



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
ROCHESTER REGIONAL OFFICE

October 7, 2022

Jam at the Ridge
8101 Conlon Rd.
LeRoy, NY 14482

Re: Our File Number: 22-045064-M1
Consumer: Katie Hughes

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Letitia James's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents. You may also submit your response by email to Consumerfrauds.Rochester@ag.ny.gov. In the subject line of your email response, please include the above-referenced file number.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days. I look forward to your cooperation.

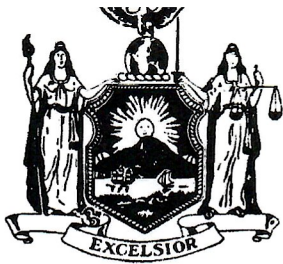
Very truly yours,

Emma Townsend

Emma Townsend
NYS Office of the Attorney General
Bureau of Consumer Frauds and Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



ATTORNEY GENERAL LETITIA JAMES
 State of New York
 Office of the Attorney General
 Bureau of Consumer Frauds and Protection
 144 Exchange Boulevard, Suite 200 • Rochester, NY
 14614
 (585) 546-7430

File Number: 22-045064-M1
 Staff: Emma Townsend

RESPONSE FORM

Name of Consumer: Katie Hughes

Legal Name of Company: Frost Ridge Campground LLC

Executive Office Address: PO Box 1193 Keauau HI 96749

If a Corporation, Names of President and General Manager: _____

If a Partnership, Names of Partners: Corey Luettickearchbell, Dave Luettickearchbell

If a Sole Proprietorship, Name of Owner: _____

Name, Address and Telephone Number of person to contact for additional information:

Corey or Dave 585-802-2110

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

See attached letter and docs.

In order to resolve this matter, we offer to:

Please offer to have them arrested for fraud and perjury

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

Name: Corey Luettickearchbell Title: Member

Signature: [Signature] Date: 10-17-22

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
144 Exchange Boulevard, Suite 200
Rochester, NY 14614-2176
Tel: (585)327-3240 | Fax (585)546-7514

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id 1-408348932

Complaint Bureau

Bureau Where You Filed Your Complaint ROCHESTER

Your Information

First Name KATIE

Last Name HUGHES

Your Business/Organization Name

Street Address 8201 Poplar Grove Circle

Address Line 2

City/Town Waxhaw

State NC

Zip/Postal Code 28173

Country US

Email Address hughes13crew@gmail.com

Phone Number 847-343-8882

Alternate Phone Number

Subject of Your Complaint

Are you complaining about a person or a company? COMPANY

Business Name Jam at the Ridge

Street Address 8101 Conlon Rd.

Address Line 2

City/Town LeRoy

State NY

Zip/Postal Code 14482

Email Address

Phone Number 585-768-4883

Website

Additional Complaint Information

Location of Incident/Transaction Phone transaction

Date of Incident/Transaction 2022-08-07

Name of Product or Service Campsite reservation

Cost of Product or Service 732.23
Method of Payment CREDIT

Complaint Description

Reservation was placed on 8/1/2022 over the phone for a one month campsite rental (reservation dates of 8/30/2022-9/30/2022) . This was intended to be a temporary place to live while my husband was working on power lines in the area with O'Connell Electric supporting NYSEG. Less than a week after booking the reservation, his job contract ended. We immediately called to cancel on 8/7/2022, less than one week after booking, and more than 3 weeks in advance of the reservation. We were then and only then informed there were no cancellations even in the event of job loss. No one told us this prior. The campground was even able to rent our site out for those dates (we called to see if they were full and they were), and they still would not refund us. If they suffered losses due to our cancellation it would make sense, but the campground was booked to capacity the whole time! And they refunded NOTHING. It's not like they just kept a "fee"- they kept the whole one month charge!

Did you sign a contract? N
Was product or service advertised? N
Have you already complained to company/individual? Y
How? BY TELEPHONE
Complaint Date 2022-08-07
Person contacted Reservation Desk
Job title Reservation manager
Nature of response Sorry, we can't help you.
Date of response 2022-09-15
Has matter been submitted to another agency or attorney? N
Is court action pending? N
What form of relief are you seeking, e.g., refund, credit, exchange, repair?

Refund

Manufacturer of Product N/A

Street Address

City/Town

State/Town

Zip/Postal Code

Product Model or Serial Number

Warranty Expiration Date

Did Business Arrange Financing? N

Uploaded Documents

User Uploaded Document Names 72BD9D559F314BCF954F531CF619D7D3.png

In filing this complaint, I understand that:

The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my

legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature

Katie hughes

Date of Affirmation

09-28-2022

SQ *JAM AT THE RIDGE

\$732.73

Merchant Contact Information

 **8101 Conlon Road, NY 14482**

Additional Information

Transaction Date **Mon 08/01/22**

Posted Date **Mon 08/01/22**

Purchase Method **MANUALLY KEYED**

Category **TOURIST
ATTRACTIONS &
EXHIBITS**

Cash Back Earned **\$7.33**

October 17, 2022

Frost Ridge Campground LLC, dba Jam At The Ridge
8101 Conlon Road
Le Roy, NY 14482

State of NY, Office of The Attorney General
Rochester Regional Office, Court Exchange Building
ATTN: Emma Townsend
144 Exchange Boulevard, Suite 200
Rochester, NY 14614-2176

Dear Ms. Townsend,

Thank you for bringing this to our attention. Unfortunately, Ms. Hughes has misrepresented the facts in her complaint as follows:

- Our refund policy is stated on our website (used by Ms. Hughes to contact us in the first place)
- Ms. Hughes asked about rates, availability, and refund policy on 8/1/22 (as noted in our journal via timestamp) when she asked to be placed on our waiting list for a monthly site.
- Ms. Hughes made a reservation on 8/7/22 to begin 9/11/22, at which time our cancellation and refund policy was reiterated verbally, and sent to her in an email confirmation.
- On 8/9/22, we received a call asking to change sites so her husband, Derek, could have 50 amp electric service, rather than, 30 amp electric service. This was followed by another call to cancel or move the reservation due to a change in employment situation. The refund policy was reiterated, and the reservation was moved to June of 2023 at their request.
- On 9/3/22, they disputed the credit card charge and received a FULL REFUND.
- Today, I am in receipt of your letter asking to collect these funds which have already been returned ... even though they agreed to the policy and still have an open reservation for June 2023 at their request.

This person has blatantly lied to you about the facts of this situation, and is attempting to defraud us through your office. Any suggestion to the contrary is disingenuous.

Would you please reply to this letter with your decision on how you will proceed?

Looking forward to your communication. Please note our update address below.

Sincerely,



Greg Luettickearchbell
PO Box 1193
Keaau, HI 96749

Derek Hughes
8201 Poplar Grove Circle
Waxhaw, NC 28173

224-343-7542

d13hughes@gmail.com

Site

Z-07

First Night

9/11/22

Last Night

9/30/22

Unit: 35' Trailer Model: _____ Color: _____ ST/Lic: _____
Car: _____ Color: _____ ST/Lic: _____ D/L: _____
Other: _____ Color: _____ ST/Lic: _____
Adults: 2 Children: _____ Pets: _____ Extra Vehicles: _____ Extra Trailers: _____

NOTICE TO GUEST

This property is privately owned. The camper accepts camping privileges with the understanding that he does hereby release the Campground, its officers and employees of all liability for loss or damage to property and injury to his person arising out of his use of its camping facilities, and agrees to indemnify the Campground, its officers and employees, against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities. Camper authorizes campground to move/remove camper without liability.

THE MANAGEMENT

I have read and agree to comply with all of the Campground rules and regulations as posted in the office and/or on the grounds. I understand that all sales are final and that deposits and payments are not refundable.

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE, PLEASE CONTACT THE OFFICE

The Ridge NY

Frost Ridge Campground DBA The Ridge NY
8101 Conlon Rd
Le Roy, NY 14480 USA
585-768-4883
Email: info@TheRidgeNY.com
Web: www.JamAtTheRidge.com

Qty	Description	Each	Total
1	MONTHLY Full Hook-Up (w/30amp elec included)	\$695.00	\$695.00
1	BPT	\$37.73	\$37.73
	Monthly Rate- changed sites from 30amp to 50amp	\$105.00	\$105.00
	moved reservation from 8/29/22 to 6/1/23		
	per guest request		
-1	MONTHLY Full Hook-Up (w/30amp elec included)	\$695.00	\$-695.00
-1	BPT	\$37.73	\$-37.73
-1	Monthly Rate- changed sites from 30amp to 50amp	\$105.00	\$-105.00
	guest disputed charge		
Total Charges			\$0.00
Payment: Discover 4504 #V2sr [2] (8/1/22)			\$732.73
Refund: Discover 4504 #V2sr [2] - CHARGEBACK (9/8/22)			\$732.73
Balance Due:			\$0.00

Paid through: 6/30/23

Check Out: 1:00 PM on 10/1/22

Confirmation Number: R220009024

ADDITIONAL NOTES

SPEED LIMIT 5 MPH

NEVER SWIM ALONE

ALL GUEST vehicles must register at office

Subject: Your Reservation Confirmation R220009024

From: "Jam At The Ridge - Reservations" <reservations@jamattheridge.com>

Date: 8/1/2022, 10:14 AM

To: "Derek Hughes" <d13hughes@gmail.com>

From:

The Ridge NY
 Frost Ridge Campground DBA The Ridge NY
 8101 Conlon Rd
 Le Roy, NY 14480 USA
 585-768-4883
 Web: www.JamAtTheRidge.com

Guest Information:

Derek Hughes
 8201 Poplar Grove Circle
 Waxhaw, NC 28173

Details of this reservation are below, as well as any charges and/or deposits to your account. Please review them, along with our terms and conditions, for accuracy. Please review this information for accuracy and our <https://www.jatrny.com/policies-and-courtesies> and let us know if there are any changes. We will need your license plate number at check-in. If you would like to email that information in advance, we will have everything ready for you at check-in.

Please note that reservation payments are not refundable. If you will be unable to stay with us at the above dates, please contact us seven or more days prior to arrival so we may attempt to reschedule your date.

Confirmation #: R220009024
 Reservation made on: Mon, Aug 1, 2022

First Night: Sun, Aug 28, 2022
 Check In: 2:00 PM

Last Night: Thu, Sep 29, 2022
 Check Out: 1:00 PM (on Fri, Sep 30, 2022)

Site: A-20/30

Type : Normal

Qty	Description	Each	Total
1	MONTHLY Full Hook-Up (w/30amp elec included)	\$695.00	\$695.00
1	BPT	\$37.73	\$37.73
		Total Charges	\$732.73
Payment: Discover 4504 #V2sr [2] (Mon, Aug 1, 2022)			\$732.73
		Balance Due:	\$0.00

NOTICE: This property is privately owned. The camper accepts camping privileges with the understanding that he/she does hereby release the Campground, its officers and employees of all liability for loss or damage to property and

injury to his person arising out of his use of its camping facilities, and agrees to indemnify the Campground, its officers and employees, against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities.

Thank you for visiting www.JamAtTheRidge.com.

Sincerely,
The JATR Team
www.JamAtTheRidge.com
8101 Conlon Road
Le Roy, NY 14482
(585) 768-4883

Subject: Your Reservation Confirmation R220009024

From: "Jam At The Ridge - Reservations" <reservations@jamattheridge.com>

Date: 8/9/2022, 1:09 PM

To: "Derek Hughes" <d13hughes@gmail.com>

From:

The Ridge NY
 Frost Ridge Campground DBA The Ridge NY
 8101 Conlon Rd
 Le Roy, NY 14480 USA
 585-768-4883
 Web: www.JamAtTheRidge.com

Guest Information:

Derek Hughes
 8201 Poplar Grove Circle
 Waxhaw, NC 28173

Details of this reservation are below, as well as any charges and/or deposits to your account. Please review them, along with our terms and conditions, for accuracy. Please review this information for accuracy and our <https://www.jatrny.com/policies-and-courtesies> and let us know if there are any changes. We will need your license plate number at check-in. If you would like to email that information in advance, we will have everything ready for you at check-in.

Please note that reservation payments are not refundable. If you will be unable to stay with us at the above dates, please contact us seven or more days prior to arrival so we may attempt to reschedule your date.

Confirmation #: R220009024

Reservation made on: Mon, Aug 1, 2022

First Night: Sun, Aug 28, 2022

Check In: 2:00 PM

Last Night: Thu, Sep 29, 2022

Check Out: 1:00 PM (on Fri, Sep 30, 2022)

Site: G-10/50

Type : Normal

Qty	Description	Each	Total
1	MONTHLY Full Hook-Up (w/30amp elec included)	\$695.00	\$695.00
1	BPT	\$37.73	\$37.73
		Total Charges	\$732.73
Payment: Discover 4504 #V2sr [2] (Mon, Aug 1, 2022)			\$732.73
		Balance Due:	\$0.00

NOTICE: This property is privately owned. The camper accepts camping privileges with the understanding that he/she does hereby release the Campground, its officers and employees of all liability for loss or damage to property and

injury to his person arising out of his use of its camping facilities, and agrees to indemnify the Campground, its officers and employees, against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities.

Thank you for visiting www.JamAtTheRidge.com.

Sincerely,
The JATR Team
www.JamAtTheRidge.com
8101 Conlon Road
Le Roy, NY 14482
(585) 768-4883

Record

Date : 8/9/2022

Time : 4:11 PM

Operator : Sally B

Record : 015#000009024

Notes : Derek wanted a different site in G section. He will pay the difference from 30amp to 50 amp when he checks in. SB

Record

Date : 8/9/2022

Time : 4:52 PM

Operator : Sally B

Record : 015#000009024

Notes : Derek called back and his job has already moved him before he could come in. He wanted to be moved to June of 2023. SB

Record

9/8/2022

9:33 AM

daveadmin

015#000009024

Guest disputed the charge claiming we agreed to a refund. We have responded, but these things typically go bad for us so we're writing off as bad-debt. \ \ ...

Payment dispute

Resolved in cardholder's favor

We challenged this payment dispute on your behalf. Unfortunately, the bank has resolved the case in the cardholder's favor. This decision is final, and Square does not have the right to challenge the dispute further. Learn more about protecting your future sales with Square Contracts. You can also visit our Support Center for more information on how to protect your business from disputes.

REASON: Customer claimed credit was owed.

PAYMENT AMOUNT	DISPUTED AMOUNT
\$732.73	\$732.73
CARD	DISPUTED BY
Discover 4504	Unknown (S)
AMOUNT REF.	\$732.73

Timeline

Learn more

Initial payment

12:23 PM 10/17/2022

Welcome to your Disputes Dashboard

We know that protecting your hard-earned sales is important. That's why we want to make sure that you're prepared with the right documentation when disputes happen. Learn more about the dispute process in this short video, or click an open dispute to see more.

You have no disputes.

To learn more about resolving payment disputes, click here.