

From: Karyna Shuliak <[REDACTED]>
To: Romy Yamada <[REDACTED]>
Subject: Re: Please refer this email instead: Intro
Date: Thu, 19 Jan 2017 13:44:28 +0000

Dear Romy,

Thank you very much!

Have a good night and a great day ahead!

Karyna

On Jan 18, 2017, at 8:31 PM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Thank you very much for the confirmation. I am delighted to know that you like my proposal. JPY 406,560 payment has been processed and I have started the curation and design of the itinerary, in talks with the museum as well. I will share with you the itinerary by end of next week and we can see whether you are ok with them.

As for the schedule, I will send in the separate email as well as she would like me to share her the most updated file.

Thank you very much and should you have any questions, please do let me know any time. Please have a wonderful day!

山田ひろみ
Romy Yamada
TOKI | Experience Curator

Mobile: (+[REDACTED]) | Email: [REDACTED]
Web: toki.tokyo | Instagram: [toki.tokyo](https://www.instagram.com/toki.tokyo)

2017/01/18 14:19、Karyna Shuliak <[REDACTED]> のメール :

Dear Romy,

Thank you for your explanation about the cafe and bars. I think all the proposed inspirational tour activities look great. I also really like the idea of visiting museum exhibition of Japanese porcelain after the tea ceremony. Please go ahead with the processing of the activities as well as the calligraphy class.

Thank you so much! And please enjoy the rest of your day!

Karyna

On Jan 17, 2017, at 12:21 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Not a problem at all! If you need more time to consider please let me know.

Duly noted about alcohol and coffee, this is not an issue at all as these are not survived during our experience. For inspirational tour, some of the cafe / bar I recommend is more for getting inspirations from their service and presentation, they always have other drinks you can enjoy! (I can't drink alcohol either but the bars in Tokyo are fascinating places so I always go there for fun and inspirations).

Please let me know any time if you have any questions. Thank you very much.

山田ひろみ
Romy Yamada
TOKI | Experience Curator

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2017/01/17 13:14、 Karyna Shuliak <[redacted]> のメール :

Dear Romy,

I apologize for a late reply... Would it be ok if I confirm tomorrow, Tuesday NY time? The options look really great, just will need to confirm on the price.

I also realized, that when you and Asako asked me about dietary restrictions, I forgot to mention that I do not drink alcohol or coffee. I hope this won't be an issue... Sorry I forgot to tell you earlier.

Thank you so much!

Karyna

On Jan 16, 2017, at 8:58 AM, Romy Yamada <[redacted]> wrote:

Dear Karyna,

I hope you had a great weekend! Please let me know if you have any questions regarding the below matters.

Would you be able to let me know by 18 Jan, Wed JST for both calligraphy experience and the inspirational tour so that I can start arranging for them all! Thank you very much and I hope you have a great new week! Thank you.

山田ひろみ
Romy Yamada
TOKI | Experience Curator

Mobile: (+ [redacted]) | Email: [redacted]
Web: toki.tokyo | Instagram: toki.tokyo

2017/01/13 22:24、 Romy Yamada <[redacted]> のメール :

Dear Karyna,

Thank you for your feedback! Kindly see below for some updates and next steps.

1) Calligraphy (Shodo)

- Date: 17 Feb, Fri 10:00AM-12:00PM (reflected to the latest excel provided by Asako in blue texts as attached)

- Duration: 2 hours

- Area: Roppongi

- Price: JPY 75,000 for 1 person (USD 670)

*Included: 15% service charge, 8% tax, activity fee, calligraphy tools, interpreter, transportation cost for the interpreter, and insurance

*The USD dollars is just for your general reference based on the currently rate as of 13 Jan JST, we will process payment in JPY

2) Inspirational tour itinerary design and guide

- Objective: Food service and presentation / Etiquette and protocol with the guests / attention to detail aesthetics / Hospitality / Inspiration for working with the guests and managing the staff

- Inspirational tour itinerary curation and design: Just to give you a rough idea how we design your itinerary, please see below. I will curate and incorporate the most hip and happening places in Tokyo.

1) Museums exhibitions we can visit for example:

"Sometsuke: Celebrating Four Centuries of Japanese Porcelain" - After experiencing the tea ceremony, your perception of porcelain may be different, so it might be quite interesting to see the exhibition of "Hizen porcelain" with a history of 400 years. It is full of beautiful wares, and an opportunity to experience works that were a treasured part of the lives of those living in the Samurai period which will give you a deeper understanding of Japanese spirit. It's a fascinating chance to learn about aesthetics and attention to detail.

*I will have a chat with each museum's respective curator and see if they can share some time to explain to you.

*Most of the museums have well maintained beautiful gardens so you can learn the design and philosophy behind.

2) Shopping we can do for example: *more to see the display details and the presentation

Art of wagashi (Japanese sweets), Washi (Japanese paper), kimono, and interior shops

3) Cafes for example:

A 25 year-old relic cafe which inspired the Blue Bottle owner to open his shop. It is totally a different look and feel from Blue Bottle, as there are over 100 antique and modern tea cups on the walls, and the barista will select a cup which fits your persona. The barista will in a courteous manner take long process and time to prepare the quality coffee in front of you at the counter. (And I think their "chiffon cake" is the very best in the world)!

*I know the owner there, so we can hear behind-the-scene stories.

4) Bars for example:

There are interesting bars in Tokyo. There is an area where over 50 small bars (with 5-10 seats) gathered and each bars have such a character, exciting places for bar hopping. Also,

there is a very stylish with amazing hospitality and presentation.

After considering the overall plan, I would suggest to make it 4 hours tour x 5 days and add night out day! (reflected to the latest excel provided by Asako in blue texts as attached) The price details as follows.

- Itinerary design (half day) x 5 days = JPY 108,000 (USD 950)

- Guide 4 hours x 5 days = JPY 248,400 *Our 10% discount policy will apply, it will be JPY 223,560 (USD 1,960)

*We usually ask the guests to pay for the guide's museum entry fee / transportation / drinks / meals as well. To make the tour smooth, the guide can pay on behalf and process the payment after the tour. 15% handling charge will incur for each transaction.

*The USD dollars is just for your general reference based on the currently rate as of 13 Jan JST, we will process payment in JPY

3) Next Steps:

i) Calligraphy and inspirational tour itinerary curation and design, and guide

Please advise whether you are ok with the costs. If you are, I will process the payment. As for the itinerary, I will share with you on the week of 23rd Jan.

ii) Transportation *The cost is not included in the experience

Most of the experiences are within 15 mins by taxi except for wagashi experience which will be 30 mins by taxi. For saving time, I would suggest using taxi, what do you think?

If you are ok, I will figure out the meeting time at the lobby and reflect them to the excel sheet accordingly. I will share with Asako as well once it is finalized.

Should you have any questions, please do let me know any time. Please have a relaxing weekend! Thank you very much.

Regards,
Romy
TOKI | Experience Curator

On Fri, Jan 13, 2017 at 8:30 AM, Karyna Shuliak <[REDACTED]> wrote:

Hi Romy,
Yes, I would love to have a calligraphy experience as well please if possible.
Thank you!

Karyna

On Jan 12, 2017, at 6:28 PM, Romy Yamada <[REDACTED]> wrote:

Hi Karyna,

Thank you for your feedback! I will pass the information to our culture partners.

Do you want to go with calligraphy experience as well? Asako asked me if I can support on this. Thank you very much.

Regards,
Romy

2017/01/13 8:20、Karyna Shuliak <[REDACTED]> のメッセージ:

Hi Romy,

Thank you very much for the confirmation, how exciting!

Regarding Kyoto, if I go, I will plan a couple of things, so please don't worry about that part, and I am not sure yet which days it will be, I guess depending on the schedule with experiences and classes in Tokyo, so no worries. But thank you for your consideration!

Please also find below the answers to the questionnaire:

- 1) 27 y.o.
- 2) I am hoping to learn more about service with attention to detail
- 3) No known food allergies
- 5) [REDACTED]

I hope this helps...

Thanks a lot!

Karyna

On Jan 12, 2017, at 8:47 AM, Romy Yamada <[REDACTED]> wrote:

Hi Karyna,

Thank you very much for the credit card details. Kindly take a look below for some information.

1) Experience booking

JPY 751,000 payment is processed for the following experiences:

- Ikebana x 5 times
- Kaiseki & tea ceremony
- Wagashi
- Zen meditation

* If you would like to cancel the reservation, please refer to our cancellation policy, which can be found at <http://www.toki.tokyo/policy>

2) Questionnaire

To ensure a smooth experience, we ask that you provide us with the following information:

1) Age or age range:

*The tea master, Ikebana artist, and Wagashi patissier will consider how to curate depending on your age profile, so it will be much appreciated if you can provide us the information for quality experience.

2) What do you hope to get out of this experience (e.g. curiosities/interests, what you would like to learn)

*Our culture partners already know your objective details, that said, if you have anything you would like them to be specifically aware of, please let me know.

3) Allergies and food restrictions:

4) Any specific information we should let our culture partners be aware beforehand about participants' profiles or preferences:

5) Your contact number in Japan:

3) Inspirational tour

There is no overlap with what Asako is arranging so I am glad! I will wait for you and Asako to confirm on the manner experience time and finalize the dates for inspirational tour. I am looking for 4 hour tour x 4 days. Until when would you be in Tokyo?

Since it has been sometime back when I communicated about the cost details, I will send you the information just in case.

i) Itinerary design and curation:

Half day (4 hours): JPY 21,600 (USD 200)

*Include 8% tax

ii) Guide:

4 hrs: JPY 49,680 (USD 440)

Additional 1 hr: JPY 9,315 (USD90)

*Include 15% service charge, 8% tax

*For bookings for guides, we have a discount system according to the hours booked.

- Total 10 ~ 30 hours 10% discount

- Total 30 ~ hours 20% discount

4) Kyoto

Would you need our support for anything - tour, guide, itinerary design, and shopping ? From your objective, I was thinking you may be interested on the following tour. Please let me know if you are interested.

i) Kyoto garden tour (4 hours) <http://www.toki.tokyo/garden-tour>

- Overview: Explore the best temple gardens that Kyoto has to offer. Enjoy personally guided tours and hear first-hand accounts from gardeners whose families have belonged to the business for long years. *I would suggest to start the tour after 12:00PM as it will get dark after 04:00PM.

- Price: JPY 280,000 (with chauffeur)

ii) Geisha entertainment (2 hours)

- Price: JPY 225,000 *It is the place you once visited with Joi's recommendations. I happen to be talking with the owner there and we can do additional special tour with visiting their hair accessories shop or how their wigs are prepared, etc.

Also, if you would like to purchase quality kimono with the stylish belt in Kyoto, there is a very nice kimono shop with 240 years of traditional weaving history. Please let me know if you happen to be considering.

Should you have any questions, please let me know any time! Thank you very much and have a great day :)

Regards,

Romy

TOKI | Experience Curator

2017/01/12 9:33、Romy Yamada <[REDACTED]> のメッセージ:

Hi Karyna,

I hope you are well! I just sent you a same message to WhatsApp as well. As for the 4 experiences, we would need to settle the payment today Tokyo time. Are you ok to settle the payment? I only need below 3 information for credit card.

- Card company name:

- Card number:

- Valid year and date:

If you would like to cancel the reservation, please refer to our cancellation policy, which can be found at <http://www.toki.tokyo/policy> Once payment is received, all terms of our service and reservation/cancellation policies will apply.

Should you have any questions, please let me know. Thank you very much!

Regards,

Romy

2017/01/11 14:24、Karyna Shuliak <[REDACTED]> のメッセージ:

Dear Romy,

That sounds amazing!!! Thank you very much for the update!

On Jan 10, 2017, at 7:35 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Thank you for your patience! Here is the wagashi experience information, updated schedule, recap of the experience price, and the next steps.

1) Wagashi experience

I have some great news—after explaining your objective to the wagashi patissier, he agreed to do the experience the day before Valentine's Day (I though he may be able to spare some time after 14 Feb, however I found out that he will be tied up after that until "White Day" in March), meaning that we may even be able to ask him about what he has in store for the following day, his special Valentine's Day wagashi.

Last year, he was featured as the first wagashi patissier to appear on Japan's most famous documentary television show and has been extremely busy ever since then, as all his wagashi are manufactured solely by his hands and not by machine. As this is the case, I am quite excited that his time slot is secured for you! Please note that he will only be able to share an hour with us (instead of 2 hours), and that the experience price will stay the same. Apart from being extremely well-known, he is also highly knowledgeable about the culture, history, aesthetic details, and stories that surround wagashi.

Wagashi patissier profile: Born into a wagashi-making family, Chikara Mizukami furthered his training at well-established wagashi shops in Kyoto and Nagoya, and in 1977, he created Ikkoan in Tokyo. Mizukami is one of a handful of wagashi artisans that participates in activities around the globe. He actively collaborates with many international chocolate companies and patisseries, such as Valrhona, Sadaharu Aoki, and Jean-Charles Rochoux. He has provided demonstrations at Relais Desserts and wagashi related lectures as well as art museums around the world. He was also nominated by "Where Chef's Eat," a guide to chef's favorite restaurants, as 1 of 5 Japanese chefs out of a total of 400 best chefs in the world.

Interview: <http://www.toki.tokyo/mizukami/>

Works (expression of 72 micro-seasons): <http://www.spoon-tamago.com/2015/12/18/architectural-ikkoan-book-captures-the-beauty-of-wagashi/>

2) Updated schedule

*Instead of beginning the tour from 9Feb, Tue, the date has been moved 1 day forward and now planned to start from 8Feb, Wed.

*Red texts: Changes made

*Gray texts: Inspiration tour date and time is my recommendations. To be discussed after the experience and your other plans are confirmed.

8 Feb, Wed:

10:00AM-12:00PM (2 hrs): Ikebana session1

01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

9 Feb, Thu:

10:00AM-12:00PM (2 hrs): Ikebana session 2

01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

10Feb, Fri:

11:00AM-03:00PM (4 hrs): Kaiseki and tea ceremony

03:00PM-05:00PM (2 hrs): Inspiration tour based on curated itinerary

13Feb, Mon:

02:00PM-03:00PM (1 hr): Wagashi Experience

14Feb, Tue:

10:00AM-12:00PM (2 hrs): Ikebana session 3

01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

15Feb, Wed:

10:00AM-12:00PM (2 hrs): Ikebana session4

01:30PM-03:30PM (2 hrs): Zen Meditation

16Feb, Thu:

10:00AM-12:00PM (2 hrs): Ikebana session5

01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

3) Experience Price

*The exchange rate on 9 Dec, 2016 at 12:00AM (EST). When we process the payment, it will be based on the amount in JPY I have provided below, so please just use these current calculations as a general reference.

Total price is JPY751,000 (USD6,590), breakdown as below.

i) Ikebana (Japanese flower arrangement)

- Duration: 2 hours / session x 5 times

- Area: At your hotel

- Price: JPY 378,000 for 1 person (USD 3,330)

*Included: 15% service charge, 8% tax, activity fee, flowers, interpreter, transportation cost for the interpreter, and insurance

i) Traditional Kaiseki and tea ceremony

- Duration: 4 hours

- Area: Toranomom (15 mins by cab from Roppongi)

- Price: JPY 186,000 for 1 person (USD 1,640)

*Include: 15% service charge, 8% tax, activity fee, Kaiseki full lunch course, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

iii) Wagashi making

- Area: Myogadani (30 mins by cab from Roppongi)

- Price: JPY 75,000 for 1 person (USD 660)

*Include: 15% service charge, 8% tax, activity fee, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

iv) Zen Meditation

- Duration: 2 hours

- Area: Hiroo (5 mins by cab from Roppongi)

- Price: JPY 112,000 for 1 person (USD 990)

*Include: 15% service charge, 8% tax, activity fee, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

4) Next steps

I understand you are still checking your other plans schedule, please let me know if you need more time for the actual booking, I will try negotiating with the partners if they can extend the payment deadline. (Currently it is set as 12 Feb, Thu). For the credit card details, if you are not comfortable to send the information via email, I can make a call to you and get the details.

Lastly, considering the experiences which are chosen and from the convenient point of view, I would recommend you to secure the hotel in Roppongi Grand Hyatt. Should you have any questions, please do let me know any time through email / WhatsApp / phone call! Thank you very much.

Regards,

Romy

TOKI | Experience Curator

[REDACTED]

On Tue, Jan 10, 2017 at 11:49 AM, Karyna Shuliak <[REDACTED]> wrote:

Thank you very much Romy!

On Jan 9, 2017, at 9:46 PM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

No worries at all, I am sorry if I confused your for anything! It is ok, we can wait until this Thursday JST for credit card details, I would rather settle the payment at one go so that it is easy for you to keep track for the experience payment (kaiseki & tea ceremony / ikebana / zen / wagashi all together). The guide fee and itinerary design feel can be settled afterwards when you have finalized your other plans as well! Thank you very much.

Regards,

Romy

On Tue, Jan 10, 2017 at 11:43 AM, Karyna Shuliak <[REDACTED]> wrote:

Dear Romy,

I apologize, I did not realize the details behind the kaiseki and tea ceremony arrangements and how important this is! I will definitely make this the priority and, if needed, will reschedule other events. So please, let's secure this reservation when possible and please let me know when you need the credit card details for that. It would be such an honor to attend! Thank you so much for letting me know!

Karyna

On Jan 9, 2017, at 9:07 PM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Thank you very much for the email. No worries at all, the kaiseki & tea ceremony would be difficult to secure the dates as the tea master gets invited to host the private tea ceremony, others can be flexible. Actually the tea master is the 89 years old legend lady who met Joi and when I told her about your objective, she was really delighted to welcome you and share with you the world of Japanese philosophy, hospitality, and aesthetics for details.

Thank you very much and I will get back to you about wagashi experience ASAP.

Regards,
Romy

On Tue, Jan 10, 2017 at 10:59 AM, Karyna Shuliak <[REDACTED]> wrote:

Dear Romy,

Thank you so much for getting back to me so quickly with the dates. Please allow me to check with a few other arrangements that I have been waiting on, just to make sure they would not interfere. Hopefully, I will have a better idea tomorrow. Sorry for the wait, I realize that you need to reserve it soon. I will get back to you shortly on this.

Thank you so much!

Karyna

On Jan 8, 2017, at 4:33 PM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Thank you for your patience. I managed to check the availability and pre-book for all the experiences except for wagashi. Since it is taking place near the Valentine's Day - which has actually become a big event in Japan for ladies to give sweets to men at the corporate and personal level (reciprocated in March on "White Day") - the wagashi patissiers are tied up until 14 Feb. I will try to negotiate for the experience to take place after that. Please note that the earliest the requested experiences can take place is from 8 Feb, Wed onwards.

9 Feb, Thu:

10:00AM-12:00PM (2 hrs): Ikebana session1
01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

10Feb, Fri:

11:00AM-03:00PM (4 hrs): Kaiseki and tea ceremony
03:00PM-05:00PM (2 hrs): Inspiration tour based on curated itinerary

13Feb, Mon:

10:00AM-12:00PM (2 hrs): Ikebana session2
01:30PM-03:30PM (2 hrs): Zen meditation

14Feb, Tue:

10:00AM-12:00PM (2 hrs): Ikebana session3
01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

15Feb, Wed:

10:00AM-12:00PM (2 hrs): Ikebana session4
01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

16Feb, Thu:

10:00AM-12:00PM (2 hrs): Ikebana session5
01:30PM-05:30PM (4 hrs): Inspiration tour based on curated itinerary

*Wagashi making experience to be arranged 15 Feb onwards. It may be on the week of 20th, I will check early next week

*Inspiration tour date and time is my recommendations.

What do you think of the above? I can only make pre-bookings for the experiences until this Thursday Japan time and I would need to make the actual booking after that, so please let me know if you are ok with the dates! Should you have any questions, please let me know any time. Thank you very much and please enjoy your Sunday!

Regards,
Romy
TOKI | Experience Curator

On Fri, Jan 6, 2017 at 1:09 PM, Karyna Shuliak <[REDACTED]> wrote:

Dear Romy,

Thank you so much for your prompt response. That sounds good, I will be waiting to hear back from you about the dates.
Thank you very much and have a wonderful day!

Karyna

On Jan 5, 2017, at 10:18 PM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Thank you for your email. I think I will be able to get back to you early next week on all the experiences availability dates. Let's discuss again from there. Thank you very much!

Regards,
Romy

2017/01/06 12:14、 Karyna Shuliak <[REDACTED]> のメッセージ:

Dear Romy,

Thank you so much for putting together the itinerary, which I am very excited about. I would love to do all of the 6 days of lessons, that you have listed. I am also coordinating regarding a few other activities, that I am planning to do during the rest of my stay, and I would just have to make sure, that the dates would not overlap between the two. Shall we wait until January 6th to see what dates your masters would have available and then confirm everything? And we can then proceed with the payment?

Please advice..

Thanks a lot!

Karyna

On Jan 5, 2017, at 7:16 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Happy New Year! I hope all is well with you and that you are off to a great start to your calendar year.

We just resume work today and I will start checking the availability with our culture partners. In a meantime if you could let me know about my questions from the previous email, I will plan all the activities as per your feedback.

Once I complete checking the partner availability and set the schedule, I will be asking for the credit card details as follow to process payment. If you are not comfortable to share via email, I can call you to get the information.

- Card company:
- Credit card number:
- Name as per in the card:
- Security code:
- Expiry date:

Should you have any questions, please do let me know any time. I am very excited to share with you all the experiences. Thank you very much.

Regards,

山田ひろみ

Romy Yamada

TOKI | Experience Curator

Mobile: [+](tel:) [redacted] | Email: [redacted]

Web: toki.tokyo | Instagram: [toki.tokyo](https://www.instagram.com/toki.tokyo)

On Thu, Dec 29, 2016 at 8:52 AM, Romy Yamada <[redacted]> wrote:

Hi Karyna,

Thank you for your email! I was just going to drop you a note to wish a New Year.

It is great that you have confirmed your dates for the trip! Since all our culture partner are closed for this year, I can check their availability after 6 Jan, Fri when most of the culture partner resume work.

Would you like us to help with curating an itinerary fitting your objective of the trip? If so, below is what I would suggest, the combinations are tentative and depend on the tea master, artisan, chef, and monk availability.

Since you are here for almost 3 weeks, please advise how you would like us to support you for the rest of the days. Would you like to go to Kyoto or any other cities for getting inspirations based on your objective of the trip?

Day1

AM: Traditional Kaiseki and tea ceremony: 4 hours

PM: Inspiration tour based on curated itinerary: 2 hours

Day2

AM: Ikebana session1: 2 hours

PM: TInspiration tour based on curated itinerary: 4 hours

Day3

AM: Ikebana session2: 2 hours

PM: Make Wagashi: 2 hours

Inspiration tour based on curated itinerary: 2 hours

Day4

AM: Ikebana session3: 2 hours

PM: Inspiration tour based on curated itinerary: 4 hours

Day5

AM: Ikebana session4: 2 hours

PM: Zen Meditation at the Private Temple with the Head Monk: 2 hours

Inspiration tour based on curated itinerary: 2 hours

Day6

AM: Ikebana session5: 2 hours

PM: Inspiration tour based on curated itinerary: 4 hours

I am able to talk to you any time you would like, please let me know your convenient dates and times and we can set the call.

Please have a wonderful New Year and I look forward to meeting you next year. Please stay warm!

Regards,
Romy

On Thu, Dec 29, 2016 at 8:28 AM, Karyna Shuliak <[REDACTED]> wrote:

Dear Romy,

I hope you are well and enjoying the holiday season.

I apologize for such a delay with my response in regards to setting things up for my Tokyo trip. If possible, I would like to start classes on February 6th and I would stay until February 28th. Although all of the listed itinerary options sound incredible, I have chosen a few which, I hope, would be most useful for the purpose this trip.

The options I have selected are the following from your list:

- 1) Traditional Kaiseki and tea ceremony at a cultural heritage house
- 5) Ikebana (Japanese flower arrangement)
- 7) Make Wagashi (Japanese sweets) with a Prominent Japanese Patissier
- 8) Zen Meditation at the Private Temple with the Head Monk

Please let me know how we should proceed and if you have any questions. And thank you so much for your patience!

Karyna

On Dec 12, 2016, at 1:17 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

I hope you had a relaxing lovely weekend. Please do let me know any time if any questions or additional requests arise. Thank you very much.

Regards,
Romy
TOKI | Experience Curator
[REDACTED]

On Sun, Dec 11, 2016 at 12:43 PM, Karyna Shuliak <[REDACTED]> wrote:

Dear Romy,

Thank you so much for your email. All of the options sound very exciting. Please allow me to discuss this with my team and I will get back to you with the itinerary choices.

Have a great weekend!

Karyna

On Dec 9, 2016, at 3:47 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

Not a problem at all! I have highlighted the USD prices next to the JPY prices below. Please note that this was calculated based on the exchange rate on Friday, 9 December at 12:00AM (EST). When we process the payment, it will be based on the amount in JPY I have provided below, so please just use these current calculations as a general reference.

FYI, I met a very talented calligraphy artist today who gets invited to oversea for private events and I will be meeting him soon for creating some experience. I will update you if the content fits your objective. Thank you.

Objective: Food service and presentation / Etiquette and protocol with the guests / Aesthetics for details / Hospitality / Inspiration for working with the guests and managing the staff

Tentative timing for the visit: Early Feb 2017

Duration: 2 weeks *Depending on the contents and the cities to stay

Daily schedule: AM - Experience in PM - Inspirational tour *It can be vice versa

Recommended hotel area in Tokyo: Roppongi *Considering where all the experiences / tours can happen

Experiences Recommendations in Tokyo:

1) Traditional Kaiseki and tea ceremony at a cultural heritage house <http://www.toki.tokyo/tea-ceremony>

- Duration: 4 hours

- Area: Toranomon (15 mins by cab from Roppongi)

- Price: JPY 186,000 for 1 person (USD 1,640)

*Include: 15% service charge, 8% tax, activity fee, Kaiseki full lunch course, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

Overview: You will have the honor of being hosted by a renowned tea house master, who has had experience in hosting tea ceremonies for over sixty years (actually she is 89 years old). To fully appreciate the tea's flavor, you will first enjoy a full-course Kaiseki meal (traditional upperclass Japanese cuisine). After the full course, you will receive your tea in ceremonial style and directly learn about the aesthetics of Japan, Japanese hospitality, and how we appreciate and value things. Every aspect of the ceremony - the antique tea bowls, tea spoon, the powdered tea container, calligraphy, flowers, vase - is specifically chosen by the tea master for the guests. Thus, the experience really becomes a once-in-lifetime encounter.

2) Discover Kaiseki at a two-star Michelin

Restaurant <http://www.toki.tokyo/kaiseki>

- Duration: 2.5 hours

- Area: Akasaka (15 mins by cab from Roppongi)

- Price: JPY 497,000 for 1 person (USD 4,380)

*Included: 15% service charge, 8% tax, activity fee, Kaiseki full lunch course, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests and additional orders

Overview: Cook and prepare an authentic Kaiseki cuisine lunch with two-star Michelin restaurant. Our experience usually consists more of preparing - make the fish ball, compare the taste of the dashi (soup from the bonito flakes), cut the fish, learn how to use the knife - depending on what the seasonal menu is. The chef is very particular in what he cooks and it is more of helping prepare, not for the guests to cook from scratch. For lunch, the guests are able to enjoy what is prepared by chef, and it may include around one fish ball made by the guest.

3) Tsukiji tuna auction with seafood sampling and Sushi Making

(breakfast) <http://www.toki.tokyo/sushi>

- Duration: 4 hours

- Area: Tsukiji (15 mins by cab from Roppongi) + Shinagawa (20 mins by cab from Roppongi)

- Price: JPY 335,000 for 1 person (USD 2,950)

*Included: 15% service charge, 8% tax, activity fee, sushi breakfast, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests and additional orders

Overview: The world's biggest wholesale fish and seafood market - Tsukiji Fish Market - was scheduled to be relocated in November 2016, but Tokyo's new mayor decided to postpone the establishment's move. This is currently a big topic of Japan. We bring the guests to the professional area for the "fresh" tuna auction, which is actually not accessible to the general public and the media. (The general public can only go to the "frozen" tuna auction area, which they

have to line up to get into from 1:00AM and find out at 4:00AM whether they can go in or not. Only 120 people are allowed to go in)

4) Tsukij Tour and Sushi Making (lunch) <http://www.toki.tokyo/sushi>

- Duration: 3.5 hours

- Area: Tsukiji (15 mins by cab from Roppongi) + Shinagawa (20 mins by cab from Roppongi)

- Price: JPY 149,000 for 1 person (USD 1,320)

*Included: 15% service charge, 8% tax, activity fee, sushi lunch, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests and additional orders

Overview: Together with the Tsukiji inner and outer market tour, the sushi chef will offer you an exceptional tour, showing your client the best that Tsukiji has to offer as well as the different relationships and interactions between the intermediate wholesalers. During the sushi making, learn about high quality, personalized service and hospitality for individual guests. Learn about unseen efforts as the chef maximizes the guests' satisfaction in subtle manners, servicing the guests in ways they didn't know they needed. There is a wholeness to the act of creating sushi and see it come alive in front of you. Learn the spirit of integrity while creating your masterpiece of art.

5) Ikebana (Japanese flower arrangement)

- Duration: 2 hours / session x 5 times

- Area: At your hotel

- Price: JPY 378,000 for 1 person (USD 3,330)

*Included: 15% service charge, 8% tax, activity fee, flowers, interpreter, transportation cost for the interpreter, and insurance

Overview: Learn the aesthetics developed during the period of Japanese isolation and has been prided as a uniquely Japanese art form that ties both the spirit, body, and nature together, wabi-sabi: beauty in everything nature gives, even if it may seem non-perfect. Not just about matching colorful flowers to create a colorful synergy. From tree branches to moss, Ikebana utilizes all aspects of nature to create a simplistic, yet sophisticated arrangement through the manipulation of line, shape, and form.

Ikebana artist website (only in Japanese) : <http://reito-oizumi.com/>

Works: <http://reito-oizumi.com/gallery/stage/>, <http://reito-oizumi.com/gallery/>, http://reito-oizumi.com/gallery/art_installation/

6) Interact and have lunch with sumo wrestlers at a sumo stable <http://www.toki.tokyo/sumo>

- Duration: 3 hours

- Area: Edogawa (45 mins by train from Roppongi)

- Price: JPY 373,000 for 1 person (USD 3,290)

*Included: 15% service charge, 8% tax, activity fee, lunch fee, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

*There may be sudden participant of media or the sumo stable financial supporters, hence there may be a chance that it will not be exclusive for your guests

Overview: A sport going back over 2000 years, sumo still continues strong to this day with the same traditions and practices. The next generation carries the torch with great responsibility, upholding the pride of the nation on their shoulders and they passionately train to uphold this honor. Discipline: Observe the level of commitment it takes for these athletes, who have trained all their lives, to be where they are now, community: there is a tight community amongst the master and the sumo wrestlers and you will learn of this close group atmosphere, "ganbaru": the life of a Sumo wrestler is exemplified by the word - do your best or try your hardest.

7) Make Wagashi (Japanese sweets) with a Prominent Japanese Patisserie

<http://www.toki.tokyo/wagashi>

- Duration: 2 hours

- Area: Myogadani (45 mins by train from Roppongi)

- Price: JPY 75,000 for 1 person (USD 660)

*Include: 15% service charge, 8% tax, activity fee, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance
*Not included: Transportation cost for the guests

Overview: The art of wagashi embodies the Japanese spirit and the value, learn about the art of making Japanese sweets from a prominent Japanese patissier, you will be guided through the delicate and refined process of creating traditional sweets.

8) Zen Meditation at the Private Temple with the Head

Monk <http://www.toki.tokyo/zen-meditation>

- Duration: 2 hours

- Area: Myogadani (5 mins by cab from Roppongi)

- Price: JPY 112,000 for 1 person (USD 990)

*Include: 15% service charge, 8% tax, activity fee, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

*Not included: Transportation cost for the guests

Overview: New life awareness: Perceive the world in a different way with six sense, observe sounds such as "silence" which are realized consciously. Use this way of thinking to understand problems in new ways.

Other elements:

For the days you have an experience for half the day, the other half we can support you with designing the tour itinerary to go around the most suitable area for your objective while arranging with the guide (which will be myself).

1) Itinerary:

Half day (4 hours): JPY 21,600 (USD 200)

Full day (8 hours): JPY 32,400 (USD 290)

*Include 8% tax

2) Guide:

2 hrs: JPY 31,050 (USD 280)

4 hrs: JPY 49,680 (USD 440)

8 hrs: JPY 74,520 (USD 660)

Additional 1 hr: JPY 9,315 (USD90)

*Include 15% service charge, 8% tax

*For bookings for guides, we have a discount system according to the hours booked.

- Total 10 ~ 30 hours 10% discount

- Total 30 ~ hours 20% discount

3) Arrangement of hotels, transportation, and tickets (If needed)

We charge for 15% of the respective fee for handling fee

Should you have any questions, please email / WhatsApp / call me any time!
Please have a lovely Friday and weekend.

Regards,

Romy

TOKI | Experience Curator

[REDACTED]

On Fri, Dec 9, 2016 at 6:24 AM, Karyna

Shuliak <[REDACTED]> wrote:

Dear Romy,

Thank you so much for such a detailed email. The options sound very exciting. If it is not too much of a trouble, may I ask to please provide the prices for the services in US Dollars? I would very much appreciate it.

Thank you so much again and have a wonderful day!

Karyna

On Dec 8, 2016, at 9:19 AM, Romy Yamada <[REDACTED]> wrote:

Dear Karyna,

It was my pleasure talking with you yesterday. Here is a recap of our conversation and also my personal recommendations based on what we discussed. We are very excited to curate your itinerary and experience. Our experiences, which we have found can be life changing, are designed to share with you Japanese philosophies and aesthetics. We hope that these might provide you inspirations for your work and daily lifestyle. All our experiences are typically conducted for private groups and individuals, allowing our guests to freely interact with the master artisan in an uninterrupted and intimate setting. (There is a minimum guarantee fee for implementing the activities).

I have first included some elements for the Tokyo area so that I understand correctly how you feel about below, and we can talk about Kyoto afterwards. We can set up a call to discuss again.

Objective: Food service and presentation / Etiquette and protocol with the guests / Aesthetics for details / Hospitality / Inspiration for working with the guests and managing the staff

Tentative date for the visit: Early Feb 2017

Duration: 2 weeks *Depending on the contents and the cities to stay

Daily schedule: AM - Experience in PM - Inspirational tour *It can be vice versa

Recommended hotel area in Tokyo: Roppongi *Considering where all the experiences / tours can happen

Experiences Recommendations in Tokyo:

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Overview: You will have the honor of being hosted by a renowned tea house master, who has had experience in hosting tea ceremonies for over sixty years (actually she is 89 years old). To fully appreciate the tea's flavor, you will first enjoy a full-course Kaiseki meal (traditional upperclass Japanese cuisine). After the full course, you will receive your tea in ceremonial style and directly learn about the aesthetics of Japan, Japanese hospitality, and how we appreciate and value things. Every aspect of the ceremony - the antique tea bowls, tea spoon, the powdered tea container, calligraphy, flowers, vase - is specifically chosen by the tea master for the guests. Thus, the experience really becomes a once-in-lifetime encounter.

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<http://www.toki.tokyo/wagashi>

- Duration: 2 hours

- Area: Myogadani (45 mins by train from Roppongi)

- Price: JPY 75,000 for 1 person

*Include: 15% service charge, 8% tax, activity fee, tea, Japanese sweets, interpreter, interpreter chaperon service (this does not include the transportation cost for the guests), transportation cost for the interpreter, and insurance

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*For bookings for guides, we have a discount system according to the hours booked.

- Total 10 ~ 30 hours 10% discount

- Total 30 ~ hours 20% discount

3) Arrangement of hotels, transportation, and tickets (If needed)

We charge for 15% of the respective fee for handling fee

FYI, here is the philosophy behind the "kintsugi" I explained to you during the call. We may be able to meet the craftsman in Kyoto who specialize in this and may be able to do the workshop. Kintsugi is the intricate process of taking cracked, chipped, or broken ceramic ware and repairing it with lacquer (urushi), finally finishing the repairs with a layer of gold or silver dust. The process of kintsugi is lengthy and requires numerous steps to complete. However, it has developed into a unique art form that transforms otherwise unusable bowls, plates, and other objects into reusable works of art. This appreciation for mistakes and imperfections is known as wabi-sabi, a part of Japanese aesthetics that can be found across the spectrum of Japanese culture.

I know you have so many information to digest....should you have any questions, please let me know. We can always communicate WhatsApp / phone call. Thank you very much and have a lovely day!

Regards,
Romy
TOKI | Experience Curator

<Lesson schedule for Ms. Karyna Shuliak_Feb 2017_13012017ver2.xlsx>