

From: [REDACTED]
Sent: Tue 9/27/2016 11:21:37 AM
Subject: Re: Picture you requested 2 of 2

Thank you [REDACTED], I will pay with my gold Amex then.

On Sep 27, 2016, at 8:14 PM, [REDACTED] > wrote:

Agree. They will pay with the credit cards of their own. Very much appreciate your efforts in helping us.

[REDACTED]
Sent from my iPhone

On Sep 27, 2016, at 1:16 AM, TYOGH-Shared MB-Concierge <[REDACTED]> wrote:

Dear Ms. [REDACTED],

Good afternoon from Tokyo.

Thank you very much for waiting for our reply regarding payment at Tawaraya Ryokan.

Please be kindly informed that we were able to talk with the person who is in charge at Tawaraya today.

They have misunderstood and thought that Ms. [REDACTED] boss is going to go directly to Tawaraya to make the payment directly in person.

Also they thought that will be done during Ms. [REDACTED] and Ms. [REDACTED] stay before their check out.

Then we asked them if they accept payment by credit card number or credit card document without his visiting them.

However we are very sorry to inform you that we were advised that Mr. Epstein needs to bring his credit card to pay charges to Tawaraya.

They need the actual credit card and do not accept charges though documents or by credit card number.

Please be kindly informed that it may be smoother and easier for Ms. [REDACTED] and Ms. [REDACTED] to settle with their own credit card upon check out.

If you have any questions or if we could be of any assistance, please feel free to contact us anytime.

Thank you very much.

Yours sincerely,

Emiko Sato(Ms.)
Concierge
Grand Hyatt Tokyo
6-10-3 Roppongi
Minato-Ku, Tokyo 106-0032 Japan
+ [REDACTED] TELEPHONE
+ [REDACTED] DIRECT
+ [REDACTED] FAX
[REDACTED]
tokyo.grand.hyatt.com

<image001.gif>
Think before you print: Please consider the environment before printing this email.

2016 Travel + Leisure – 10 Best Hotels in Tokyo
2016 Trip Advisor – Certificate of Excellence Hall of Fame, Top 25 Luxury Hotels in Japan
2015 Michelin Guide Tokyo – Five Pavilion Luxury Hotel

Follow us
on: <image002.png><image003.png><image004.png>
<image005.jpg>

From: [REDACTED]
Sent: Sunday, September 25, 2016 11:33 PM
To: TYOGH-Shared MB-Concierge
Cc: TYOGH-Shared MB-GrandClub; [REDACTED]
Subject: Re: Picture you requested 2 of 2

Thank you for all of your help! We can certainly wait for you to speak with them on Tuesday...appreciate it.

[REDACTED]

On Sep 25, 2016, at 3:59 AM, TYOGH-Shared MB-Concierge <[REDACTED]> wrote:

Dear Ms. [REDACTED],

Good afternoon from Grand Hyatt Tokyo.
Thank you very much for your inquiry regarding payment at Tawaraya Ryokan for Ms. [REDACTED] and Ms. [REDACTED].

We talked to Tawaraya Ryokan regarding the payment and we have been informed they have the information "Ms. [REDACTED] boss will pay for their stay at Tawaraya Ryokan", but no further detail can be obtained today since the person who is in charge was away today and tomorrow. It seems they are now proceeding the payment arrangement but not completed yet, so please let us talk to them again on Tuesday directly with the person who cares about Ms. [REDACTED] stay.

Thank you in advance for your kind understanding and patience. In the meantime, should you have any queries or need further assistance, please feel free to contact us anytime. Thank you very much.

Yours sincerely,

Ryota Asano
Concierge

Grand Hyatt Tokyo
6-10-3 Roppongi
Minato-Ku, Tokyo 106-0032 Japan
+ [REDACTED] TELEPHONE
+ [REDACTED] DIRECT
+ [REDACTED] FAX
[REDACTED]
tokyo.grand.hyatt.com

<image001.gif>

Think before you print: Please consider the environment before printing this email.

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2016 Trip Advisor – Certificate of Excellence Hall of Fame, Top 25
Luxury Hotels in Japan
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Follow

us

on: <image002.png><image003.png><image004.png>

<image005.jpg>

差出人: [REDACTED] >

送信日時: 2016年9月24日 22:59

宛先: TYOGH-Shared MB-Reservation

CC: [REDACTED]; Amex Centurian Travel

件名: Fwd: Tawaraya Hotel Confirmed! Sept 26-Oct 1 [REDACTED]

Hello concierge again...here is our confirmation of Tawaraya hotel
....we were under the impression the Tawaraya had the Amex as
well...Please do know we wish all charges for the Tawaraya and
any and all incidentals to go on the Amex on file ending in 4009.
Thank you...

■■■■

Begin forwarded message:

差出人: ■■■■ >
送信日時: 2016年9月24日 22:25
宛先: TYOGH-Shared MB-Reservation
CC: ■■■■ ■■■■
件名: Re: Picture you requested 2 of 2

Hello Saori. I understand from ■■■■ the hotel they are to stay in
in Kyoto is in need of the American Express credit card you have
on file for them ending in 4009. She says you have kindly offered
to help with the situation. Please know we want all charges
including their stay at the Tawaraya hotel in Kyoto on this credit
card. Please let me know if there is anything else you require. On
another note I suggested if it is easier perhaps ■■■■ just use her
own American Express credit card she has with her. Whatever is
best. I am at your service. Thank you, ■■■■
Sent from my iPhone
On Sep 19, 2016, at 9:05 PM, TYOGH-Shared MB-Reservation
<■■■■> wrote:

Dear Ms. ■■■■,

Thank you for your mail.

We have received the credit card accordingly.
We will charge all expenses for Ms. ■■■■ and
Ms. ■■■■ to the provided credit card.

Should you require any further assistance,
please contact us at any time.

With best regards,

Saori Segawa
Reservations

Grand Hyatt Tokyo
6-10-3 Roppongi
Minato-Ku, Tokyo 106-0032 Japan

■■■■

tyogh.reservation@hyatt.com

From: [REDACTED]

Sent: Tuesday, September 20, 2016 12:39 AM
To: TYOGH-Shared MB-Reservation
Cc: [REDACTED]
Subject: Re: Picture you requested 2 of 2

I have just sent you a copy of the back of the signed American Express card...please do confirm receipt and let me know if there is anything else you require

On Sep 18, 2016, at 9:01 PM, TYOGH-Shared MB-Reservation

[REDACTED]

Dear Ms. [REDACTED],

Thank you so much for your prompt response.

We will wait to receive your message.

If you need any further assistance, please feel free to contact with us.

Sincerely,

Miwako Nagano (Ms)
Grand Hyatt Tokyo, Reservation

From: [REDACTED]

Sent: Sunday, September 18, 2016 9:25 PM
To: TYOGH-Shared MB-Reservation
Subject: Re: Picture you requested 2 of 2

ah! you are right...we will get a new signed picture of the back of the card...thank you!

On Sep 18, 2016,

at 5:41 AM,
TYOGH-Shared MB-
Reservation



Dear Ms. [REDACTED],

Warm greetings
from Grand Hyatt
Tokyo, Room
Reservation!

Thank you very much
for sending us the
credit card
authorization form
and pictures, we
surely received.
However, we are
very afraid to inform
you that the picture
of back side you sent
us is invalid since
there is no signature.
Please kindly be
informed that a
signature (same
signature as the one
on the authorization
form) is necessary on
the back side of
credit card.
Could you kindly
resend us the
picture?
We are very sorry for
this inconvenience,
but your kind
understanding is
highly appreciated.

Should you have any
question, please feel
free to contact us at
your convenience.

Best regards,

Lisa Koizumi
Reservation
Grand Hyatt Tokyo

From: [REDACTED]
[REDACTED]
[REDACTED]
[mail.com](#)]

Sent: Saturday, September 17, 2016 11:15 PM

To: TYOGH-Shared MB-Concierge

Cc: [REDACTED]; [REDACTED]; Bella Klein; Yamada, Kayo
(TYOGH)

Subject: Re: [REDACTED] & [REDACTED] Details

I have just sent you
2 emails with the
pictures of the front
and back of the CC
as you requested.
Please confirm
receipt

Yes, please use this
card for ALL
charges (train,
hotel, food, car,
drinks...everything)

Please do let me
know if there is
anything else you
require.

Thank you, [REDACTED]

On Sep 17, 2016, at
2:25 AM, TYOGH-
Shared MB-
Concierge

<[REDACTED]@
[REDACTED]> wrote:

Dear Ms. [REDACTED],

Thank you very much
for your reply and

sending us credit card form.

We surely understand that we can charge to the card for all charges.

We are sorry for asking you however please kindly confirm us about "All Charges".

Can we use the card for all room charges and any other incidental charges such as train fare, car fare, food, drinks if they charge to room?

Lastly, please be kindly informed that we also kindly ask for pictures/ copies of both sides of the card. We feel sorry for keep chasing you to ask for these documents since local credit card company requires for charge,

Please feel free to contact for any questions and any further assistance.

We are looking forward to receiving card pictures/ copies.

Thank you very much for your kind understanding and assistance.

Yours sincerely,
Takashi Kai (Mr.)
Concierge

Warm greetings from
Grand Hyatt Tokyo.
Thank you very much
for your email.
We are happy to
arrange airport
transfer and any
transportation
arrangements for Ms.
[REDACTED] and Ms. [REDACTED].

CAR Arrangement

We are pleased to
confirm arrival car
from Narita Airport to
Grand Hyatt Tokyo.
Kindly find the
attached PDF for the
confirmation.

We are also pleased
to provide you
estimated car fare for
between Grand Hyatt
Tokyo and Tokyo
station.

It will be about
20,000JPY include
escort and pick up
to/at platform of
Tokyo station.

TRAIN Information

Please be kindly
informed that we are
of course happy to
arrange train tickets
for them.

Please be kindly
informed regarding
train tickets that the
tickets is unable to be
reserved in advanced
and need to be
purchased at JR ticket
counter directly.
Then, if you kindly let

us know time preferences and Credit Card Authorization form with Both side card copies, we are pleased to assist you to purchase train tickets before your arrival.

Kindly find the attached PDF for blank of the form with this email.

-Credit Card authorization form with the card holder's signature

-Copy or Picture for both side of the card (with the signature on back side)

Please kindly send it us back after filled out the form via email or fax.

We are also happy to arrange train tickets after their arrival since we have a few more days.

In this case, all train fare can be charged to their room account instead of sending us card documents.

Please be kindly informed regarding the bullet train/ Shinkansen between Tokyo and Kyoto. The bullet train runs almost every 10 to 20 minutes and takes about 2 hours 20 minutes.

Kindly find train
schedules around
10:00am to 11:00am
for each way as
below.

**September 26,
Monday**

		TOKYO		KYOTO
Nozomi#	21	9:30 AM	>>>	11:50 AM
Nozomi#	219	9:40 AM	>>>	11:58 AM
Nozomi#	105	9:50 AM	>>>	12:08 PM
Nozomi#	317	9:53 AM	>>>	12:14 PM
Nozomi#	221	10:00 AM	>>>	12:17 PM
Nozomi#	23	10:10 AM	>>>	12:25 PM
Nozomi#	223	10:20 AM	>>>	12:38 PM
Nozomi#	25	10:30 AM	>>>	12:50 PM
Nozomi#	323	10:40 AM	>>>	12:58 PM
Nozomi#	107	10:50 AM	>>>	1:08 PM
Nozomi#	225	11:00 AM	>>>	1:17 PM
Nozomi#	27	11:10 AM	>>>	1:25 PM
Nozomi#	281	11:23 AM	>>>	1:38 PM
Nozomi#	29	11:30 AM	>>>	1:50 PM
Nozomi#	109	11:50 AM	>>>	2:08 PM
Nozomi#	227	12:00 PM	>>>	2:17 PM

October 1, Saturday

		KYOTO		TOKYO
Nozomi#	118	9:36 AM	>>>	11:53 AM
Nozomi#	314	9:39 AM	>>>	11:56 AM
Nozomi#	120	9:45 AM	>>>	12:03 PM
Nozomi#	6	9:53 AM	>>>	12:13 PM
Nozomi#	316	10:02 AM	>>>	12:20 PM
Nozomi#	122	10:05 AM	>>>	12:23 PM
Nozomi#	8	10:18 AM	>>>	12:33 PM
Nozomi#	220	10:26 AM	>>>	12:43 PM
Nozomi#	150	10:29 AM	>>>	12:50 PM
Nozomi#	10	10:36 AM	>>>	12:53 PM
Nozomi#	152	10:45 AM	>>>	1:03 PM
Nozomi#	12	10:53 AM	>>>	1:13 PM
Nozomi#	222	11:05 AM	>>>	1:23 PM
Nozomi#	14	11:18 AM	>>>	1:33 PM
Nozomi#	330	11:26 AM	>>>	1:43 PM
Nozomi#	332	11:29 AM	>>>	1:50 PM
Nozomi#	124	11:36 AM	>>>	1:53 PM
Nozomi#	16	11:53 AM	>>>	2:13 PM

Fare:
Regular class:
14,110JPY
Green class:
18,690JPY

*Green class has wider and larger leg space than Regular class
*per person and one way
*8% hotel service charge + 8% tax will be on top of the amount
*train tickets cannot be refunded and cancelled once we arranged

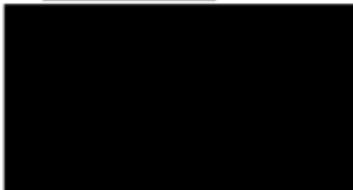
Please feel free to contact us for any questions and any further assistance. We are looking forward to hearing from you and assisting you.

Thank you very much.

Yours sincerely,
Takashi Kai (Mr.)
Concierge

Grand Hyatt Tokyo
6-10-3 Roppongi
Minato-Ku, Tokyo 106-0032 Japan

+ [REDACTED] [REDACTED] [REDACTED]
[REDACTED] TELEPHONE
+ [REDACTED] [REDACTED] [REDACTED]
[REDACTED] DIRECT
+ [REDACTED] FAX



<image001.gif>
Think before you print: Please consider the environment before printing this email.

them to the train on
Sept. 26th and pick
them up on Oct.
1st?

██████ and ██████
are cc'd on this
mail...

Thank you in
advance for all of
your help!

██████

Flight Information

Date	21 Sep 2016
Airline	Japan Airlines
Airline Record Locator	██████████
Flight/Class	JL 3 X Business Class
Origin	New York, John F Kennedy International
Destination	Tokyo, Narita International Airport
Departing	09:30 AM
Arriving	12:40 PM / 22 Sep 2016
Departure Terminal	Terminal 1
Arrival Terminal	Terminal 2
Estimated Time	14 Hrs 10 Mins
Stops	Non-stop
Seats	██████████

Confirmed

Wednesday 05 Oct 16

Flight Information

Date	05 Oct 2016
Airline	Japan Airlines
Airline Record Locator	[REDACTED]
Flight/Class	JL 4 X Business Class
Origin	Tokyo, Narita International Airport
Destination	New York, John F Kennedy International
Departing	06:25 PM
Arriving	06:20 PM
Departure Terminal	Terminal 2
Arrival Terminal	Terminal 1
Estimated Time	12 Hrs 55 Mins
Stops	Non-stop
Seats	[REDACTED]

Begin forwarded message:

From: "Jeskewitz, Jeannine"

[REDACTED]

[REDACTED] >
**Subject: RE:
Jeffrey Epstein -
Again re Grand
Hyatt! Date
changes...**
Date: September
15, 2016 at
11:06:42 AM EDT

[REDACTED]
[REDACTED]
[REDACTED] >
[REDACTED]

Dear [REDACTED],

[REDACTED] and [REDACTED]
are all set at the
Grand Hyatt Tokyo.
Below are their
confirmations. And
the Concierge's
contact detail is
also below and I've
copied them here
on this email. The
concierge team are
all able to assist.
Best to email as
someone is always
covering the
account. Kindly let
them know [REDACTED]
and [REDACTED] flight
details so the hotel
is prepared for
their arrival.
All my best,

Jeannine

Confirmation Number [REDACTED]

Name Ms [REDACTED] [REDACTED] and Ms [REDACTED] [REDACTED]
Arrival Thursday, September 22, 2016
Departure Monday, September 26, 2016
Room Type Grand Executive Suite Twin and Grand Executive Suite Twin connecting room
Room Rate 31,600 *JPY per night

**subject to 15% service charge, 8% consumption tax, 1.2% tax on service and accommodation tax per person*

Confirmation Number [REDACTED]
Name Ms [REDACTED] [REDACTED] and Ms [REDACTED] [REDACTED]
Arrival Saturday, October 01, 2016
Departure Wednesday, October 05, 2016
Room Type Grand Executive Suite Twin and Grand Executive Suite Twin connecting room
Room Rate 35,800 *JPY per night

**subject to 15% service charge, 8% consumption tax, 1.2% tax on service and accommodation tax per person*

Our Concierge's direct phone number is [REDACTED], alternatively our hotel's main number is [REDACTED].
[REDACTED].tyogh.concie

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GHT.PDF>

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