

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Jeffrey and Marrakech [Incident: [REDACTED]]
Date: Mon, 21 Mar 2016 20:10:04 +0000

On Mar 17, 2016, at 4:16 PM, Lesley Groff <[REDACTED]> wrote:

ok super...I will provide this to whoever helps me tomorrow...if Jeffrey decides to go!

On Mar 17, 2016, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Jeffrey and Marrakech
From: Natalia Molotkova
Sent: 03/17/2016 04:13 PM

Here is email from the hotel:

Dear Natalia,

Thank you for your email.
We will be pleased to extend the use of the voucher for a period of 3 months, until April 20th 2016, upon availability.
I remain at your disposal for any further information you may need. Conditions: that he stays for a minimum stay of 3 nights in the Oriental Pool Villa.

With kind regards,
Emilie

Emilie Pignol
Director of Sales & Marketing

Address Route du Golf Royal
 40000 Marrakech, Morocco
Telephone [REDACTED]
Mobile [REDACTED]
Skype [REDACTED]
Email [REDACTED]
Website mandarinoriental.com

Other people who were on the email are: Danilo Huss <[REDACTED]> and Mihaela Tocea <[REDACTED]>

You can forward it to [REDACTED] or call support team and give support agent the email (incident) number - [REDACTED].

They will be able to reach out to the hotel (people above, first contact Emilie Pignol, and make reservation.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 03/17/2016 03:45 PM

Hi Natasha...Jeffrey will not know if he needs to go to Marrakech until tomorrow....I know you are out tomorrow...who should I speak to tomorrow about the credit and the Mandarin hotel in your absence in case he does need to go and want to book the room? Is there anyone you could debrief about this on your team and is there a contact person at the Mandarin I should know about?

Thanks, Lesley

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Ref# [REDACTED]