

From: "Tropical Hotel" <[REDACTED]>

To: "[REDACTED]" >

Subject: RE: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Date: Mon, 03 Nov 2014 17:26:22 +0000

Attachments: RESERVATION_FORM_US.pdf; DEPOSIT_&_POLITIQUE_D'ANNULATION.pdf

Dear [REDACTED],

We are pleased to confirm you availability of one single room from December 28th 2014 to January 7th 2015 (10 nights) as following :

- **Garden room at 380 € per night** (terrace overlooking the tropical garden, WIFI access in the common areas, small flat TV screen and refrigerator), continental breakfast included

Please note that the daily local tax (5%) is not included in our rates.

We inform you that we are kindly requesting full prepayment to confirm.

Please find attached our reservation form to return to us as confirmation and on the other hand our cancellation policy form.

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

Looking forward to hearing from you.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

EFTA00359627

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

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

Envoyé : lundi 3 novembre 2014 13:19

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Understood...

What is your smallest room available for one person and the price please?

On Nov 3, 2014, at 12:17 PM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED],

Unfortunately, this is not a possible alternative.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

De : [REDACTED] [mailto:[REDACTED]]
Envoyé : lundi 3 novembre 2014 13:06
À : Tropical Hotel
Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

I see...ok...would it be possible for the girls to bring their own air mattress with them and place in the room?

On Nov 3, 2014, at 11:43 AM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED],

Yes, that is right but no more beds available for this period to do a triple room.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

De : [REDACTED] [mailto:[REDACTED]]
Envoyé : lundi 3 novembre 2014 12:33
À : Tropical Hotel
Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Last year the girls were in a Triple Room...see below confirm...did something change?

Dear Ekaterina,

Thank you for your email; yes, **we have a triple room available from December 25th 2013 to January 4th 2014** (10 nights) as following :

- **Superior triple room at 470 € per night**, (private terrace, free WIFI access in the room, large flat TV screen and a refrigerator), continental breakfast included.

Please note that the daily local tax (5%) is not included in our rates.

In order to confirm your reservation, we kindly request the total amount of the stay.

Please find attached our reservation form to return to us as confirmation and on the other hand our cancellation policy form.

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

Look forward to hearing from you.

Best regards,

Tania

p/o

On Nov 3, 2014, at 11:28 AM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED],

Unfortunately all our rooms are same size so no possibility that way.

Well noted for their arrival, we will get back to you a date closer to have the infos.

Once again, we stay at your disposal for any further question/request.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

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

Envoyé : lundi 3 novembre 2014 12:25

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Thank you for your reply! Is it possible to get a larger room that would accommodate 3 people? Even a king size bed plus a twin bed in one room would be fine...Please let me know...Re the transfers, as soon as they have their flight information we will pass along. It is possible they are taking a private plane or a helicopter over from St. Thomas...not sure yet.

On Nov 3, 2014, at 11:15 AM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED]

Thank you for your email ; unfortunately, our room are double occupancy only.

Please let us know if your friend want another room as soon as possible as the availabilities are getting very limited.

On the other hand, your arrival details will be needed to insure your transfer to the TROPICAL Hotel by our partner.

EFTA00359631

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

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

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

Envoyé : lundi 3 novembre 2014 12:00

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Hello ...we would like to add one more guest to this reservation...

[REDACTED]

May we please add an extra bed in the room as well?

Please let me know.

thank you, [REDACTED]

On Sep 3, 2014, at 12:35 PM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED]

Please find attached the rental car voucher and the form to fill out with the amount to be paid upon departure.

We will need the arrival details (company and flight number or name and time of the ferry) in order to organize the transfers.

Looking forward to hearing from you,

Best regards,

Louise

Administration

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

De : Tropical Hotel [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Envoyé : mardi 2 septembre 2014 12:44

À : [REDACTED] [REDACTED]

Objet : RE: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Dear [REDACTED]

We will contact our rental car partner to request a Hyundai car for [REDACTED] and [REDACTED] from December 28th 2014 to January 7th 2015.

EFTA00359633

And we will send you as soon as received their form to fill in with their reservations conditions.

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

Looking forward to hearing from you,

Best regards,

Louise

Administration

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

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

Envoyé : mardi 2 septembre 2014 12:12

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Hello Again! [REDACTED] and [REDACTED] would like to rent a car for their entire stay...The Hyundai will be perfect. Please advise what you need them to do in order to proceed with the rental. Thank you, [REDACTED]

On Aug 27, 2014, at 10:44 AM, Tropical Hotel <[REDACTED]> wrote:

Dear [REDACTED],

We have well received your reservation form and inform you that **we have charged this day the amount of 4200€ on the credit card provided as prepayment for Mrs. [REDACTED] and [REDACTED]' stay amongst us.**

So, we have the pleasure to confirm their reservation as following:

- A superior double room from December 28th 2014 to January 7th 2015 (10 nights) at 420 € per night, inclusive continental breakfast.

Please advise us if they wish to have a twin bed configuration.

For your information, Check IN is from 3:00PM till 8:00PM and that Tropical Hotel's front desk closes at 9:00PM.

Furthermore, please advise us if ever you will need help with a rental car booking.

You will find attached our partner's fleet and rates (gas and insurance not included).

Otherwise, private taxis will be available upon arrival at the harbor or airport.

We remain at your disposal for any further information which would be necessary for you.

Looking forward to welcoming you.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED]

From USA Tel : [REDACTED]

-----Message d'origine-----

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

Envoyé : mercredi 27 août 2014 10:00

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

Hello Tania...I gave you the wrong expiration date for the Visa card...please try the below:

Visa Card: [REDACTED]

Code: [REDACTED]

Expiration: [REDACTED]

Please let me know if this works! thanks, [REDACTED]

On Aug 26, 2014, at 4:18 PM, Tropical Hotel <[REDACTED]> wrote:

> Dear [REDACTED],

>

> Thank you for getting back to us and we are awaiting your email.

>

> Best regards,

>

> Tania

> Réservation

>

> TROPICAL HOTEL

> www.tropicalhotel-stbarth.com

> From Europe Tel : [REDACTED]

> From USA Tel : [REDACTED]

>

>

>

> -----Message d'origine-----

> De : [REDACTED] [mailto:[REDACTED]] Envoyé : mardi 26 août

> 2014 16:12 À : Tropical Hotel Objet : Re: Reservation Application for

> [REDACTED] Dec. 28-Jan. 7 Importance : Haute

>

> Thank you for your email...we will call the bank and get back with

> you! thank you very much, [REDACTED]

>

> On Aug 26, 2014, at 3:13 PM, Tropical Hotel <[REDACTED]> wrote:

>

>> Dear [REDACTED],

>>

>> Thank you for your email; we have tried to debit the amount of 4200€ from the credit card number given.

>>

>> Unfortunately, the transaction was denied.

>>

>> It is often for amount like this one that happens, we advise you to contact your bank in order to let them know.

>>

>> We are awaiting your green light in order to proceed again.

>>

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

>>

>> Best regards,

>>

>> Tania

>> Réservation

>>

>> TROPICAL HOTEL

>> www.tropicalhotel-stbarth.com

>> From Europe Tel : [REDACTED]

>> From USA Tel : [REDACTED]

>>

>>

>>

>> -----Message d'origine-----

>> De : [REDACTED] [mailto:[REDACTED]] Envoyé : mardi 26

>> août

>> 2014 15:06 À : [REDACTED] Objet : Reservation

>> Application for [REDACTED] [REDACTED] Dec. 28-Jan. 7

>>

>> Please accept below reservation for [REDACTED] [REDACTED] Dec. 28,

>> 2014-Jan. 7, 2015 and confirm back to me. Thank you, [REDACTED]

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<TROPICAL-WELCOME US 2013-2014.pdf>

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