

To: [REDACTED]
From: Lesley Groff
Sent: Sun 12/28/2014 6:29:40 PM
Subject: Re: WELCOME Rental Car for [REDACTED]

Yes Larry sent the hotel an email earlier today that you would arrive tomorrow. Thx

Sent from my iPhone

On Dec 28, 2014, at 9:53 AM, [REDACTED] > wrote:

Hi Lesley
JE just told us that we are going to st b tomorrow early am .
So check in also is going to be in the morning
Thank you

Sent from my iPhone

On Dec 28, 2014, at 8:51 AM, Lesley Groff <[REDACTED]> wrote:

Ok. Please keep the Hotel posted on tomorrow's trip.

Sent from my iPhone

On Dec 28, 2014, at 7:45 AM, Larry <[REDACTED]t@[REDACTED]> wrote:

Postpone heli today, till tomorrow for st brats trip

Sent from my iPad

On Dec 28, 2014, at 8:41 AM, Lesley Groff <[REDACTED]> wrote:

Hi Mariane. I have [REDACTED], [REDACTED] and now our pilot Larry on this email. Larry, can you please confirm with the hotel arrival time of the flight today ...a car was rented under [REDACTED] name. The Hotel must know what time arrival is in order to set up transportation. [REDACTED] and [REDACTED] have been on all these emails and have not replied. The hotel is desperate for information which i don't have. Thanks, Lesley

On Dec 27, 2014, at 6:01 PM, Tropical Hotel

<[REDACTED]> wrote:

Dear Lesley,

We are sorry to insist, but we do not understand what do you mean by **"their own transportation"** ?

We remember you and you will see in attachment that Mrs [REDACTED] rented a car with our partner "Welcome". We want to advise you that, during this period, if they do not take the reserved car at their arrival, they will be charge the full amount of the car rental.

Can you please let us know as soon as possible and also their arrival time.
Thank you.

Best regards

Mariane

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : 00 590 590 27

[REDACTED]

<image001.jpg>

De : Lesley Groff
[REDACTED]

Envoyé : samedi 27 décembre 2014 17:10

À : Tropical Hotel

Cc : [REDACTED]; [REDACTED]

Objet : Re: WELCOME Rental Car for [REDACTED]

I believe they will be handling

their own transportation...if something changes someone will let you know. thank you!

On Dec 27, 2014, at 12:44 PM,
Tropical Hotel

<[REDACTED]>
wrote:

Dear Lesley,

Do you have information for us about arrivals of [REDACTED] and [REDACTED]?

Do they have secured their timing?

We are sorry to insist , but the reservation is scheduled for tomorrow and we need to know their hour of arrival to welcome them.

Looking forward to hearing from you.

Best regards,

Julie
Réserveation

TROPICAL HOTEL
www.tropicalhotel-stbarth.com
From Europe Tel : 00 590 590 27

[REDACTED]

<image001.jpg>

De : Lesley Groff
[REDACTED]

Envoyé : vendredi 26 décembre 2014 11:08

À : Tropical Hotel

Cc : [REDACTED]; [REDACTED]; Bella Klein

Objet : Re: WELCOME Rental Car for [REDACTED]

Ok, thank you for the information... appreciate it...

On Dec 26, 2014, at 9:50 AM,
Tropical Hotel

<[REDACTED]>
wrote:

Dear Lesley,

Thank you for your email ; well noted but keep in mind that without those details our partner will not be able to insure the transfer and a notice is required.

On the other hand, [REDACTED]
[REDACTED] has called us this morning to cancel one of the room.

As explained to her by phone, no reimbursement / credit could be done according to our cancellation policy.

As a reminder, please find enclosed our cancellation policy.

We stay at your disposal for any further question/request you may have.

Best regards,

Tania
Réservation

TROPICAL HOTEL
www.tropicalhotel-stbarth.com
From Europe Tel : 00 590 590 27

[REDACTED]

<image001.jpg>

De : Lesley Groff
[REDACTED]

Envoyé : vendredi 26 décembre 2014 10:25

À : Tropical Hotel

Cc : [REDACTED]; [REDACTED]

Objet : Re: WELCOME Rental Car for [REDACTED]

Hello and thank you for touching base...I have both [REDACTED] and [REDACTED] cc'd on this mail. They will be flying private on the 28th to St. Barth's and will get back to you themselves once they have secured their timing.

Lesley

On Dec 24, 2014, at 4:03 PM,
Tropical Hotel

<[REDACTED]>
wrote:

Dear Lesley,

A quick email to ask you if you know the exact arrival details of Mrs. [REDACTED] and Mrs. [REDACTED] to give to our partner Welcome for their rental car.

They will be there to pick them up Saturday and to insure the transfer to the Hotel.

Looking forward to hearing from you.

Best regards,

Julie
Réservation

TROPICAL HOTEL
www.tropicalhotel-stbarth.com
From Europe Tel : 00 590 590 27

[REDACTED]

<image001.jpg>

De : Lesley Groff

[REDACTED]

Envoyé : jeudi 11 septembre 2014 09:29

À : Tropical Hotel

Objet : Re: WELCOME Rental Car for [REDACTED]

Thank you! I will forward the voucher to [REDACTED] and see if they have flights as of yet. Thanks, Lesley

Sent from my iPhone

On Sep 11, 2014, at 9:24 AM, "Tropical Hotel"

<[REDACTED]>

wrote:

Dear Lesley,

Thank you for your email.

We well received cc form under Mrs [REDACTED] name and we have sent it to our partner Welcome Car Rental.

So please find attached the voucher corresponding.

Also, would you please give us clients' arrival

information when
you have it in order
our partner can
organize their
transfer.

We stay at your
disposal for any
further information
you may need.

Looking forward to
hearing from you,
Best regards,

Louise
Administration

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

From Europe Tel :
00 590 590 27 [REDACTED]

[REDACTED]

De : Lesley Groff

[REDACTED]

Envoyé : mercredi 10 septembre 2014 16:59

À : Tropical Hotel

Cc : [REDACTED]; [REDACTED]; Bella Klein

Objet : Hertz Rental Car for [REDACTED]

<VOUCHER
WELCOME
[REDACTED] 28
DEC-07 JAN
2015.pdf>

<DEPOSIT & POLITIQUE
D'ANNULATION.pdf>

<Mail Attachment.eml>