

To: Lesley Groff[lesley.jee@gmail.com]
From: [REDACTED]
Sent: Mon 11/5/2018 8:25:06 AM
Subject: Re:

Morning!

Didn't hear from you, hope everything is fine!

We talked to my mom, I think it's okay and we will stay here until the 7th.
Seems like they are trying to fix everything!

No worries, thank you!

On Sun, Nov 4, 2018 at 10:08 PM [REDACTED] <[REDACTED]> wrote:

Hi Lesley!
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