

**To:** Natalia X Molotkova [REDACTED]  
**From:** [REDACTED]  
**Sent:** Mon 12/28/2015 8:05:36 PM  
**Subject:** Re: Mr. Epstein Jeffrey- Airport Transportation-

The Amex rep cancelled the whole reservation for me. I had called on sat asking if we could please not pay for the 25th as I had made an error in the reservations ! I was told they needed to talk to management and would call me back but they never did. I spoke to Rhonda on Xmas day to change the arrival date to 27th.

Sent from my iPhone

On Dec 28, 2015, at 2:51 PM, Natalia X Molotkova [REDACTED] wrote:

No, I will call tomorrow morning hotel. Did you call them to cancel the whole thing or AMEX agent cancelled it?

Natalia (Natasha) Molotkova | Relationship Manager  
American Express Centurion Servicing  
[REDACTED]

<image001.jpg>

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**From:** [REDACTED]  
**Sent:** Monday, December 28, 2015 2:45 PM  
**To:** Natalia X Molotkova  
**Subject:** Re: Mr. Epstein Jeffrey- Airport Transportation-

Any word?

Sent from my iPhone

On Dec 28, 2015, at 10:23 AM, Natalia X Molotkova [REDACTED] wrote:

Oh, well, I am waiting for the respond from them...

Natalia (Natasha) Molotkova | Relationship Manager

American Express Centurion Servicing  
[REDACTED]

<image001.jpg>

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**From:** [REDACTED]

**Sent:** Monday, December 28, 2015 10:22 AM

**To:** Natalia X Molotkova

**Subject:** Re: Mr. Epstein Jeffrey- Airport Transportation-

Good. Thanks. He wound up cancelling the whole trip. I'm sure you saw I called the Hotel myself and asked for a no charge for first night and they would not do it. Hope you have better luck.

Sent from my iPhone

On Dec 28, 2015, at 10:04 AM, Natalia X Molotkova

[REDACTED] wrote:

I received from the hotel, that there is a charge for modification I made. I received it on December 25. I am trying to argue, due to my system did let me change it without any notification about the charge (and I should get notification). In the past (also with Mandarin Properties), if I can make modification (it was not technically cancellation) in the system and not notice of charge, we are good. I emailed hotel, waiting for replay.

Natalia (Natasha) Molotkova | Relationship Manager  
American Express Centurion Servicing  
[REDACTED]

<image009.jpg>

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**From:** MOMRK Reservations [REDACTED]

**Sent:** Friday, December 25, 2015 3:24 AM

**To:** Natalia X Molotkova; MOMRK Conciergerie

**Cc:** Abdelmajid HARID; Kijean Dill; MOMRK GuestRelations

**Subject:** RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Ms. Moltokova,

I hope this email finds you well.

Kindly note that as per our cancellation policy, all modifications or cancellations has to be done 14 days prior to arrival to avoid a cancellation fee equal to 50% of your total stay amount .

I would like to inform you that as per your modification of stay for Mr. Epstein, the amount of EUR 2850 corresponding to the first night cancelled of his stay will be charged to his American Express credit card ending in -3001, expiration date 08/16, that we have on file.

If you have any queries, please do not hesitate to contact our Reservations Department or myself.

Yours Sincerely,

Sofia Mouahid

Travel Advisor

<image001.png>

Website [www.mandarinoriental.com](http://www.mandarinoriental.com)

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<image002.png> <image003.png> <image004.png>

<image005.jpg>

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through [www.assouline.com](http://www.assouline.com).

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**De :** Natalia X Molotkova  
[REDACTED]

**Envoyé :** jeudi 24 décembre 2015 20:55

**À :** MOMRK Conciergerie [REDACTED]

**Cc :** MOMRK Reservations [REDACTED]; Abdelmajid

HARID [REDACTED]; Kijean Dill [REDACTED]

**Objet :** RE: Mr. Epstein Jeffrey- Airport Transportation-

Thank you so much!!!

Natalia (Natasha) Molotkova | Relationship Manager  
American Express Centurion Servicing  
[REDACTED]

<image006.jpg>

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**From:** MOMRK Conciergerie [REDACTED]  
[REDACTED]

**Sent:** Thursday, December 24, 2015 3:54 PM

**To:** Natalia X Molotkova

**Cc:** MOMRK Reservations; Abdelmajid HARID; Kijean Dill

**Subject:** RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Natalia,

Thank you for your email. I am delighted to provide the updated confirmation for Mr. Epstein arriving on the 26<sup>th</sup> now as opposed to the 25<sup>th</sup>. Please let us know if there is anything else that we can assist you with.

Kind Regards,  
Kijean Dill  
Front of House Manager  
<image007.jpg>



Website: [mandarinoriental.com](http://mandarinoriental.com)

Join us on

<image002.png> <image003.png> <image004.png>

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**De :** Natalia X Molotkova



**Envoyé :** jeudi 24 décembre 2015 20:18

**À :** MOMRK Conciergerie



**Cc :** MOMRK Reservations



**Objet :** RE: Mr. Epstein Jeffrey- Airport Transportation-

Is it possible to receive the new confirmation today? It is a Holiday here tomorrow, will be out of the office.

Natalia (Natasha) Molotkova | Relationship Manager  
American Express Centurion Servicing



<image006.jpg>

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**From:** Natalia X Molotkova

**Sent:** Thursday, December 24, 2015 2:38 PM

**To:** 'MOMRK Conciergerie'

**Cc:** MOMRK Reservations

**Subject:** RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Jamila,

I just changed reservation for Mr. Epstein to arrival on the 26<sup>th</sup>, instead of 25<sup>th</sup>.

Will you be so kind to change the pickup info for the car? It will be same arrival time and tail number, but on December 26<sup>th</sup> now.

Thank you,

**Natalia (Natasha) Molotkova** | Relationship Manager  
American Express Centurion Servicing



<image006.jpg>

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**From:** MOMRK Conciergerie [Redacted]

**Sent:** Wednesday, December 23, 2015 2:49 PM

**To:** Natalia X Molotkova

**Cc:** MOMRK Reservations

**Subject:** RE: Mr. Epstein Jeffrey- Airport Transportation-

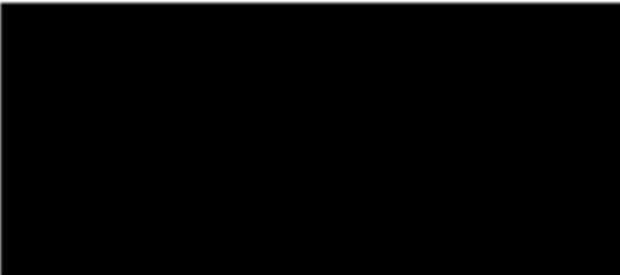
Dear Ms. Molotkova,

Exactly! ☺ this is what I've meant in my previous email, the service is well arranged with stars aviation services ' agents

Yours

Jamila Bousbaa

Concierge



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<image002.png> <image003.png> <image004.png>

<image008.jpg>

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**De :** Natalia X Molotkova

**Envoyé :** mercredi 23 décembre 2015 19:45

**À :** MOMRK Conciergerie

**Cc :** MOMRK Reservations

**Objet :** RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Jamila,

FBO is Stars Aviation Services.

Natalia (Natasha) Molotkova | Relationship Manager  
American Express Centurion Servicing

<image006.jpg>

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**From:** MOMRK Conciergerie

**Sent:** Wednesday, December 23, 2015 12:32 PM

**To:** Natalia X Molotkova

**Cc:** MOMRK Reservations

**Subject:** Mr. Epstein Jeffrey- Airport Transportation-

Dear Ms. Molotkova,

Sunny greetings from Marrakech and Mandarin Oriental, Marrakech.

First of all, we would like to thank Mr. Epstein for choosing Mandarin Oriental, Marrakech for their upcoming stay in Marrakech.

Please find attached the transportation confirmation for their stay. Please let me know if there is anything that we can assist with before their arrival! I wish Mr. Epstein safe travel and look forward to welcoming them to our beautiful property.

Kindly note that a MERCEDES CLASS S will be organized for both arrival and departure days and a MERCEDES CLASS V will be offered for the luggage .

Regarding the fast track service, please note that it is arranged as well. Also, please note that there is several FBO in Marrakech for NETJETS planes. All is in order

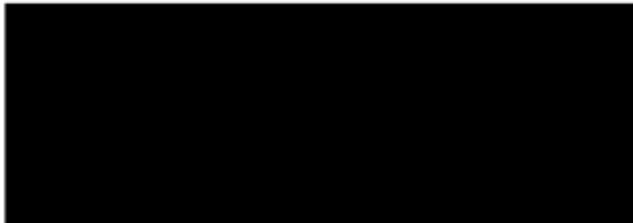
Until then, I remain at your entire disposal for any further assistance.

Looking forward to hear from you.

Yours sincerely

Jamila Bousbaa

Concierge



Website: [mandarinoriental.com](http://mandarinoriental.com)

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<image008.jpg>

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American Express made the following annotations

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