

To: Karyna Shuliak [REDACTED]
From: Lesley Groff
Sent: Wed 9/14/2016 1:51:49 PM
Subject: Re: Tawara-Ya details-please advise if we should book.

I do not believe so...I had asked for 5 to 6 nights as this appeared to be what you were looking for...how many nights do you want? I would think we should take the room as soon as possible if you want it...

On Sep 14, 2016, at 8:38 AM, Karyna Shuliak <[REDACTED]> wrote:

Thank you Lesley! Do you know if they require for us to book all 6 nights?

On Sep 14, 2016, at 7:02 AM [REDACTED] > wrote:

What do you think?:
[REDACTED]

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