

To: [REDACTED]
From: Natalia Molotkova
Sent: Wed 9/14/2016 2:06:30 PM
Subject: ARM-13Sep-[REDACTED]-Japan Sept-October 2016 Kyoto [REDACTED] Incident: [REDACTED]
[REDACTED]

Title: American Express ®

[REDACTED]
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

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

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