

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Mandarin Marrakech Credit? [Email Ref: 160105-000345]
Date: Mon, 18 Jan 2016 14:35:15 +0000

ok, thanks so much. I will let Jeffrey know.

On Jan 18, 2016, at 9:20 AM, Natalia Molotkova <[REDACTED]> wrote:

<===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE
=====>

 Centurion Banner

Response (Natalia Molotkova) 01/18/2016 09:20 AM

Lesley, respond from the hotel: Dear Natalia, Thank you for your email. We will be pleased to extend the use of the voucher for a period of 3 months, until April 20th 2016, upon availability. I remain at your disposal for any further information you may need. With kind regards, Emilie Emilie Pignol Director of Sales & Marketing Address Route du Golf Royal 40000 Marrakech, Morocco Telephone [REDACTED] Website [REDACTED] Skype mohg_epignol [REDACTED] Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/15/2016 12:39 PM
ok, thanks

Response (Natalia Molotkova) 01/15/2016 12:35 PM

No, I emailed the question. I am working with 2 people, so waiting for respond. I will step out from my desk at 1pm, but will be back at 5:30pm, to check if any responds from them, they usually respond later in the day.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/15/2016 12:33 PM
did you find anything out?

Customer ([REDACTED]) 01/15/2016 09:42 AM
thanks...

Response (Natalia Molotkova) 01/15/2016 08:49 AM

Asking them... Regards, Natalia Molotkova Centurion Relationship

[REDACTED] (877) 877-0987 Hours: Monday through Friday
9:00am to 5:30pm EST

Customer ([REDACTED]) 01/14/2016 06:27 PM

Hi Natasha and thank you for asking on this. I think his plans have changed and he won't go this month after all. Did the hotel say we had to use the credit within a certain time frame?
Sent from my iPhone

Response (Administrator) 01/14/2016 06:27 PM

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email [REDACTED]. Have a wonderful day! Best regards, Natalia Molotkova

Response (Natalia Molotkova) 01/14/2016 05:28 PM

Lesley, by any chance, is Mr. Epstein planning to go to the hotel to use 100% of money? Or should I try to get at least like 50% back? Regards, Natalia Molotkova Centurion Relationship [REDACTED] (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/04/2016 02:30 PM

Ok, I will let Jeffrey know...thanks

Response (Natalia Molotkova) 01/04/2016 02:23 PM

Lesley, respond from the hotel:
I am pleased to inform you that we could exceptionally use the 100% cancellation fee as a credit under the conditions that he stays for a minimum stay of 3 nights in the Oriental Pool Villa.
Please advise.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/04/2016 01:33 PM

OK! thanks

Response (Natalia Molotkova) 01/04/2016 01:29 PM

Let me reach out to them again, will be back shortly...I think they want to cooperate, due to they value Mr. Epstein. Regards, Natalia Molotkova Centurion Relationship [REDACTED] (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/04/2016 01:24 PM

Hi Natasha and Happy New Year! I had quite a few things going on over the weekend...Kathy helped me tremendously! I am following up to see if we were able to get a credit to use toward a future stay at the Mandarin in Marrakech...I ask because I don't want it to slip through and Jeffrey is claiming he will go to Marrakech around Jan. 23rd... Let me know! thanks, Lesley

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