

To: lesley.jee@gmail.com [REDACTED]
From: Natalia Molotkova
Sent: Wed 9/14/2016 2:37:39 PM
Subject: ARM-13Sep- [REDACTED] -Japan Sept-October 2016 Kyoto L [REDACTED] [Incident: [REDACTED]]

Title: American Express ®

[REDACTED]
Sent: 09/14/2016 10:37 AM

Over night team did give me fax number...

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/14/2016 10:30 AM

thanks

On Sep 14, 2016, at 10:27 AM, Natalia Molotkova
[REDACTED] > wrote:

Sent: 09/14/2016 10:27 AM

Will figure it out..
Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/14/2016 10:24 AM

only what i have given you perhaps the number below is both phone and fax? sometimes it switches to fax? not sure..

On Sep 14, 2016, at 10:20 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/14/2016 10:21 AM

great!

On Sep 14, 2016, at 10:19 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/14/2016 10:20 AM

Do you have fax number for them?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/14/2016 10:19 AM

I will fax it now, and will check if it went through later, when reservations will be in the house.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/14/2016 10:15 AM

thank you!

On Sep 14, 2016, at 10:06 AM, Natalia Molotkova

<[REDACTED]> wrote:

Sent: 09/14/2016 10:09 AM

FYI..I am told the complete version of the address to the hotel Tamara-Ya is:

278 Nakahakusancho
Anekohjiagaru, Fuya-cho
Nakagyo-ku, Kyoto-shi, Kyoto-fu
Zip 608-8094
+81-(0)75-211-5566

On Sep 14, 2016, at 1:26 AM, Natalia Molotkova <[REDACTED]>
wrote:

Sent: 09/14/2016 10:06 AM

Will do...

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/14/2016 10:03 AM

We would like to reserve the one room at Tamara-Ya with queen Futon from **Sept. 26-Oct. 1st** (slightly different dates!) the code you need is: 9049. Please DO fax over the request.

On Sep 14, 2016, at 1:26 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/14/2016 07:03 AM

Morning Heather~ Yes, very helpful thank you for the information I will pass it along to Karyna and Mr. Epstein and we will get back to Natasha today

On Sep 14, 2016, at 1:26 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/14/2016 01:26 AM

Lesley,

Greetings from American Express Centurion Support!

I have called the Tawara-Ya and they have one room available checking in on the 25th, and out on the 1st. However, it is a Double/Queen FUTON. Western style bed is not available. There is only 1 in the room as well, so they would need to share a bed. The Ryokan will not bring an additional bed or futon in. They said it is not possible. Impossible is actually the word they used. If they are willing to share a futon, the rate is 68311JPY per person, per night. They have a 4 day cancel policy. To book the reservation, they do require the legal names, which we have in the airline booking as well as the Credit card, which we also have, and 4 digit CVV. We do not keep the CVV on file, for security, unless your Natalia has it. We have to FAX the request over. They do not take any reservations via email or phone. If the girls are willing to share, please let us know and we can call you to get the CVV.

This is currently the last room available for these 6 nights at this Ryokan.

Tawara-Ya

Check in Sunday 25September, Check out Saturday 1 October. 6 Nights
Double/Queen size FUTON only. 68311JPY PP/Per night = \$665.50USD per person/per night
4 day cancel policy at 12 noon local hotel time.

I hope this helps and as always, we are here to help.

Heather Foidel,

From Centurion Support on behalf of your Relationship Manager

EFTA_R1_00573327

EFTA02043698

Sent: 09/13/2016 10:35 AM

Will do...

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/13/2016 10:33 AM

Natasha, Please have the overnight team investigate:

- shifting the dates a little in both directions to see if we can get 2 rooms for 5 or 6 nights
- or is one room large enough for 2 people? does it have 2 beds if so, they could stay in one room together
- what is cancellation policy

Just tell them the women are flexible with their dates lets see what we get! thanks

On Sep 13, 2016, at 9:04 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/13/2016 09:15 AM

Thanks.

Sent from my iPhone

On Sep 13, 2016, at 9:04 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/13/2016 09:04 AM

Over night team agent didn't it, let me try to figure out.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/13/2016 08:33 AM

Do you know the cancellation policy for the Tawaraya ?

Sent from my iPhone

On Sep 13, 2016, at 7:19 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/13/2016 08:30 AM

Thank you very much. We will get back to you.

Sent from my iPhone

On Sep 13, 2016, at 7:19 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/13/2016 07:19 AM

Good morning Leslie,

Thank you for your recent inquiry. Concerning the Ryokan availability, we contacted both the Tawara-ya and the Hiragiya. The Hiragiya has no availability for the dates you specified. They did say that some local travel agencies purchase the rooms bulk and resell them, so there may be a local agency with rooms on hand. The Tawara-ya only has availability for 3 nights, starting on the 28th. The rooms would be JPY 79,488 per person per night for the 2 rooms because they are larger. They are located on the 2nd and 3rd floor. We will await your further instructions.

Kind Regards,
Theo

From Centurion Support on behalf of your Relationship Manager

[Privacy Statement](#) | [Visit the Centurion Card website](#)

EFTA_R1_00573329
EFTA02043700

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use" click here:http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms
California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160911-000154