

Charlie B.'s Review

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Charlie B.
Chicago, IL

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4/23/2009

The staff were great, the room and decor everywhere were super cool and hip. But...we didn't have hot water for 24 hours!!!! There were building issues, and the hotel wasn't getting hot water. Yuck! This was sort of OK the first night when I wanted to shower before going out for dinner and to meet friends, but not OK the next morning when you are hung over and drank too much and feel really gross. So, they apologized, set me up with a shower at a fitness center, and refunded one nights stay. I know it isn't their fault, they handled it well, but still just a bummer when you are on vacation...

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Hello Charlie,

Thank you for the review and I am excited most of your experience was great. I am very sorry that we had that unexpected boiler challenge, however i wanted to let you know all has been repaired and i look forward to you next visit to the Max.

Regards,
Scott Wiitala
General Manager

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