Teresa or will you? The videos will come shortly, I think they are too big for text so I will post to



the photos and videos to Teresa or will you? The videos will come shortly, I think they are too big for text so I will post to youtube. have a wonderful weekend.





Shawn 10:33 AM

Sent: Tuesday, September 20, 2022 11:59 PM
To: Teresa Mackay <tmackay@shelburne.edu>
Subject: nice bag

I love your bag, where'd you get it?



Shawn 11:21 AM

I have reviewed Airbnb's nondiscrimination policies and your privacy policy. I have attached correspondence to show a pattern where the host has consistently violated the terms, agreements and policies set forth by Airbnb. In so doing Pamela (the host) has continued to discriminate against me, present hostile behavior and attempt to extort money from me by emailing a picture to



Shawn 11:21 AM

I have reviewed Airbnb's nondiscrimination policies and your privacy policy. I have attached correspondence to show a pattern where the host has consistently violated the terms, agreements and policies set forth by Airbnb. In so doing Pamela (the host) has continued to discriminate against me, present hostile behavior and attempt to extort money from me by emailing a picture to my wife. Her threats, discrimination and extortion have gone unaddressed by Airbnb to this point. If you are not going to enforce your discrimination and privacy policy, then you will leave me no alternative but to seek legal representation. Just a few points to highlight the events that have occurred by Pamela and Airbnb.

1. I have sent multiple emails highlighting the basis for my discrimination and the hostile environment created by Pamela during my stay to Airbnb. I have spoken to a representative on the phone and was told no investigation had been conducted. Please refer to my email chain and the recorded phone conversation with Airbnb representative, Steph.

2. The conversation with the Steph initially was a request for me to pay additional money requested by Pamela. I went on to explain the events that had occurred and once again laid out the fact for her to investigate the discriminatory acts.

3. Steph did not mention or have any knowledge of my request for a refund;

3. Steph did not mention or have any knowledge of my request for a refund; therefore I can only assume it was not being considered and she could not provide an update.

4. Airbnb suspended my account during their investigation into me, but the host continues to operate. I can only surmise that the discrimination is not a priority to investigate as highlighted in the Airbnb nondiscrimination policies.

5. My review was removed from the host page. I can only surmise that this was an attempt by Airbnb to mask or cover up her unscrupulous and discriminatory behavior and activities.

6. Pamela is communicating with me outside the Airbnb portal which is prohibited or at least strongly discouraged by Airbnb. Please refer to the text message sent to me by Pamela on September 17, 2022. A violation of Airbnb policy.

7. Pamela's text was threatening and an attempt to extort. She assumed this would prevent me from pursuing my personal refund, filing a complaint about the discrimination that occurred to Airbnb and ensuring that I would pay the additional money she requested. I have been told that this behavior is criminal and therefore illegal. A violation of state and federal law, and Airbnb policy.

8. Pamela also sought out my wife's work email and emailed a photo to her place of employment. She acted on her threats and extortion attempt when I did not give in to her demands or respond as she had hoped to her text

8. Pamela also sought out my wife's work email and emailed a photo to her place of employment. She acted on her threats and extortion attempt when I did not give in to her demands or respond as she had hoped to her text message. In addition to being unprofessional and maybe illegal it certainly violates Airbnb privacy policies. Please refer to a copy of the email displaying a photo.

I submit these complaints to Airbnb AGAIN to request that Pamela cease and desist and that Airbnb enforce your own policies. I do not feel nor believe that my complaints have been taken seriously by Airbnb, even though you can clearly see from the prior emails that Pamela fabricated rule violations.



Shawn 11:58 AM

Lastly, Pamela is also in violation of Airbnb privacy policy regarding a second matter. She states that the house has cameras of security, but she does not disclose that the cameras have audio.

Sep 24, 2022



Airbnb Support 9:12 AM

Hello Shawn,

This is Steph from Airbnb. Your Support Ambassador from Resolutions Team.

First and foremost, please excuse our delays in following-up to your very sensitive situation. We are receiving a sudden influx of inquiries, and we greatly apologize for any inconvenience this has caused you.

I apologize for the inconvenience you had experience with your previous Host Pamela. We don't want you to go through any of that.

Thank you so much for the documents you did provide. We truly appreciate you for that.

Please know that I did investigate the case and take this into consideration. As per checking, the Host did provide documentation that you violated their House Rules. Therefore, they are entitled to receive additional payments from you.

It shows here that you brought additional people on the listing without the Host permission before the reservation was accepted. You should've include the additional guest that will be on the property.

To know more details about adding the additional guest, you can visit link below;

<https://www.airbnb.com/help/article/1515>

We do our best to fairly and reasonably mediate these cases. In our efforts to be objective, keeping in mind that we were not present during the reservation, we must consider all available documentation and communication when coming to a decision which aligns with our policies and procedures.

Airbnb reserves the right to make the final determination with regard to these disputes, which is outlined in our Terms of Service. Thus, we are unable to reconsider the decision made in this case.

Also, in regards with Host's action, please know that we already put a note on the account. Our higher department will take precautionary action accordingly.

Again, a gentle reminder regarding payment of \$660 for the extra guest fee and House Violation. Should this remain unpaid, it may affect your Airbnb bookings in the future. We are here to help you, so please don't hesitate to contact us back should you wish to discuss this further.

Best Wishes,
Steph

Sep 25, 2022



Airbnb Support 10:16 AM

Since we were not able to get a recent reply from you, we now need to close this ticket for the time being to be able to help other members in the queue. A gentle reminder regarding payment of \$660 for the extra guest fee and other house rules violation. Should this remain unpaid, it may affect your Airbnb bookings in the future. We are here to help you, so please don't hesitate to contact us back should you wish to discuss this further.

Best Wishes,
Steph



Airbnb Support 10:16 AM

Do you still need help?

No, I'm done.

Yes, I still need help.




Sep 26, 2022



Shawn 9:55 AM

Yes, I still need help.

 We're forwarding you to a team that can better assist you.



Shawn 9:58 AM

I have not received any notification regarding my request for refund, discrimination complaint, nor any recourse associated with the many host Airbnb violations. Please provide me the contact information for the appropriate staff for the appeals process and the policies.

Sep 27, 2022



Airbnb Support 5:43 PM

This is Stephanie from Airbnb. Your Support Ambassador from Resolutions Team.

Just to let you know, my shift is about to finish for today and I'll be out of office.

While I may not be able to reply right away, please do message me if any issues arise and I'll follow up with you as soon as I'm back.

Please know that I am currently working on your ticket to provide a favorable resolution.

Meanwhile, there are lots of useful articles in our Help Center which may be of assistance:

airbnb.com/help

Best Wishes,
Steph

Oct 1, 2022



Airbnb Support 12:30 PM

Hello Shawn,

We're reviewing your case at the moment.

If you've got any more documentation or information you'd like us to take into consideration as part of our review, please reply to this message and include it, within the next 5 hours.

Best,



Airbnb Support 4:50 PM

Your Host Pamela has provided us with information to support their report of unauthorized guest.

In this case, the Guest Standards Policy was not followed. It's important to note that if we receive similar reports in the future, we may have to take additional action on your account—including the removal of your account from the Airbnb platform.

For full transparency, we want you to know that we've made a note of this on your account.

These Help Center articles explain how you can work towards a better experience with future Hosts and listings:

airbnb.com/help/article/695

airbnb.com/help/article/2894

Our Help Center is also where you can find details of our standards and expectations:

airbnb.com/help/article/1199

Also, rest assured a separate ticket has been created for the Non Discriminatory Policy. Someone will just reach out to you in regards with that.

For the meantime, we can't provide any additional refund. I wish I could do more, but we need to strictly follow our standard procedure to make sure we are taking the right actions in accordance with our policy.

If you have further questions and concerns, please let me know.

Oct 2, 2022



Airbnb Support 4:32 PM

I understand that you might be doing something important and not be able to respond as of the moment. I'll be closing this thread for now, but if you still need help, feel free to contact us through the link below, we'll respond to you as quickly as possible:

<https://www.airbnb.com/help/contact-us/topic>

Keep Safe Shawn!

Best Wishes,
Steph



Airbnb Support 4:32 PM

Do you still need help?

No, I'm done.

Yes, I still need help.




Oct 3, 2022



Shawn 7:14 AM

Yes, I still need help.

 We're forwarding you to a team that can better assist you.

Oct 4, 2022



Airbnb Support 11:31 AM

Hello Shawn,

It seems that you still need help. Can you elaborate on how can I further assist you? Please let me know.



Airbnb Support 6:34 PM

Hi Shawn,

I am currently working on your ticket and while I may not be able to reply right away, please do message me if any issues arise and I'll follow up with you as soon as I get the message and/or done with the investigation.



Airbnb Support 6:34 PM

Hi Shawn,

I am currently working on your ticket and while I may not be able to reply right away, please do message me if any issues arise and I'll follow up with you as soon as I get the message and/or done with the investigation.

Meanwhile, feel free to use our helpful articles in our Help Center which may be of assistance.

airbnb.com/help

Kind regards,