

From: [REDACTED]
To: Karyna Shuliak <[REDACTED]>
Subject: Re: [REDACTED]-12 SEP 2016 - HOTEL - DUE 12 SEP 8PM EST [Incident: 160911-000154]
Date: Tue, 13 Sep 2016 14:24:56 +0000

Ok got it...lets see if we shift the dates some what we can get...also, I will find out if 2 people can sleep in one room...I have asked for the cancellation policy as well...

On Sep 13, 2016, at 9:56 AM, Karyna Shuliak <[REDACTED]> wrote:

What if we take only 1 room for both of us? Would they have it available for all the days? If not, may be we can move the dates, so that we get 4 nights total? May be starting on the 27th instead of 28th? It will be easier to change hotel dates in Tokyo if we need to. These are very special hotels, they are very traditional japanese, especially Tawaraya, it was highly recommended.

On Sep 13, 2016, at 8:31 AM, [REDACTED] > wrote:

Please see below re hotels. Do we take the 2 rooms at the Tawaraya 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" <[REDACTED]>
Date: September 13, 2016 at 7:19:45 AM EDT
To: [REDACTED]
Subject: [REDACTED]-12 SEP 2016 - HOTEL - DUE 12 SEP 8PM EST [Incident: 160911-000154]
Reply-To: "Natalia Molotkova" <[REDACTED]>

[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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