

**From:** Lesley Groff <[REDACTED]>  
**To:** Natalia Molotkova <[REDACTED]>  
**Subject:** Re: Please book: Mamounia Hotel in Marakesh Oct.27-30 [Email Ref: 150919-000437]  
**Date:** Mon, 21 Sep 2015 13:38:35 +0000

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Great. Thx

Sent from my iPhone

On Sep 21, 2015, at 9:20 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) 09/21/2015 09:20 AM**

Doing it 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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**Response (Administrator) 09/21/2015 09:18 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 09:18 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 (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**

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]) 09/18/2015 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 90000MAD 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 Manager  
[REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

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

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

Ok, working on it... 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 04:36 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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