

From: "Girard, Jean (WFC)" <[REDACTED]>

To: Lesley Groff <[REDACTED]>, "Accounts Receivable (WFC)"
<[REDACTED]>

Subject: RE: Signed Event Order-Enhanced Education Feb. 15-19

Date: Fri, 11 Mar 2016 17:59:14 +0000

Inline-Images: image001.gif; image002.gif; image003.gif; image004.gif; image005.gif; image006.gif;
image007.gif; image008.png; image009.jpg

Good morning Leslie,

Leslie, we did not apply any cancellation fee when you cancel the first day of your program, as a gesture of goodwill.

I am not able to apply any further discount unfortunately.

I hope you understand ...

Let me know if you have any questions?

Best,

Jean-Roger Girard

Director, Catering and Event Sales

The Fairmont Waterfront

900 Canada Place Way

Vancouver BC V6C 3L5

[REDACTED]
fairmont.com/waterfront-vancouver

<http://vancouverwaterfront.fairmontemenu.com/>

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From: Lesley Groff [mailto:]
Sent: Friday, March 11, 2016 9:37 AM
To: Accounts Receivable (WFC)
Cc: Girard, Jean (WFC)
Subject: Re: Signed Event Order-Enhanced Education Feb. 15-19

Hello Jean and Masako (and Solenne),...checking in to see if you might be able to afford us any consolation in a discount on our invoice with you? My boss is asking me again to ask! Please let me know if even a small percentage could be credited back. Thank you so much for your consideration!

Lesley

EFTA00328281

On Mar 8, 2016, at 2:37 PM, Accounts Receivable (WFC) <[REDACTED]> wrote:

Hello Lesley,

Thank you very much for your email, and Solenne is off sick today. I'm forwarding your email to Jean, as Accounting does not have authority to adjust the revenue without Catering team's request.

Please wait for his response.

Kind Regards,

Masako Godwin

Credit Manager

The Fairmont Waterfront

900 Canada Place Way

Vancouver, British Columbia

Canada V6C 3L5

wfc.ar@fairmont.com

<http://www.fairmont.com/waterfront-vancouver>

From: Lesley Groff [REDACTED]
Sent: Tuesday, March 08, 2016 11:04 AM
To: Accounts Receivable (WFC)
Subject: Re: Signed Event Order-Enhanced Education Feb. 15-19

Hi Solenne...My question is what are the 2 charges for the Pre Dinner receptions billed at \$105.84 for? They are both posted on Feb. 26th (which I understand is just the post date) but what are they for? I was billed 3 times for Pre Dinner receptions ...once at \$574.56 and then 2 times at \$468.72. I am thinking you wanted to charge me the entire \$574.56 all 3 times and did not...so you added the 2 charges of \$105.84 to the \$468.72 which then equals the \$574.56 per a pre dinner reception price. I get it now~!!

This all being said, my boss was unfortunately not able to make the conference and never used your facility or used any of the food/beverage or service people. I do believe a few of the conference folks who were to attend

EFTA00328282

did use the room a day but did not ask for any food... While I understand we were contracted for all of this, I just wonder if there is any concession, perhaps a percentage we could take off, for not using the facility in the end?

Would greatly appreciate your consideration in the matter and look forward to hearing back from you.

Thank you, Lesley

On Mar 7, 2016, at 6:28 PM, Accounts Receivable (WFC) <[REDACTED]> wrote:

Good afternoon Lesley,

I left you a voice message.

I think there is a misunderstanding of the charges because of the different posting date.

If the detail of the charges on page 3 of my pdf file are correct with you then there is no "extra" charges posted. The total of all the "banquet charges on page 1 and 2 add up to the total of page 3 of \$8,792.70 CAD.

If the charges on page 3 are not correct then please let us know which date and what charge, and Jean will contact you.

Thank you

Kind Regards,

Solenne Posson

Accounts Receivable

The Fairmont Waterfront

900 Canada Place Way

Vancouver, British Columbia

Canada V6C 3L5



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<http://www.fairmont.com/waterfront-vancouver>

From: Lesley Groff [REDACTED]
Sent: Monday, March 07, 2016 2:55 PM
To: Accounts Receivable (WFC)
Subject: Fwd: Signed Event Order-Enhanced Education Feb. 15-19

Hello Solenne. I understand we needed to be billed for the Audio/Visual which we had requested....but I am not sure why we have the 2 extra charges for the Pre Dinner reception? We only contracted for 3 evenings of "Pre Dinner Receptions" (which we were billed for? Below is a copy of our contract. Per Jean, we would not be charged for any food for the 15th, only the room charge. Can you help? Thanks, Lesley

Begin forwarded message:

From: Lesley Groff <[REDACTED]>
Subject: Signed Event Order-Enhanced Education Feb. 15-19
Date: February 12, 2016 at 1:33:18 PM EST
To: "Girard, Jean (WFC)" <[REDACTED]>

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