

From: Natalia Molotkova <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: Rosewood Hotel Georgia: Reservation Cancellation [Email Ref: 160213-000467]

Date: Fri, 12 Feb 2016 20:23:00 +0000

===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE =====>

 Centurion Banner

Response (Natalia Molotkova) 02/12/2016 03:23 PM

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 02/12/2016 03:03 PM

From: Rosewood Hotel Georgia [mailto:HotelGeorgia@contact-client.com] **Sent:** Friday, February 12, 2016 11:49 AM **To:** RM Jade **Subject:** Rosewood Hotel Georgia: Reservation Cancellation

[View this email with images.](#)



Rosewood Hotel
Georgia

[Contact Us](#) | [Visit Website](#)



Rosewood Hotel Georgia

02/12/2016 Dear Mr. Epstein, We understand that your travel plans have changed and you will not be staying with us at this time. The details of your reservation cancellation are noted below. If we may assist you in the future with travel plans to Vancouver or other Rosewood destinations, please call 888.ROSEWOOD (888.767.3966) or visit rosewoodhotels.com. It would be our pleasure to have you stay with us. With kind regards, Rosewood Hotel Georgia

RESERVATION INFORMATION

Cancellation Date: Friday, February 12, 2016 **Confirmation Number:** 3052581 **Arrival Date:** Monday, February 15, 2016 **Departure Date:** Friday, February 19, 2016 **Cancel Policy:** 6:00 PM 24 hours prior to day of arrival.



801 West Georgia St., Vancouver, BC, Canada V6C 1P7 T: +604 682 5566

American Express made the following annotations

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Thank you." American Express a ajouté le commentaire suivant le Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et peuvent renfermer des renseignements confidentiels et privilégiés. Si vous n'êtes pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous avez reçu cette communication par erreur, veuillez nous en aviser par courrier et détruire immédiatement le courrier et les pièces jointes. Merci.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2016 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot® and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: http://maps.google.com/help/terms_maps.html. For "Map Legal Notices" click here: http://www.maps.google.com/help/legalnotices_maps.html. There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref#160213-000467