

To: Karyna Shuliak [REDACTED]
From: [REDACTED]
Sent: Sat 9/24/2016 1:11:24 PM
Subject: Re: Tawaraya hotel Kyoto

Oh my! Ok we knew the Tawaraya was tricky. For sure I will email the Grand Hyatt concierge and give permission for them to pay for the hotel with the Amex they have on file and follow up. ...but just a question, maybe it would be easier to use your own card to pay once there? like you would do normally? Does the concierge have an opinion on this? I am very happy to do this and will right now (will cc you) but just a thought that it may be easier on your end?

Sent from my iPhone

On Sep 23, 2016, at 11:53 PM, Karyna Shuliak [REDACTED] wrote:

Hi Lesley,

We were told by our concierge at the Grand Hyatt Tokyo that our stay at the Tawaraya hotel in Kyoto has not been paid, that they do not have the card on file. I know that you gave it to Natasha from Amex, according to the emails, but somehow they do not have it. Our concierge at Grand Hyatt has been in touch with Tawaraya and can help to sort it out. I think it would be best that you email the concierge at Grand Hyatt and ask to give the card to Tawaraya and may be call Amex to double check on that as well please.

Sorry about it, I know you have given them all the info you were supposed to, maybe they misunderstood.

Thanks a lot!

Karyna.