

To: PVT LessonLounge[REDACTED]
From: Lesley Groff
Sent: Mon 3/19/2018 12:32:35 AM
Subject: Re: [REDACTED] and [REDACTED] Lessons Feb 12 & 13

Super. Thanks so much.

Sent from my iPhone

> On Mar 18, 2018, at 5:55 PM, PVT LessonLounge
<[REDACTED]> wrote:
>
> No problem, thank you for the additional information. All is confirmed and
taken care of. Sorry for any inconvenience!
>
>
> LIZZIE MITCHELL
> SNOWMASS SALES, RESERVATIONS & PRO SERVICES| SKI AND SNOWBOARD SCHOOL
> ASPEN SKIING COMPANY
> [REDACTED]
> Snowmass | Aspen Mountain | Aspen Highlands | Buttermilk
> The Little Nell | Limelight Hotels www.AspenSnowmass.com
>
>
>
>
> -----Original Message-----
> From: Lesley Groff [mailto:[REDACTED]]
> Sent: Thursday, March 15, 2018 12:11 PM
> To: PVT LessonLounge
> Subject: [REDACTED] and [REDACTED] Lessons Feb 12 & 13
>
> Hello Lizzie. My name is Lesley and I coordinated the ski trip for [REDACTED]
[REDACTED] and [REDACTED] i...I understand you have emailed [REDACTED] re a lesson you
feel she needs to pay for on Feb. 14th. From what [REDACTED] has explained, she and
[REDACTED] took the 4 lessons we originally paid for (2 lessons on Feb. 12 and 2
lessons on Feb. 13). Apparently on WEd. Feb. 14th, [REDACTED] and [REDACTED] were skiing
together where they 'bumped into' your ski instructor on the slope and he
'invited' them to join the group. They skied 2 runs with the instructor/group
then went on their own way and finished the day. At no time did the instructor
tell them he would charge for a day of lessons and they genuinely thought the
short time they spent with the instructor was for free! Can you kindly confirm
this scenario with your instructor?
>
> Both young ladies say they had a tremendous time and enjoyed the lessons Feb.
12 and 13...but truly considered Feb. 14 an honest coincidence ..
>
> Thank you,
> Lesley
>