

ECP'S ISLAND RESORT

"Chalet in disrepair, staff indifferent. We felt cheated."

MR VIKASH K. SINHA: "I wish to highlight the low standard of service at the Island Resort in East Coast Park. We booked a chalet there and the experience left us bitterly disappointed. E Block, where we had our chalet, is old and in a state of disrepair. The toilets malfunction, the air-conditioning is not cool enough and the doors are hard to close. The staff are indifferent, generally have no idea what is going on, and there are no management staff to handle complaints. When asked for a feedback/complaint form, the staff refused to produce one and ignored us thereafter. This property is in such a good location and has monopoly over the site and facilities offered. The authorities should act to improve the service. After spending almost \$300 on an evening, we felt cheated."