

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Thur 9/17/2015 5:11:59 PM
Subject: Re: HELP-Please look for a hotel in St. Barth's again Oct. 15-Nov15 [Email Ref: 150918-000060]

I am not following you. Are you saying that what the websites say and what the hotel says when you call them are different things? On the website they say you have to pay in full but when you call they tell you something different?

Sent from my iPhone

On Sep 17, 2015, at 12:28 PM, Natalia Molotkova <[REDACTED]> wrote:

----- TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE ----->

Response (Natalia Molotkova) 09/17/2015 12:28 PM

Not really clear on what you are getting back from my system...when I called hotel last time they told me different think then in my system. Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 12:18 PM

Hmm. Ok. So we would not get our money back from the below hotel. Sent from my iPhone

Response (Natalia Molotkova) 09/17/2015 12:05 PM

I am in meeting now, I can call hotel after that... I found HOTEL MANAPANY SAINT BARTHELEM ANSE DES CAYEES SAINT-BARTHELEMY BL 97098 1 ST BARTH PACKAGE 390.00EUR DPST /C-30D APPROX. TOTAL PRICE 12090.00 EUR INCLUDES TAXES AND SURCHARGES CHAMBRE DELUXE VUE JARDIN CHAMBRE DELUXE VUE JARDIN We are within cancellation period. The rest is fully pre-paid as well. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 11:36 AM

I just Called the Villa-Lodge Saint Barthelemy [REDACTED]. they open Oct 1...the woman who answered quoted me \$10,024 for Oct. 15-Nov 15 with a 50% deposit down, but says we can cancel up to Oct. 5. ...she is supposed to send me an email soon with this info...I forgot to ask her if we cancel do we get our money back (important question...) I'm reading their website and I think they would give us back our deposit less 5% for bank fees...Can you call this hotel and confirm all this? If so, maybe this is the way we go...

Customer [REDACTED] **09/17/2015 11:03 AM**
appreciate it

Response (Natalia Molotkova) 09/17/2015 11:01 AM
Ok, checking... Regards, Natalia Molotkova Centurion Relationship Manager
[REDACTED] Hours: Monday through Friday
10:30am to 7:00pm EST

Customer [REDACTED] **09/17/2015 11:00 AM**
Natasha...looks like our friend of a friend may fall down on the letter of
accommodation for Karyna ...can you scour your resources again and see if there are
any hotels available for Karyna's dates of Oct. 15-Nov 15 on St. Barths? it has to be
St. Barth's...it can be a dump of a hotel ...doesnt matter...just hopping for a
letter...even if we have to pay a few nights stay we could probably do that...let me
know what you think...

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Ref#150918-000060