

From: [REDACTED]
To: Karyna Shuliak <karynashuliak@icloud.com>
Subject: Fwd: [REDACTED]-12 SEP 2016 - HOTEL - DUE 12 SEP 8PM EST [Incident: 160911-000154]
Date: Tue, 13 Sep 2016 12:31:48 +0000

Please see below re hotels. Do we take the 2 rooms at the Tawarya for the dates they have? Maybe talk to Joi's wife again. Is there something else she can suggest?

Sent from my iPhone

Begin forwarded message:

From: "Natalia Molotkova" <natalia.molotkova@centurion.com>
Date: September 13, 2016 at 7:19:45 AM EDT
To: lesley.jee@gmail.com
Subject: [REDACTED]-12 SEP 2016 - HOTEL - DUE 12 SEP 8PM EST [Incident: 160911-000154]
Reply-To: "Natalia Molotkova" <natalia.molotkova@centurion.com>

[REDACTED]
Sent: 09/13/2016 07:19 AM

Good morning [REDACTED].

Thank you for your recent inquiry. Concerning the Ryokan availability, we contacted both the Tawara-ya and the Hiragiya. The Hiragiya has no availability for the dates you specified. They did say that some local travel agencies purchase the rooms bulk and resell them, so there may be a local agency with rooms on hand. The Tawara-ya only has availability for 3 nights, starting on the 28th. The rooms would be JPY 79,488 per person per night for the 2 rooms because they are larger. They are located on the 2nd and 3rd floor. We will await your further instructions.

Kind Regards,
Theo

From Centurion Support on behalf of your Relationship Manager

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