

To: TYOGH-Shared MB-Concierge[REDACTED]
Cc: TYOGH-Shared MB-GrandClub[REDACTED]; [REDACTED]
From: [REDACTED]
Sent: Thur 9/29/2016 10:57:51 AM
Subject: Re: Picture you requested 2 of 2

Excellent! Once again greatly appreciate all of your help.
[REDACTED]

On Sep 29, 2016, at 1:20 AM, TYOGH-Shared MB-Concierge
<[REDACTED]> wrote:

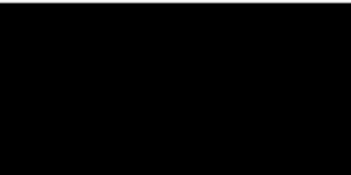
Dear Ms. Groff

Warm greetings from Grand Hyatt Tokyo.
Thank you for your email, we are sorry to hear about all the confusion.
We called TAWARAYA and spoke to them and made sure they understand that Ms. [REDACTED] and
Ms. [REDACTED] will pay with their own credit cards.

If there is anything else we could assist you with please feel free to contact us anytime.
We hope they enjoy their trip in Kyoto.
Thank you very much.

Yours sincerely,
Nozomi Sagasaki
Concierge

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



<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: Wednesday, September 28, 2016 11:23 PM
To: TYOGH-Shared MB-Concierge
Cc: TYOGH-Shared MB-GrandClub; [REDACTED] [REDACTED]
Subject: Re: Picture you requested 2 of 2

Hello concierge... [REDACTED] and [REDACTED] are at the Tawaraya and request your assistance with communicating to the hotel that they will be using their own personal credit cards to take care of the room and all their charges...they believe, because of the language barrier, there may still be a bit of confusion on who will be paying. Might you be able to just reiterate with the person who took their reservation again that they no longer need to use Mr. Epstein's card and they will be using their own personal cards...this is all approved by Mr. Epstein and they certainly have the funds to pay...

Thank you in advance for your help

[REDACTED]

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

Dear Ms. Groff,

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



<image001.gif>
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Follow us

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

<image005.jpg>

From: [Redacted]

Sent: Sunday, September 25, 2016 11:55 PM

To: TYOGH-Shared MB-Concierge

Cc: TYOGH-Shared MB-GrandClub; [Redacted] [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.



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

Dear Ms. Groff,

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



<image001.gif>

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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...

[REDACTED]

Begin forwarded message:

差出人: [REDACTED] >

送信日時: 2016年9月24日 22:25

宛先: TYOGH-Shared MB-Reservation

CC: [REDACTED]

件名: Re: Picture you requested 2 of 2

Hello Saori. I understand from [REDACTED] 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 [REDACTED] just use her
own American Express credit card she has with her. Whatever is
best. I am at your service. Thank you, [REDACTED]

Sent from my iPhone

On Sep 19, 2016, at 9:05 PM, TYOGH-Shared MB-Reservation

<[REDACTED]> wrote:

Dear Ms. Groff,

Thank you for your mail.

We have received the credit card accordingly.
We will charge all expenses for Ms. [REDACTED] and
Ms. [REDACTED] 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



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



Dear Ms. Groff,

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]
[mailto:[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
<tyogh.reservati
[REDACTED]>
wrote:

Dear Ms. Groff,

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]

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

Dear Ms. Groff,

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
Grand Hyatt Tokyo

From: [REDACTED]
[REDACTED]

Sent: Saturday, September 17, 2016 1:24 AM
To: TYOGH-Shared MB-Concierge
Cc: [REDACTED]; [REDACTED]; Bella Klein; Yamada, Kayo
(TYOGH)
Subject: Re: [REDACTED] & [REDACTED] Details

Hello Mr. Takashi,
thank you so very
much for your
response. Your
Credit Card
Authorization form
has been filled out,
signed, scanned and
emailed back to
you. Please
confirm receipt. All
charges are to go to
this card...

Once [REDACTED] and
[REDACTED] arrive your
hotel they will go
directly to the
concierge desk to
take care of bullet
train tickets ...they
would like help
with tours and
things to do as
well! Thank you,

██████████
On Sep 16, 2016, at
6:01 AM, TYOGH-
Shared MB-
Concierge
<[tyogh.concierge@
hyatt.com](mailto:tyogh.concierge@hyatt.com)> wrote:

Dear Ms. Groff,

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.
██████████ and Ms. ██████████.

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
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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



<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
Destination	Tokyo, Narita International A
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

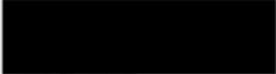
Wednesday 05 Oct 16

Flight Information

Date	05 Oct 2016
Airline	Japan Airlines
Airline Record Locator	
Flight/Class	JL 4 X Business Class
Origin	Tokyo, Narita International A
Destination	New York, John F Kennedy
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	

Begin forwarded
message:

From: "Jeskewitz,
Jeannine"


**Subject: RE:
Jeffrey Epstein -
Again re Grand
Hyatt! Date
changes...**

Date: September
15, 2016 at
11:06:42 AM EDT

To: [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
connecting room

Room Rate 31,600 *JPY
per person

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

Confirmation Number [REDACTED]

Name Ms [REDACTED] and Ms [REDACTED]

Arrival Saturday, October 01, 2016

Departure Wednesday, October 05, 2016

Room Type Grand Executive Suite Twin and Grand
connecting room

Room Rate 35,800 *JPY
per person

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

Our Concierge's
direct phone
number is [REDACTED]
[REDACTED],
alternatively our
hotel's main
number is +81 3
4333
[1234.tyogh.concierge](mailto:1234.tyogh.concierge@tyogh.com)
[REDACTED]

The information

contained in this communication is confidential and intended only for the use of the recipient named above, and may be legally privileged and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please resend it to the sender and delete the original message and copy of it from your computer system. Opinions, conclusions and other information in this message that do not relate to our official business should be understood as neither given nor endorsed by the company. <Billing Authorization Form TYOGH.pdf><092 2 Ms. [REDACTED] [REDACTED] Ms. [REDACTED] Hire Car Confirmation NRT-GHT.PDF>

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