

From: TLS ARM Group <[REDACTED]>

To: Raja FOURA <[REDACTED]>

Cc: "[REDACTED]" <[REDACTED]>

Subject: RE: Urgent guest change request

Date: Fri, 05 Jun 2015 16:25:11 +0000

Inline-Images: image001.jpg; image002.png; image004.jpg; image005.jpg; image006.jpg; image007.jpg; image008.jpg; image009.jpg; image010.jpg; image011.jpg

I am so very thankful to you, and I know Mr. Epstein is as well.

With sincere gratitude

LuAnne McNamara

From: Raja FOURA [mailto:[REDACTED]]

Sent: Friday, June 05, 2015 9:23 AM

To: TLS ARM Group

Cc: [REDACTED]

Subject: RE: Urgent guest change request

Dear Luanne,

I acknowledge receipt your email and I am pleased to confirm the amendment of Mr. Epstein booking as per the changes you brought to the initial reservation:

Ref. Booking

Guest Name

Dates and length of stay

Room category and Rate

86861509 / 86861546

Mr. Jeffrey Epstein

From June the 11th to 13th, 2015(instead of June the 06th)

01 Agdal Executive Suite at **11 500 MAD per night**

01 Park Deluxe Room at **5 600 MAD per night**

I still and remain at your entire disposal.

Best regards.

Raja Foura

Service des Réservations
[REDACTED]

Tél : [REDACTED]

 Description : cid:image001.jpg@01D09973.E616B140

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 Description

De : TLS ARM Group [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Envoyé : vendredi 5 juin 2015 15:56
À : Reservations MAMOUNIA
Objet : RE: Urgent guest change request

Dear Raja Foura,

Thank you so much for you making this exception

I would love to modify in my system, however it tells me I am unable to do so because we are in penalty.

Can I trouble you to do it on your side please? I would be very grateful.

With sincere thanks

LuAnne McNamara

From: Reservations MAMOUNIA [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: Friday, June 05, 2015 7:58 AM
To: TLS ARM Group

EFTA00346844

Cc: [REDACTED]

Subject: RE: Urgent guest change request

Dear Mrs. Luanne,

We would like to thank you for your email.

Kindly be informed that we will allow , exceptionally , the amendment of Mr. Epstein bookings (86861509 / 86861546) to June the 11th for 02 nights stay instead of June the 06th.

Please proceed to the amendment from your system.

Still and remain at your entire disposal.

Looking forward to hearing back from you.

Raja Foura

Service des Réservations

[REDACTED]

Tél : [REDACTED]

Description : cid:image001.jpg@01D09973.E616B140

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Description

De : TLS ARM Group [mailto: [REDACTED]]
Envoyé : vendredi 5 juin 2015 14:29
À : Reservations MAMOUNIA
Cc : [REDACTED]
Objet : Urgent guest change request

Good Afternoon Mr. Ennassiri

I just spoke with one of your representatives in room reservations who could not authorize a change without penalty. Mr. Jeffrey Epstein is scheduled to arrive June 6 for 2 nites, and at the last minute has had to change his plans. He is holding 2 rooms under confirmation # 86861509 and 86861546.

We ask for your kind consideration to modify these reservations to arrive June 11 for 2nites. Please let us know at your earliest convenience if you will be able to honor this modification.

Kind regards,

LuAnne McNamara-Associate Relationship Manager
American Express Centurion Services
20022 N. 31st Ave. MC 08-03-55
Phoenix AZ 85027

☒ [REDACTED] [REDACTED]

EFTA00346846

American Express made the following annotations

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