

**To:** [REDACTED]  
**Cc:** Lesley Groff [REDACTED]; [REDACTED]  
**From:** Richard Kahn  
**Sent:** Fri 12/26/2014 4:45:09 PM  
**Subject:** Re: Reservation Application for [REDACTED] Dec. 28-Jan. 7

I just spoke with hotel and they said policy for cancellation does not allow for credits. Women I spoke to told me I must send an email with my questions. Can you please send cancellation policy they forwarded to you. I asked if there was a waiting list and they could then reuse room. Their response was this was not possible. I would like to read cancellation policy before I send email so please send asap. Thanks.

Sent from my iPhone

On Dec 26, 2014, at 11:39 AM, [REDACTED] > wrote:

Les booked through Amex and we payed the full amount. There is no refund, according to the cancelation policy. JE wants to get a balance from he hotel

On Friday, December 26, 2014, Richard Kahn <[REDACTED]> wrote:

Do you know what the cancellation policy is? Was it booked via Amex travel?  
Did we leave a deposit?

Please advise. Thanks

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] <[REDACTED]>  
**Date:** December 26, 2014 at 11:09:53 AM EST  
**To:** Rich Khan <[REDACTED]>, [REDACTED] <[REDACTED]>  
**Subject:** Fwd: Reservation Application for [REDACTED] Dec. 28-Jan. 7

Hi Rich,

Jeffrey asked me to contact you on this matter. We have reserved 2 rooms at the tropical hotel on st Barths. We will now be using only one room. The hotel has a strict cancelation policy and refuses to either reimburse us or give us any credit. I spoke to them this morning. Would you please help? Thank you

[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** Lesley Groff <[REDACTED]>  
**Date:** November 5, 2014 at 10:46:35 AM EST  
**To:** [REDACTED] <[REDACTED]>, [REDACTED]  
[REDACTED]  
**Subject:** Fwd: Reservation Application for [REDACTED] Dec. 28-  
Jan. 7

[REDACTED] and [REDACTED], you now have 2 rooms reserved under [REDACTED] name...Be sure to take your passports...once you know your arrival time you need to inform the hotel so they can take care of your transfers... Have FUN!!!

Begin forwarded message:

**From:** "Tropical Hotel"  
<[REDACTED]@[REDACTED]>  
**Subject:** RE: Reservation  
Application for [REDACTED]  
Dec. 28-Jan. 7  
**Date:** November 5, 2014 at 10:43:01  
AM EST  
**To:** "'Lesley Groff"  
<[REDACTED]>

Dear Lesley,

Their reservation number is [REDACTED] but just their name and a passport will be fine.

Best regards,

Tania  
Réreservation

TROPICAL HOTEL  
[www.tropicalhotel-stbarth.com](http://www.tropicalhotel-stbarth.com)  
From Europe [REDACTED]

[REDACTED]

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