

From: [REDACTED] <[REDACTED]>

To: [REDACTED] <[REDACTED]>, merwin dela cruz <[REDACTED]>, [REDACTED] <[REDACTED]>

Subject: Fwd: Apartment P11 air mattress

Date: Thu, 23 Nov 2017 11:58:17 +0000

SO SORRY TO BOTHER YOU ON THANKSGIVING!... Please see below email from our guests ...[REDACTED], thank you for your help last night... I do not think we can purchase an air mattress today...everything will be closed! It's Thanksgiving!...The only thing I can think of is to take the mattress off the bed in 2G to give to them?? Is our air mattress locked up in storage for sure? No one at the apartments has a key? I thought Merwin gave a key to someone to always keep for emergencies such as this? (I did not know they were bringing their 2 kids with them on this tripJoscha mentioned himself and Mira, his wife...maybe I should have assumed...? [REDACTED] had an 'emergency' and requested her own apartment. I had the Bach's in 3M then switched them to 11P this past Monday)...ugh.....

Please let me know 1. if anyone at 301 has a key to the storage area...if not, we need to get an emergency key there asap.

2. If we have a key can we get to the air mattress for the Bach's

3. Or do we take them the queen mattress off the bed in 2G to give to them? Joscha or a doorman could help with this I would think....

Thanks, [REDACTED]

Begin forwarded message:

From: Mira Voigt <[REDACTED]>

Subject: Apartment P11 air mattress

Date: November 22, 2017 at 9:56:07 PM EST

To: [REDACTED]

Hello [REDACTED], thank you for offering the apartment in NY during our stay until saturday! Your assistant was very kind and provided blankets. Unfortunately the sofa is not a sofa bed and the queen bed is too small for all 4 of us. I know everybody is very busy but if there is any chance to at least get one air mattress for the 2 kids tomorrow would be an enormous help.

Sorry for all this trouble. If I would have known I would have brought something from home.

I wish you and your family a wonderful thanksgiving!

Best wishes,

Mira Bach