

To: Lesley Grof [REDACTED]
From: [REDACTED]
Sent: Sun 11/4/2018 9:08:33 PM

Hi [REDACTED]

I appreciate your help with all our accommodations!!

There is a small problem with a hotel and I wonder if we could switch it..

We got this Relais Piazza Signoria hotel , the ac doesn't work and there are problems with hot water:(

We staying here right by a clock tower and it rings a bell every hour and it's hard to sleep💎

Could you please ask your travel agent if he can find another hotel for us for tomorrow? More modern

Thank you so very much.

Sorry about that