

From: Natalia Molotkova <[REDACTED]>

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

Subject: HELP-Please look for a hotel in St. Barth's again Oct. 15-Nov15 [Email Ref: 150918-000060]

Date: Thu, 17 Sep 2015 18:01:01 +0000

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 Centurion Banner

Response (Natalia Molotkova) 09/17/2015 02:00 PM

Ok, I am emailing them the request... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 02:00 PM

Book it!! Have them get the letter we need for [REDACTED] today!! Thank you SO much for your help!! Sent from my iPhone

Response (Natalia Molotkova) 09/17/2015 01:56 PM

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

Customer ([REDACTED]) 09/17/2015 01:54 PM

Let me pass this by Jeffrey but I think it's a good idea Sent from my iPhone

Response (Natalia Molotkova) 09/17/2015 01:47 PM

OK, I talked to the girl Amandine from Villa Lodge. Indeed they have cancellation policy 30 days prior to arrival. But she will make an exception for you - cancellation [policy 15 days prior arrival (by October 1st). So, deposit is due at the time of booking of 50%, if you are canceling by October 1st, she will refund deposit minus 5% fee. Should I book it? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 01:36 PM

Ok got it. Thx Sent from my iPhone

Response (Natalia Molotkova) 09/17/2015 01:14 PM

When I booked the room at this hotel last time, the cancellation policy in the reservation system was completely different then from the hotel. So, I need to call hotel and double check what is the correct cancellation policy. Will do it after my meeting. Regards, Natalia Molotkova

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

Customer ([REDACTED]) 09/17/2015 01:12 PM

I am not following you. Are you saying that what the websites say and what the hotel says when you call them are different things?

Response (Natalia Molotkova) 09/17/2015 12:28 PM

Not really clear on what you are getting back from my system...when I called hotel last time they told me different think then in my system. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 12:18 PM

Hmm. Ok. So we would not get our money back from the below hotel. Sent from my iPhone

Response (Natalia Molotkova) 09/17/2015 12:05 PM

I am in meeting now, I can call hotel after that... I found HOTEL MANAPANY SAINT BARTHELEM ANSE DES CAYEES SAINT-BARTHELEMY BL 97098 1 ST BARTH PACKAGE 390.00EUR DPST /C-30D APPROX. TOTAL PRICE 12090.00 EUR INCLUDES TAXES AND SURCHARGES CHAMBRE DELUXE VUE JARDIN CHAMBRE DELUXE VUE JARDIN We are within cancellation period. The rest is fully pre-paid as well. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 09/17/2015 11:36 AM

I just Called the Villa-Lodge Saint Barthelemy 011590 590 876 868...they open Oct 1...the woman who answered quoted me \$10,024 for Oct. 15-Nov 15 with a 50% deposit down, but says we can cancel up to Oct. 5. ...she is supposed to send me an email soon with this info...I forgot to ask her if we cancel do we get our money back (important question...) [REDACTED] reading their website and I think they would give us back our deposit less 5% for bank fees...Can you call this hotel and confirm all this? If so, maybe this is the way we go...

Customer ([REDACTED]) 09/17/2015 11:03 AM

appreciate it

Response (Natalia Molotkova) 09/17/2015 11:01 AM

Ok, checking... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to

7:00pm EST

Customer ([REDACTED]) 09/17/2015 11:00 AM

Natasha...looks like our friend of a friend may fall down on the letter of accommodation for Karyna ...can you scour your resources again and see if there are any hotels available for Karyna's dates of Oct. 15-Nov 15 on St. Barths? it has to be St. Barth's...it can be a dump of a hotel ...doesnt matter...just hopping for a letter...even if we have to pay a few nights stay we could probably do that...let me know what you think...

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