

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 3/15/2016 6:31:04 PM
Subject: Mandarin Marrakech! [Incident: 160316-000445]

Title: American Express ®

To: [REDACTED]
Subject: Mandarin Marrakech!
From: Natalia Molotkova
Sent: 03/15/2016 02:31 PM

Respond from the hotel:

Dear Natalia,

Based on previous category, we just have 1 Oriental Pool Villa left. We will be pleased to extend it to Mr Epstein. Can you please reconfirm asap as we are holding for him our last unit?

Thanks a lot and kind regards,
Emilie

Emilie Pignol
Director of Sales & Marketing

Do you want to proceed? Yes, we are within cancellation policy, 100% penalty.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

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

From: [REDACTED]
Sent: 03/15/2016 02:00 PM

Ok thanks understand the hotel must book the room directly in order to take advantage of our credit let me know what they say .
and OK on the Mandarin Pool Villa at 950.00 EUR per a night that is a very nice regular room!
ha!

On Mar 15, 2016, at 1:56 PM, Natalia Molotkova <[REDACTED]>
wrote:

From: Natalia Molotkova
Sent: 03/15/2016 01:56 PM

I am waiting fro the hotels' respond about using credit, They have to book his room. I sent them request.

Lowest available room category will be Mandarin Pool Villa at 950.00EUR per night pus tax, Centurion rate.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

From: [REDACTED]
Sent: 03/15/2016 01:54 PM

thanks

On Mar 15, 2016, at 1:52 PM, Natalia Molotkova <[REDACTED]>
wrote:

From: Natalia Molotkova

Sent: 03/15/2016 01:52 PM

Checking..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

From: [REDACTED]
Sent: 03/15/2016 01:51 PM

Howdy stranger! :)

Can you please look in to booking the Mandarin Marrakech with our credit we have outstanding for March 18 check in , check out March 21 same room as we did last time (some suite I m sure)

We would also need one regular room please let me know price of regular room and availability...

LMK if it is possible to use the credit we have and if available I know we are within cancellation period

Jeffrey is considering to go!! thanks [REDACTED]

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