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Description of document: Consumer complaints to the Federal Trade Commission (FTC) regarding 1-800-SKYRIDE (or 1800SKYRIDE or SKYRIDE or 1-800SKYRIDE), 2007-2012

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Source of document: Freedom of Information Act Request  
Office of General Counsel  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
Fax: (202) 326-2477  
Email: [FOIA@FTC.GOV](mailto:FOIA@FTC.GOV)  
[Online FOIA Request Form](#)

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United States of America  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

AUG 13 2012

Re: FOIA-2012-01193  
1-800-SKYRIDE

This is in response to your request dated August 01, 2012, under the Freedom of Information Act seeking access to investigatory records and consumer complaints against 1-800-SKYRIDE or 1800SKYRIDE or SKYRIDE or 1-800SKYRIDE. In accordance with the FOIA and agency policy, we have searched our records, as of August 01, 2012, the date we received your request in our FOIA office.

We have located 183 pages of responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

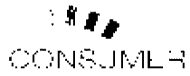
If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns". The signature is stylized and cursive.

Dione J. Stearns  
Assistant General Counsel

Enclosed: 183 pages



# NETWORK

The enhancement's source for consumer complaints

## CIS COMPLAINT

Record 1 of 43	
Reference Number	11351409
Created Date	07/19/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC522787
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	07/19/2007
Updated By	IC3-USER
Updated Date	
Agency Contact	External Agency
Complaint Date	07/19/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer	

Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOTHIAN
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax,	

Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SKYRIDE
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company	

Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$275.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	ICCC Ref # I0707191111577182:I purchased a gift certificate from

Complaint Info Comments	<p>1800Skyride.com in November 2005 as a birthday gift for my husband. A year later he tried to redeem the certificate but was put on hold continuously. He recently tried this year, July 2007, again to redeem the certificate before it expired. He was again put on hold each time he tried to call. He finally got ahold of someone after numerous failed attempts. He was given several names of pilots in the Virginia/Maryland area who would "honor" the certificate. One pilot my husband called said the whole thing is a scam and that the company takes the money and does not follow through with the flight, nor do they pay the pilots. (According to the fine print on the certificate I'm not allowed a refund, which is not what I was told.) In fact there are over 300 BBB complaints filed against 1800Skyride. The people who own this company also own Thrill Planet (<a href="http://www.thrillplanet.com">www.thrillplanet.com</a>) and Soaring Sports (<a href="http://www.soaringsports.com">www.soaringsports.com</a>). It is all a scam. They take the money and never produce the service, the certificates are in fact not valid. The BBB complaint is listed here:  <a href="http://www.atlanta.bbb.org/commonreport.html?compid=13003271">http://www.atlanta.bbb.org/commonreport.html?compid=13003271</a>. According to the BBB file, "The State of Georgia (through the Administrator) is seeking injunctive relief, monetary relief by way of penalties, and restitution to persons adversely affected by the Defendants' actions. The complaint has been filed with the court and is a matter of public record however, the case has not yet come to trial." The company websites are up and running despite the fact that the "Attorney General for the State of Georgia filed a complaint for injunctive relief,</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 2 of 43</b>	
Reference Number	12038475
Created Date	11/05/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	11/05/2007
Updated By	JOB: Upd_internet_related
Updated Date	11/06/2007
Agency Contact	Internet
Complaint Date	11/03/2007
Transaction Date	10/09/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Camden
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800skyride.com, Taparu LLC, Skydive Philadelphia
Company Address, Line 1	3240 S. Cobb Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Smyrna
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30080
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	770
Company Phone, Number	238-2485
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Richard
Company Rep Middle Name	
Company Rep Last Name	Crowder
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	10/09/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1004.85
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$1004.85
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	(Product Name: Skydiving Lessons) On October 8, of this year, I contacted Skydive Philadelphia, <a href="http://www.skydivephiladelphia.com">http://www.skydivephiladelphia.com</a> through their website phone number (610) 366-1033 to schedule accelerated free fall lessons for three individuals on October 13, 2007 at a cost of \$1,004.85. I advised that the lessons were to be a part of a bachelor's party and that the date was critical because the wedding was the following week-end and therefore the sky dive could not be re-scheduled. The sales associate advised me that in order to ensure reservations on such short notice, that payment in full had to be tendered that day. The sales associate then took my order and informed me that I would be receiving an e-mail containing instructions and directions to the jump location. Later that day, I received a confirming e-mail (see attachment) from

Complaint Info Comments	<p>Taparu LLC dba ThrillPlanet.com that the deduction from my Commerce account had been completed. On October 9, I received a call from Kevin at Taparu advising that the jump school did not schedule accelerated free fall lessons on October 13, and that I would therefore have to reschedule. When I asked for a refund due to their error, Kevin placed me on hold and then notified me that the jump could take place as initially scheduled. On October 12, I called the above number again, and was eventually directed to the jump school where Cedric advised that my group was not scheduled for October 13, and that if my group appeared on that date, we would not be permitted to jump. I was ultimately directed to Richard Crowder (770) 238-2485 at Taparu who advised me that his company and the jump school had miscommunicated and that although he attempted to schedule alternative sky dive instructors late in the day, after 6:00 pm, he was unsuccessful and therefore my group would not be jumping the next day.</p>
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 3 of 43</b>	
Reference Number	12492824
Created Date	12/14/2007
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LKILPATRICK
Entered Date	12/14/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	09/09/2006
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Bayside
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Skyride
Company Address, Line 1	3240 S Cobb Dr #X
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Smyrna
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30080
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	09/09/2006
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$600.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$600.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The consumer was given a gift certificate for flight lessons from . The consumer has been trying to get his lessons for over a year and keeps running into problems. The consumer has asked for his money back and the company is claiming that they don't remember him or his situation.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 4 of 43</b>	
Reference Number	12521706
Created Date	12/20/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	12/20/2007
Updated By	JOB: Upd_internet_related
Updated Date	12/21/2007
Agency Contact	Internet
Complaint Date	12/19/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	



Address, City	Washington
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800 Skyride (also known as 'Thrill Planet')
Company Address, Line 1	2593 Kennesaw Dr West Rd # 300
Company Address, Line 2	
Company Address, Line 3	

Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7915867
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$202.15
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$202.15
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJD
Complaint Info Law Violation Description	Prompt Refund Not Received
Complaint	

Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Gift Certificate Purchase) I ordered a gift certificate for one hot air balloon ride from 1800Skyride (also affiliated with / known as 'Skyride' and 'Thrill Planet') via telephone. I provided my contact information and credit card number, and authorized a charge of approximately \$200. I was also given a customer service number (1-800-372-1254). I called back about 15 minutes later to see where the balloon ride was launched and was told the launch site nearest zip code 20008 would be Winchester, VA. The web site (see here <a href="http://1800skyride.com/HotAirBalloons/WashingtonDC/balloon-rides.html">http://1800skyride.com/HotAirBalloons/WashingtonDC/balloon-rides.html</a>) clearly describes a balloon ride *inside* Washington, D.C. proper, or, at the very least, a launch site close enough to D.C. to fly overhead. I told the operator that I wished to refund my purchase, and was given the same customer service number. However, if you call this number, you're put on hold until you're forced to leave a message, and the call is then terminated, even if you don't leave one. Even if you want to sit idly by and wait, you can't. The phone call will not last longer than 7-8 minutes, and you can't speak with anyone. At least, this was my experience during each of the 5 times I called today. I called the original number (1-800-791-5867) again and told the operator my concern. He took my name and contact information, and told me customer service would call me back. An hour later, I called the original number again and was told for the first time that this purchase was non-refundable. If you call the original purchase phone number, you're told to call customer service. If you then call customer service, you can't speak with anyone. I am disputing the charge with my credit card company. Unfortunately, however, because this is a matter of poor customer service and false advertising, I don't know if they'll be able to help.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 5 of 43</b>	
Reference Number	13586131
Created Date	03/06/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC662781
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	03/06/2008
Updated By	IC3-USER
Updated Date	
Agency Contact	External Agency
Complaint Date	03/06/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ENGLEWOOD
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800-SKYRIDE
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	Suite 300
Company Address, Line 3	
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Cary
Company Rep Middle Name	
Company Rep Last Name	Quattrocchi
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$550.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref # I0803060920279882:My husband bought a gift certificate for "Two for a Hot Air Balloon Ride" in November of 05. We set up times to go on this three times in two different states no one ever showed up. We called and got the run around. They told my husband before he bought this that it was handicap acceptable. We called back it was not. We tried to change to a Bed and Breakfast per their suggestion since we could not go on the balloon ride (my husband was now in a wheelchair). Never received anything. Several phone calls, a promise from "manager" Richard on father day weekend 07 for a refund, never received. Under certain curstances they do refund, my husband passed away 05-06-07 and so this would fall under that. Never heard back or saw check. Several more phone calls, more run around. A letter from our lawyer on July 17, 2007 nothing. A complaint to the BBB they (Richard) stated he sent me out a new gift certificate, I never received it. I found out that they are not really a business because I am in the process of filling a small claims law suite against them. Officer J. Knox Kennesaw Code</p>



	Enforcement (770) 590-8268 Called me with this information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 6 of 43</b>	
Reference Number	19531840
Created Date	07/12/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/12/2008
Updated By	TIACOBUCCI
Updated Date	08/08/2008
Agency Contact	Internet
Complaint Date	08/08/2008
Transaction Date	07/04/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800-SkyRide or www.thrillplanet.com
Company Address, Line 1	2593 Kennesaw Due West Rd
Company Address, Line 2	Suite 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30125
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	www.thrillplanet.com
Company Rep First Name	Ralph and Elena
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Sales rep
Complaint Info Initial Contact Method	Phone

Complaint Info Initial Contact Date	07/04/2008
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	07/04/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$894.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$894.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Education: Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged \$894 for glide school lessons for 4 people and given an address to show up at where the supposed glide school existed. When I showed up there I realized I was given a fake residential address.I was told that glide school site is a 2400ft cliff from where the gliders take off but after I reached at the fake address I realized that it was flat terrain and no signs of any cliff as far as you can see.The company has failed to address the issue after multiple follow-ups.The company is duping customers by charging them and giving fake address for glide school lessons.. PS9000: hang glide school - taking payment over phone
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 7 of 43</b>	
Reference Number	20593284
Created Date	10/16/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/16/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/16/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oswego
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Thrill Planet/1800 Skyride - Owner Cary Quattrochi
Company Address, Line 1	100 Hopewell Grove Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Alpharetta
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	thrillplanet.com
Company Rep First Name	Michael
Company Rep Middle Name	
Company Rep Last Name	Hosey
Company Rep Salutation	
Company Rep Comments	"manager"
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$405.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$405.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I purchased 2 hot air balloon tickets from "thrill planet" on their website. The tickets were delivered to my home address, but with no information... I was never given a name, phone number or address of the company that actually owned the hot air balloon. I made reservations to be taken up in the balloon this past August, 2008 and was given the date of 10/26/08 as the date I could actually take the hot air balloon ride out of the Sunbird Balloon Port in Lake Geneva, WI. When I called for directions, I was then given the toll free number of 1-877-933-6359 which is the actual owner of the balloon. He stated, however, that he had no such reservation and that "Thrill Planet/1800Skyride often books passengers and TAKES THEIR MONEY but never actually contacts the owner of the balloon. He also stated that often, unsuspecting customers show up for their balloon ride but he never even gets paid by the company that booked/sold the tickets...so he refuses to honor them. I have called their customer service 1-800-372-1254 and have spoken to Michael Hosey (supposedly their manager)</p>

Complaint Info Comments	<p>and Monica, Chris, and many others who promised that this would be resolved and that we would get a refund. They promised someone would call back within 24 hours, yet that was over a week ago. Each time, we wait on hold for 1/2 hour, only to be told someone will have to call us back to resolve this. I have seen all of the court documentation from the State of Georgia against the owner of this company, for unfair business practices and lengthy litigation/documents with all of the hundreds of people that this company has done this exact same thing to. There are numerous warnings posted on the internet about this company, yet somehow they are allowed to still sell tickets for services that are never provided. At the time I purchased the tickets in June 2007, there was no information on the internet regarding their unfair business practices. I am hoping to receive a full refund of \$405 but so far, I have not had anyone willing to help me. This company operates under many different aliases and they obviously have a very sophisticated internet scam, which someone needs to put a stop to. I am hoping that the FTC will help me. Thank you, (b)(6)</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 8 of 43</b>	
Reference Number	20670944
Created Date	10/24/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/24/2008
Updated By	JSPINNATO
Updated Date	11/26/2008
Agency Contact	Internet
Complaint Date	11/26/2008
Transaction Date	05/17/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Morgantown
Consumer Address, State Code	WV
Consumer Address, State Name	West Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Rd NW
Company Address, Line 2	Suite 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	information@1800skyride.com
Company Website	www.1800skyride.com
Company Rep First Name	Bruce
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	Salesperson

Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	05/17/2007
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	05/17/2007
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$430.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$430.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In May of 2007 I booked a hot air balloon ride via recieving a gift certificate good for 2 years. Have made repeated attempts to redeem but have received no response. Upon research on the internet this company is apparently notorious for taking money and not making good on the services promised.. PS9000: Recreational Balloon Ride Booking Agent
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 9 of 43</b>	
Reference Number	20922639
Created Date	11/17/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/17/2008
Updated By	GVERGARA
Updated Date	12/03/2008
Agency Contact	Internet
Complaint Date	12/03/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Omaha
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP	

Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide.com
Company Address, Line 1	2593 Kennesaw Drive West Road #300
Company Address, Line	

2	
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7915867
Company Phone, Extension	
Company Email	
Company Website	<a href="http://www.1800skyride.com/Skydiving/Omaha/index.html">http://www.1800skyride.com/Skydiving/Omaha/index.html</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial	

Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$170.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$170.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I received a gift certificate for sky diving on 7-31-08. My husband, (b)(6), purchased it by accessing their web site. When I called to redeem, they told me that there is not a sky diving vendor in my area (although I was looking at their web site that says "Omaha Sky diving").The closest location I could choose was Chicago or Kansas City but when I called the numbers they gave me, they were disconnected. I called back and asked for a supervisor and was disconnected. I called again and asked for a manager and was disconnected. The third time I called, I asked for a refund and they told me they don't give refunds. My gift certificate number is (b)(6) for \$170. After searching on the Internet for this company, I found many other people who have been scammed as well. I also have contacted the better business bureau in Atlanta Georgia who has numerous complaints as well as the Attorney General in Georgia where this bogus company is located. Can you assist in getting their web site shut down so others do not get scammed like we did? I'd like a refund if that's possible. PS9000: Company selling sky diving lessons and gift certificates</p>

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 10 of 43</b>	
Reference Number	21712430
Created Date	02/15/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/15/2009
Updated By	RBERMUDEZ
Updated Date	11/05/2009
Agency Contact	Internet
Complaint Date	11/05/2009
Transaction Date	02/06/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Wendell
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	ThrillPlanet aka 1800SkyRide
Company Address, Line 1	2593 Kennesaw Drive Due West Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9434025
Company Phone, Extension	
Company Email	Information@thrillplanet.com
Company Website	<a href="http://helicopterrides.thrillplanet.com/">http://helicopterrides.thrillplanet.com/</a>
Company Rep First Name	Priscilla
Company Rep Middle Name	
Company Rep Last Name	unkown
Company Rep Salutation	

Company Rep Comments	Customer Service Rep
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	02/06/2009
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/06/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$363.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$363.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Found company on 2/6/09 through website after searching internet for a helicopter ride for my mother's birthday. Contacted them on 800# as was quoted price and told ride was available at nearby airport that coming Sunday. Paid for ride with visa and was told I would be contacted for confirmation. Initial confirmation was given after I called back to Priscilla was told that she was attempting to contact pilot who works from home and the she thought it would be approx a 3hr delay on the original time. I was told she would call me back. Call never came, so I called back 50-100 times to attempt to reach her left several messages because the calls now went straight to voice mail. Final confirmation was never given and no return calls to me were made. I finally out of frustration did a search for complaints against this company and wow was I surprised at how many I found. I then</p>

	<p>filed a dispute of the charge with my bank to have the charges reversed. It amazes me that a company conducting these types of business practices can be permitted to continue.</p> <p>UPDATED: 11/5/2009 The consumer called to check the status of her complaint. dtoms</p> <p>UPDATE:11/05/09:Consumer stated there are numerous complaint againts the company posted on the internet:RBermudez.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 11 of 43</b>	
Reference Number	22069879
Created Date	03/17/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/17/2009
Updated By	ABOYD
Updated Date	04/14/2009
Agency Contact	Internet
Complaint Date	04/14/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Long Beach
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	thrillplanet.com AKA riverside sky diving AKA1800skyride.com
Company Address, Line 1	2593 Kennesaw Dr west rd
Company Address, Line 2	300
Company Address, Line 3	
Company Address, City	kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	confirmations@thrillplanet.com
Company Website	Thrillplanet.com
Company Rep First Name	David
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	Sales rep
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$448.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$448.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>i called to purchase a sky diving gift certificate for my husband. I paid \$448.90 for a sky dive jump and a dvd. I was told they would be mailed out ASAP. i received a call on 2/23 from them telling me they are going to be mailed and i was given a tracking number. 2 weeks went by and i still did not receive anything so i called. i spoke to several cust reps they advised me to go to my local post office and file a claim with them then call back so they could re-issue my certificates. when i called back after doing so the lady whom i asked for her name did not want to give it was rude she didn't want to hear my story and she placed me on hold. when i wasn't able to get a supervisor i contacted David the sales rep who i purchased the cert from. he gave me the name of the manager Emily.i contacted her and left a msg. i didn't not hear back from her so i called customer service Dept and asked for Emily i got a cust service rep who i asked for her name she would not give it to</p>

me she just said hold on. then she came back on the phone and asked if i was the one with the lost certs. i said yes can i speak to Emily. she said well you need to go to the post office and then call us back. i tried to explain to her that i had already did that when she hung up on me.i called back and got another rep who also would not give me her name she would not listen to me and just put me on hold. i hung up called back and finally spoke to terrance who said he was a manager. he again told me the same thing all the others told me that i needed to go to the post office. i then said that i already did that and to please issue me new certs he said they couldn't do that and i had to wait 30 days. everyone there is unprofessional and has a bad attitude. no one wants to help. till this day i do not have my certs.. PS9000: Skydiving UPDATE 4/14/2009 Consumer wanted to know the role of the FTC ABOYD

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	.
Complaint Info CRA Dispute Resolved	.



<b>Record 12 of 43</b>	
Reference Number	22592606
Created Date	04/27/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0904271344314522
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/27/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/27/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPRINGFIELD
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800-SKYRIDE
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	
Company Address, Line 3	Suite 300
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	marketing@1800skyride.com
Company Website	www.1800skyride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$100.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ICCC Ref #:I0904271344314522. On December 27, 2005, I purchased a gift certificate for \$100.00 for a Nascar racecar experience for my dad for Christmas. The gift certificate sure enough arrived in the mail. All we had to do was call either St. Louis Motor Speedway, Chicago, or Indianapolis...and set up a ride. We had two years to use the gift certificate. We later called St. Louis Motor Speedway only to find out that they did not honor any type of gift certificates from a company called 1-800-SKYRIDE. In short, the company sells you a gift certificate that is worthless. They took my money, and even after phone calls, I received no refund. I was told to either call back or wait for a phone call which never came. I knew I was duped, but I just called it a loss. My dad was terribly disappointed (as was I), but I knew I had been lied to. I forgot about the whole scam until a couple of months ago when I received an e-mail from them trying to sell hot air balloon rides. The e-mail is flashy and contains an advertisement for 2009. I knew then and there that not only was this</p>

Complaint Info Comments	<p>scam working...but it was working well for them. They were still in business a couple of years later doing the exact same thing...lying to consumers. A quick Google search of 1-800-SKYRIDE confirmed what I already knew...more people had been fooled. So I called the company to try to resolve my complaint. I was told they would call me back. I spoke with a Keith Armenia (sales manager) on April 27, 2009. He forwarded me on to the customer service head (his name is Terrence). I was told I would receive a phone call from him. It has not come. I tried to research the company with the Georgia Better Business Bureau, but no statement has been issued on the company. I then called the Kennesaw Police Department, but they referred me to my local Illinois police department. They said they would have to forward on any information I sent them to their bureau. I know this company is taking in money each and every month and cheating hundreds (thousands?) of customers out of their money each year. I would love to see justice served.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 13 of 43</b>	
Reference Number	22827253
Created Date	05/20/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/20/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/20/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	Rancho Cordova
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	Suite 300
Company Address, Line 3	

Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	Information@1800SkyRide.com
Company Website	www.1800skyride.com
Company Rep First Name	Terrence
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	



Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$198.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$198.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel/Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint	

Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I live in California. I wanted to purchase a gift for my spouse for Valentines day. I found a website claiming (<a href="http://soaringsports.com/gliderrides/sacramento/first-glider-ride.html">http://soaringsports.com/gliderrides/sacramento/first-glider-ride.html</a>) to be in Sacramento, California offering glider rides. I purchased a ticket for a glider ride in Sacramento upon January 31st from 1800SKYRIDE for \$198.15. My fiancée tried to redeem the tickets in February but was told that she would have to redeem it in Southern California which is over 8 hours away from us. The website that we visited claimed to be in Sacramento was not and this was very misleading but we still wanted to redeem our tickets. SkyRide tried to explain this by saying it was an old website. After we complained, the company found us a new place to redeem it in Truckee, California which is a ways away but we were willing to do this if this was the only way we could do it. They told us that the facility would not be open for several months due to snow but we would receive a call from the pilot when the facility opened. That never happened. I contacted the company in Truckee called "Soar Truckee" and they confirmed that they have NEVER contracted with SKYRIDE and that reported that SKYRIDE is fraudulent a company located in Georgia that they have had many issues with. I tried to contact SKYRIDE and tried to redeem my tickets but I am constantly transferred to voice mail, hung up on and even laughed at by the office staff who refuse to help me or refund my money. I did further research and found that there isn't even a glider plane ride vendor in California that accepts their certificates. I am beyond my wits and have been hung up on six times in one day trying to resolve these issues and this has gone on for months now. I have called, left voice mails, left messages for management and emailed. I have also filed a complaint with the BBB in Georgia noting that I want a refund. SKYRIDE called and refused to refund my money. They said they could schedule the ride for somewhere in Sacramento and once again I am getting the run around by this fraudulent company.. PS9000: Adventure Sports Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint	

Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 14 of 43</b>	
Reference Number	22923848
Created Date	05/19/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905190237573802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/19/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/19/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RANCHO CORDOVA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	
Company Address, Line 2	2593 Kennesaw Due West Road
Company Address, Line 3	Suite 300
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	Information@1800SkyRide.com
Company Website	www.1800skyride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$198.15
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ICCC Ref #:I0905190237573802. I purchased tickets for me and my girlfriend to take a glider ride for \$198.15 through a company called 1800SKYRIDE.COM on 1/31/09 over the phone with my bank check-card. I received the tickets in the mail 7 days later in a USPS envelope in a flat rate mailing envelope that was sent with delivery confirmation ((b)(6) (b)(6)). Envelope shipped from address that I have obtained on the website upon February 2, 2009. I gave the certificates to my girlfriend, (b)(6), for her birthday. A few days later she (my girlfriend) called them to Schedule our flight, and they claimed they could only redeem it in Los Angeles. So my Girlfriend questioned why is it that their website says they have flights in Sacramento, and even the person I bought the tickets from said the rides were available in Sacramento. They claimed the website I ordered the tickets from was an old website with out dated information. Then they said</p>

Complaint Info Comments

we could get our flight in San Jose, My Girlfriend said that wouldnt work, the tickets we bought were for the Sacramento facility that they claimed to have access to. Then they claimed we could do it in Truckee, California. Thinking this was as close as we were going to get to Sacramento, we agreed that Truckee was fine for the flight. The operator then said there was a catch: The Flight facility was closed until May, so we would have to wait until May and a pilot would contact us. In the first week of May we received no phone calls. My girlfriend called 1800SKYRIDE and was transferred to voice mail/hung-up on 3 times. We eventually got through once and were told the person who could help us wasnt available, so we were put on hold/hung-up on again. On 5/15/09 we research all of the flight facilities in Truckee, and find the only one, Soar Truckee and call them, they state they are in fact the only glider facility in Truckee. We asked if they had a contract with 1800SKYRIDE or THRILLPLANET (The company has many names) and they enthusiastically exclaim they do not, nor have they ever had any contract or agreement or any involvement with the company. They in fact only have a contract with a company in Reno, NV. They have heard of them though because people go to their flight facility all of the time expecting to use their tickets for a flight, but when they get to Soar Truckee they are hit with the reality that they do not have any knowledge of their reservation. The nice people at Soar Truckee even said that frequently people will have driven 6 hours to cash in on their flight, and the company feels so bad that they will sometimes give them a ride for free out of their own pocket. He told us their scam is to delay and prolong the reservation process as long as possible because most banks have a 60 day charge-dispute limit, and then just not provide the services at all. This is exactly what had happened to us. I called my bank and was informed because it was past 60 days I was out my \$198.15. So pretending to be a new customer my girlfriend called 1800SKYRIDE that same day in order to not get disconnected again. She gets through to a reservation agent, and my girlfriend tells this

person the story, and asks them why the company in Truckee claims they dont deal with them. My girlfriend also asked why Soar Truckee would say they are a scam. The female agent replied that it is because that very day the glider company stopped their contract with them, and We are not a scam, scam artists dont stay in business for 15 years and then claims we can schedule at another facility, asks us to hold, and hangs up on us again. We call back, and get hung up on multiple times. My girlfriend eventually gets greeted with the operator saying oh its you again, you hung-up on that nice young lady. So we ask to speak to a manager a bunch of times and the operator says We cant help you over and over, and she kept asking to speak to a manager, and he kept saying no, We asked his name, we asked the mana

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved



<b>Record 15 of 43</b>	
Reference Number	23218985
Created Date	06/26/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ASMITLEY
Entered Date	06/26/2009
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	06/26/2009
Transaction Date	01/31/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rancho Cordova
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1.800.Skyride
Company Address, Line 1	2593 Kennesaw Dr W Rd
Company Address, Line 2	#300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown

Complaint Info Initial Contact Date	01/31/2009
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel/Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The consumer's complaint was forwarded by The Georgia Department of Law. The consumer purchased two tickets from the website. The consumer went to use the tickets at the event location and they would not accept them. The consumer was promised a refund, but hasn't received it.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 16 of 43</b>	
Reference Number	23592078
Created Date	08/03/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/03/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	West Roxbury
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Rd
Company Address, Line 2	Suite 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	information@1800skyride.com
Company Website	<a href="http://www.1800skyride.com/">http://www.1800skyride.com/</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel/Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I have filed a complaint against this company with the Better Business Bureau but have been dissatisfied with their response. I'd like to warn other consumers about them. They have hundreds of complaints against them. Basically they sold my sisters a \$400 gift certificate which they claimed was good for lots of activities in lots of locations for 7 years which I didn't even know at first. This certificate was given to me as a gift in August of 2007. It had a 2 year expiration date on it but at that point I wasn't worried because I assumed I had lots of time to use it. I believe I first started trying to contact this company to schedule a hot air balloon ride in spring of 2008. It was very difficult to ever get through by phone and they wouldn't respond to emails either. It was also very difficult to find out where the gift certificate could be used. In frustration after trying off and on for several</p>

Complaint Info Comments

months I filed my first BBB complaint. This got immediate action, they gave me a number to call and eventually they were able to schedule me for a balloon ride in November of 2008. These activities are seasonal and it turns out there are basically no choices in my geographic area except for this one company and activity. I had to cancel the balloon ride due to illness and was unable to reschedule because it was the end of the flying season. Figuring I still had almost a year I waited until this spring and began the process again only to run into similar difficulties. I finally talked with a customer service person in early June of this year (09) and asked to schedule an activity. They could not come up with any activities at my summer location. I requested therefore that the certificate be extended so that I could use it this fall for the balloon ride company I had scheduled last fall. It's not convenient but it's the only option which in itself was a huge disappointment. The person I spoke with said they'd have to check on extension and get back to me. After a couple of weeks with no reply I sent an email. I got no reply to that either so I sent a letter. After no reply to that I filed another BBB complaint to which they promptly replied. At that point I asked for a refund as I wanted no more to do with this company. I also learned from my sister who got all the information from the company before another sister called with her credit card to purchase the gift that they had been told (over the phone) it was good for 7 years as Massachusetts requires and that it could be used for any of the activities of comparable value. Their response to my BBB complaint basically reneged on both saying that it was only good for 2 years and only for a hot air balloon ride (for 2). They refused a refund or extension and it has now "expired" unused. I have read numerous other similar complaints (like at [complaintsboard.com](http://complaintsboard.com), [complaintwire.org](http://complaintwire.org), [aboutus.org](http://aboutus.org), etc) and check out <http://www.1800skyrideriropoff.com/>! I only wish my sisters had googled this company before paying all that money and getting nothing but headaches in return. This was an extravagant gift that they could ill afford for my 50th birthday and I'm sick over the fact that it was a total rip off. This company

	should be forced to stop ripping off customers with their false claims and bait and switch tactics.. PS9000: online adventure gift certificate sales (hot air balloons, glider rides etc) Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 17 of 43</b>	
Reference Number	24694069
Created Date	11/20/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/20/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/20/2009
Transaction Date	09/17/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Port Angeles
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	

Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800 Skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Atlanta?
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA

Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	www.1800skyride.com
Company Rep First Name	Terrence
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	09/17/2007
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	09/17/2007
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$450.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$450.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel\Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute	

Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>1-800 Skyride cheerfully accepted our \$400+ payment for hot air balloon reservations in Sept 2007 that ended up being cancelled by the balloon proprietor himself due to weather. In the 2 years since, we've tried to use the gift certificate multiple times but were afforded no available services by 1800skyride.com... this is to include attempts to use it not only in Washington but also Idaho, Oregon, Wyoming, Utah, Nevada, and Montana. After several attempts spanning 5 months to have the indicated "expiration" date of 9/17/09 extended due to failed attempts to use the certificate and current pregnancy, we have still been unable to connect with anyone who can help us. Upon researching the company online (albeit a little late) we found that this company was just an elaborate scam. We are pursuing a refund of our initial purchase through the GA BBB on the grounds that we were not provided any chance, even after several tries, to use our certificate, and consider any agreement voided by the company's inability to provide services. This exasperation is only further compounded by this company's apparently deliberate attempt to avoid customers (whether trying to schedule an event or complain about their inability to) through 10+ minute wait times before calls are answered or sometimes just arbitrarily redirected to voice mail. Another matter is the seeming aloofness and questionable existence of someone named "Terrence" who we were repeatedly told was out to lunch, off for the day, or otherwise unavailable but would most assuredly call us back and whose own voicemail was simply the same general customer service group/communal voicemail we received even when no one answered the phone. It had become particularly evident to us that this company's sole interest is in the siphoning of money despite a ubiquitous shortchange of services, even before we entered the company name into an internet search to very plainly find that we were not by a long shot the only consumers being left to deal with losing money to something amounting to little more than a street hustle. 1-800 Skyride's many names are plastered across cyberspace and their unwillingness to grant something even so simple as an extension after our 7 months of trying, and flat out lying to and hiding from us in order to do so, only serves to reiterate that 1-800</p>

	<p>Skyride feels no obligation to provide ANYTHING they advertise to be available through them.If 1-800 Skyride were based in Washington State these practices would be flat out illegal, mostly because they received payment and we received NOTHING. It has become evident that business ethics are something completely foreign to 1-800 SKYRIDE, AST, Thrill Planet, or whatever name they are going by this week. We will also be contacting the Washington State Attorney General's office at the advisement of one of the following sites.Please reference the following links that establish a LONG-running track record of 1-800 Skyride's UNprofessional misconduct, and the apparent inability of regulatory agencies to stop them: <a href="http://www.1800skyrideripoff.com/Skydiving/skyride/">http://www.1800skyrideripoff.com/Skydiving/skyride/</a> <a href="http://www.paskydive.com/htm/Skyrides.htm">http://www.paskydive.com/htm/Skyrides.htm</a> <a href="http://www.hotairballooning.com/skyrides.php">http://www.hotairballooning.com/skyrides.php</a> ...and the list just goes on from there.. PS9000: Hot air ballooning-type event services Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 18 of 43</b>	
Reference Number	24800338
Created Date	11/30/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0911301652575651
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/30/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/30/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	www.1800SKYRIDE.COM
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$500.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I0911301652575651. In 2006, I purchased a hot air balloon ride from www.1800SKYRIDE.COM for me and my husband in the Georgia area. The day prior to the schedule excursion, I contacted www.1800SKYRIDE.COM for specifics. The representative acted as if the ride was never scheduled. After moving to Austin, I requested a refund. Instead of providing a refund, www.1800SKYRIDE.COM provided an extension to the ride's expiration. Additionally, I was instructed to contact local hot air balloon pilots for scheduling and use my new gift certificate for payment. Local pilots either did not return my call or no longer accepted www.1800SKYRIDE.COM gift certificates. I have requested yet another refund but not getting a response. Blogs and online posts show many of us.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 19 of 43</b>	
Reference Number	24887428
Created Date	12/11/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VCASTILLO
Entered Date	12/11/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/11/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Kary
Company Rep Middle Name	
Company Rep Last Name	Quatrocci
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	Unknown

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer reports that there is a skydiving company online bait-and-switch practices on their prices.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 20 of 43</b>	
Reference Number	26076206
Created Date	04/09/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/09/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/09/2010
Transaction Date	03/31/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Munich
Consumer Address, State Code	511
Consumer Address, State Name	Bayern
Consumer Address, Country Code	DEU
Consumer Address, Country Name	GERMANY
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	NY Skyride
Company Address, Line 1	Empire State Building
Company Address, Line 2	350 Fifth Avenue
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10118
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	2799777
Company Phone, Extension	
Company Email	info@skyride.com
Company Website	www.skyride.com
Company Rep First Name	Kenneth
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	Sales Agent
Complaint Info Initial Contact Method	In Person

Complaint Info Initial Contact Date	03/31/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	03/31/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$60.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$60.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel/Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Being holders of the City Pass NYC we were planning to visit the Empire State Building Observatory in the evening to appreciate the nightly skyline of NYC. On March 31st at 11.10 p.m. we ran into a NYC Skyride agent wearing a fluorescent vest at the front entrance to the Empire State Building. He told us that there would be a waiting time of at least an hour for the observatory, yet he would be easily able to take us to the "express elevator", so that we would avoid the waiting time. We agreed to his suggestion since the fluoro made the impression that he was affiliated with the Empire State Building. We had read earlier in our NYC travel guide about the express option, so that we paid for three so-called "upgrades" to our city passes, each at 20 \$ (altogether 60 \$). The agent then took us to a side entrance around the corner and left us there with the very rude and impolite service personnel of the NYC Skyride. Just then we realized that we had purchased tickets for totally separate thing, namely a short bad quality promotional video about the Skyride itself and the so-called "Skyride" that is essentially an outdated,</p>

first-class tourist rip-off: We had the impression that we were riding a roller coaster in an amusement park of the late 80's. The worst thing about the ride was that it practically took us at least 30 minutes LONGER to get to the observatory (at 12.10 a.m.) and we had paid for something we had not intended in the slightest to pay a visit to. And there had not been any waiting time at all - the line we got to after the Skyride merged with the regular line to the observatory, NOT the express line. Legal guys would call this fraud, I guess.

Complaint Info CRA Dispute Flag

N

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

<b>Record 21 of 43</b>	
Reference Number	28375199
Created Date	11/25/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/25/2010
Updated By	CRSS\mphillips
Updated Date	12/13/2010
Agency Contact	Internet
Complaint Date	11/25/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Angelo
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	



Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Taparu LLC dba Thrill Planet dba 1800Skyride
Company Address, Line 1	2593 Kennesaw Due West Rd NW
Company Address, Line 2	Ste 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	3524
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	customerservice@1800skyride.com
Company Website	www.thrillplanet.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$572.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$572.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I recently spoke with an agent and was told that I would receive a refund. I have yet to see it reflected on my credit card. Please tell me, what is the issue? I have already had to deal with so much. My anniversary was ruined because of this. I understood that the flight was weather dependent so I made sure that my husband took off from work for four days so that we could go on the day before or the day after if weather issues came up. Weather did come up and we were unable to go on Friday. However, you'd think that we could go on the other days but...Unfortunately, we were told that we couldn't go on either of the days that we preferred because 1) the hot air balloon company was traveling that weekend and would be busy 2) everyone else he knew was busy that week because of a festival in Albuquerque 3) the only other person available on Saturday was busy with someone</p>

Complaint Info Comments	<p>else (I didn't find out if they had reserved over a month in advance) 4) he took an extremely long time to get back to us when we left phone messages so we couldn't make the six hour drive in order to go on Thursday because he didn't call us back until Thursday afternoon 5) the hot air balloon person that we were referred to next was out of town that week and didn't even have his license anymore 6) we waited over a month for him to get his license and he still doesn't have it. I am sick and tired of all of this. It's one thing to have to reschedule due to weather but what we went through was a whole different ball game. Finally, I called someone and thought that I could expect a refund to my account within three days and it's still not here! I don't know if it's because you can't spell my name right (you wrote (b)(6)) or what but I'd appreciate it if you could please rectify this situation. Thanks.. PS9000: Adventure Sports Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 22 of 43</b>	
Reference Number	28882535
Created Date	01/18/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/18/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	Cincinnati
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide Thrill Planet Soaring Sports / Sportations
Company Address, Line 1	2593 Kennesaw Due West Road 2593 Kennesaw Due West Road 2593 Kennesaw Due West Road
Company Address, Line 2	Suite 300 Suite 300 Suite 300
Company Address, Line 3	

Company Address, City	Kennesaw Kennesaw Kennesaw
Company Address, State Code	GA GA GA
Company Address, State Name	GeorgialGeorgialGeorgia
Company Address, Country Code	USA USA USA
Company Address, Country Name	UNITED STATES UNITED STATES UNITED STATES
Company Address, ZIP Code	30144 30144 30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	770 770 770
Company Phone, Number	4051055 4051055 4051055
Company Phone, Extension	
Company Email	Information@ThrillPlanet.com Information@Sportations.com
Company Website	http://www.1800SkyRide.com http://www.thrillplanet.com http://www.soaringsports.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint	



Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I am filing a complaint regarding the unfair/unethical (and possibly illegal?) competitive business practices of 1800SkyRide doing business as multiple different company names. The practices being conducted involve misleading consumers with deceptive (and possibly fraudulent) websites. There are literally hundreds of websites that are owned and run by this company. These websites deceive consumers into believing that the website is a direct extension of an actual, physical adventure destination. In reality, the consumers are forced to contact these "businesses" through a multitude of 1800 numbers. Many of the websites even share the same numbers. However, regardless of what number you call, they all direct their calls and emails to the same "customer service center". After you pay for the advertised service that is supposedly in the location they advertised it as being in, the consumer is then asked where they are located before they find out where the actual adventure destination is located. This would not be such a bad business idea if they only had one website and one phone number and made it obvious that they are a booking service while actually cooperating with businesses in locations where these services are actually offered. However, sometimes they direct consumers to locations that are not partnered with them, forcing them to have to pay again even though they have already paid 1800SkyRide. However, most of the time they send consumers to destinations that are not even within the location that is being advertised. This business is meant to serve as a booking agency for outdoor adventure activities (most of which consumers are only looking to do once in their lifetime). Instead of having one website and one phone number for people to book their adventuring activities through, it uses hundreds of extremely deceptive websites that advertise as being a separate business entity that actually provides the service in the location that the consumer is hoping to find it. One search on Google will provide one with a plethora of complaints against 1800SkyRide. Some have even created entire websites dedicated to warning consumers against doing business with 1800SkyRide. Another quick search on Google using the search term "American Skydiving Network/Centers (ASN or ASC)" (a fictional organization) will show you only one small bit of 1800SkyRide's reach. It is not a coincidence that ASN and ASC can also stand for "Atlanta Skydiving Network/Centers", "Alabama Skydiving Network/Centers", "Adventure Skydiving Network/Centers", and "Adventure Sports Network/Centers". All of these names and more are just fictional organizations created by 1800SkyRide in an effort to deceive consumers into using their "service". Some telltale signs of these deceptive websites are: they do not actually provide a physical address (since they do not actually provide the service despite what their websites state). They also use the same four or five website layouts that advertise all forms of adventuring in every major city in order to appear as different businesses. They also use the same photographs on each site. Most even share the same 1800 numbers. These deceptive sites flood internet searches for adventuring in every major city in the United States. However, some of these cities do not even have a single actual provider of such activities. The only reason this business remains</p>

	in business is because of the deceptive practices it conducts on non-repeat consumers.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

**Record 23 of 43**

Reference Number	29366166
Created Date	02/24/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/24/2011
Updated By	SHAREWOOD
Updated Date	03/04/2011
Agency Contact	Internet
Complaint Date	03/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6) b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	

Consumer

Address, City	Boulder City
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USAUSA
Consumer Address, Country Name	UNITED STATESUNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800 Skyride Sportations
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	Suite 300
Company Address, Line 3	

Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800800
Company Phone, Number	759743312416966
Company Phone, Extension	
Company Email	
Company Website	<a href="http://www.1800skyride.com/">http://www.1800skyride.com/</a> <a href="http://www.sportations.com/">http://www.sportations.com/</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint	

Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In recent years websites have appeared selling gift certificates for skydiving and appear to be skydive centers in New York State and around the country. They make wild claims that they skydiving schools across the country and you are dealing with the main reservation center. This has never been a nationally owned chain of skydiving schools. These sites are operated by 1-Sportations and many other names all owned by the same people who are nothing more than Certificate Brokers. They make their websites look like real skydive centers to fool the unsuspecting consumer. There is not a skydive center in the consumers area that is willing to accept the gift certificate consumer to another city and refuse refunds. This of course takes the consumer out of the market and to a fake skydive center. I don't know if this is illegal or not but it does sound like deceptive business practice. I searched the internet for "Sky Ride Scam" and here are two good news casts about it. <a href="http://www.wfsb.com/video/16915537/index.html">http://www.wfsb.com/video/16915537/index.html</a> <a href="http://funjumper.com/skyride">http://funjumper.com/skyride</a> A list of real skydive centers found at the United States Parachute Association at: <a href="http://www.uspa.org/FindaDZGroupMemberListbyState.aspx">http://www.uspa.org/FindaDZGroupMemberListbyState.aspx</a> Here is a list of some of the fake skydive centers in New York State. There are more in New York and through out the country. Again they do not make real skydive centers. Syracuse Skydiving <a href="http://www.1800skyride.com/SkydivingSyracuse">http://www.1800skyride.com/SkydivingSyracuse</a> <a href="http://www.luxergy.com/Syracuse_NY/Skydiving.htm">http://www.luxergy.com/Syracuse_NY/Skydiving.htm</a> Rochester Skydiving <a href="http://www.1800skyride.com/SkydivingRochesterfirst.html">http://www.1800skyride.com/SkydivingRochesterfirst.html</a> <a href="http://www.rochesterskydiving.com">http://www.rochesterskydiving.com</a> gets worse. 1-800 Sky Ride got such a bad name that they started other websites like Sportations teamed up with Groupon and Living Social and really started to deceive the consumer. Ask a simple question: "Why would the owner of a skydive center hire a gift certificate broker (Sportations) or another gift certificate broker (Groupon Living Social) to sell their gift certificates and miss out on the marketing, publicity, non-redemptions, word of mouth, social networking and now has to pay for advertising? This is not good for the consumer or the business. See the examples below: 1. <a href="http://www.groupon.com/albany-capital-region/deals/sportations-national">http://www.groupon.com/albany-capital-region/deals/sportations-national</a> This deal shows a tandem skydive at the Albany Skydive Center. The 53 Living Groupon Sportations discount brings the price down to \$155. However the skydive center at this airport only charges \$250 for a tandem skydive. Their website is: <a href="http://www.duanesburgskydiving.com/index.cfm">http://www.duanesburgskydiving.com/index.cfm</a> Clearly this is a lie. As far as I know there is no skydive center in the entire United States that charges \$340 for a tandem skydive. Most skydive centers charge \$199 to \$219 for a tandem skydive. Most skydive centers charge \$330 for a tandem skydive. <a href="http://livingsocial.com/deals/21362-tandem-skydive">http://livingsocial.com/deals/21362-tandem-skydive</a> This deal shows a tandem skydive for \$330 at the Albany Skydive Center. Living Social Sportations discount brings the price down to \$150. However the skydive center located at this airport charges \$199 to \$219 for a tandem skydive. Their website is: <a href="http://www.skydivecapitolcity.com">http://www.skydivecapitolcity.com</a> <a href="http://www.dcskydivingcenter.com">http://www.dcskydivingcenter.com</a> Clearly this is a lie. I have more examples which I will mail in. Consumer has sent in documents as examples and information. SHarewood</p>
Complaint Info CRA Dispute Flag	



Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

<b>Record 24 of 43</b>	
Reference Number	29482119
Created Date	02/24/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1102241548249462
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	02/24/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/24/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	BOULDER CITY
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	Michael Burgess
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800 Skyride and Sportations
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	
Company Address, Line 3	Suite 300

Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	Information@1800SkyRide.com
Company Website	<a href="http://www.1800skyride.com/contact-us.php">http://www.1800skyride.com/contact-us.php</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint	

Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I have not personally be victimized and I am not sure this is even against the law. But it does seem like deceptive business practices to scam consumers and small business owners. In recent years websites have appeared selling gift certificates for skydiving and appear to be representing a skydive centers in New York State and around the country. They make wild claims that they have hundreds of skydiving schools across the country and you are dealing with the main reservation center. The truth is that there has never been a nationally owned chain of skydiving schools. These sites are operated by 1-800 Sky Ride and Sprotations and many other names all owned by the same people who are nothing more then Internet Gift Certificate Brokers. They make their websites look like real skydive centers to fool the uneducated consumer. If there is not a skydive center in the consumers area that is willing to except the gift certificate the send the consumer to another city and refuse refunds. This of course takes the consumer out of the market for the local skydive center. I dont know if this is illegal or not but it does sound like deceptive business practices. Make sure to search the internet for Sky Ride Scam and here are two good news casts about it.  <a href="http://www.wfsb.com/video/16915537/index.html">http://www.wfsb.com/video/16915537/index.html</a>  <a href="http://funjumper.com/skyride/">http://funjumper.com/skyride/</a> A list of real skydive centers can be found at the United States Parachute Association at:  <a href="http://www.uspa.org/FindaDZ/GroupMemberListbyState.aspx">http://www.uspa.org/FindaDZ/GroupMemberListbyState.aspx</a> Here is a list of some of the fake websites in New York State. There are more in New York and through out the country. Again they do not make it clear that they are not a real skydive center. Syracuse Skydiving  <a href="http://www.1800skyride.com/Skydiving/Syracuse/">http://www.1800skyride.com/Skydiving/Syracuse/</a>  <a href="http://www.luxergy.com/Syracuse_New_York/Syracuse_skydiving.htm">http://www.luxergy.com/Syracuse_New_York/Syracuse_skydiving.htm</a>  Rochester Skydiving  <a href="http://www.1800skyride.com/Skydiving/Rochester/first.html">http://www.1800skyride.com/Skydiving/Rochester/first.html</a>  <a href="http://www.rochesterskydiving.com/SkydiveRochester">http://www.rochesterskydiving.com/SkydiveRochester</a>  <a href="http://www.1800skyride.com/Skydiving/Rochester/first.html">http://www.1800skyride.com/Skydiving/Rochester/first.html</a>  <a href="http://skydiverochester.com/SkydiveinRochester">http://skydiverochester.com/SkydiveinRochester</a>  <a href="http://www.skydivinginrochester.com/">http://www.skydivinginrochester.com/</a>  <a href="http://www.luxergy.com/Rochester_New_York/Rochester_skydiving.htm">http://www.luxergy.com/Rochester_New_York/Rochester_skydiving.htm</a> Buffalo Skydiving</p>

<http://www.1800skyride.com/Skydiving/Buffalo/index.html> Skydiving Buffalo  
<http://www.skydivingbuffalo.com/> Skydive Buffalo  
<http://skydivebuffalo.com/> New York Skydiving and New York State Skydiving  
[http://www.newyorkstateskydiving.com/newyorkcity\\_skydiving.html](http://www.newyorkstateskydiving.com/newyorkcity_skydiving.html)  
 New York Skydive <http://www.newyorkskydive.com/> Skydive in New York  
<http://skydiveinnewyork.com/> The problem gets worse. 1-800 Sky Ride got such a bad name that they started other websites like Sportations. They then teamed up with Groupon and Living Social and really started to deceive the consumer. Ask yourself a really simple question: Why would the owner of a skydive center hire a gift certificate broker(Sportations) to hire another gift certificate broker(Groupon/Living Social) to sell their gift certificates and miss out and all the benefits of going directly to Groupon or Living Social? The answer is they wouldnt. The skydive center misses out on the marketing, publicity, non-redemptions, word of mouth, social networking and now has to pay two middle men. This is not good for the consumer or the business. See the examples below: 1.  
<http://www.groupon.com/albany-capital-region/deals/sportations-national>  
 This deal shows a tandem skydive for \$340 the 53% Living Groupon/Sportations discount brings the price down to \$155. However the skydive center located at this airport only charges \$250 for a tandem skydive. Their website is:  
<http://www.duanesburgskydiving.com/index.cfm> Clearly this is a lie. As far as I know there is not a s

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 25 of 43</b>	
Reference Number	29825610
Created Date	03/09/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1103091904480882
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	03/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WOODSTOCK
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	MARIETTA
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I was going on a trip to Bahamas and wanted to do a tandem skydive I searched and found skydive bahamas. Long story short after good research found out they did not even exist. When I called skyride they wanted my cc# I asked for the address they refused. The closest one ended up being jamaica. Now there is one in bahamas though. This Skyride is no secret through research the owner is setting up HUNDREDS of websites for FAKE dropzones. He just settled a lawsuit for 27 million dollars for this. MY QUESTION IS WHY ISN'T HE IN JAIL FOR FRAUD? He got caught selling his lamorghinis for 1 dollar each (he had 2) The owner also owns AST and ASC.skydive georgia. skyride is out of marietta ga. ASC is out of cedartown. It really discusts me this is going on considering he is on the news all the time.</p>

He is breaking the law and getting away with FRAUD and its only because he has money. If you need to research it type in skyrid or slyride or skyrideripoff.com you can read for months or you can look at pages of BBB complaints Or you can look at Skydive Arizonas lawsuit against them. Once again I wasnt ripped off like thousands of other people I just caught on before it happened. What aggravated me was all the evidence against them and FBI isnt doing anything. I called local police dept over that way and they said it was over the internet making it federal matter. I emailed the governor recently and expect the same responce. I know the FBI has more important things to do but HOW IS THIS NOT FRAUD? Thanks for everything you all do for this country.

(b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

<b>Record 26 of 43</b>	
Reference Number	30703865
Created Date	04/13/2011
Complaint Source	BBB NY New York
Originator Reference Number	01210008500557
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBNYNY-USER
Entered Date	04/13/2011
Updated By	BBBNYNY-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	04/13/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH SAN FRANCISC
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	NYC Skyride
Company Address, Line 1	350 Fifth Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10118
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	2799777
Company Phone, Extension	
Company Email	
Company Website	<a href="http://www.skyride.com">http://www.skyride.com</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel\Vacations
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was approached by a sales rep on the street who convinced me and my friend to go to the Disney IMAX movie theatre in the Empire State Building. When we asked if we could get just the tickets to the top observatory, he told us that the top observatory was closed due to high winds. He told us nothing about the refund policy, which becomes relevant later.</p> <p>The movie ended up not being an IMAX movie, nor having any affiliation with Disney. In fact, the quality was horrible, the sound was somewhat broken, and the employees were apathetic, but those are more judgement / quality issues; my main contention is the flat out lie about seeing a Disney IMAX movie.</p> <p>After seeing the movie and approaching a clerk inside the building about securing a refund, she pointed me to the No Refunds sign. When asked about the incorrect info provided by the sales rep, she indicated that she had no purview over what was said by their sales reps and there was nothing she could (or would) do.</p>

	<p>Finally, when we went up to the observation deck of the Empire State Building, we learned again that here as well, the sales rep had lied in every way to close the sale: both observation decks were open (and hadn't had any closures for a week).</p> <p>My request from the company is:</p> <p>1) Provide a refund, perhaps less the \$30 for the Empire State Building lower-floor observation deck tickets that were included (i.e.: refund of \$74).</p> <p>2) Address the misleading sales practices that are provided on the street. ---</p> <p>Additional Comments: 1) Refund of \$74 (purchase price, less included amount of \$30 for Empire State Building tickets).</p> <p>2) Commitment to display clearly the No Refunds policy by their street vendors.</p> <p>3) Acknowledgement of aggressive &amp; deceptive sales practices.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	



<b>Record 27 of 43</b>	
Reference Number	30856761
Created Date	05/26/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1105261945515771
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	DEARBORN
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800skyride
Company Address, Line 1	2593 Kennesaw Due West Rd NW Ste 320
Company Address, Line 2	or Ste 300
Company Address, Line 3	

Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	3524
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	lilliamdejesus3@gmail.com
Company Website	<a href="http://www.clevelandhotairballoons.com/">http://www.clevelandhotairballoons.com/</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$518.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint	

Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On May 24, 2011, I searched the internet to purchase a balloon ride in the Cleveland, Ohio area, as a present for my girlfriend's June 1st birthday. After finding <a href="http://www.clevelandhotairballoons.com/">http://www.clevelandhotairballoons.com/</a>, I called the phone number on the website--18003550129--and set up an appointment for June 1st. I gave them my personal information (name, address, Bank of America debit card info), paid \$518, and received a confirmation email. The confirmation email was puzzling, as it did not have much information in it. I realized this late in the evening and called back the next day. Speaking with a person named Martin, he told me that their previous agent misspoke about the appointment, telling me that there was not an appointment available at that time. He asked if I would reschedule, I said no thank you, and he said he'd contact the local balloon operation and let me know if they could 'squeeze us in'. I did not receive a call back, and called back the next day, May 26, 2011, and spoke with Martin again. He said I would receive a refund which had to be approved by his manager who was 'in a meeting'. He also said the company could not refund the money back into my account as they 'do not keep credit card information'. He said a check would be mailed to me, and he would call later that day to confirm. I also tried calling another balloon ride service in the Cleveland area, and realized it was the exact same company under a different name. He did not call back. I found these two webpages that describe the company as a scam:  <a href="http://www.complaintsboard.com/complaints/1800skyride-c14757/page/2.html">http://www.complaintsboard.com/complaints/1800skyride-c14757/page/2.html</a>  <a href="http://www.bbb.org/atlanta/business-reviews/ticket-sales-events/1-800-skyride-in-kennesaw-ga-13003271">http://www.bbb.org/atlanta/business-reviews/ticket-sales-events/1-800-skyride-in-kennesaw-ga-13003271</a>  My questions are: What steps can I take to retrieve my money? How does filing a complain with IC3 help? Thank you for your time.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint	

Info CRA Dispute Resolved	
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<b>Record 28 of 43</b>	
Reference Number	32019383
Created Date	08/05/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1108051257125182
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/05/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/05/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ENTERPRISE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	



Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800skyride.com
Company Address, Line 1	2593 Kennesaw Due West Road NW
Company Address, Line 2	
Company Address, Line 3	320
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	3524
Company Phone, Country Code	
Company Phone, Area Code	770
Company Phone, Number	5441023
Company Phone, Extension	
Company Email	
Company Website	1800skyride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$260.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I am a senior citizen of 65. My husband is 70. Last December I bought two gift certificates online for a hot air balloon ride from "800 skyride.com" in Kennesaw, GA. I was in FL at the time. I bought the certificates for a balloon ride in Driggs, ID where we have a second home. The company website indicated that Driggs was one of their locations where you could have a balloon ride. When I attempted two days ago to schedule our rides here in Driggs, ID, I was told that the company no longer contracts with a balloon ride company here. I was informed that we would have to drive 350 miles to Boise, ID to claim our ride. Further, the company refuses to give me a refund. I have both gift certificates that I paid for. Please help us.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 29 of 43</b>	
Reference Number	32038674
Created Date	08/17/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RBROWN
Entered Date	08/17/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/17/2011
Transaction Date	08/10/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	San Bruno
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800 Skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	1800skyride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	08/10/2011
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1300.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$1300.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer bought sky diving tickets from 1-800 Skyride for \$1,300. They told her it was within 20 miles. Consumer looked up the actual address of the place it was 420+ miles away. They rescheduled at a different place. Consumer found out from this place that it only cost \$500. Consumer tried to get a refund, but they will not help him. NLITTLE
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

<b>Record 30 of 43</b>	
Reference Number	32617562
Created Date	08/03/2011
Complaint Source	Ohio, Attorney General
Originator Reference Number	729215
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	08/03/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MASON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1 800-Skyride
Company Address, Line 1	n
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	N
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11111
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	



Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: fi/info per review by (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 31 of 43</b>	
Reference Number	34724776
Created Date	01/31/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2012
Updated By	SSNOWDEN
Updated Date	02/29/2012
Agency Contact	Phone
Complaint Date	02/29/2012
Transaction Date	08/01/2009
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Yukon
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Skyride or 1800skyride.com
Company Address, Line 1	2594 Kennesaw Dew West Road
Company Address, Line 2	Suite 320
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	KeithArmenia@gmail.com
Company Website	www.1800skyride.com
Company Rep First Name	Keith
Company Rep Middle Name	
Company Rep Last Name	Armenia
Company Rep Salutation	
Company Rep Comments	General Manager

Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/01/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	08/01/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$500.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$500.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel/Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>In August of 2009, (b)(6) purchased a Hot Air Balloon Ride for two people. Skyride provides the service of setting up these services. (b)(6) bought this service as a gift for (b)(6). (b)(6) (b)(6) has contacted your company over and over several times over the past two years trying to resolve this issue. The follow are the events that have occurred between (b)(6), (b)(6), Ms. Richey (Attorney) and Skyride: In August 2009, (b)(6) (b)(6) purchased Hot Air Balloon Tickets for two adults from Skyride. Authorization Number – (b)(6). Gift Certificate enclosed. Skyride referred (b)(6) and (b)(6) (b)(6) to an authorized operator for Skyride for the area of Eureka Springs because this was where they wanted the ride since they would be on vacation there. In September of 2009, (b)(6) and (b)(6) (b)(6) scheduled a Hot Air Balloon ride in Eureka Springs with Derek, an operator for the Eureka Springs area for Skyride, for October 2009. In October 2009, (b)(6) receives a call while in Eureka Springs from Derek. Derek advised (b)(6) and (b)(6)</p>

Complaint Info Comments

(b)(6) their ride was cancelled, due to the weather not being suitable for a Hot Air Balloon ride. Derek advised them at that time he was out of Tulsa and they could call him back anytime and schedule him for a ride in Oklahoma before the expiration of the gift certificate. Derek gave (b)(6) and (b)(6) his cell phone number. The Gift Certificate with Skyride expires August 11, 2011. In March 2011, (b)(6) begins repeatedly calling Derek. (b)(6) left several messages and the last few calls his voice mail was full. (b)(6) never received a call back. In April 2011, (b)(6) calls Skyride to redeem the gift certificate with a new operator. (b)(6) talked to Ann with Skyride three (3) times. The first call Ann informs (b)(6) that the past operator, Derek, redeemed the gift certificate as if they received the Hot Air Balloon ride, and that Derek was no longer an operator for Skyride. Ann also advised them that Skyride no longer had an operator working in Oklahoma. Ann advised on this first phone call she would work on it to see what she could find out. Ann did not call back so the second and third call took place. (b)(6) spoke with Ann on the second and third call. Ann continued to say she was still working on it and referring to Vendor Services. In late April or early May 2011, (b)(6) called Skyride a fourth time requesting Ann. Ann was not available so Ms. Gillette requested a supervisor. (b)(6) (b)(6) was informed the supervisor was not available, but she left a message for a supervisor to call. No return call from Skyride for three (3) days. After the three (3) days waiting for a return call (b)(6) called Skyride back. She talked to another customer service representative that was rude and nasty when asking for a supervisor. So (b)(6) no longer wanted her balloon ride or the service from Skyride. She requested a full refund from Skyride. This new customer service representative advised (b)(6) he would be referring this to the refund department. (b)(6) waited a week before she received an email from Stacy Cole. Ms. Cole advised it will take 7-10 days to resolve and issue a refund. Several emails occurred with no result in a

	<p>refund. (b)(6) attorney, Ms. Richey, has made many calls and emails with either no contact back or skyride representatives swear and yell. Stacy Cole was the worse rep.. PS9000: Service Company of Adventures Other-Other Update  MAIL_UPDATE_02.28.2012: A copy of the consumer's complaint was sent to the FTC by their attorney. No new info provided.  SSNOWDEN</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

<b>Record 32 of 43</b>	
Reference Number	36017401
Created Date	03/26/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/26/2012
Updated By	CRSS\rmiller
Updated Date	03/28/2012
Agency Contact	Internet
Complaint Date	03/26/2012
Transaction Date	10/19/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Ashburn
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SKYRIDE
Company Address, Line 1	2593 Kennesaw Due West Rd NW
Company Address, Line 2	Ste 32
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	3524
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	terrance@headbandllc.com
Company Website	http://www.1800skyride.com
Company Rep First Name	Lilliam
Company Rep Middle Name	
Company Rep Last Name	DeJesus
Company Rep Salutation	
Company Rep Comments	Managing Member
Complaint Info Initial Contact Method	I Initiated Contact



Complaint Info Initial Contact Date	10/19/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	10/19/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$498.00
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	\$498.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel\Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I paid \$498 for a hot air balloon ride for my parents on 10-19-2010. (The invoice incorrectly IDs "(b)(6)".)</p> <p>The purchase was confirmed by email by Lilliam DeJesus, the managing member. My mother was ecstatic as this is something shes always wanted to do. They began trying to schedule rides shortly after we presented the gift for her birthday. Now, 17-18 months later, they have still not gotten into a balloon for the ride. They have scheduled it between 9 and 12 times, apparently with different companies, and each time someone has cancelled due to weather, wind, rain, etc. The last date it was cancelled was last Friday and the weather was absolutely perfect. It appears there are different locations, so we cannot just show up to find out if the company is even legitimate, but my parents have agreed each time to travel a far distance, change the date and time to accommodate the company, all to no avail. It has been far too long and we now believe, after some time and research, that this company has no intention of providing this service. We have seen various others make similar complaints, and the</p>

state of Georgia has filed legal action against it based on similar complaints. We want our money back. The companys customer service is typically unresponsive and rude, and have hung up on my parents more than once. My parents continue to agree to a new date and time because they dont want my money to go to waste. The last offer was gift certificates at spas for \$395, more than \$100 than what we paid for this service. Then they demanded an additional \$95 before agreeing to take my parents on the balloon ride because the price has gone up andor the charge has decreased in value by 20 because so much time has passed. This appears to be a fraud and we would like a refund. Thanking you in advance. We have tried various avenues, including directly with the credit card, the companys customer service, the better business bureau and now the FTC. Please help.. PS9000: Scam - 1800SKYRIDE  
Other-Other Update

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

<b>Record 33 of 43</b>	
Reference Number	37276445
Created Date	05/07/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/07/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Omaha
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Rd
Company Address, Line 2	Ste 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	lilliamdejesus3@gmail.com
Company Website	www.1800skyride.com
Company Rep First Name	Lilliam
Company Rep Middle Name	
Company Rep Last Name	DeJesus
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$199.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$199.00
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel\Vacations
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I contacted 1800Sky Ride after googling them to find a flight lesson for my husband. I purchases a gift certification for a 1 hour flight lesson that could be redeemed anywhere. When we went to redeem the certificate we were put on hold and then hung up a number of time for the span of a week. When calling, we would initially be put on hold for about 10-15 minutes before a rep would pick up. We would tell them that we wanted to redeem our gift certificate and they would ask us to spell the name of the purchaser, then they would put us on hold again. Each time we would wait on hold for about 20 minutes and then the call would dis - connect. They do not make it possible to redeem the gift certificate. I found a number for their customer service and called that as well. I was put on hold immediately and no one would ever come back to answer the call. I have emailed the rep who sent me the confirmation and requested a refund. I see that there are others who have complained on complaint web sites that have had similar experiences. I feel that this is a fraudulent company based on by experience and the experience</p>

	of others.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 34 of 43</b>	
Reference Number	37599233
Created Date	05/11/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1205111432293141
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	WICHITA
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	www.1800skyride.com
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	
Company Address, Line 3	Suite 320
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	1800SkyRide.com
Company Rep First Name	No first names
Company Rep Middle Name	
Company Rep Last Name	Online company
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response	



Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$498.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I was looking for a Hot air balloon ride gift certificate for my girl friend and me (for her graduation). I gave them my credit card number. They said they'd send the gift certificates to my email. The money went through within 10 minutes. I called them back to talk about the site where the balloon is launched. They said Topeka. When I wanted to know more about it, they put me on hold. I called back several times, they mumbled or put me on hold and they hung up on me. It was almost always the same voice. They said, they couldn't help me, i needed to talk to customer service. Please get those fraudulent people !!! I found many many online complaints from people who have lost a lot of money. These people are making thousands of dollars. Please google their address and try to book a balloon ride with them. www.skyride.com Please</p>

please do something about them !!!! why are they allowed to go on stealing money from innocent people? Thank you so much for the hard work you do. This company has been around for a long time !!!! They took \$498.00 from my credit card. They said that we would have to wait at least two weeks before we can book anything. We asked how can we redeem the coupon? they said they track the name of people. the coupon hasn't arrived. (b)(6)

(b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

<b>Record 35 of 43</b>	
Reference Number	38254565
Created Date	06/21/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/21/2012
Updated By	CRSS\tiacobucci
Updated Date	06/22/2012
Agency Contact	Internet
Complaint Date	06/21/2012
Transaction Date	03/11/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Uxbridge
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	Suite 320
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	

Company Email	customerservice@1800skyride.com
Company Website	http://www.1800skyride.com/
Company Rep First Name	Lilliam
Company Rep Middle Name	
Company Rep Last Name	Dejesus
Company Rep Salutation	
Company Rep Comments	Customer Service Represen
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	03/11/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	03/11/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$498.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$498.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	Below is a detailed letter sent to 1800SkyRide,

Complaint Info Comments	<p>with no response..To Whom It May ConcernAs outlined in the “Terms and Conditions for Headband, LLC dba Adventure Sports”, please consider this letter as a request for full refund. In good faith I purchased 2 Tandem Skydives from 1800SKYRIDE for \$498 dollars. A Customer Service Representative for 1800SKYRIDE scheduled my skydives with Saratoga Skydiving Adventures, they are a “Service Provider” for 1800SKYRIDE. I called the Saratoga Skydiving Adventures myself (phone # 518-895-8140) to confirm my reservation, they flat out refused the “Redemption Certificate” from 1800SKYRIDE. They indicated that there is a financial problem with your business relationship and refused to honor my reservation. I as the consumer am not concerned with nor do I care about the details of the relationship between 1800SKYRIDE and Saratoga Skydiving Adventures. As the consumer I only expected to receive the service which was advertised and scheduled by 1800SKYRIDE and paid for in good faith and in full by me. However both 1800SKYRIDE and their “Service Provider” Saratoga Skydiving Adventures failed to deliver. At this point I expect nothing less than a full refund. Below please find the information you require for refund processing...1.) Certificate or reservation number: Please find the confirmation email below and a copy of the actual certificate attached to this email.From: Adventure Sports To: (b)(6) Sent: Sunday, March 11, 2012 5:05 PMSubject: 1800SKYRIDE Customer ReceiptPurchase ConfirmationThank you for your order! Order Information Merchant: 1800SKYRIDEDescription: 2 Tandem Skydives Nonrefundable 3112012 Mp Billing Information (b)(6) Uxbridge, MA (b)(6) U (b)(6) Shipping Information (b)(6) Uxbridge, MA (b)(6) Total: US \$498.00Visa DateTime: 11-Mar-2012 05:05:25 PM ETTransaction ID: (b)(6) 2.) Purchaser Name: (b)(6) (b)(6) 3.) Purchaser Address: (b)(6) (b)(6) Uxbridge, MA. (b)(6) ) Purchaser Phone Number: (b)(6) Your prompt attention to this matter is appreciated.Thank You.(b)(6) (b)(6) . PS9000: Online Adventure Gift Certificate Company Other-Other Update</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 36 of 43</b>	
Reference Number	38270546
Created Date	06/15/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/15/2012
Updated By	CRSS\tiacobucci
Updated Date	06/15/2012
Agency Contact	Internet
Complaint Date	06/15/2012
Transaction Date	08/12/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Pleasant Hill
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	



Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800-Skyride
Company Address, Line 1	2593 Kennesaw Due Rest Rd
Company Address, Line 2	Ste 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	180
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	
Company Website	www.1800skyride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown

Complaint Info Initial Contact Date	08/12/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	08/12/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$799.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$799.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On 8122010 I purchased three tickets to go sky diving. The contract with Adventure Sports stated I had two years to use the three tickets. My first attempt to use them, the reservation was canceled by the ski diving company due to the wind, the second attempt was also cancelled due to the wind. In the second attempt there was an upcharge. In may 2012 I attempted to make another reservation and Adventure Sports, Now 1800skyride would not honor the contract.. PS9000: 1-800-Skyride Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 37 of 43</b>	
Reference Number	38925340
Created Date	07/09/2012
Complaint Source	BBB NY New York
Originator Reference Number	01210009117482
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBNYNY-USER
Entered Date	07/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST CHESTER
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	NYC Skyride
Company Address, Line 1	350 Fifth Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10118
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	2799777
Company Phone, Extension	
Company Email	
Company Website	<a href="http://www.skyride.com">http://www.skyride.com</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	2135
Complaint Info Product Service Description	Travel\Vacations
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>While visiting NYC this past weekend, my friends and I hoped to visit the Empire State Building. We were approached outside of it by a girl working for NY Skyride. She told us multiple lies, which, at the time we could not know were lies in an attempt to have us purchase a ticket. The lies included:1. She told us we were buying a 'fast pass' to the empire state building. Once inside, we waited in the same exact line as everyone else.2. She told us that our ticket would only be 10 dollars more than general admission. It turned out to be more than 30 dollars over the general admission price. 3. We would get a picture and a video. We had the opportunity to purchase a picture just like everyone else, but our package certainly did not include a picture or video. 4. She told us the restaurant downstairs was about to close, and that my friend (who is currently pregnant) could not wait there since it would be closing soon. Two hours later, when we were finished, the restaurant was definately open. 5. She told us we would not need to go through metal detectors, take off our belts, etc. We had to do all of this. After all this was over, she asked us for a tip, which I found</p>

	<p>very very rude. When we got to the ride, they said 'no pregnant parties allowed,' so I am very glad my pregnant friend did not come along with us. I just felt like we were cheated out of 30 dollars. So frustrating. ---  Additional Comments: I would just like this company investigated for their practices regarding advertisement to travelers. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 38 of 43</b>	
Reference Number	38974567
Created Date	06/21/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1206211440104751
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	06/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/21/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	UXBRIDGE
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SkyRide
Company Address, Line 1	2593 Kennesaw Due West Road
Company Address, Line 2	
Company Address, Line 3	Suite 320
Company Address, City	KENNESAW
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	customerservice@1800skyride.com
Company Website	<a href="http://www.1800skyride.com/">http://www.1800skyride.com/</a>
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	



Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$498.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Below is a letter which was sent to Customer Service at 1800SKYRIDE. They have not responded to repeated request, via email and phone... ----- Forwarded Message ----- From: (b)(6) To: "customerservice@1800skyride.com" Sent: Monday, June 4, 2012 8:16 PM Subject: Refund Request June 4, 2012 1800SkyRide 2593 Kennesaw Due West Road Suite 320 Kennesaw, Georgia 30144 1(800)759-7433 To Whom It May Concern; As outlined in the Terms and Conditions for Headband, LLC dba Adventure Sports, please consider this letter as a request for full refund. In good faith I</p>

Complaint Info Comments

purchased 2 Tandem Skydives from 1800SKYRIDE for \$498 dollars. A Customer Service Representative for 1800SKYRIDE scheduled my skydives with Saratoga Skydiving Adventures, they are a Service Provider for 1800SKYRIDE. I called the Saratoga Skydiving Adventures myself (phone # 518-895-8140) to confirm my reservation, they flat out refused the Redemption Certificate from 1800SKYRIDE. They indicated that there is a financial problem with your business relationship and refused to honor my reservation. I as the consumer am not concerned with nor do I care about the details of the relationship between 1800SKYRIDE and Saratoga Skydiving Adventures. As the consumer I only expected to receive the service which was advertised and scheduled by 1800SKYRIDE and paid for in good faith and in full by me. However both 1800SKYRIDE and their Service Provider Saratoga Skydiving Adventures failed to deliver. At this point I expect nothing less than a full refund. Below please find the information you require for refund processing

1.) Certificate or reservation number: Please find the confirmation email below and a copy of the actual certificate attached to this email.  
From: Adventure Sports To: (b)(6)  
Sent: Sunday, March 11, 2012 5:05 PM  
Subject: 1800SKYRIDE Customer Receipt/Purchase Confirmation Thank you for your order! Order Information Merchant: 1800SKYRIDE Description: 2 Tandem Skydives Nonrefundable 3/11/2012 Mo  
Billing Information (b)(6)  
(b)(6) Uxbridge, MA (b)(6) US  
(b)(6) Shipping Information (b)(6) Uxbridge, MA (b)(6)  
(b)(6) Total: US \$498.00 Visa Date/Time: 11-Mar-2012 05:05:25 PM ET Transaction ID: (b)(6)  
2.) Purchaser Name: (b)(6)  
(b)(6) 3.) Purchaser Address: (b)(6)  
(b)(6) Uxbridge, MA, (b)(6) 4.) Purchaser Phone Number: (b)(6) Your prompt attention to this matter is appreciated. Thank You, (b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute

Resolved

<b>Record 39 of 43</b>	
Reference Number	38977545
Created Date	07/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/13/2012
Updated By	CRSS\tiacobucci
Updated Date	07/16/2012
Agency Contact	Internet
Complaint Date	07/13/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Chicago
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	Sportations Adventure Sports Skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Atlanta
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	3721254
Company Phone, Extension	
Company Email	stacy@1800skyride.com
Company Website	
Company Rep First Name	Stacy
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Manager
Complaint Info Initial Contact Method	I Initiated Contact

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$218.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$218.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I found out that this company is going out of business and skydiving locations no longer accept vouchers from SportationsAdventure Sports. I tried to contact the merchant about this issue and get a refund, but they have not responded to my calls.. PS9000: Skydiving Adventure Sports Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 40 of 43</b>	
Reference Number	39054817
Created Date	07/25/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/25/2012
Updated By	CRSS\tiacobucci
Updated Date	07/25/2012
Agency Contact	Internet
Complaint Date	07/25/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Marion
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1-800-skyride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Atlanta
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.1-800-sky-ride.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown



Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$625.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$625.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was searching the web for a place in Columbus,OH to go tandem sky diving. 1-800-sky-dive came up and looked like a reliable place. I called them in march 2012 to purchase gift certificates for my husbands birthday. They told me the price I put it on my debt card and was sent an email telling me how to get my gift certificates that were valid for two years from date of purchase. I have been trying to call them to set up reservations and all i get is voice mail. Ive left messages but no one returns my calls. I have tried contacting them through email and again no respond. Since I am having so much trouble making my reservations, I decided to do research on the company and have found there is many complaints about them. Possibly even some lawsuits. Guess I should have done that before I purchased the gift certificates. I know they told me the money was non refundable, but I have never been on a plane before and asked them at the time of purchase what if I just can not do it once I get there and they assured me that the gift certificates were transferrable to someone else of age or for another sky adventure of my choice such as a hot air</p>

	balloon ride. I feel this company in not lagitamate and I have been ripped off. If you could please advise me on what to do Id greatly appreciate it. Thank you!. PS9000: Sky Diving Company Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

<b>Record 41 of 43</b>	
Reference Number	39090814
Created Date	07/25/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/25/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/25/2012
Transaction Date	10/15/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Briarwood
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Consumer Consent for volunteer group contact?	
Company Name	1800SKYRIDE
Company Address, Line 1	2593 Kennesaw Due West Rd
Company Address, Line 2	Ste 300
Company Address, Line 3	
Company Address, City	Kennesaw
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30144
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7597433
Company Phone, Extension	
Company Email	
Company Website	<a href="http://www.1800skyride.com/">http://www.1800skyride.com/</a>
Company Rep First Name	Lilliam
Company Rep Middle Name	
Company Rep Last Name	DeJesus
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	10/15/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	10/15/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$434.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$434.00
Complaint Info Product Service Code	0350
Complaint Info Product Service Description	Impostor: Business
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Purchased two tickets from 1800skyride for the sum of 434.85 but the company has not delivered on the product after collecting their payment.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

**DNC COMPLAINT**

<b>Record 42 of 43</b>	
Reference Number	33233878
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	OR
Consumer Address, State Name	Oregon
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Skyride America
Company State	GA
Company Phone, Country Code	
Company Phone, Area Code	770
Company Phone, Number	4051036
Other Information Created Date	10/30/2011
Other Information Complaint Date	10/30/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/30/2011
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

<b>Record 43 of 43</b>	
Reference Number	25930943
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Ventura
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Skyride/Thrill Planet
Company State	GA
Company Phone, Country Code	
Company Phone, Area Code	770
Company Phone, Number	4051036
Other Information Created Date	03/26/2010
Other Information Complaint Date	03/26/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	03/25/2010
Other Information Transaction Time	12:00:00
Other Information Comments	I terminated employment from a company that did business with these people in Nov of 2009. They were mistakenly given my cell and from the onset I have told them not to use it. Now 4 months after terminating employment I have advised the SEVERAL times that I no longer work for the company. That my number is listed with the national Do Not Call registry and not to call it ever again. All to no avail. Every they call (as many as 5 times per day) I request to speak with a manager. I am almost always hung up on immediately or told that a manager

	will return my call...I am still waiting. This is my cell phone and I pay for the time they are on the line with me. I am writing to inquire what measures I may take at this point. Sincerely Yours, (b)(6)
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes