

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Cancun
Date: Thu, 21 Dec 2017 15:20:33 +0000

so we can RESERVE the transfers for them and then they just pay, correct? I want to make sure I give the proper info to JE

On Dec 21, 2017, at 10:03 AM [REDACTED] <[REDACTED]> wrote:

US Centurion Banner

Roundtrip transfer is \$80.00, ok to book? Can they pay for transfer? No to deal with all that paper work nonsense?

Regards,

[REDACTED]
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

OK, will be back with confirmation.

Regards,

[REDACTED]
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Yes. For sure

Sent from my iPhone

On Dec 21, 2017, at 9:54 AM [REDACTED] <[REDACTED]> wrote:

So, for transfer [REDACTED] will wait at the airport for her sister? [REDACTED] lands at 821pm, [REDACTED] at 959pm.

Regards,

[REDACTED]
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Ok got it. Thanks so much

Sent from my iPhone

On Dec 21, 2017, at 9:49 AM [REDACTED] <[REDACTED]> wrote:

No, I am taking care of transfers, they already responded me, just waiting for rate. Some sort of general info with PDF, to forward girls.

Regards,

[REDACTED]
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Ok. Thanks. I am not really sure what the hotel is sending me? The form to fill out on transfers?

Sent from my iPhone

On Dec 21, 2017, at 9:42 AM [REDACTED] wrote:

Apparently, per hotel email, they sent me info about transfers with some PDF attachment and it was never delivered came back the them:

Dear Ms. [REDACTED]

I sent the information yesterday as per e-mail below however the e-mail came back, apparently your e-mail does not accept PDF formats so our mutual client will not have access to the missing information unless you might have an e-mail from Ms. [REDACTED], [REDACTED] so I can forward it to her.

Please let me know.
Kind regards,

So I gave them your email address.

Meanwhile, I reached out to the transfer company, I hope I will book everything today:

Dear Ms. [REDACTED] / Ms. [REDACTED] / [REDACTED]:

Thank you for your preference in Paradisus Cancún.

Please consider that check in time is at 3 pm and check out at noon -12 pm-. However we have a courtesy room that you can use to get changed and we can hold your luggage in case that you arrive earlier or if you need to leave later so you can start-keep enjoying the facilities until we can give the room keys or you need to go to the airport.

The All-inclusive plan refers to the inclusions in the package: room, tax, food and beverages (alcoholic as well), in your room there is a minibar with water, sodas, beer and some snacks and will be replenished once a day. Talking about alcoholic beverages: ron, vodka, tequila, gin, whiskey, brandy, cognac, liquors, aperitives and some wines are included.

The package does NOT include: Champagne, premium tequilas, fine cuts, lobster, the Spa, phone calls, laundry, The Market Store, golf equipment, car rental, TEMPO restaurant, Coco's Beach Club, bali beds.

Please consider that the ground transportation service will be available with extra cost by the Company OTIUM and they can be reached at: (52) 998 848 8760 or their e-mail address: asistoperacionescun.mx@otiumtour.com the least 72 hours before your arrival date. Please send them the arrival and departure date including the airline, flight number and schedule (both) as well as quantity of people travelling together so they can confirm accordingly.

For excursions you can contact them at: excursionescun.mx@otiumtour.com. They will be more than pleased to assist you (extra cost).

For car you can get n touch with: Dollar Car Rental to: (52) 998 881 1615 or the e-mail: martimex67@gmail.com (extra cost).

On the other hand, for dinner reservations you can reach them at restaurantes.paradisus.cancun@melia.com for the first night that you arrive. The rest can be done with your room number.

Attached you will see the restaurants and activities, please consider that they are subject to changes without prior advise.

You can contact the Yhi Spa at yhispa.paradisus.cancun@melia.com or at (52) 998 881 1124 (extra cost).

For professional photos: paradisuscancunphoto@gmail.com or at (52) 998 881 1672 ext 6172 (extra cost).

If you want to get in touch with the concierge desk: guestservice.pcc@melia.com

Please contact me in case of questions, it will be a pleasure assisting you.

Kind regards,

Regards,

[REDACTED]
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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