



Cruising Review

# overbilling

## Overbilling and Product Shorting - the new pandemic

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This webpage QR code

### Structured Data

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Overbilling and product shorting is rampant. It has been around for the past decade, but became the norm starting with the pandemic, when suppliers starting losing profits and needed to fill the gap.

PDF Version of the webpage (first pages)

## The New Norm

Overbilling and product shorting is ramped. It has been around for the past decade, but became the norm starting with the pandemic, when suppliers starting losing profits and needed to fill the gap.

I first started noticing this at the Conrad Hilton Maldives, where it was crazy (everything from additional island flight charges to misc fees). After feeling really ripped off in the Maldives, I became much more aware of how overbilling and product shorting is the norm and day-to-day business with many resorts.

Always check your bill. You'll be surprised what shenanigans are going on behind the front desk.

Even the Four Season's has a trumped up charged called Employee Wellness fund, that is tagged on your bill at checkout. I guess they don't pay their employees well, so you have to cover the balance. It's what I call shame overbilling. The same exists with MSC and how they automatically charge you for their charity contribution, and other resorts with Eco funds, etc. Basically, you are paying for their lack of payment.

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## MSC Seaview

70 Euro charge for each passenger. When I went to the front desk, I asked what this charge was for. The reply I got was that it did not apply to Americans. No other explanation was given.

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## Charity Shaming

The newest trend is to force customers to fund charities. A unique twist on the goodwill from a company (or lack thereof).

This is now present in every large corporation and resort.

Four Season's: Employee Wellness.

Conrad Hilton: Eco fund, etc.

MSC: MSC Foudation.

## MSC Product and Service Shorting

I first starting seeing product and service shorting when I was on the 2019 MSC Bellissima cruise in Dubai during my two week cruise. For some reason they didn't have any bathroom products (except in the shower) and did not have any facial tissues (just use more toilet paper which they can dump overboard). I asked the cabin steward, who looked bewildered at the question. His reply was that the restocking shipment of facial tissues container, had not arrived.

Fast forward to Naples, Italy in 2022. The facial tissue section in the bathroom has been replaced by a steel plate, and is no longer offered.

Even worse, the minimal amount of towels is supplied. I had to pre-tip my cabin steward to get even the basic quantity and type of towels.

The new trend is to shame the passenger (or guest for land based resorts) into using towels twice to save water (and more profits for the supplier because of less labor and machine time). The reality is that using towels multiple times before washing shortens their lifespan, instead of saving water.

## **MSC Seaview Free Room Service Delivery**

If you have paid for Aurea on MSC, you should get free delivery. The reality is that you still get charged, so double check and remind room service attendents that you have free delivery. Instead of the proper procedure of scanning a room charge, I was presented with paper bills and receipts to sign for charges. How rediculous. This is not the room service providers fault, but the lousy system that MSC has in place and horrible ORACLE POS (point of sale) system that doesn't work.

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