

**From:** Lesley Groff <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Mandarin Marrakech! [Incident: 160316-000445]  
**Date:** Tue, 15 Mar 2016 18:48:14 +0000

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ok, good to know...thanks

On Mar 15, 2016, at 2:41 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

**To:** [REDACTED]  
**Subject:** Mandarin Marrakech!  
**From:** Natalia Molotkova  
**Sent:** 03/15/2016 02:41 PM

credit under the conditions that he stays for a minimum stay of 3 nights in the Oriental Pool Villa.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]  
(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**From:** Lesley Groff  
**Sent:** 03/15/2016 02:39 PM

question...is this the ONLY room we can book if we want to use our credit? or could he book another suite/villa using the credit?

On Mar 15, 2016, at 2:31 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 03/15/2016 02:38 PM

OK

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]  
(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**From:** Lesley Groff  
**Sent:** 03/15/2016 02:36 PM

ok, let me tell Jeffrey...he said to hold off booking until tonight earlier to me...let me see if this will light a fire to make him pull the trigger and reserve!

On Mar 15, 2016, at 2:31 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 03/15/2016 02:31 PM

Respond from the hotel:

Dear Natalia,

Based on previous category, we just have 1 Oriental Pool Villa left.  
We will be pleased to extend it to Mr Epstein. Can you please reconfirm asap as we are holding for him our last unit?

Thanks a lot and kind regards,  
Emilie

Emilie Pignol  
Director of Sales & Marketing

Do you want to proceed? Yes, we are within cancellation policy, 100% penalty.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**From:** Lesley Groff  
**Sent:** 03/15/2016 02:00 PM

Ok thanks...understand the hotel must book the room directly in order to take advantage of our credit...let me know what they say....  
and OK on the Mandarin Pool Villa at 950.00 EUR per a night...that is a very nice regular room! ha!

On Mar 15, 2016, at 1:56 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 03/15/2016 01:56 PM

I am waiting for the hotels' respond about using credit, They have to book his room. I sent them request.  
Lowest available room category will be Mandarin Pool Villa at 950.00EUR per night plus tax, Centurion rate.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**From:** Lesley Groff  
**Sent:** 03/15/2016 01:54 PM

thanks

On Mar 15, 2016, at 1:52 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 03/15/2016 01:52 PM

Checking..

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**From:** Lesley Groff  
**Sent:** 03/15/2016 01:51 PM

Howdy stranger! :)

Can you please look in to booking the Mandarin Marrakech with our credit we have outstanding for March 18 check in , check out March 21...same room as we did last time (some suite I'm sure...)

We would also need one regular room...please let me know price of regular room and availability...

LMK if it is possible to use the credit we have and if available...I know we are within cancellation period...

Jeffrey is considering to go.!! thanks Lesley

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Ref# 160316-000445