

From: [Jandl, Lauren](#)
To: aguha@vtdigger.org
Cc: [Clark, Charity](#)
Subject: RE: Get Air kids gym in Williston
Date: Wednesday, May 4, 2022 10:27:13 AM
Attachments: [Get Air PRR Media Request 5.3.2022_Redacted.pdf](#)

Hi, Audi,

The Consumer Assistance Program has received one complaint filed against Get Air. I've attached the complaint documents for your review. Sorry to be getting this to you after 10AM.

Best,

Lauren

Lauren Jandl
Assistant Director of Communications

Vermont Attorney General's Office
109 State Street
Montpelier, VT 05609
Cell: 802-595-8679
Email: lauren.jandl@vermont.gov
Pronouns: she/her/hers

From: Auditi Guha <aguha@vtdigger.org>
Sent: Tuesday, May 3, 2022 1:33 PM
To: Clark, Charity <Charity.Clark@vermont.gov>
Subject: Get Air kids gym in Williston

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Dear Charity,

How are you?

I am writing about a number of complaints from parents whose kids were either verbally harassed or assaulted at the Get Air kids gym, 25 Omega Drive in Williston.

Williston Police has a record of about 13 complaints since 2021, ranging from racial slurs to choking.

Parents are worried that there's no accountability, oversight or system of recording issues - or even

response at the gym. I have tried calling the gym and the parent company several times and no one has called back. Even the police have not been able to get calls returned.

I was wondering if any consumer complaints/reports or cases have been filed against this gym and if your office has dealt with the company in any way. If so, I would like to get copies please.

Part of the story is to answer the question concerned folks have - what can we do if the company won't respond - beyond filing police reports.

Would appreciate an answer soon.

Thank you,
Audi

AUDITI GUHA

she/her

Chittenden County Editor

VTDigger.org

[@audispeak](#) | [LinkedIn](#) |

802.777.6597

Jensen, Lisa

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, September 11, 2020 1:15 PM
To: AGO - CAP
Subject: CAP Complaint

Categories: Regular - REG

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

Your First Name	Debra
Your Last Name	MacLean
Confirmation Number	WB20-00982
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	Williston
Your State	VT
Your Zip Code	05495
Is your complaint about:	A retail store
Business Name or Person's First Name	Get Air
Business Phone (1)	802-497-5031
Business Address	25 Omega Dr
Business City	Williston
Business State	VT
Business Zip Code	05495
Description	In July 2020 I paid for a summer pass at get air. The fee was such a good deal I convinced 3 other families to get summer passes as well. After bringing the kids several times it was brought to my attention that there was an annual pass. When I asked Ogyun about the pass he told me that I could upgrade the pass and just pay the difference. When I offered to upgrade the pass he told me to wait until the end of August when the summer ends so that the kids could jump

	<p>an extra hour a day. I asked several times that this would not be a problem to upgrade the passes. After I had been reassured that it wasn't going to be an issue I went to upgrade our pass and a friend's pass on 8/28/20. The person at the desk had no idea what I was talking about. She asked me to leave my name and info and someone should have gotten back to me by Monday 8/31/20. As of 9/2/20 I hadn't heard from anyone so I called get air. I spoke to someone named Angel and he told me that I should have upgraded the passes before they expired. Not happy with this response, I drove to get air to talk to the manager Daly. When I got there he wasn't there. I spoke to Ogyun. He had me talk to the assistant mgr, I think her name was Jade. To make a long story short I've been informed by the new manager Daly that he wasn't going to honor the offer that I was promised numerous times and if I didn't like that answer I could call corporate. I called corporate on 9/2 after dealing with the ppl at the Williston Vt branch and corporate told me that each location can do what they want to. There are 4 families that were expecting to upgrade passes for their kids. Ogyun explained to me that when he told me repeatedly that I could upgrade the passes the store had a temp mgr named Brian. A company is responsible for what their employees are telling the customers. I shouldn't even be going through this run around with these passes considering I was there on 8/28/20 to upgrade a couple of them. To be honest get air would have received an additional \$89.99 per upgrade but since I have made numerous calls and not one return call, even from corporate, I feel that the families and The 4 kids should get these annual passes for free. I have allowed ample time for anyone to get back to me.</p>
<p>How would you like this matter to be resolved?</p>	<p>4 free annual passes for the 4 kids</p>
<p>Incident Date</p>	<p>9/2/2020 12:00:00 AM</p>

Jensen, Lisa

From: Customer Service <customerservice@getairsports.com>
Sent: Wednesday, September 23, 2020 4:27 PM
To: AGO - CAP
Subject: AUTO REPLY - Re: MacLean, Debra (Get Air) CAP 2020-08633

Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

GET AIR has adjusted its rescheduling policy in response to COVID-19/Coronavirus. We will allow the rescheduling of parties/events and waive the typical \$50 rescheduling fee. As an alternative to rescheduling, we are allowing guests to use their deposit toward jump credits for future visits at GET AIR. Unfortunately, we don't process refunds for party deposits after 72 hours of booking. If you are interested in rescheduling, please respond back to this email with a date and time and we will happily get your party rescheduled. If your party is not rescheduled before your party date, this policy will still be followed.

As a result of the COVID-19 outbreak, this email inbox will not be checked on a regular basis, as we've sent staff home. Every message will be responded to when the parks begin to re-open. We appreciate your patience.

Jensen, Lisa

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Wednesday, September 30, 2020 2:34 PM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-08633

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-08633, filed by Debra MacLean regarding a transaction with Get Air. The business contact is: Daily According to the update, this matter is Not yet resolved. The update states:

I have not heard from any person from this business on either the local or corporate levels. I have also spent over \$100 on jump time for the two boys that should have been upgraded and I have the receipts.

Any attachments included can be found here: Please note, any changes to contact information are below:

Jensen, Lisa

From: Customer Service <customerservice@getairsports.com>
Sent: Wednesday, October 7, 2020 1:21 PM
To: AGO - CAP
Subject: Re: MacLean, Debra (Get Air) CAP 2020-08633

Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

GET AIR has adjusted its rescheduling policy in response to COVID-19/Coronavirus. We will allow the rescheduling of parties/events and waive the typical \$50 rescheduling fee. As an alternative to rescheduling, we are allowing guests to use their deposit toward jump credits for future visits at GET AIR. Unfortunately, we don't process refunds for party deposits after 72 hours of booking. If you are interested in rescheduling, please respond back to this email with a date and time and we will happily get your party rescheduled. If your party is not rescheduled before your party date, this policy will still be followed.

As a result of the COVID-19 outbreak, this email inbox will not be checked on a regular basis, as we've sent staff home. Every message will be responded to when the parks begin to re-open. We appreciate your patience.

Jensen, Lisa

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Wednesday, November 4, 2020 6:36 AM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-08633

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-08633, filed by Debi MacLean regarding a transaction with . The business contact is: According to the update, this matter is Not yet resolved. The update states:

I haven't heard one thing from this company or any of its employees.

Any attachments included can be found here: Please note, any changes to contact information are below:

Jensen, Lisa

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Sunday, November 22, 2020 12:56 PM
To: AGO - CAP
Cc: Vermont@getairsports.com
Subject: Update to complaint file number WB20-OO982

Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Business for consumer complaint, file number WB20-OO982, filed by Daly Braxton regarding a transaction with Get Air Vermont. The business contact is: Daly Braxton According to the update, this matter is Resolved. The update states:

To whom this may concern,

Per Get Air policy we are unable to upgrade a summer pass to a Annual Pass. Those are 2 different passes and both have didn't expiration dates on them. Summer passes are only for the summer and Annual passes are for the entire year. I can not provide 4 free passes which will be \$556. Oygen was a new employee and was coached after he provided the incorrect information to the customer. Annual passes will have to be purchased out right. We had guest asking us everyday to do the same and we had to provide them the same answer. If I do it for her I would have to do it for everyone and that's impossible. These are not my rules these are corporate's rule for the entire company not just Get Air Vermont which was explained to the customer

Any attachments included can be found here: Please note, any changes to contact information are below:

Jensen, Lisa

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Wednesday, November 25, 2020 1:02 PM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-08633

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-08633, filed by Debra MacLean regarding a transaction with Get air. The business contact is: According to the update, this matter is Not yet resolved. The update states:

The response from this poorly managed company has in no way resolved the issue/complaint but I'm not going to waste any more of my time regarding this matter. I will let you leave this as an unresolved case and I hope that the company is aware that this stays open and as public knowledge for 6 years. Thanks for your help.

Any attachments included can be found here: Please note, any changes to contact information are below: