

**From:** Richard Kahn <[REDACTED]>

**To:** "tropicalhotel@wanadoo.fr" <tropicalhotel@wanadoo.fr>

**Cc:** [REDACTED] <[REDACTED]>, [REDACTED] <[REDACTED]>, bellaklein <[REDACTED]>

**Subject:** Fwd: WELCOME Rental Car for [REDACTED] [REDACTED]

**Date:** Fri, 26 Dec 2014 17:06:13 +0000

**Attachments:** DEPOSIT\_&\_POLITIQUE\_D'ANNULATION.pdf

**Inline-Images:** image001.jpg

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We kindly request return of money for 1 room. As you know we have 2 rooms booked. I am sure you have a waiting list and this room can be occupied by someone else. If a full credit to our American Express cannot be done then we would like a credit for a future stay. Please advise as soon as possible. I do not want to have to protest these charges with American Express. Thank you.

Rich

Sent from my iPhone

Begin forwarded message:

Begin forwarded message:

**From:** "Tropical Hotel" <[tropicalhotel@wanadoo.fr](mailto:tropicalhotel@wanadoo.fr)>

**Subject:** RE: WELCOME Rental Car for [REDACTED] [REDACTED]

**Date:** December 26, 2014 at 9:50:31 AM EST

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

Dear [REDACTED]

Thank you for your email ; well noted but keep in mind that without those details our partner will not be able to insure the transfer and a notice is required.

On the other hand, [REDACTED] [REDACTED] has called us this morning to cancel one of the room.

As explained to her by phone, no reimbursement / credit could be done according to our cancellation policy.

As a reminder, please find enclosed our cancellation policy.

We stay at your disposal for any further question/request you may have.

Best regards,

Tania  
Réservation

**TROPICAL HOTEL**  
[www.tropicalhotel-stbarth.com](http://www.tropicalhotel-stbarth.com)

From Europe Tel : 00 590 590 27 64 87 / Fax : 00 590 590 27 81 74  
From USA Tel : 011 590 590 27 64 87 / Fax : 011 590 590 27 81 74



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**De :** [REDACTED] [mailto:[REDACTED]]

**Envoyé :** vendredi 26 décembre 2014 10:25

**À :** Tropical Hotel

**Cc :** [REDACTED]; [REDACTED]

**Objet :** Re: WELCOME Rental Car for [REDACTED]

Hello and thank you for touching base...I have both [REDACTED] and [REDACTED] cc'd on this mail. They will be flying private on the 28th to St. Barth's and will get back to you themselves once they have secured their timing.

[REDACTED]

On Dec 24, 2014, at 4:03 PM, Tropical Hotel <[tropicalhotel@wanadoo.fr](mailto:tropicalhotel@wanadoo.fr)> wrote:

Dear [REDACTED]

A quick email to ask you if you know the exact arrival details of Mrs. [REDACTED] and Mrs. [REDACTED] to give to our partner Welcome for their rental car.

They will be there to pick them up Saturday and to insure the transfer to the Hotel.

Looking forward to hearing from you.

Best regards,

Julie

Réservation

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From USA Tel : 011 590 590 27 64 87 / Fax : 011 590 590 27 81 74

<image001.jpg>

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**De :** [REDACTED] [mailto:[REDACTED]]

**Envoyé :** jeudi 11 septembre 2014 09:29

**À :** Tropical Hotel

**Objet :** Re: WELCOME Rental Car for [REDACTED]

Thank you! I will forward the voucher to [REDACTED] and see if they have flights as of yet. Thanks, [REDACTED]

Sent from my iPhone

On Sep 11, 2014, at 9:24 AM, "Tropical Hotel" <[tropicalhotel@wanadoo.fr](mailto:tropicalhotel@wanadoo.fr)> wrote:

Dear [REDACTED]

EFTA00356289

Thank you for your email.

We well received cc form under Mrs [REDACTED] name and we have sent it to our partner Welcome Car Rental.

So please find attached the voucher corresponding.

Also, would you please give us clients' arrival information when you have it in order our partner can organize their transfer.

We stay at your disposal for any further information you may need.

Looking forward to hearing from you,  
Best regards,

Louise  
Administration

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From Europe Tel : 00 590 590 27 64 87 / Fax : 00 590 590 27 81 74

From USA Tel : 011 590 590 27 64 87 / Fax : 011 590 590 27 81 74

**De :** [REDACTED] [mailto:[REDACTED]]

**Envoyé :** mercredi 10 septembre 2014 16:59

**À :** Tropical Hotel

**Cc :** [REDACTED]; [REDACTED]; Bella Klein

**Objet :** Hertz Rental Car for [REDACTED]

<VOUCHER WELCOME [REDACTED] 28 DEC-07 JAN 2015.pdf>