

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] sorry...actually have lots of family stuff going on...my twin sister is going thought 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 am [REDACTED] up 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