

From: Lesley Groff [REDACTED]
To: Amex Centurian Travel [REDACTED]
Subject: Re: Mandarin hotel in Marakesh [Email Ref: 151212-000383]
Date: Tue, 29 Dec 2015 14:11:13 +0000

Good morning! Yes, I reached out to Jeffrey's contact and he is working on it...we asked if we could at least have credit toward a future stay and it appears this is what will happen...he is still in the midst of getting the details...below is from Jeffrey's friend:

"I have just spoken with Mark Bradford, the GM, who is now fully apprised of the situation. I requested that he simply gives a credit against a future stay. They are simultaneously talking with American Express about this regarding insurances etc.

Incidentally, Mark Bradford knows that I am friendly with Sir Henry Keswick, Chairman of the holding company, which owns Mandarin Oriental Hotels, so despite their very strict cancellation policies at this time of year, I am confident that this will get sorted to Jeffrey's satisfaction."

I am not sure what he means by saying the Mandarin needs to speak with you re "insurances, etc"...but I think we will be ok...please help by staying on top of it for us...you can use the names mentioned above!! Thanks so very much for your help! Lesley

On Dec 29, 2015, at 8:15 AM, 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) 12/29/2015 08:15 AM

Lesley, I spoke to Emilie Pignol Director of Sales & Marketing. She said, due to cancellation was too close to arrival, they couldn't re-sell the villa. They have to charge the whole stay. When I booked the reservation, cancellation was 14 days prior to arrival and cancellation fee was 50% of the whole stay.

Since we changed Mr. Epstein stay for an arrival on December 26th, we moved to peak season cancellation policy where 100% of the stay has to be charged if the reservation is cancelled less than 30 days prior to arrival. Hotel said, that I may have received the notification of the change of cancellation policy from the GDS (reservation system we are using). I didn't not. Was still showing cancellation policy 14 days:

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AS HHL MO 26 DEC SS/HK1 RAK -OUT 29 DEC 3NT /DCMO  
227438 MANDARIN ORIENTAL M 1C2OAXC -2/ 3300.00EUR/RC-  
-- /CMN-C/CMT-COMMISSIONABLE - 10.00 PERCENT/TAC-10.00  
PCT/AGT03531500/GAX#####EXP 08 16-EPSTEIN/NM-EPS  
TEIN JEFFREY E/C14D/SI-FAN IN THE BEDROOM-CF-63639SB000437
```

R-ABA

2880 0T70*AN8 1334/24DEC15

Will Mr. Epstein be able to reach out to his contact at the hotel?
Only thing my contact offered was - If Mr Epstein would like to book another stay with us, please contact me directly and we will do special conditions for him.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/21/2015 02:51 PM
fantastic!

Response (Natalia Molotkova) 12/21/2015 02:39 PM

I called hotel, spoke to front desk, they note in the reservations, that he needs fan in the bedroom.

eRegards,
Natalia Molotkova e
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/21/2015 02:15 PM
ok thx

Response (Natalia Molotkova) 12/21/2015 02:11 PM

I am waiting like another may be 15 minutes, our reservations can't be see right away on the hotel side. Regards, Natalia Molotkova Centurion Relationship

Manager [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer ([REDACTED]) 12/21/2015 02:06 PM
were you able to request a fan from the hotel?

Customer ([REDACTED]) 12/21/2015 02:03 PM
great! thank you

Response (Natalia Molotkova) 12/21/2015 01:53 PM

Done, confirmation email on its way. You can view the travel requirements to go to Morocco at www.visacentral.com/AMEX (passport validity, if passport has to have blank pages and etc.). Regards, Natalia Molotkova Centurion Relationship

Manager [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer ([REDACTED]) 12/21/2015 01:45 PM

yes, we are aware...! thank you...that is why he didn't want to book until he was 100% sure he was going...appreciate it

Response (Natalia Molotkova) 12/21/2015 01:36 PM

Lesley, we are within cancellation policy, which is 14 days prior to arrival. So, if you decided to cancel, the fee will be 50% of the whole stay.

Rates are:

ORIENTAL POOL VILLA-1 KING -2 TWIN BEDS-KITCHEN
POOL -JACUZZI-OUTER SHOWER - 423SQM 4547SQFT

** 2850.00 EFF 25DEC - 28DEC

3300.00 EFF 28DEC - 29DEC

TTL TAX 28.80

APPROX. TOTAL PRICE 11878.80 EUR

INCLUDES TAXES AND SURCHARGES

Please re-confirm that I can proceed.

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Response (Natalia Molotkova) 12/21/2015 01:33 PM

OK, on it... Regards, Natalia Molotkova Centurion Relationship

Manager [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer [REDACTED] 12/21/2015 01:30 PM

Ok the word is in! Please reserve the Oriental Pool Suite arrival Dec. 25 departing Dec. 29 under Jeffrey Epstein's name. Please request a fan be put in the bedroom (a box fan or a fan on a stand or one for on the dresser...any kind of fan will do!) thanks!! Lesley

Customer [REDACTED] 12/21/2015 09:45 AM

appreciate it!!

Response (Natalia Molotkova) 12/21/2015 09:40 AM

Ok, I am here. Regards, Natalia Molotkova Centurion Relationship

Manager [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer [REDACTED] 12/21/2015 09:39 AM

ok great...thanks...I am not sure what he wants at the moment! just want to provide him the options! thanks

Response (Natalia Molotkova) 12/21/2015 09:34 AM

The rate I gave you was fro Oriental Pool Villa. I thought you needed with 2 bedrooms.

MANDARIN POOL VILLA-1 KING BED is also available

** 1150.00 EFF 25DEC - 28DEC

1450.00 EFF 28DEC - 29DEC

TTL TAX 28.80

APPROX. TOTAL PRICE 4928.80 EUR

INCLUDES TAXES AND SURCHARGES

ATLAS SUITE-1 KING BED-MOUNTAIN AND MEDINA VIEW - available

** 950.00 EFF 25DEC - 28DEC
1250.00 EFF 28DEC - 29DEC
TTL TAX 28.80
APPROX. TOTAL PRICE 4128.80 EUR
INCLUDES TAXES AND SURCHARGES

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer (lesley.jee@gmail.com) 12/21/2015 09:27 AM

So only the Oriental suite is available now. Correct? The Mandarin pool one bedroom suite is booked up? Sent from my iPhone

Response (Natalia Molotkova) 12/21/2015 09:20 AM
ORIENTAL POOL VILLA-1 KING -2 TWIN BEDS

** 2850.00 EFF 25DEC - 28DEC
3300.00 EFF 28DEC - 29DEC
TTL TAX 28.80
APPROX. TOTAL PRICE 11878.80 EUR
INCLUDES TAXES AND SURCHARGES
Royal is sold out.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Response (Natalia Molotkova) 12/21/2015 09:10 AM

Checking... Regards, Natalia Molotkova Centurion Relationship Manager
Hours: Monday through Friday 9:00am to 5:30pm EST

Customer 12/21/2015 07:21 AM

Morning Natasha...Jeffrey has still not made up his mind...he is on the fence with this trip... when you get in today, could you check availability again for us...are these 2 suites still available? is the Royal now available perhaps? how much availability is there? Jeffrey wants me to follow up with him today on this...thanks!

Customer 12/19/2015 12:33 PM

Thanks for this! I will get back to you. Sent from my iPhone

Response (Centurion Support) 12/19/2015 12:24 PM

Dear Lesley, It was a pleasure speaking with you moments ago with regard to the Mandarin Oriental Marakesh for arrival Friday, December 25 through Tuesday, December 29, 2015. The Mandarin Oriental has the following options available at this moment: The only 2 Bedroom option would be: The Oriental Pool Villa - 1 king and 2 twins 4547 Sq feet with Kitchen rate change - 2850EUR per room per night plus tax and surcharges Friday, 12/25-Monday, 12/28 then 3300EUR for Monday, 12/28 - approximate total stay 11878EUR. 1 Bedroom options: Mandarin Pool Villa 1 King bed, 3096Sq Feet - 1225EUR per room, per night plus tax and surcharges. The hotel will require full prepayment at the time of reservation and is 100% non refundable. Please let us know if you have any questions. Warmest regards, Valerie From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

Customer [REDACTED] 12/11/2015 03:42 PM
Great. Thx. Sent from my iPhone

Response (Natalia Molotkova) 12/11/2015 03:37 PM
MANDARIN ORIENTAL MARRAKECH
ROUTE DU GOLF ROYAL
MARRAKECH MA 40000
ATLAS SUITE - 950.00 EUR per night
PANORAMIC SUITE - 950.00 EUR
MANDARIN POOL VILLA - 1150.00 EUR
INFINITY POOL SUITE - 2 BEDROOM - 1950.00 EUR
ROYAL SUITE - 2 BEDROOM - 2500.00 EUR
ORIENTAL POOL VILLA - 2850.00 EUR
Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 12/11/2015 03:30 PM
Sure, checking. Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer [REDACTED] 12/11/2015 03:27 PM
Hi Natasha. Can you check availability on a suite and extra bedroom at the Mandarin in
Marrakesh for Dec 24-28? Sent from my iPhone

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