

From: [REDACTED] <[REDACTED]>
To: Natalia X Molotkova <[REDACTED]>
Subject: Re: Your Luxury Collection Reservation Confirmation #611392548
Date: Thu, 19 Mar 2015 18:53:50 +0000

I appreciate you taking notice and trying for us...Odd to me they say they must speak to Jeffrey in order to get the same rate...agree it makes no sense. I will see if Jeffrey would like to do anything...thanks

On Mar 19, 2015, at 2:44 PM, Natalia X Molotkova <[REDACTED]> wrote:

Just noticed, that the first night rate is a 100.00USD more, called reservations back, in order for them to pull the call (my call adding one night, I was told over the phone that the rate is the same), they need to speak to Mr. Epstein himself. Please let me know, if you want to dispute the rate for a 100.00USD for the first night, then we will have to involve Mr. Epstein. Makes no sense, but that what it is. No way I could've known that the rate is different if I was not told. Saw it only once receive the email confirmation. Please advise.

Natalia (Natasha) Molotkova Relationship Manager
American Express Centurion Servicing
Working hours: 10:30am-7:00pm Monday-Friday
[\[REDACTED\]](#) [\[REDACTED\]](#)

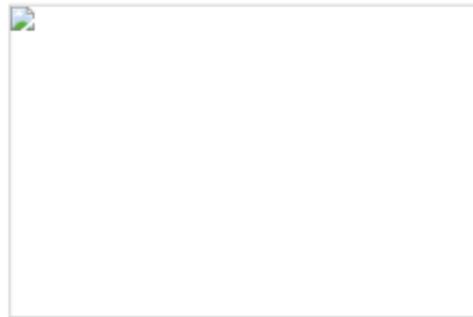
In the event you have not received a reply to your email, within 4 hours of my regular shift; please call my extension for the most up-to-date information regarding my work schedule. I am unable to update my email if I am out of the office unexpectedly. Thank you

From: Phoenician Residences, a Luxury Collection Residence Club, Scottsdale [mailto:[REDACTED]]
Sent: Thursday, March 19, 2015 2:10 PM
To: Natalia X Molotkova
Subject: Your Luxury Collection Reservation Confirmation #611392548

View in a browser for up-to-date reservation information, or change language
English Français Español Deutsch 中文(简体) 日本語 Italiano Português Русский
العربية اللغة العربية 中國(傳統) 한국어 Polski Türkçe Nederlands Bahasa (I) العربية



**Phoenician Residences, a Luxury Collection Residence Club,
Scottsdale**
6000 East Camelback Road
Scottsdale, Arizona 85251 United States
Phone: (1)(480) 941-8200 Fax: (1)(480) 947-4311



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Your Luxury Preferred Guest Detail

Member Name: JEFFREY EPSTEIN
SPG Number: xxxxxxxx094
Starpoint Balance: 0

[Login to Your Account](#)

Dear JEFFREY EPSTEIN,

It is my pleasure to confirm your reservation.

We look forward to providing you with the exceptional experience our guests have become accustomed to at all of our hotels and resorts across the globe.

LIFE IS A COLLECTION OF EXPERIENCES. LET US BE YOUR GUIDE.

Yours sincerely,

The Luxury Collection Concierge. *Might I suggest?*

Phoenician Residences, a Luxury Collection Residence Club, Scottsdale

Confirmation: **611392548**

Your Schedule:

Check In 21-MAR-2015 - 12:00 PM requested
*
Check Out 22-MAR-2015 - 12:00 PM requested
*
Number of 1
Rooms
Number of 4
Guests

* Indicates requested hotel check-in and check-out times if requested during the reservation. Special requests cannot be guaranteed until check-in. Standard times for this hotel are as follows: check-in: 4:00 PM; check-out: 12:00 PM.

Your Accommodations: Room 1 of 1

Guest Name JEFFREY EPSTEIN
Number of Adults 4
Number of Children 0

Room Description
King + Oversized Double Bed
• 2 Bedroom Villa Non Smoking, Smoke-free
• 154 Sq.m/1653 Sq.ft
• Washer/dryer
• Private Heated Plunge Pool
• 4-passenger Golf Cart Included
• Fully Equipped Kitchen

Your Rate: Room 1 of 1

Rates for the night of:
21-Mar-15

Rate Details BAR Preferred Rate

Room Rate 1,899.00 in US DOLLARS per night

Taxes
Room rate excludes the following:
Room Taxes:
12.27 % Per Room / Per Night

Guarantee and Cancellation Policies

* Your prepaid deposit cannot be refunded, even if your new room rate total is lower. USD 1,899.00 deposit is due on Thu, Mar 19, 2015 and will be charged to the credit card provided. The time for cancelling without penalty has passed. If you cancel the forfeiture amount will be 1,899.00. Room taxes are included with deposits and any penalties.

Debit and Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. Please visit "Announcements" on the hotel website for more information.

Your Privacy

If you believe this reservation was made in error, please contact us as soon as possible.

Please note: For security purposes, you will be asked to provide a valid government or state-issued photo ID at check-in.

This email may contain links to websites that collect personally identifiable information about you. Starwood Hotels & Resorts Worldwide, Inc. is not responsible or liable for the actions of such independent websites, and encourages you to review the privacy statements and policies of such websites to understand how they collect, use and store such information.

[Click here for Starwood Hotels & Resorts Worldwide, Inc.'s Privacy Statement.](#)

Disclosure

Starpoint® balance may not reflect your most recent activity and may not include Starpoints earned or redeemed for the current transaction.

Modify and Cancel Information

To view, change or cancel your reservation, please visit [redacted]. Any modification to a reservation is subject to the hotel's availability at the time the modification is requested and may change the rate and/or require payment of cancellation fees. If you require further assistance, please contact The Luxury Collection Hotels & Resorts at 800-325-3589 if you are calling from the United States or Canada. Otherwise, click here for the telephone number of the Worldwide Reservation Office nearest you. Please note that reservations cannot be changed or canceled via email.

Guarantee Rules

For reservations guaranteed with a form of payment at time of booking, rooms are held until hotel check-out time the day following arrival. For reservations not guaranteed with a form of payment at time of booking, rooms are held until set cancellation time per the rules of the reservation. In the event more guests arrive than can be accommodated due to hotel overbooking or an unforeseen circumstance, and hotel is unable to hold rooms consistent with this room hold policy, hotel will attempt to accommodate guests, at its expense, at a comparable hotel in the area for the oversold night(s), and will pay for transportation to that hotel.

Package Handling Policy

There is a package handling fee for all incoming and outbound packages. Please contact the hotel directly for the exact fee.

Smoking Policy

All guest rooms and inside public spaces are 100% non-smoking. A 200 USD cleaning fee will be charged to any guest who violates this policy. Smoking is only allowed outdoors at the Residences.

Exchange Rate

For non-US hotels, rates confirmed in USD may be converted to local currency by the hotel at your time of stay, based on the exchange rate used by the hotel and are subject to exchange rate fluctuations. Credit card charges are subject to additional currency conversions by banks or credit card companies, which are not within the hotel's control and may impact the amount charged to your credit card. Please contact the hotel if you have any questions.

Rate/Reservation Validity

Please note that electronic reservation confirmations are provided to you solely for your convenience and that we retain official records of our reservation transactions, including details of dates of stay and room rates. In the event of discrepancies, alterations, modifications, or variations between this confirmation and our official records, our official records shall control. Tampering with this confirmation to alter the room rate, or any other reservation information is strictly prohibited and may have legal consequences.

Early Departure

Many Starwood hotels have an early departure fee. When you check-in, you will be asked to confirm your departure date. You may be able to change your departure date without a penalty if your rate plan permits and if you do so before the end of your arrival day. After reconfirming your departure date, if you decide to leave earlier, you may be charged the early departure fee. Please contact the hotel if you have any questions.

Starwood Hotels & Resorts Worldwide, Inc. One StarPoint, Stamford, CT 06902 USA

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American Express made the following annotations

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American Express a ajouté le commentaire suivant le

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