

To: Amex Centurian Trave [REDACTED]
From: [REDACTED]
Sent: Tue 3/15/2016 6:48:14 PM
Subject: Re: Mandarin Marrakech! [Incident: 160316-0 00445]

ok, good to know...thanks

On Mar 15, 2016, at 2:41 PM, Natalia Molotkova
[REDACTED] wrote:

To: [REDACTED]
Subject: Mandarin Marrakech!
From: Natalia Molotkova

Sent: 03/15/2016 02:41 PM

credit under the conditions that he stays for a minimum stay of 3 nights in the Oriental Pool

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

From: [REDACTED]
Sent: 03/15/2016 02:39 PM

question...is this the ONLY room we can book if we want to use our credit? or could he book another suite

On Mar 15, 2016, at 2:31 PM, Natalia Molotkova [REDACTED] wrote:

From: Natalia Molotkova
Sent: 03/15/2016 02:38 PM

OK

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

From: [REDACTED]
Sent: 03/15/2016 02:36 PM

ok, let me tell Jeffrey...he said to hold off booking until tonight earlier to me...let me see if this will light a fire
trigger and reserve!

On Mar 15, 2016, at 2:31 PM, Natalia Molotkova [REDACTED] wrote

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
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% p

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

[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
and OK on the Mandarin Pool Villa at 950.00 EUR per a night...that is a very nice regular room

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

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

[REDACTED]
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 1
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 avail

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

Jeffrey is considering to go!! thanks [REDACTED]

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Ref# 160316-000445