

To: [REDACTED]
From: "Tropical Hotel" <[REDACTED]>
To: "Lesley Groff" <lesley.groff@gmail.com>
Subject: RE: Reservation Application for [REDACTED]
Sent: Wednesday, November 5, 2014 5:53:41 PM

Dear Lesley,

Well noted !

Best regards,

Tania
Réservation

TROPICAL HOTEL
www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]
From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [mailto:[REDACTED]]

Envoyé : mercredi 5 novembre 2014 13:52

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Oh great! they would like twin beds please! :)

On Nov 5, 2014, at 12:33 PM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

No problem the room is single or double occupancy at the same rate.

Just let us know the names when you will have it and if they want twin beds or a double one.

Best regards,

Tania
Réservation

TROPICAL HOTEL
www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]
From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [mailto:[REDACTED]]

Envoyé : mercredi 5 novembre 2014 13:27

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Tania, do you happen to have a double room still available for our dates.? [REDACTED] is now saying they want a double room instead of a single room...

On Nov 5, 2014, at 10:52 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Yes that is correct so our partner could welcome them at the airport.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : mercredi 5 novembre 2014 11:45

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Super..thank you so much...and as soon as the girls know of their arrival information we will pass on to you.

On Nov 5, 2014, at 10:43 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Their reservation number is [REDACTED] but just their name and a passport will be fine.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]
From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]
Envoyé : mercredi 5 novembre 2014 11:34
À : Tropical Hotel
Objet : Re: Reservation Application for [REDACTED]

tremendous! The girls will take care of the 5% and extras on their own at time of check out....

Do we have reservation numbers or do they only need to give [REDACTED] name and show ID?

Thank you for all your help. Lesley

On Nov 5, 2014, at 10:30 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Thank you for your email; if you are talking about [REDACTED] and [REDACTED] reservation, yes it is all set.

Please note that the daily local tax (5%) will be due upon check out as any extras.

Are the guests taking care of these?

Do not hesitate if you have further question.

Best regards,

Tania

On Aug 27, 2014, at 10:44 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

We have well received your reservation form and inform you that **we have charged this day the amount of 4200€ on the credit card provided as prepayment for [REDACTED] and [REDACTED] stay amongst us.**

So, we have the pleasure to confirm their reservation as following:

- A superior double room from [REDACTED] at 420 € per night, inclusive continental breakfast.

Please advise us if they wish to have a twin bed configuration.

For your information, Check IN is from 3:00PM till 8:00PM and that Tropical Hotel's front desk closes at 9:00PM.

Furthermore, please advise us if ever you will need help with a rental car booking. You will find attached our partner's fleet and rates (gas and insurance not included). Otherwise, private taxis will be available upon arrival at the harbor or airport.

We remain at your disposal for any further information which would be necessary for you.

Looking forward to welcoming you.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : mercredi 5 novembre 2014 11:11

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Thank you...I am scanning and will email now...

On another note, Did you charge our card for the other room as of yet? Please let me know as we have changed some cards since I sent that first reservation form over...I just want to make sure the room is paid for and all is well with the reservation. Thanks!

On Nov 5, 2014, at 10:05 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Good morning to you !

The total amount to be paid is 380€ x10 = 3800€.

Awaiting your response and reservation form to proceed and confirm the reservation.

Do not hesitate if you have further question.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : mercredi 5 novembre 2014 10:28

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Morning! Can you tell me what I amount I should put in the "Total Amount" on this reservation form? Thanks, Lesley

On Nov 3, 2014, at 12:26 PM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

We are pleased to confirm you availability of one single room from [REDACTED]
[REDACTED] as following :

- **Garden room at 380 € per night** (terrace overviewing the tropical garden, WIFI access in the common areas, small flat TV screen and refrigerator), continental breakfast included

Please note that the daily local tax (5%) is not included in our rates.

We inform you that we are kindly requesting full prepayment to confirm.

Please find attached our reservation form to return to us as confirmation and on the other hand our cancellation policy form.

We stay at your disposal for any further information you may need.

Looking forward to hearing from you.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : lundi 3 novembre 2014 13:19

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Understood...

What is your smallest room available for one person and the price please?

On Nov 3, 2014, at 12:17 PM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Unfortunately, this is not a possible alternative.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : lundi 3 novembre 2014 13:06

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

I see...ok...would it be possible for the girls to bring their own air mattress with them and place in the room?

On Nov 3, 2014, at 11:43 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Yes, that is right but no more beds available for this period to do a triple room.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : lundi 3 novembre 2014 12:33

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Last year the girls were in a Triple Room...see below confirm...did something change?

Dear [REDACTED],

Thank you for your email; yes, **we have a triple room available from [REDACTED]**
[REDACTED] as following :

- Superior triple room at 470 € per night, (private terrace, free WIFI access in the room, large flat TV screen and a refrigerator), continental breakfast included.

Please note that the daily local tax (5%) is not included in our rates.

In order to confirm your reservation, we kindly request the total amount of the stay.

Please find attached our reservation form to return to us as confirmation and on the other hand our cancellation policy form.

We stay at your disposal for any further information you may need.
Look forward to hearing from you.
Best regards,
Tania
p/o

On Nov 3, 2014, at 11:28 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Unfortunately all our rooms are same size so no possibility that way.

Well noted for their arrival, we will get back to you a date closer to have the infos.

Once again, we stay at your disposal for any further question/request.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]
Envoyé : lundi 3 novembre 2014 12:25
À : Tropical Hotel
Objet : Re: Reservation Application for [REDACTED]

Thank you for your reply! Is it possible to get a larger room that would accommodate 3 people? Even a king size bed plus a twin bed in one room would be fine...Please let me know...Re the transfers, as soon as they have their flight information we will pass along. It is possible they are taking a private plane or a helicopter over from St. Thomas...not sure yet.

On Nov 3, 2014, at 11:15 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Thank you for your email ; unfortunately, our room are double occupancy only.

Please let us know if your friend want another room as soon as possible as the availabilities are getting very limited.

On the other hand, your arrival details will be needed to insure your transfer to the TROPICAL Hotel by our partner.

We stay at your disposal for any question you may have.

Best regards,

Tania
Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : lundi 3 novembre 2014 12:00

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Hello ...we would like to add one more guest to this reservation...

[REDACTED]

May we please add an extra bed in the room as well?

Please let me know.

thank you, Lesley

On Sep 3, 2014, at 12:35 PM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

Please find attached the rental car voucher and the form to fill out with the amount to be paid upon departure.

We will need the arrival details (company and flight number or name and time of the ferry) in order to organize the transfers.

Looking forward to hearing from you,
Best regards,

Louise
Administration

TROPICAL HOTEL
www.tropicalhotel-stbarth.com
From Europe Tel : [REDACTED] / Fax : [REDACTED]
From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Tropical Hotel [REDACTED]
Envoyé : mardi 2 septembre 2014 12:44
À : 'Lesley Groff'
Objet : RE: Reservation Application for [REDACTED]

Dear Lesley,

We will contact our rental car partner to request a Hyundai car for [REDACTED] and [REDACTED] from [REDACTED]

And we will send you as soon as received their form to fill in with their reservations conditions.

We stay at your disposal for any further information you may need.

Looking forward to hearing from you,
Best regards,

Louise

Administration

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

De : Lesley Groff [REDACTED]

Envoyé : mardi 2 septembre 2014 12:12

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Hello Again! [REDACTED] and [REDACTED] would like to rent a car for their entire stay...The Hyundai will be perfect. Please advise what you need them to do in order to proceed with the rental. Thank you, Lesley

On Aug 27, 2014, at 10:44 AM, Tropical Hotel <[REDACTED]> wrote:

Dear Lesley,

We have well received your reservation form and inform you that **we have charged this day the amount of 4200€ on the credit card provided as prepayment for [REDACTED] and [REDACTED] stay amongst us.**

So, we have the pleasure to confirm their reservation as following:

- **A superior double room from [REDACTED] at 420 € per night, inclusive continental breakfast.**

Please advise us if they wish to have a twin bed configuration.

For your information, Check IN is from 3:00PM till 8:00PM and that Tropical Hotel's front desk closes at 9:00PM.

Furthermore, please advise us if ever you will need help with a rental car booking. You will find attached our partner's fleet and rates (gas and insurance not included). Otherwise, private taxis will be available upon arrival at the harbor or airport.

We remain at your disposal for any further information which would be necessary for you.

Looking forward to welcoming you.

Best regards,

Tania

Réservation

TROPICAL HOTEL

www.tropicalhotel-stbarth.com

From Europe Tel : [REDACTED] / Fax : [REDACTED]

From USA Tel : [REDACTED] / Fax : [REDACTED]

-----Message d'origine-----

De : Lesley Groff [REDACTED]

Envoyé : mercredi 27 août 2014 10:00

À : Tropical Hotel

Objet : Re: Reservation Application for [REDACTED]

Hello Tania...I gave you the wrong expiration date for the Visa card...please try the below:

Visa Card: [REDACTED]

Code: [REDACTED]

Expiration: [REDACTED]

Please let me know if this works! thanks, Lesley

On Aug 26, 2014, at 4:18 PM, Tropical Hotel <[REDACTED]> wrote:

> Dear Lesley,

>

> Thank you for getting back to us and we are awaiting your email.

>

> Best regards,

>

> Tania

> Réservation

>

> TROPICAL HOTEL

> www.tropicalhotel-stbarth.com

> From Europe Tel : [REDACTED] / Fax : [REDACTED]

> From USA Tel : [REDACTED] / Fax : [REDACTED]

>

>

>

> -----Message d'origine-----

> De : Lesley Groff [REDACTED] Envoyé : mardi 26 août

> 2014 16:12 À : Tropical Hotel Objet : Re: Reservation Application for

> [REDACTED] Importance : Haute

>

> Thank you for your email...we will call the bank and get back with

> you! thank you very much, Lesley

>

> On Aug 26, 2014, at 3:13 PM, Tropical Hotel <[REDACTED]> wrote:
>
>> Dear Lesley,
>>
>> Thank you for your email; we have tried to debit the amount of 4200€ from the credit card number given.
>>
>> Unfortunately, the transaction was denied.
>>
>> It is often for amount like this one that happens, we advise you to contact your bank in order to let them know.
>>
>> We are awaiting your green light in order to proceed again.
>>
>> We stay at your disposal for any question you may have.
>>
>> Best regards,
>>
>> Tania
>> Réservation
>>
>> TROPICAL HOTEL
>> www.tropicalhotel-stbarth.com
>> From Europe Tel : [REDACTED] / Fax : [REDACTED]
>> From USA Tel : [REDACTED] / Fax : [REDACTED]
>>
>>
>>
>> -----Message d'origine-----
>> De : Lesley Groff [REDACTED] Envoyé : mardi 26
>> août
>> 2014 15:06 À : [REDACTED] Objet : Reservation
>> Application for [REDACTED]
>>
>> Please accept below reservation for [REDACTED]
>> [REDACTED] and confirm back to me. Thank you, Lesley
>>
>>>
>>>
>>>
>>
>
>

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