

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Fairmont Waterfront-Jeffrey's Reservations [Email Ref: 160210-000607]
Date: Tue, 09 Feb 2016 22:17:35 +0000

-OK on the rate not being available.
-Thank you for requesting fan.
-I will call the hotel on the 14th myself and change the arrival date to 16th...I worry that IF he changes his mind I will be screwed!
-Thanks for having them put a note in his file re a suite...

I think we are done on this one! thank you!

On Feb 9, 2016, at 5:15 PM, Natalia Molotkova <[REDACTED]> wrote:

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

 Centurion Banner

Response (Natalia Molotkova) 02/09/2016 05:15 PM

They told me they can't switch the rate to FHR due to it is not available. Fan requested. If he is arriving on the 16th, we have to let hotel know about it on the 14th of February. Cancellation is 24 hours prior to arrival. We can change dates now, but will be no way back. Do you want to change the arrival to the 16th? There is no wait list for suites, but they put a note on his reservation, that he is interested. If suite available at the time of check in, they will switch rooms.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 02/09/2016 05:09 PM

ok, thanks
ask if we can check in on 16th...what happens to reservation? I really think he will only go 16-18, but I don't want to cancel the last night if he is having fun and decides to stay...I do not think he will go on 15th...he says he will not go until 16th...so it would be fine to CHANGE reservation to Feb. 16-19...possible? I booked these rooms myself and am holding with JE's Amex card...I don't know if the rate is an FHR rate...I will send you my confirms...

Response (Natalia Molotkova) 02/09/2016 05:06 PM

Ok, calling hotel about: Can you request a fan be put in one of the rooms? -Can we get the Amex amenities (early check in if possible and late check out to name important ones!) and if there is a WAIT LIST for a suite, can we be put on it? Regards, Natalia Molotkova, Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 02/09/2016 05:03 PM

I actually am holding 2 regular deluxe rooms at the Fairmont Waterfront for Jeffrey on the concierge floor Feb 15-19... Confirm # 107655153 and 107655163 -Is it possible for you to

change the arrival to Feb. 16 and departure to Feb. 18? -Can you request a fan be put in one of the rooms? -Can we get the Amex amenities (early check in if possible and late check out to name important ones!) and if there is a WAIT LIST for a suite, can we be put on it?
Thanks, Lesley

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