

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 9/14/2016 2:07:12 PM
Subject: Re: ARM-13Sep- [REDACTED]-Japan Sept-October 201 6 Kyoto [REDACTED] [Incident:
[REDACTED]

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
[REDACTED]

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

[REDACTED]
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. It is not available. There is only 1 in the room as well, so they would need to share a bed. The Ryokan will not be available. Impossible is actually the word they used. If they are willing to share a futon, the rate is 68311JPY per person per reservation, they do require the legal names, which we have in the airline booking as well as the Credit card number and CVV on file, for security, unless your Natalia has it. We have to FAX the request over. They do not take a deposit share, please let us know and we can call you to get the details.

This is currently the last room available for these 6 nights at Tawara-Ya.

Tawara-Ya
Check in Sunday 25September, Check out Saturday 1 October
Double/Queen size FUTON only. 68311JPY PP/Per night = \$665.50USD
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

EFTA_R1_00574273
EFTA02043914

[REDACTED]

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

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
-or is one room large enough for 2 people? does it have 2 beds...if so, they can
-what is cancellation policy...

Just tell them the women are flexible with their dates...lets see what

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

Sent: 09/13/2016 09:15 AM

Thanks.

Sent from my iPhone

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

Sent: 09/13/2016 09:04 AM

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

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

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

Sent: 09/13/2016 08:33 AM

Do you know the cancellation policy for the Tawara

Sent from my iPhone

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

Ref# 160911-000154