

**From:** Lesley Groff <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Mamounia Hotel in Marakesh Oct.27-30 [Email Ref: 150919-000437]  
**Date:** Tue, 29 Sep 2015 17:32:22 +0000

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HI Natasha! thank you for giving me your schedule...don't like it when you are gone ;)

Jeffrey still has made no decision on room at La Mamounia...I will ask him again morning of Oct. 1 (thursday)  
Thanks for checking in!

On Sep 29, 2015, at 1:17 PM, Natalia Molotkova <[REDACTED]> wrote:

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

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**Response (Natalia Molotkova) 09/29/2015 01:17 PM**

Lesley, hi!! Just checking - we still holding it? Heads up for my schedule for the rest of the week and next week - will be out of the office from Friday October 2nd till Wednesday October 7. back October 8th. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Response (Natalia Molotkova) 09/25/2015 03:26 PM**

OK Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Customer ([REDACTED]) 09/25/2015 03:24 PM**

Ok let's keep for now. I will watch the days also! Sent from my iPhone

**Response (Natalia Molotkova) 09/25/2015 01:37 PM**

No, we still can have it confirmed for now (not to risk losing the room). As long as we are canceling 21 days prior to arrival, we are good. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Customer ([REDACTED]) 09/25/2015 01:21 PM**

He hasn't made a decision. Should we cancel and rebook when he decides? Sent from my iPhone

**Response (Natalia Molotkova) 09/25/2015 09:59 AM**

Morning, Lesley!!! Are we canceling the RIAD we are holding on not? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Response (Natalia Molotkova) 09/22/2015 04:15 PM**

OK Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Response (Administrator) 09/22/2015 04:12 PM**

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**Customer ( [REDACTED] ) 09/22/2015 04:12 PM**

not yet...I figure I will ask him again Friday...thank you though!

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**Response (Natalia Molotkova) 09/22/2015 04:10 PM**

Any decision on this one? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Response (Natalia Molotkova) 09/21/2015 12:49 PM**

Yes, 21 days prior to arrival. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ( [REDACTED] ) 09/21/2015 12:48 PM**

I think OK to hold for him..we have up to Oct 5/6 to cancel with no penalty...I think he really will go and stay the 3 nights, he just needs to decide if he wants a suite or Riad! thanks!

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**Response (Natalia Molotkova) 09/21/2015 12:43 PM**

Do you think I should hold the reservation at a higher rate or cancel it for now? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ( [REDACTED] ) 09/21/2015 12:42 PM**

ok, thanks for letting me know!  
I have not heard from Jeffrey on this...I'm sure he is mulling it over...hope all is well!

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

Lesley, I am leaving today at 3:30 PM EST (I have a doctor's appointment fro my child), will be back tomorrow at 8:30 AM EST. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Response (Natalia Molotkova) 09/21/2015 10:49 AM**

OK Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ( [REDACTED] ) 09/21/2015 10:48 AM**

ok, let me find out what JE would like to do...

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**Response (Natalia Molotkova) 09/21/2015 10:31 AM**

No, the rate is \$ 9342.00 per night for Riad. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ([REDACTED]) 09/21/2015 10:30 AM**

So they are not willing to give a better rate...what is the 90,000 MAD in US? and I assume this is for the Riad for 3 nights.

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

Lesley, here is replay from the hotel: Dear Natalia, Thank you for your email. Further to your request, we inform you that Mr. Alberto Pinto does not benefit from any special rate. Please note that this booking is still confirmed (90 000MAD one at FHR rate). We are looking forward to hearing back from you. With best regards Ghita Lamniai Service des [REDACTED] Tél : (212) 524 388 600 Meilleur Hôtel au Monde 2015 | Condé Nast Traveller Readers' Choice Awards | Best Hotel in the World 2015 Meilleur Hôtel Moyen Orient et Afrique 2015 | Condé Nast Traveller Readers' Choice Awards | Best Hotel in the Middle East and Africa 2015 Regardez nos vidéos : Suivez-nous sur : Inscrivez-vous à notre Newsletter gratuite : Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Response (Administrator) 09/21/2015 09:39 AM**

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office\*\* I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!

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**Customer ([REDACTED]) 09/21/2015 09:39 AM**

Great. Thx Sent from my iPhone

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**Response (Natalia Molotkova) 09/21/2015 09:29 AM**

Reservation agent promised to email me back, she is talking to the manager about special rate for Mr. Pinto. Regards, Natalia Molotkova Centurion Relationship [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ([REDACTED]) 09/21/2015 09:27 AM**

No one. Can you check on Jeffreys request for us. A Riad for \$12,000 for the 3 nights. Alberto Pintos special price. Thanks! Sent from my iPhone

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**Response (Administrator) 09/21/2015 09:27 AM**

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**Response (Natalia Molotkova) 09/21/2015 09:20 AM**

Doing it now... Regards, Natalia Molotkova Centurion Relationship [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

**Response (Administrator) 09/21/2015 09:18 AM**

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**Customer ( [REDACTED] ) 09/21/2015 09:18 AM**

No one. Can you check on Jeffrey's request for us. A Riad for \$12,000 for the 3 nights. Alberto Pintos special price. Thanks! Sent from my iPhone

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**Response (Natalia Molotkova) 09/21/2015 08:54 AM**

Lesley, morning!!! Have anyone from support team contacted you about reservation in Morocco? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Response (Administrator) 09/18/2015 07:15 PM**

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**Customer ( [REDACTED] ) 09/18/2015 07:15 PM**

Let's revisit this Monday. We have time. Thanks and have a great weekend Sent from my iPhone

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**Response (Natalia Molotkova) 09/18/2015 06:53 PM**

Reservations are gone for the day, I can only email them or call on Monday. Or I can ask support agents call them tomorrow? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ( [REDACTED] ) 09/18/2015 06:51 PM**

Natasha, Jeffrey wants you to tell La Mamounia he will pay \$12,000 USD for 3 nights at a Riad...the Alberto Pinto rate..they will know who he is...see what you can do!

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**Customer ( [REDACTED] ) 09/18/2015 05:45 PM**

whoa! Let me give Jeffrey the price tag...I will come back to you! thanks

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**Response (Natalia Molotkova) 09/18/2015 05:17 PM**

OK, Riad is available - it is 9000MAD or 9324.00 USD per night. My system only shows the rate without FHR amenities. I can book it and email reservation to see if they can add amenities. Cancellation policy is 21 days by 3:00 pm local hotel prior to arrival. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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**Customer ( [REDACTED] ) 09/18/2015 05:15 PM**

Thanks. And I did receive the other pricing. I will give him all the options. Sent from my iPhone

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**Response (Natalia Molotkova) 09/18/2015 05:10 PM**

Let me check... Regards, Natalia Molotkova Centurion Relationship  
[REDACTED] (877) 877-0987 Hours: Monday through Friday  
10:30am to 7:00pm EST

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**Customer ([REDACTED]) 09/18/2015 05:06 PM**

Actually he says a riad is a little house ...at the hotel. Do they have such a thing at the Mamounia? Sent from my iPhone

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**Customer ([REDACTED]) 09/18/2015 05:06 PM**

Jeffrey is asking if we can book a "riad" at the hotel which is a little cottage? Sent from my iPhone

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**Response (Natalia Molotkova) 09/18/2015 04:45 PM**

You do and I don't mind!!!!!! The best available suite will be MARQUETERIE SUITE - 6216.00USD Other suite options: BALDAQUIN SUITE - 2590.00USD KOUTOUBIA SUITE - 2590.00USD PRESTIGE SUITE - 2279.20USD AGDAL EXECUTIVE SUITE - 1761.20USD PARK EXECUTIVE SUITE - 1657.60USD KOUTOUBIA EXECUTIVE SUITE - 1450.40USD AGDAL SUITE - 1087.80USD DUPLEX SUITE - 1243.20USD PARK SUITE - 1087.80USD Deluxe rooms: DELUXE PARK ROOM - 849.52USD DELUXE KOUTOUBIA ROOM - 797.72USD Please advise what to book. First time I am seeing so many different types of suites. Regards, Natalia Molotkova Centurion Relationship  
Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday  
10:30am to 7:00pm EST

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**Customer ([REDACTED]) 09/18/2015 04:39 PM**

thanks...I keep you busy some days don't !!

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**Response (Natalia Molotkova) 09/18/2015 04:37 PM**

Ok, working on it... Regards, Natalia Molotkova Centurion Relationship  
[REDACTED] (877) 877-0987 Hours: Monday through Friday  
10:30am to 7:00pm EST

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**Customer ([REDACTED]) 09/18/2015 04:36 PM**

Natasha...please book the best suite available at the Mamounia Hotel in Marrakech for Jeffrey Oct. 27-30. We will need an additional deluxe bedroom for an assistant.

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