

From: "Tropical Hotel" <tropicalhotel@wanadoo.fr>

To: "Richard Kahn" <[REDACTED]>

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

Subject: RE: WELCOME Rental Car for [REDACTED]

Date: Fri, 26 Dec 2014 17:22:17 +0000

Inline-Images: image001.jpg

Dear All,

Thank you for your email ; we do not work with a waiting list and our cancellation policy is very clear on that point, no refund or credit is possible at this period 60 days prior arrival.

On the other hand, we have edited some reservation's confirmation for visa purposes regarding those four ladies:

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

The rooms are booked and at your disposal.

Please advise us of an arrival time for our rental car partner to insure the transfer and car delivery as a car has been booked and confirmed as soon as possible.

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

Best regards,

Tania

Réservation

TROPICAL HOTEL

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

 Joyeuses fetes et bonne année 2015

De : Richard Kahn [mailto: [REDACTED]]

Envoyé : vendredi 26 décembre 2014 13:06

À : tropicalhotel@wanadoo.fr

Cc : [REDACTED]; [REDACTED]; bellaklein

Objet : Fwd: WELCOME Rental Car for [REDACTED]

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:

EFTA00356295

Begin forwarded message:

From: "Tropical Hotel" <tropicalhotel@wanadoo.fr>

Subject: RE: WELCOME Rental Car for [REDACTED]

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

To: "[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] 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

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