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Statement of Gloria Allred

Today a very brave rape victim, Kristin Hernandez is here with me, her mother and a her father to speak out about her dream vacation to a place represented as “paradise,” that became a living hell for her and her family.

Kirstin is a single mother and is a registered nurse. She lives and works in New York State. She and many members of her family booked a vacation to the Hard Rock Riviera Maya in Mexico on the recommendation of Kristin’s cousin.

Particularly because they were traveling outside of the United States they wanted to stay at a hotel with a name that they considered familiar and trustworthy. In fact, they were willing to pay a higher rate for accommodations at the Hard Rock Hotel than they would have paid at lesser known hotels in the region, in order to ensure a safe and family friendly experience.

Kristin and her family members, including her parents Lise and Marcelino Hernandez, Kristin’s daughter and Kristin’s brother arrived to the Hard Rock Riviera Maya on April 18, 2017.

Kristin will describe in detail how their family vacation ended in her becoming a victim of a violent sexual assault at by an employee of the resort, and how her dreams became a nightmare which will have a horrific impact on her physically, emotionally and financially for the rest of her life.

I must state, however, the trauma that she has suffered as a result of a brutal rape has been made even worse by the failure of Hard Rock International to take responsibility for failing to deliver the safe international vacation experience it advertised to Kristin and her family.

Instead, it has chosen to turn its back on Kristin, deny corporate responsibility for the fact that a waiter at the Hard Rock Maya Hotel stalked her, locked her in her hotel bathroom and brutally raped her.

They refused to take responsibility despite the fact that we informed them that even after the rape the hotel offered Kristin no real assistance, discouraged her from reporting the attack to law enforcement and attempted to convince her to release the hotel from liability.

Today we are here to state that this callous and cruel treatment of rape victims is wrong and must be investigated.

This morning we have filed a complaint with the Better Business Bureau of Central Florida where Hard Rock International has its headquarters.

In addition, we are seeking a meeting with New York City Council Member Keith Powers and we sent him a letter today requesting that meeting.

We have contacted Councilman Powers in light of the fact that Hard Rock International is developing a new Hard Rock Hotel in his district in New York in 2019. Kristin and I want to meet with him to discuss concerns we have about this project and the safety of guests.

We enclosed to him our letter to the Better Business Bureau of Central Florida, where Hard Rock International is based wherein we cite what we believe to be the deceptiveness of Hard Rock International's business practices, in which it received extensive profits from touting the Hard Rock name in the United States, yet refuses to accept responsibility for the rape of one of its customers by a resort employee.

Kristin is very courageous to have decided to speak out today about what she has been forced to suffer. She decided to share the details of her horrific experience because she wants to warn and protect other women who decide to stay at Hard Rock Hotels.

She wants to be the change she wishes to see in the world. Even though she feels she and her family have been treated by a large corporation as garbage that can be ignored as though it is someone else's problem, she is willing to hold her head up high and persist in making a safer world for others.

Gloria Allred, Attorney at Law

Representing Kristin Hernandez

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