

To: kievh-regency@hyatt.com [REDACTED]
kiev.regency@hyatt.co [REDACTED]
Cc: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 2/6/2019 1:52:22 PM
Subject: Help! I need to send a 3rd Party CC Form for your hotel and Cannot Get Through!

Hello Concierge and Hotel Front Desk of the Hyatt Regency in Kiev.

I need to send a 3rd party credit authorization form for a guest arriving your hotel this Friday Feb 8th...she will depart on Sunday Feb 10th. The confirmation #HY0023548516. I have tried numerous times to fax you the form but it is always unsuccessful. I have also tried to call your hotel numerous times but receive a fast busy signal. I have called the US Hyatt help number and they gave me your email addresses to ask you how to proceed from here.

Please get back to me as soon as possible since our guest will be arriving soon.

[REDACTED] Confirmation #HY0023548516

Thank you in advance for your help.

Lesley