

**From:** [REDACTED] <[REDACTED]>  
**To:** [REDACTED] >  
**Subject:** Re: Message from Regina-AmericanExpress Travel  
**Date:** Mon, 18 Aug 2014 20:49:08 +0000

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Terrific! Thank you

Envoyé de mon iPhone

On Aug 18, 2014, at 10:20 PM, [REDACTED] > wrote:

Ok. I will cancel the car but keep the Novotel Hotel for the one night.

Sent from my iPhone

On Aug 18, 2014, at 4:11 PM, [REDACTED] <[REDACTED]> wrote:

No, thanks. I finally got hold of [REDACTED] and she will pick me up.

On Monday, August 18, 2014, [REDACTED] > wrote:

You no longer need the car from airport to hotel?

Sent from my iPhone

On Aug 18, 2014, at 4:05 PM, [REDACTED] <[REDACTED]> wrote:

[REDACTED] would you please ask Regina to cancel the transfer. Thank you

Envoyé de mon iPhone

On Aug 18, 2014, at 9:30 PM, [REDACTED] > wrote:

me too...have a great trip..

On Aug 18, 2014, at 3:23 PM, [REDACTED] <[REDACTED]> wrote:

Great, thank you so much [REDACTED]!

I think they have problems with phones there - I have been trying to call Jeffrey's contact there - and the calls don't go through! Hope it gets fixed tomorrow!

Envoyé de mon iPhone

On Aug 18, 2014, at 9:19 PM, [REDACTED] > wrote:

We have reserved a room for you at the Novotel Abidjan for one night , 19th,.. I want to make sure you have your own CC with you...you will need to show it upon arrival...Regina will also organize pick up from airport to the Novotel...I have asked her to send both of us your confirmation. If you want to cancel the Novotel you may do so up to 6pm day of reservation.

On Aug 18, 2014, at 2:11 PM, [REDACTED] <[REDACTED]> wrote:

Thank you [REDACTED]!

In the worst case, would you please ask her to get Sofitel for one night and I will try to figure it out once I arrive. Thank you

Envoyé de mon iPhone

On Aug 18, 2014, at 7:33 PM, [REDACTED] > wrote:

Regina has requested a junior suite at the Akwa Beach Hotel via email ...she says it is in same area as the Coucoue Lodge...however Akwa Beach does not answer it's phone either (?) very odd to me...She found a Sofitel Hotel but says it is 40 miles away...I told her that would be too far... Regina promises to stay on top of this...I asked her about a car to take you to hotel and she says she will do this after she gets confirmation from one of these hotels. Regina is at work until 7:30pm EST I will follow up with her later also..

On Aug 18, 2014, at 12:41 PM, [REDACTED] <[REDACTED]> wrote:

Perfect! Thank you so much!

I also asked Regina to organize a transfer from the airport to the hotel - she has my flight details. Thank you

On Monday, August 18, 2014, [REDACTED] > wrote:

[REDACTED], we are researching a different hotel...this place you requested does not answer it's phone...we will look at same category hotel and in same location for you...

On Aug 18, 2014, at 12:20 PM, [REDACTED] <[REDACTED]> wrote:

Thank you so much [REDACTED]!

On Monday, August 18, 2014, [REDACTED] > wrote:

[REDACTED], I spoke with Regina...she needs to call me back...I guess she just got in to work and needs to research her emails... Will stay on top of her...

On Aug 18, 2014, at 10:36 AM, [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

That's the info from Amex. Thank you

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>

Date: Monday, August 18, 2014  
Subject: Message from Regina-AmericanExpress Travel  
To: regina e frangul <[REDACTED]>

Hi Regina,

Thank you! Have you heard back from them yet? Cause if they don't respond today, I would like to book another hotel close to this one. Please let me know ASAP.

Thank you

On Monday, August 18, 2014, regina e frangul <[REDACTED]> wrote:

Dear [REDACTED],

I have requested a room for you for 19Aug-22Aug at the Coucoue Lodge.

I sent the request via their website.

Their response was;

1. Hello there,
2. We have received your reservation request.
3. We will get back to you as soon as possible.
4. Soon at Coucoué Lodge

I will get back to you as soon as possible with the details from the Coucoue Lodge.

Regina

[REDACTED]

Regina E Frangul | Travel Counselor  
American Express Travel & Lifestyle Services

Mail Code - 08-03-54

2401 W Behrend Drive. Suite 55

Phoenix, Arizona 85027

✉ [REDACTED]



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