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Page printed from: <https://www.law.com/dailybusinessreview/2021/02/03/covid-19-canceled-vacation-but-no-refund-class-action-claims-rentals-firm-illegally-withholding-money/>

## COVID-19 Canceled Vacation But No Refund? Class Action Claims Rentals Firm Illegally Withholding Money

The putative class action claims a Florida luxury vacation rentals firm is illegally refusing to pay back customers whose trips were nixed during last year's statewide vacation rentals suspension.

By Lidia Dinkova | February 03, 2021



From left, filing attorneys Mendel Kass and Michael Citron of Mac Legal. Courtesy photos.

Vacation plans across the U.S. were canceled once the coronavirus pandemic set in, but a new lawsuit claims some who lost out on their dream Florida trip aren't getting refunds they're entitled to.

A putative class action against Florida luxury homes rental company Jeeves says the firm has refused to pay back customers for 2020 bookings, canceled because of a state order nixing vacation rentals to curb virus spread.

Gov. Ron DeSantis in late March last year suspended vacation rentals.

Jeeves' policy says if a booking no longer is available, then it is to find an alternative home for the customer. But that wasn't an option during the suspension period last year, meaning under its contract terms it had to issue refunds, according to the suit.

"Customers didn't get a property due to no fault of their own. Jeeves is not entitled to any of their money," said filing attorney Mendel Kass, an associate with MAC Legal in Hollywood.

Kass is working on the case with managing partner Michael Citron, who says the number of claimants already is over a dozen for the suit filed on Monday.

"How do you profit off the backs of people who are unaware of what's going on in another jurisdiction from their home state and then you don't give back their money?" Citron said.

Jeeves didn't immediately return emails for comment.

Arizona resident Rachel Dede filed the suit in Polk County against Jeeves' registered name LJ Florida Property Services LLC, claiming she is out nearly \$10,000 for a five-day Florida vacation planned for late April and early May — when DeSantis' order was in effect.

The complaint says Jeeves asks for a security deposit, usually \$1,000 or \$1,500, and 20% of the balance upfront at booking time, and for the remainder eight weeks before arrival. Dede paid \$1,988 when she booked in 2019 and \$7,954 on March 6, 2020, before her scheduled booking from April 30 to May 5.

Mac Legal filed the suit with Cornish Hernandez Gonzalez' Igor Hernandez in Coral Gables and Levy & Partners's Ely Levy in Hollywood.

The suit lists two breach of contract counts, one for failure to return a security deposit and the other for failure to return the balance, and asks for a jury trial.

**Read the complaint:**

Filing # 120543873 E-Filed 02/01/2021 06:24:16 AM

IN THE CIRCUIT COURT OF THE TENTH JUDICIAL CIRCUIT  
IN AND FOR POLK COUNTY, FLORIDA

CASE NO.:

RACHEL DEDE,  
individually, and on behalf of others  
similarly situated

Plaintiffs,

vs.

LJ FLORIDA PROPERTY  
SERVICES, LLC, dba  
JEEVES FLORIDA RENTALS

Defendant

**CLASS ACTION**

**JURY TRIAL DEMANDED**

**CLASS ACTION COMPLAINT**

COMES NOW, Plaintiff, Rachel Dede ("Ms. Dede"), individually and on behalf of all  
others similarly situated Page 1 / 19 es, LLC., dba Jeeves  
Florida Rentals ("Jeeves"), and alleges the following based on personal knowledge, the

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