From: Sarah Myers <smyers@exploreasheville.com>

Sent: Monday, February 9, 2026 12:35 PM

To: Michael Boyko <Michael.Boyko@buncombenc.gov>

Subject: FW: Waiver request

Good afternoon, Michael.

We have just received the following waiver request from Neal Patel and Bobby Fisher for the Country Inn & Suites late filing fees totaling 1,838.26, accrued March 2025 - December 2025.

Are you able to verify the amount due (as detailed below) and confirm whether any other penalty fees have been incurred for this property?

All my best, Sarah

EXPLORE ASHEVILLE
POWERED BY Buncombe County Tourism Development Authority

Sarah Myers She/Her (what is this?)

Director of People, Culture & Strategy

P: 828.333.5831
smyers@exploreasheville.com

27 College Place Asheville, NC 28801

From: Michael Boyko <Michael.Boyko@buncombenc.gov>

Sent: Monday, February 9, 2026 12:44 PM

To: Sarah Myers <smyers@exploreasheville.com>

Subject: RE: Waiver request

Hi Sarah,

I can confirm those late fee amounts. No other penalties have accrued, and there is no history of fee waivers for the account.

Thanks!

Regards,

Michael Boyko
He/Him
Tax Collections
Daily Collections Supervisor
(828) 250-4912
Michael.boyko@buncombenc.gov
Physical: 182 College St, Asheville, NC 28801
Mailing: PO Box 3140, Asheville, NC 28802
Respect. Integrity. Collaboration. Honesty. Equity.
Facebook•*X*•*Threads*•*Instagram*•*YouTube*•*LinkedIn*

From: Sarah Myers

Sent: Tuesday, February 10, 2026 4:05 PM To: bella patel <bellapatel70@yahoo.com> Cc: cx_ashv@countryinnamericas.com Subject: RE: Waiver request

Good afternoon, Neal and Bobby.

Thank you for the documentation and explanation of your penalty waiver request. Upon receipt of the scanned letter below, Explore Asheville staff plans to present your

request for a waiver of occupancy tax penalties assessed by the Buncombe County Tax Department for Country Inn & Suites - Asheville. We understand the penalties, totaling

$1,838.26, were incurred due to the property's monthly occupancy tax reporting and remittance being late for the months of March, July, September, November, and December of 2025.

In the first of a two-step approval process, your request will be presented to the Buncombe County Tourism Development Authority (BCTDA) at its next regular board meeting, which convenes Wednesday, February 25, 2025, at 9:00 a.m., in the Explore Asheville Board Room, located at 27 College Place in Asheville. I encourage either you or a representative from your property to attend the meeting in person to present the circumstances related to this waiver request and answer any questions, if requested by the Board.

I will give you a call tomorrow to answer any questions you have.

Sending my best, Sarah

EXPLORE ASHEVILLE
POWERED BY Buncombe County Tourism Development Authority

Sarah Myers She/Her (what is this?)

Director of People, Culture & Strategy

P: 828.333.5831
smyers@exploreasheville.com

27 College Place Asheville, NC 28801

Bobby Fisher, General Manager

Country Inn & Suites – Asheville (Account #204)
845 Brevard Road
Asheville, NC 28806
Bobby Email: CX_ASHV@COUNTRYINNAMERICAS.COM
Neal Mobile: 828-736-2741

Date: February 8, 2026

Buncombe County Tourism Development Authority
c/o Explore Asheville Convention & Visitors Bureau
27 College Place
Asheville, NC 28801

Re: Request for Waiver of Occupancy Tax Penalties – Account #204 (Country Inn & Suites)

To the Members of the Buncombe County Tourism Development Authority:
I am writing to respectfully request a waiver of penalties assessed on **Occupancy Tax Account #204 – Country Inn & Suites** for several months during 2025. According to the notice from Buncombe County Tax Collections dated January 30, 2026, our account reflects penalties for late filings or payments for March, July, September, November, and December of 2025.

The associated penalty amounts, as listed in the attached invoices, are:

- **March 2025:** $360.01
- **July 2025:** $360.52
- **September 2025:** $390.32
- **November 2025:** $390.44
- **December 2025:** $336.97

Reason for Request
For **decades**, our property has followed the **exact same monthly process** for submitting Buncombe County Occupancy Tax payments and reports. On the **20th of each month**, we have always prepared a stamped envelope containing the completed report and check for that month's tax, and deposited it directly into a **standard USPS postal collection box**.

This method has **never resulted in a single late filing** in the past — not once in the previous decades.

The email dated **January 30, 2026** is the **first time we have ever been informed** that any of our submissions were considered late. There has been **no change whatsoever** in our procedures this past year compared to prior years of consistent, timely compliance.

Given that our long-standing process has not changed, we believe these delays may be attributable to **USPS operational issues**, such as delayed processing or missing/illegible postmarks — issues that were noted in the county's own explanation of how envelopes are stamped when postmarks are unclear or missing.

At all times, we acted **in good faith** and followed the exact submission process that has been acceptable and reliable for decades.

Corrective Actions Taken

Even though our process has been historically consistent and compliant, we have taken proactive steps to avoid any chance of this occurring again:

- We will now take envelopes directly to a USPS clerk and request a **hand-stamped postmark**, as recommended by Buncombe County.
- We have added internal reminders and scheduled earlier preparation of the monthly remittance.
- We have reviewed our submission workflow to ensure full alignment with the county's current expectations.

Request

In light of our **long history of timely compliance**, the lack of any procedural changes on our end, and the likelihood that these delays resulted from **postal handling issues outside our control**, we respectfully request that the BCTDA waive the penalties totaling **~~$1,837.26~~** for the 2025 months listed above. 4y 1838.26

We understand this request must be reviewed by the BCTDA and, if recommended, forwarded to the Buncombe County Board of Commissioners for final approval.

Thank you for your time, consideration, and service to our community. Please let me know if any further documentation, explanation, or historical submission records would assist with your review.

Sincerely,

Neal Patel and Bobby Fisher
Country Inn & Suites – Asheville
Account #204