

To: [REDACTED]
From: [REDACTED]
Sent: Mon 11/5/2018 12:14:19 PM
Subject: Re:

Oh I'm so sorry...
I hope everything is going to be fine.. I don't know what to say.. of course you should be with your family!

I'll be fine, don't worry!

On Mon, Nov 5, 2018 at 12:50 PM L [REDACTED]

Hi [REDACTED]...actually have lots of family stuff going on...my twin sister is going through a lot...and my uncle (my Dad's brother) is dying....it's any day now...just sad...
anyway...I do hope the hotel will be ok...keep in touch...have fun...and make memories.!

On Nov 5, 2018, at 3:25 AM [REDACTED]

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]:

Hi [REDACTED]
I appreciate you 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