

Borgata Casino – Atlantic City

L

Lets start with Labels

Nothing has nutritional labels. I couldn't find on any of the displays, on any menus, or online for any of the establishments I visited. There are 15 eateries inside the Borgata.

0/10

A

When it comes to amenities, let's talk about the room. Let me show you this clip of my room tour:

So, you saw what I just saw, but things get worse, let's take a look:

So, I went to the front desk, and they offered me another room a few floors down, on the "clean floor". They said the room is a clean zone. I wasn't sure what that meant, but check out my video of this room:

So, after that horrible discovery of all that dust which was clogging the air filter, I went back downstairs, and they said they would have someone come up and clean it. Nobody ever showed up. my allergies persisted and I took my allergy medicine and Tylenol for the headache.

It would have helped so much if I could open a window, but like most hotels, there is not windows that you can open.

So as far as amenities, you've seen the room, the toiletries, I'm quite sad that for costing \$150-\$250 per night, they don't even give you water or a coffee maker. Water is available for purchase downstairs for \$7.00 per bottle.

I visited the gym, but you have to leave your area of the hotel, walk through the entire casino, and go over where the mgm towers are, and inside there is the small gym. For a grandiose hotel with such opulence, the gym had 4 treadmills, 2 ellipticals, and a weight bench. It was drab. The machines functioned, but out of the 5 tv's on the wall only 2 of them were working. You're supposed to be able to plug in your headphones into the machines and listen to the tv, but this was all broken, so you could only watch the tv's with no sound and there was no closed captioning, so you need to be good at reading lips if you were trying to pay attention.

There's an indoor pool, an outdoor pool, and a spa as well as all the eating establishments. I would say there are plenty of amenities to stay at the resort for your time, and good thing because you are almost 2 miles from the boardwalk, and it is impossible to walk there. You will need to have a car or hire an uber. Oh, and for cars, you will have to pay for parking here, unless of course you have status with your players' club card. And don't worry, all the amenities I just talked about come with a resort fee of \$35 dollars per night, which you can get waived, again if you have high enough player status. But none of this comes cheap.

7/10

C

This was an epic failure when it comes to the room. I have seriously never seen that level of dust in a hotel room before, and never to the point where it made me so sick.

When I was leaving at the airport, a fellow passenger says she feels "so exhausted" and she flies to Vegas all the time and never feels like this.

Now I'm not sure what the technical name for this is - HVAC sickness, or allergies to dust? I guess just like not all my viewers are allergic to milk like I am, some of you are not allergic to dust. Well I'm lucky I'm allergic to both. I also have allergies to pollen, trees, grass, cats, dogs, etc. The building is sporadic in temperatures - 75 in some areas and 65 in others. Smoke lingers everywhere. There is dust all over the place - hallways, elevators, etc. Again, I am not heating and cooling expert, but something tells me that the system needs servicing. But for my room alone
0/10

F

For what I was able to eat and drink, and we'll get to that in a bit, it was ok. My favorite flavors came from the Noodles of Now Asian restaurant. The food here was incredible. As with most Asian cuisines, dairy is not a main staple, and so it's one of my favorite go-to's, they were able to accommodate me, and the food was delicious. I went back on my second night because it was so good! I also enjoyed the flavors at the metropolitan, which I had breakfast at for all 3 days I was there. After the first day, it was great. I was able to have eggs, bacon and potatoes, all with no dairy accommodated. The flavors at the buffet and the other grab and go options were just "ok".
8/10

A

For attitude,
Let me start by talking about the Amphora Lounge, it is for members only basically gold and platinum guests of the mgm mlife program. It's a private buffet that Costs 12.99 and includes an open bar. As you know I'm not a big drinker, I will have 1 or 2 from time to time, but I'm not a person who benefits from an open bar. I Waited 20 minutes to enter, and I was Greeted by a server and offered drinks. It's Buffet style so first thing I asked server how to treat dairy my dairy allergy and what he would recommend. I asked if there were labels. He referred to manager who said everything has dairy!!! I looked shocked. he Did not offer to check with the kitchen and looked surprised. I asked him: "am I the first person to ever ask you this and he said yes! He looked annoyed and I said what should I do then? What do you recommend? He said you should just leave! He went over and processed a refund for the 12.99 for the buffet. A VIP buffet and to not be accommodated was sad. His attitude was so poor. I honestly don't know what foods were there and I can always find something to eat at a buffet! Haha! But he did not want me there and asked me to leave! Very inappropriate and sad representation of the business.

There were nice servers at the Noodles of Now, and the metropolitan, but I'll be honest, this one stung.

0/20

C

It's isolated. Too far from anything. Only visit if you have a car or plan on spending money to get around. Why do they charge for parking when they're so isolated? If you have status then parking is free, but driving and going to the boardwalk you'd have to pay for parking at another property.

Being isolated here you're subjected to higher food costs (everything is more expensive than outside the casino) - even water is \$5-7, and there is no water in your room. I bought large bottles for \$1.50 when I went out to the boardwalk.

Small coffee \$5.50

6 wings and fries \$18.95

Single burger (no cheese) \$13

Cost for the buffet \$39.99 (yes, another big buffet. So, the one I got thrown out of was for VIP members only. And I'll be honest I don't feel VIP. (urghhhh)

For the value of everything you get, it is overpriced.

3/10

T

When it comes to timeliness, for waiting to enter a restaurant, 15-20 minutes is great, no complaints here. Food comes out quick, I didn't have any issues there.

However the timeliness of whoever was supposed to come and clean the dust from my air filters and make my room safe never happened. This was sad, and for that, I'll score 3/10

O

There are limited options here when it comes to dairy free. As we know, don't go to amphora lounge - we're not welcome there. For the larger buffet,

Only could eat 25% of offerings. Flavors were "ok". Had minestrone soup, grilled chicken and shrimp cocktail.

Most everything had dairy. Fried chicken, Mac and cheese, the meats, even the fish had cheese and there was a salmon croquette- inside a puff pastry. The plantains were covered with sour cream. Never seen that before.

All desserts I could not eat.

39.99 years as not able to get my value at all.

I was there Mon-Thur and most of the fancier dining establishments, which I don't know if they accommodate or not, were not open. I must believe they could try, but I'm not sure. There is a food mart area downstairs with quick foods, they had pasta, pizza, steak and cheese subs, and a burger/wing place. I was able to have some wings and fries, oh and a salad /juice bar was there too, but it was closed the 2 times I went down there. So, except for the fried and wings, everything had dairy.

3/10

R

When I arrived, my room was digitally made available for me on my phone so I didn't have to interact with the front desk, so I couldn't rate them on reception. But who I can rate is the manager who threw me out of the buffet. And then there was the room issue, the front desk was nice enough to move my room the first time, but they never sent anyone to help address the issue.

So, did I feel welcomed, loved, and appreciated at the Borgata? No

1/10

Total score: 25