
From: John Sullivan
Sent: Tuesday, April 14, 2026 9:44 AM
To: Michele Capps; OCFINFO; OCF Executive; COMM DEPT; nkovacevich@ocfairboard.com; bbagneris@ocfairboard.com; tbilezikjian@ocfairboard.com; djackson@ocfairboard.com; dlabelle@ocfairboard.com; npham@ocfairboard.com; nrubalcava-garcia@ocfairboard.com; rruiz@ocfairboard.com; James Canfield
Cc: Michael Searle; Melissa Auyeung
Subject: Timeshare (Kaleo Marketing) in OC Fair (and other fairground events)
Attachments: Dodgers (Kaleo) (1).mp4; Dodgers Booth.jpg; Dodgers Booth 2.jpg; IMG_0858.jpg; Not A Free Vacation.pdf; Track Results Training.htm; Wyndham Loan Approval (after credit is secretly run).jpg

Please include on the agenda for the April or May Fair Board meeting.

Kaleo Marketing is currently under investigation by a city attorney's office

To All Concerned:

This writing is to inform you about a timeshare company who apparently has booths at your OC Fair (and other events held at the fairgrounds), **Kaleo Marketing/Wyndham Resorts**, and exactly how they operate so that your organization/city can make an informed decision in regard to whether they should be allowed to attend this event or any other in the future. Take a look at the complaints, attached documents and additional email to follow and judge for yourself if this is a company you want associated with your organization and its noble efforts. Kaleo may attempt to deny any wrongdoing, but as the saying goes, the proof is in the pudding.

First, as you may or may not know, the computers and paper pads they use at events are utilized to capture people's information. What Kaleo calls "greeters" are the people who are out working in front of the booths telling your customers to enter into a "drawing" or to spin a wheel to get prizes and they are usually told that the computer will let them know right after the survey is completed if they are "winners" when their computers are used (usually on an inside booth) If they use the spin wheels they tell people to spin for "free" travel and other prizes. In actuality, there are no actual "winners" of anything . . . only the opportunity to be pitched on attending a timeshare presentation. It is all a ploy to build excitement and make people believe that can "win" instantly so that they can be enticed to enter the drawing and give up all their personal information. The information input (age, marital status, household income, address) lets the representatives know if the people are eligible to attend a timeshare presentation so they can get paid on their attendance. (scan attached QR code for entry form) (The reps are not paid hourly or a salary. They are paid commission when someone attends the sales preview only.)

What your organization/city may not know is that the computers use the personal information to run people through a credit check unbeknownst to them. Your attendees unwittingly subject themselves to this as no one in their right mind would fill out the information on the screen and submit it knowing they were being run through one. Certainly, none of the greeters or representatives for Kaleo let people know this is what happens, though they all know. When someone is signed up after spinning a wheel or filling out a paper pad (used at your city events), the person's information is input later into a computer system that then runs a credit check after the fact. The credit check is necessary because Wyndham not only wants those people with certain ages (28 yrs and over) and minimum incomes (\$75,000 household annual incomes or above) who can afford to purchase a timeshare, but also they only want those with good credit to attend so that their timeshare purchases can be financed if they agree to buy. Kaleo does not get paid by Wyndham if they send in people who do not pass the credit check. The people who enter their information on the computers at events are only told it is to determine if they are eligible to get free stuff. Most of the time, the term "win" is used by the greeters and representatives alike. If all the information meets Wyndham requirements (age, income and others) and the computer determines they have good credit (largely based on the address they enter), the computer turns a certain color (blue) and gives them a "congratulations" and tells them to talk to a representative for a "special promotion" they are eligible to receive. Many of the representatives will actually high five people who get blue "congratulations" screens and show a high level of excitement for them as if they have actually won something when all that has really happened is that they have been determined eligible to attend a Wyndham timeshare presentation.

If they do not meet eligibility requirements, the computer turns red, and says "Thank you". The representatives are always on the lookout for the blue screens and immediately start in on their pitches as they are paid strictly on a commission basis. They are paid for each person or couple that meets the requirements and attends a sales presentation. Each person that completes the survey on the computer and submits their information also is agreeing to be contacted for a continuing marketing campaign just before submitting their information. They consent to **"receive live sales calls or text messages all of which may use automated dialing equipment, from or on behalf of our parter(s) including Kaleo Marketing LLC, Preferred Guest Resorts, Club Boardwalk Resorts and about promotional offers regardless of any prior election to the contrary."** (terms and conditions on last page of entry form / see attached QR code) Simply put, they consent to getting telemarketed by various entities. Almost nobody reads these terms and conditions as they are at an event, and in the heat of the excitement, trust that they are entering a legitimate drawing when giving all their information out on the computer. It is sad that their trust is used in such a manner.

Each representative is different, but many times, during the course of the pitch the terms "timeshare" and/or "sales presentation" are never used to explain exactly what people are signing up to do. These truths are hidden by a number of representatives. There are varying techniques, but many just tell them that they are attending a "vacation" preview and can get gifts for attending. There is one particular representative that is well-known for telling people that they have "won" free travel and other gifts and that all they have to do is go down to Anaheim to pick them up and "watch a two hour video presentation and leave a Yelp review" which is not even remotely true. The presentation is multi-faceted and a video presentation is a part of it, but it is just the warm-up for the sales pressure that comes at the end. Also, there is no requirement that they leave a Yelp Review. It is all made up.

There is another representative that works for Kaleo and is a convicted felon (Federal Drug Trafficking). This representative, who is held up by the owner of Kaleo as being the gold standard, likes to tell people at events where Kaleo utilizes computers, that the computers only have (insert random number) of winners a day and that they are one of the lucky few if their computer screen comes up a blue "winner". For example, "Congratulations, there are only 25 winners a night and you are winner number 8/12/17/ 20" and then proceeds to pitch them on their big "win". Of course, the truth is that there are no limits to the screens coming up "congratulations" on any given night or event. Anyone who meets the requirements set by Wyndham and passes the computer credit check is invited. It's just another technique used to make people feel that they have actually "won" something and should feel privileged and excited to attend a timeshare presentation. This particular rep also has a propensity to tell people that they will get breakfast/lunch at the preview which is totally untrue.

The booth(s) that are set up at outside events usually do not have computer screens. These booths, along with other booths set up by Kaleo at many other events, frequently utilize a guessing game trick to attract people to fill out a physical entry form by hand. They are told that they can "win" free travel and other things if they guess the number of items (mini baseballs/ corks/ toy cars and others) in a clear container (see attached pictures). They are told to fill out the physical entry form and sign the bottom (which again gives consent to Kaleo to put them on their marketing campaign . . .) **"I agree and understand that sponsors may contact me regarding promotions and that this permission overrides my listing on the federal do not call list (DNC)** (see yellow pad in attached picture) and then to put their guess of the number of balls/items on the top of the form. Almost always, there are multiple clear containers used in this campaign and the guests are told that the number of balls/items in the multitude of containers is identical. The truth is that the number of balls/items in the containers is never under any quality control and that the balls/items are taken out and/or given out by representatives to people directly from the containers on occasion. The number in the containers changes daily and even by the minute. The number of balls/items in the clear containers are sometimes obviously not the same, and when it is completely obvious (sometimes the customers are the ones to point this out), a representative or greeter will just open up one of the containers and pour some of the items from one container into another to attempt to make them appear to be the same. No count is done on the number of balls at the booths. If the guesses on the top of the forms were actually looked at by Kaleo and tickets/travel given out to winners, then there should be thousands, of winners of free travel and other gifts for "correct guesses" over the last 10 years they have been doing this at your event and others. If this were a legitimate giveaway/guessing game, upon a formal request by your organization, Kaleo should be able to produce a very long list of winners that they have given free stuff to without having had to attend any timeshare presentation, along with their contact information and proof/date that the gifts were actually sent. (The number of balls/items used in the containers are minimal and are actually fairly easy to guess/see attached picture) Don't expect that any list of such winners could be produced, much less one with thousands of names, because the guessing game is used solely to maximize lead forms that are filled out. It is all just a ploy to entice your customers to give up their personal information, override any protection they may have with the federal do not call list, and hopefully attend a timeshare presentation.

When Kaleo does an event where they can not set up the computers for an instant credit check (outside booths) the reps will schedule people for the timeshare presentations with Wyndham blindly. They do not know if they will pass the credit check or not. The information for the scheduled "tours" are entered by each individual rep later (next day or later the same day) in a system called Track Results. When they are done inputting all the information for the people into Track and submit the information for booking, the system will let them know instantly if the people pass the credit check or not (the computers do all this for them when used at events). When Track Results determines that someone has not passed the credit check, it will let the reps know instantly (see attached Track Results training video). The rep will then call the people and flat out lie to them about why they can no longer attend the in-person presentation they were initially scheduled for with Wyndham. Usually the reps will say that the preview they wanted is "overbooked". Some will say that they have reached the maximum tours for people that live within their particular zip code for the week/month. They can say basically whatever they want. They are trained to do this by ownership and management of Kaleo. They don't really care what excuse the reps make up, only that they un-schedule them from the Wyndham presentation.

[In California, a timeshare company cannot run a soft credit check without the consumer's written consent. The Fair Credit Reporting Act \(FCRA\) requires that any entity checking a credit report must obtain permission from the consumer before proceeding. This applies to all credit checks, including those conducted by timeshare companies. If a timeshare company attempts to run a credit check without the consumer's consent, it may violate the FCRA and could face legal consequences.](#)

legalclarity.org

The people are then told that they can actually do a zoom preview (previously they were switched to an in-person GEVC timeshare presentations but this company no longer does business in Southern California) from their home computers for their gifts. This is not a Wyndham presentation at all. It is another vacation entity that Kaleo represents/owns called Serenity Time which does not require a credit check but gives Kaleo an alternative way to generate income (Wyndham is the preferred way). The goal for the reps is to get every NQ (not qualified) Credit with Wyndham scheduled for a Serenity sales presentation as again, they are only paid for people who attend a sales presentation whether it be in-person (Wyndham) or zoom (Serenity). This is another example of deception that the reps engage in that is not only known about by the ownership and management at Kaleo, but is actually encouraged and specifically trained by them to do. We have obtained an internal memo in which Kaleo actually trains/informs their reps how to secretly do an instant credit check by phone on people (while they are standing right in front of them) and lie to people about what they are doing and then lie to them and tell them that the preview they wanted with Wyndham is "full" and then proceed to switch them to an alternate preview if they do not pass the credit check. We can forward that memo, with detailed explanation, upon request. Also, when they do pass the credit check and therefore are scheduled for a Wyndham preview, Wyndham corporate mails a letter to them before they attend the scheduled presentation stating that they are pre-approved for a loan of at least \$15,000 (see attachment) thereby indicating further that they have run a secret credit check on these people.

Your organization/city owes it to your patrons who attend your events, to do its due diligence on what is actually happening with Kaleo at the event(s) and elsewhere as the information contained herein is verifiable. The aforementioned formal request could be sent to Kaleo for the winners of any free travel and other gifts for the guessing game utilized in their booths (gifts given with no timeshare attendance required), proof of the gifts being mailed, and people contacted to confirm its accuracy if any such list was ever produced. A valid one can't and won't be.

In any regard, there are varying levels of deception as every representative is different, but this is some of what is happening yearly at your city sponsored events. There are a few representatives who are totally honest and forthcoming about what people are signing up for if they agree to attend a Wyndham sales presentation, but sadly many are not. It is disappointing that an organization as rich in tradition as yours would rent space at your events to this type of business. Your surely should not need to seek extra income from a business such as this and subject your attendees to its operation and the accompanying frustration involved.

This company had booths at Dodger Stadium for the last four years but that contract has not been renewed largely in part to many written complaints being sent by fans to officials/lawyers for the Dodgers complaining about being deceived at the stadium. The complaints vary but many involved being told that they had "won" Dodger tickets and travel and other gifts after they filled out the computer screen not knowing that they had simply met the requirements and instant credit check done by the computer to attend the timeshare presentation. Also, many were told that they would get "field level" tickets that could be used for the game of their choosing (Dodger tickets were a gift option when they still had a contract with them), including weekends. In fact, the tickets given were only upper deck "nosebleed" sets for pre-selected weekday

games. Many people said they couldn't even use the tickets because they were not able to attend on the game pre-selected by Kaleo. One person stated (read in complaint below) that the rep at the stadium told her that the tickets were good for handicapped section seating "ADA" (she and/or her husband were handicapped) which was a total lie and about as low as a company can go. Obviously, she was not able to use the tickets. Many others complained that they were told that the travel given was "free" which is typical for their reps at any event the work. The truth is the travel vouchers are very complicated to use, involved fees and taxes almost never mentioned by the reps, and have limited dates and times. (see attached certificate for "not so free" vacation) Also, many stated that they sent in deposits to book the trips (\$50 typically) and after that the company never responded to them and kept their deposits. In addition, the reps usually tell people that the hotel vouchers they will get allow them to stay at Wyndham Resorts which is not true. If they can be redeemed at all, it is for less than desirable hotels. The vast majority of people never book any trip with these.

Also, the reps were well-known for selling the bold face lie that they were "giving away Dodger tickets" at each game and further to expand on this lie by creating the illusion that by entering into the computer the "section, row and seat number" that fans could "win" the tickets (see attached video). The section row or seat number had nothing to do with qualifying for attending a timeshare presentation (which certainly is no giveaway) nor for winning the 3 or 4 legitimate giveaways that Kaleo was allowed under their contract with the team. It was simply used as a way to fool fans into thinking that they may have been issued a lucky ticket for the game when no such tickets existed. It also strongly suggested that the Dodgers themselves issued the lucky tickets each game to their fans and that the Dodgers were working in cahoots with Kaleo in this mendacious endeavor. (see attached QR code for entry form / first page asks for section, row and seat). Again, the Dodgers elected not to renew their contract at the stadium.

We have obtained several hundred complaints that were sent to Dodger officials and other event promoters by people who were signed up by Kaleo Marketing. Kaleo has also been banned from other major events because of such complaints including the San Diego and LA Auto Shows, a county fair and many city-sponsored events. More of these complaints are being collected every day. Several of those complaints are below for your review (with their personal information partially redacted).

It is asked that neither this contact information, nor email, be forwarded to Kaleo Marketing. You are simply being informed of what is going on within your organization/city sponsored events, so that again, an informed decision can be made by your organization/city. It would not be difficult to take a deep dive into the inner workings of Kaleo and what they are actually doing at your events and beyond. It might take some effort, but that would seem to be the least you should do to be educated about how they really work and determine the truthfulness of their marketing efforts and claims, and ultimately, whether they should be allowed to continue to operate at your events at all. Whether your city has known all the particular details of how Kaleo operates up to this point is unclear but from this point forward you can not feign ignorance.

Thank you for your time.

J.S.

Some Complaints Below

Hello,

Yes I was a VICTIM of this Company/Venue project at Dodger Stadium last year. Spent 7 hrs listening to pitches and at 6 pm finally was given a voucher to games that had supposedly were ADA. I don't think Dodger Stadium should allow this kind of marketing venue. Yes my partner was denied due to not qualifying but he provided his personal info too.

The Dodger Game Voucher given to us could not be used due to no seats available. Such a scam. Such violation.

I want to file a complaint too

Thanks,

Dora R

320-7xx-xxxx

I'd like to communicate that my husband and I were approached at the Dodger Stadium to fill out personal information on the screen, and being on the premises of the Dodger Stadium, you just don't think the Dodgers are not aware and supportive of their business practices with their fans, and that was shocking to learn.

My husband and I apparently did have an instant credit check ran, unbeknownst to us. With the fear of getting to your seats late and missing the opening ceremony, one does not take the time to read the fine print to understand what is being acknowledged, and you trust the representative there as we would trust the Dodger organization. We were approved for their 'free' items and my husband and I did attend one of the live sales sessions at a Wyndham hotel in Anaheim. The closing portion of their sales pitch was conducted in a room with so many people, loud overhead music, that I walked out of there with a headache and in dire need of some pain killers. Needless to say, we did not purchase a time share, however, we did sign up for the 'free trip'.

The 'free trip' has been a disappointment. We did pay the \$50 taxes to begin the process, but didn't get very far with the planning of the trip. The options presented were completely lackluster and did not meet expectations for the types of trips my husband and I are used to enjoying. I did communicate that to our travel representative, and even provided examples of properties we would consider for our trip, after having done some research on their properties. Of course, now you are limited to dates based on availability, and the 'free' trip was no longer free, as we would have to pay a premium for the properties that would meet our minimum expectations. After comparing the prices we would have to pay for the premium fee, I realized there was not really a savings going through them, and I was better off planning my own trip and save myself the frustration of emailing back and forth with potential options of properties that just were not meeting our expectations. I got frustrated, and just have not returned any phone calls back.

As far as the free Dodger tickets won, I was told by the representative the dates were flexible, and we would have options to select a date that worked with our schedule, as my husband is not able to attend a weekday game. Well, that was completely false and misleading. Upon getting the tickets downloaded to my MLB app after attending the sales session, the tickets were preselected for a September game during a weekday. I texted the representative immediately and asked him for dates for a weekend game, and he never got back to me. He told me he would forward my request to their 'home office' for date options based on availability, and I he never got back to me. I texted him once or twice to hold him accountable and obtain those date options and he simply ghosted me. I did end up going to the game, however, not with my husband.

I am interested in connecting with the Dodger attorneys. I look forward to hearing from you in regards to contact with them.

Best regards,

Alicia MXXXXXXXXX

_____ Hello...I was scammed like many others with this event. I will now never stay at one of their hotels for the bullshit they put me through. I went to the sales meeting. I decided to not purchase. I sent my voucher in and they conventiebt lost it. I sent messages to help desk with no response at all. Please send me details of how to file a formal complaint. Was they offered was false marketing to an extreme.

Hi,

I wanted to reach out to inform you of my experience with Wyndham at the LA Dodgers game. I was one of the people who was "selected" for a free 4 day trip voucher and \$200 dinner vouchers upon running my credit and attending a time share presentation. I did as I was told to, we scheduled and attended a 4 1/2 hour timeshare presentation and after they ran my credit and I kindly declined their timeshare, they begrudgingly gave me the

voucher. The dinner voucher directed me to claim my credits at restaurant.com. I attempted to use some of these credits at a restaurant listed on the site and was told they don't know why their restaurant is listed there and that they don't have any kind of connection with restaurant.com. I'm afraid to try again anywhere else...it was an embarrassing experience.

I also waited around after mailing in my vacation voucher as requested with no response. I contacted the help desk email and they sent the confirmation letter via email. I then followed up with our selected dates by mail and was told that it was past the window of expiration that they accept, and to read the fine print item #8. I was told this voided the voucher but after stating I would escalate this issue I was given one more exception to fill it out again. This is where I'm at currently, but honestly I'm afraid to see what happens once I book this vacation and potentially come to find out we have no hotel and have to pay it all in full...

Please let me know your thoughts and if there is anything I can do to help ensure that this does not happen to anyone else. Not a good experience and very shady practices by Wyndham..

Thanks!

Kindly,

Meirv

Unfortunately, I am one of the individuals who fell victim to this scam.

I attended a Travel Show last year where I was approached by a man named Tezz (702-596-2241), who stated that he worked for WorldMark by Wyndham. I signed up for a Wyndham presentation scheduled for February 15, 2025. However, approximately one week prior to the presentation, Tezz contacted me and stated that Wyndham was fully booked. He then advised that he would connect me with one of Wyndham's affiliated entities called "Serenity Time" Travel Club.

On March 2, 2025, I participated in a Zoom call with Miki Stocua. The conversation began professionally but quickly deteriorated when I expressed that I was not interested. At that point, the team became rude and extremely unprofessional.

Although they later sent a cruise certificate, I was required to pay a fee to "verify" the certificate. This entire experience was misleading and extremely disappointing. I never used the cruise certificate, and I would not recommend this group to anyone.

Attached are the email addresses of the individuals I interacted with.

Sincerely,

Yvette P

Hi,

Wyndham had several booths so it's difficult to avoid them and even then, they gave conflicting information. I purchased a 'package' 2 years ago but couldn't find how to easily 'redeem' the package. The email came from a different source or it wasn't clear. Last year, they told me that if I pay the (administration) fee for the 'free' prize, then the in person presentation requirement will be met for both packages and extend the expiration date for the previous package. This was verbal and I couldn't figure out who to contact for confirmation. The 'sales' guy stopped responding to my text after I attended the presentation.

Hopefully, a class action lawsuit will also be filed against Wyndham.

-Gloria

_____ Hello John,

I did not attend the Christmas walk this year, but did attend last year and I did provide information to the Wyndham for the timeshare. My friend and I did attend the timeshare presentation and never received our gift and was lied to that we would be provided lunch and we didn't.

Thank you,

Kelley Hxxx

_____ Hello yes we were told to attend at a place "a presentation" he said we didn't have to buy anything just attended the presentation to win tickets to a dodgers game, not knowing it was for timeshare, they were very persistent and on us to make a purchase but I put my foot down and said we just came for our free dodger tickets and they told us we had to get in contact with the person who sent us there, once in contact with Marcus he told us he wasn't authorized to give us those tickets and he never responded again to our texts.

Alejandra

_____ Hi,

I played the virtual spin the wheel at the dodger stadium and was promised 2 game day tickets originally and a 50 dollar gift card. I went to the workshop that was required by the company but when it came time to collect my prizes they only gave me the 50 dollar gift card. I was told "the season is over so we can't give the tickets anymore." I felt very cheated and lied to considering I live no where near Anaheim (where the workshop was held) and it took me hours and gas to get there.

I emailed with one of the staff members and was promised 4 tickets when the new season starts for the inconvenience of the the whole thing, but I still don't know if that will actually happen.

I also have noticed a massive increase in my spam calls since playing the virtual game and there was definitely no mention of them running a credit check during the process. It seemed more and more sketchy/dodgy as time went on and getting repeated text messages reminding me of the workshop and the importance of me participating in order to receive my gifts and the returned deposit of 40 dollars.

If you have anymore questions please let me know.

Thank you

Amber P

_____ Hello , I attended a dodger game and was invited to a presentation and was lied to about everything tickets , vouchers , and time share can I please get help .

Georgina G

Hello, I got scammed by this group. They promised me a free cruise. I went to redeem it and I still had to pay \$925.77. Our friends wanted to book to go with us and they got a cheaper rate from Carnival without a "free cruise". We paid more with the free cruise than if we would have booked it on our own.

Thanks,

Gabriel L

Wow! I am so glad you finally caught this! This company is a scam. They lie to people and many people fall pray to them. I was one of them! They promise so much and sell you a timeshare that you cannot use later because they make it so hard to use:(

Thank you so much!

Ingrid R

Success Coach <><

310.42x-xxxx

Hello,

We were coerced into a timeshare presentation on the premise that we'd get free Dodgers tickets and a free 4-day vacation.

We went to the presentation the following Saturday (and had to put down a \$40 deposit on my credit card that they said we'd receive in cash upon arrival). I did receive the cash back. We were told this was a 2-hour commitment, but they trapped us there for almost 3 hours having the most mind numbing conversation over and over again. We got the Dodgers ticket voucher and vacation voucher from the front desk after. We were able to redeem the Dodgers voucher for seats, but they were \$40 tickets that we didn't get to use because we couldn't choose the date and it was randomly on a Jewish holiday.

The vacation voucher ended up being a scam. We sent the completed voucher to the exact address on the voucher within the stipulated 40-days-after-receipt period, and months later, it appeared back in our mailbox marked "returned to sender," and therefore was void.

There's no phone number to call to get this fixed or addressed. It was a huge scam.

Would love to help others avoid this awful fate. What a waste of time and energy.

Best,

Emma

My name is Cynthia and I received your contact information in regards to the Wyndham complaints. I too feel as if I have been scammed as I was told I won a vacation offer after filling out a "giveaway" on a computer at Dodger Stadium.

My husband and I filled out the forms thru there computers. Last year as well as this year I was not made aware my credit was being run I was only told to fill out the information to see if I won something. Last year it said I had won and they set me up with a time share video call where a man was extremely rude and persistent trying to get us to be members of there club spending over 500 dollars. We thankfully declined but we're still sent vouchers for some vacations that were supposed to be free, but you had to spend a bunch of money. We also have received extreme amount of spam calls that I wasn't aware was related to them.

T.V.

The prizes they promised us were restaurant gift cards. But we received restaurant. Com vouchers to use on a website with limited use. Theyre more of a promotional discount than actual gift cards. The other prizes they promised us were hotel vacations stays that I had to mail in vouchers to see if we get any hotel stays. It had to be mailed out within a few days of their sales pitch meeting. We had no plans to take an abrupt vacation to use the vouchers. The details to the prizes were never disclosed until after we received them. It made us waste time listening to their sales pitch.



Good morning,

I was one of those Dodger fans that fell for it. I was told I was getting tickets for another Dodger game and a 2night 3 day stay (which has been a nightmare to book). I paid \$40 which were indeed returned the day of the presentation. I did end up getting a time share trial for 2 yrs with the Wyndham Rewards credit card I was offered there. Now I am regretting that because the perks the credit card offered me at one point were not available as I was informed when I applied.

I do agree that I felt forced and somewhat mentally unwell forced to say yes; I mean who doesn't want free tickets to see our boys in blue!

That day I was signed up I did miss a home run because they were taking forever and all I was doing was going to the restroom.

My number is 818-xxx-xxxx

Dulce Z

xxxx Van Nuys Blvd 202

Panorama Ca. 91402

Thank you for looking into this,

Dulce

Hello,

I did indeed participate in this transaction. When they gave us the tickets, it was for only 1 game and they choose the game it was not by choice. Which I think was a lie. I couldn't even attend that game so the tickets went to waste.

Also as for as the travel voucher. it had to be. sent in within a certain time frame, booking had to be 3 months ahead of travel date Mon - Thurs of course. and there was still a fee that had to be paid and of course taxes and resort fees as well. Which I never used as well.

Lani A

310-xxx-xxxx

Hello,

My wife and I attended a time share in Anaheim and after there presentation we were given two printed papers with a QR code for are four Dodger tickets as promised.

The following day we scanned the QR code to receive our tickets and the code read invalid on booth Dodger ticket vouchers.

I tried calling them multiple times but was put on hold every time I eventually gave up

This was a 1hr 15 min one-way drive for my wife and myself plus the time out of our day and gas to attend there seminar.

Extremely disappointing considering we took time away from our day at the stadium then wasted are entire day for there seminar on the account we never got the tickets we were promised.

If the dodgers want to help out in anyway it would be greatly appreciated.

Thank you Jacob S

We were one of the many unlucky ones scammed by Wyndham and their partners. They first shorted us Dodger tickets, then made it impossible to redeem their travel vouchers. We have yet to redeem the food credit so it's possible that's a fail as well. We would be interested in receiving your Dodger contact's email(s) and then vetting them before sharing our full documented experience directly with the organization.

Thanks again,

Dodger (not Wyndham) fans

Hello, everything you just explained is exactly what occurred. They had me and my partner attend a timeshare presentation for dodger tickets and a hotel stay that they never actually complied with. The vouchers provided did not work and when attempting to reach out to inquire about the process they stopped responding.

Thank you,

Natalie M

Hello,

I did indeed participate in this transaction. When they gave us the tickets, it was for only 1 game and they choose the game it was not by choice. Which I think was a lie. I couldn't even attend that game so the tickets went to waste.

Also as for as the travel voucher. it had to be. sent in within a certain time frame, booking had to be 3 months ahead of travel date Mon - Thurs of course. and there was still a fee that had to be paid and of course taxes and resort fees as well. Which I never used as well.

Lani A

310-9xx-xxxx

Hello,

I had a bad experience with Wyndham .

My sister and i were blindsided by the tactics.

I took a day off work to attend the event thinking we would get free hotel vouchers for 2 days. I'm a season ticket holder so I wasn't interested in Dodger tickets.

We had to give cash deposit .

We were held hostage at the high sales pitch event x 4 hours.

To this day no hotel vouchers were distributed.

We were pressured to buy into a timeshare which I would not sign the document. It was a stressful experience. I was surprised Dodgers organization would be associated with this deceptive hotel business.

Celine

310 4xx-xxxx

Hello!

I indeed was part of all these lies. I would definitely 1000 percent would not have done that if they were straight from thr start.

They checked my credit without even saying they would do that and made everything look like it was a pretty picture when it was a hassle dealing with those people.

I even asked the guy at the stadium if I went yo the event they will not try to force me to sign up.. he reassured me they wouldn't but that was all a lie.

If I need to further anything I need to do please let me know.

Thank you for reaching out

Janet Q

Hi,

I did attend the in person time share presentation. It was held in Anaheim. At the end of the presentation the gentleman pretty much tried to make fun of the fact that I "went just to get free Dodger tickets".

Angie

Hello,

Yes! I was a victim of this Scam. There were no tickets involved, but I was promised prizes which included Dodger merch and travel and dining vouchers. None of which was actually delivered. The travel and dining is a maze that included taxes, and all other types of things. Please include my name in any official complaints. Thank you.

Hubert M

909-2xx-xxxx

Hi

This emulates my experience with this company exactly. They were positioned right at the entrance to the stadium we went through. I was the one you "won". The whole process started out harmless but after just going through everything and even taking time out of our day to attend a presentation that was almost 3 hours long they made it nearly impossible to redeem anything I "won".

Then what followed was an intense amount of marketing calls that would happen multiple times a day. It required so many extra steps to receive the items I was promised that we didn't end up getting anything.

They truly did use some pretty aggressive sales tactics and after telling them repeatedly I wasn't interested they created more ways for us to not leave and think about "one last way" to buy into their timeshares. I did find this odd in hindsight that this was at the stadium. So yes my husband and I would like to make a formal complaint.

-Maria

To whom it may concern.

This is in regard to the timeshare people that we're at your Dodgers games, soliciting free items. Both my wife and I attended a Dodger game on April 26, 2025. It was a 6:10 pm game time. We arrived at the game a little early and a young man called us over to fill out a form to attend one of their talks about what they had to offer. In return, we would receive two Dodger tickets, and a 3 day trip to several places. Of course, we had to answer questions and then they told us we had won the free items but needed to go to this place to pick them up. I want to say in Anaheim to collect our free gifts. I took the day off from work to attend this brief session, both my wife and I attended they spoke about their timeshare or I should say they didn't call them timeshares. They said you would own a portion of this property. After a few hours we told them no we were not interested. They persisted and we once again said no thank you so after the third time of asking us. After this they did not treat us very nice. They asked us to go downstairs to receive our gifts. They gave us two pieces of paper one with a number to call for Dodger tickets, and the other was a fill out portion in which they would notify us of our choice to visit, which was Las Vegas. We filled out all the paperwork that was requested mailed on 5/3/2025 for the

Vegas trip and called for the tickets but never received anything. It was very disheartening since we trust our Dodgers and the Dodgers company that we would not be scammed this way. Please find attached the paperwork that was given to us, And hopefully we will hear from you soon with some kind of resolution. I really appreciate all your help. Any questions please feel free to contact me at 626-7xx-xxxx.

Sincerely

Johnny S

Azusa, CA 91702

E-mail: Jrxxxxxxx

Hi.

Yes I "won" both dodgers tickets and supposedly a vacation for watching a time share presentation at the Aug 30 Dodgers game. I went to the Wyndham Timeshare presentation on Sept. 7 in Oceanside. I sent in the mailing to redeem my vacation and never heard anything back from them. I definitely felt like they wasted my time and scammed me. The free tickets they gave me were for a game during the week that I couldn't attend anyway and they were horrible seats. So I gave the tickets away.

~Heidi H

Hello,

I would like to make a complaint with the Dodger's attorneys.

My experience with Wyndham is as follows:

June 19, 2025 - I attended a dodgers game and was approached by an employee to enter the giveaway. I won and selected the 5 day beach stay and \$200 dinning credit.

July 27. 2025 - I attended the mandatory sales presentation in Anaheim, California which was a 40 mile round trip drive from my home. The presentation was supposed to be from 11am-12pm but the sales representatives kept pushing me to purchase a time share and after repeatedly expressing that I was not interested was finally able to leave at 12:45pm. I received the \$200 dinning credit and was told the information for the 5 day beach stay was to come.

After a few weeks I received the information via mail, filled out the paperwork and submitted my two separate dates as requested. To my surprise I was rejected and not given a reason why. I called a couple times to inquire but was not given any details. To add to my frustration and confusion I found out that I had to spend money in order to use the dinning credits.

I do feel scammed by Wyndham and did not have a good experience with this company. I feel lied to and like I wasted my time and money.

I hope that Dodgers take the right actions to compensate for Wyndham's scam.

If you require any additional information please let me know.

Best,

Cynthia A

(626) 2xx-xxxx

I am writing to formally report my experience with Kaleo Marketing/Wyndham Resorts after being approached by their representatives at Dodger Stadium. I believe I was misled and taken advantage of, and I feel strongly that their presence at the stadium harms fans who trust that any organization operating on Dodger property is legitimate and vetted.

During a family visit to Dodger Stadium, my husband and I were told that we had *won* several travel-related prizes, including:

- a trip to Hawaii,
- two nights at a hotel in Palm Springs, and
- a cruise.

We were assured these gifts were legitimate and easily redeemable. However, once we attempted to use them, we discovered that virtually none of the dates we were available for were accepted, and we were told we would have to pay substantial taxes and fees—often totaling \$1,000 or more—for what had been presented to us as *free* prizes. In the end, none of these “awards” were realistically attainable.

Believing these promises were real, my husband and I were persuaded into signing a two-year contract with Wyndham. We genuinely thought we were making a good investment for our children, an opportunity to travel and create experiences we did not have growing up as middle-class working parents. Over the course of the contract, we were only able to use the timeshare for short, local hotel stays a handful of times. While those short trips were enjoyable, they fell drastically short of what had been promised to us.

We feel deceived. The promises made to us, especially in the presence of our children, were misleading and ultimately false. As a long-time Dodger fan who traveled from San Diego and saved to bring my family of four to a game, it is extremely disappointing to learn that a company operating inside Dodger Stadium was using deceptive tactics to target families like mine. The trust we placed in the Dodgers as an organization is the only reason we engaged with Wyndham representatives at all.

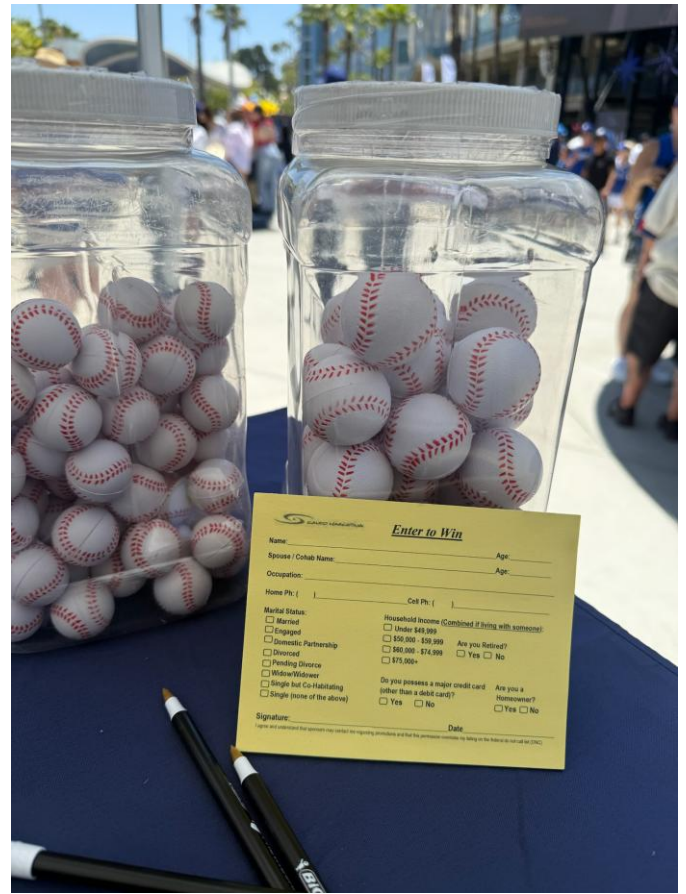
Because of my experience, I would like to file an official complaint against Wyndham and request that the Dodgers reconsider allowing them, or any affiliated marketing groups, to operate inside Dodger Stadium. Fans should be able to enjoy games without being subjected to deceptive sales presentations disguised as prize giveaways or “fan rewards.”

Please let me know the next steps or provide the appropriate contacts so that I may submit my full written complaint.

Thank you for your time and for taking the concerns of Dodger fans seriously.

Respectfully,

Audrina Gxxxx



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This pre-approved offer expires 30 days from the date of this offer.

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