
From: Lesley Groff <████████>
Sent: Tuesday, September 27, 2016 11:14 AM
To: TYOGH-Shared MB-Concierge
Cc: TYOGH-Shared MB-GrandClub; Karyna Shuliak
Subject: Re: Picture you requested 2 of 2

Agree. They will pay with the credit cards of their own. Very much appreciate your efforts in helping us.

Lesley

Sent from my=iPhone

On Sep 27, 2016, at 1:16 AM, TYOGH-Shared MB-Concierge=<tyogh.concierge@hyatt.com<=a>> wrote:

<mailto:tyogh.concierge@hyatt.com>

Dear Ms. Groff,=span>

</=>

Good afternoon from Tokyo.=o:p>

Thank you very much for waiting for our reply regarding payment at Tawaraya Ryokan.<=p>

</=>

Please be kindly informed that we were able to talk with the person who is in charge at Tawaraya today.=o:p>

They have misunderstood and thought that Ms. Shuliak's boss is going to go directly to Tawaraya=to make the payment directly in person.

Also they thought that will be done during Ms. Shuliak and Ms. █████ stay before their check-out.

</=>

Then we asked them if they=accept payment by credit card number or credit card document without his visiting them.

However we are very sorry to inform you that we were advised that Mr. █████ needs to bring his credit=card to pay charges to Tawaraya.

They need the actual credit card and do not accept charges through documents or by credit card number.<=p>

</=>

Please be kindly informed that it may be smoother and easier for Ms. Shuliak and Ms. █████ to settle with their own credit card upon check out.

</=>

If you have any questions or if we could be of any assistance, please feel free to contact us anytime.<=:p>

Thank you very much.<=o:p>

</=>

</=>

Yours sincerely,

Emiko Sato(Ms.)<=span>

Concierge

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEP=ONE</=>

+ 81 3 4333 8839 DIREC=

+ 81 3 4333 8123 FAX</=>

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

tokyo.grand.hyatt.com

<image001.gif></=pan>

Think before you print: <=span>Please consider the environment before printing this email.

2016 Travel + Leisure – 1= Best Hotels in Tokyo

2016 Trip Advisor – Certificate of Excellence Hall of Fame, Top 25 Luxury Hotels in Japan<=span>

2015 Michelin Guide Tokyo –=Five Pavilion Luxury Hotel

<image004.png>

<image0=5.jpg> <http://restaurants.tokyo.grand.hyatt.co=/news/terrace.html>

</=>

</=>

From: Lesley Groff [mai=to:lesley.jee@gmail.com <mailto:[REDACTED]>]
Sent: Sunday, September 25, 2016 11:33 PM
To: TYOGH-Shared MB-Concierge
Cc: TYOGH-Shared MB-GrandClub; Karyna Shuliak
Subject: Re: Picture you requested 2 of 2

Thank you for all of your help! &=nbsp;We can certainly wait for you to speak with them on
Tuesday♦=A6appreciate it.

Lesley

On Sep 25, 2016, at 3:59 AM, TYO=H-Shared MB-Concierge <tyog=.concierge@hyatt.com
<mailto:tyogh.concierge@hyatt.com> > wrote:

Dear Ms. Groff,

We talked to Tawaraya Ryok=n regarding the payment and we have been informed they have the
information="Ms. Suliak's boss will pay for their stay at Tawaraya Ryokan", <=pan lang="EN-US" style="font-family:SimSun">

but no further detail can b= obtained today since the person who is in charge was away today and
t=morrow.=/span>

It seems they are now proceeding the payment arrangement but not completed yet, so please let us talk to them again on Tuesday directly with the person who cares about Ms. Shuliak's stay.

Yours sincerely,

Ryota Asano

Concierge

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE

+ 81 3 4333 8839 DIRECT

+ 81 3 4333 8123 FAX

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

tokyo.grand.hyatt.com <x-msg://27/tokyo.grand.hyatt.com/>

Follow us on: <=i><image002.png> <https://www.facebook.com/GrandHyattTokyo>
<image003.png><image004.png> <https://instagram.com/grandhyatttokyo/>

<image005.jpg> <http://restaurants.tokyo.grand.hyatt.com/news/terrace.html> /span><=p>
<=span lang="EN-US" style="font-family:SimSun">
<=span>

◆AE出人: /span>Lesley Groff <[REDACTED]> <mailto:[REDACTED]> >

送信日時<=>: 年9</=pan>月24<=pan lang="ZH-CN" style="font-size:11.0pt;font-family:SimSun;mso-fareast-language:ZH-CN">日 22:59 宛先: TYOGH-Shared MB-Reservation

CC: Karyna Shuliak;=Amex Centurian Travel

件名: Fwd: Tawaraya Hotel Confirmed! Sept 26-Oct 1 KARYNA SHULIAK

<=span>

<=span>

<=span>

<=p>

◆AE出人: =/span>Lesley Groff <████████> <mailto:████████>

送信日時<=>: 年9</=pan>月24<=pan lang="ZH-CN" style="font-size:11.0pt;font-family:SimSun;mso-fareast-language:ZH-CN">日 22:25 宛先: TYOGH-Shared MB-Reservation

CC: Karyna Shuliak<=r> 件名: Re: Picture you requested 2 of 2

<=span>

Sent from my iPhone=o:p>

On Sep 19, 2016, at 9:05 PM, TYOGH-Shared MB-Reservation <tyogh.reservation@hyatt.com> <mailto:tyogh.reservation@hyatt.com> wrote:<=span>

D=ar Ms. Groff,=/o:p>

&=bsp;

T=ank you for your mail.

&=bsp;

W= have received the credit card accordingly.

W= will charge all expenses for Ms. Shuliak and Ms. █████ to the provided cre=it card.

&=bsp;

S=ould you require any further assistance, please contact us at any time.

&=bsp;

W=th best regards,

&=bsp;

S=ori Segawa

Grand Hyatt Tokyo

6=10-3 Roppongi=/o:p>

M=nato-Ku, Tokyo 106-0032 Japan

+=81 3 4333 1234 TELEPHONE

+=81 3 4333 8800 DIRECT

+=81 3 4333 8500 FAX

<=pan style="font-size:10.0pt;font-family:"Arial","sans-serif";color:purple">tyogh.reservation@hyatt.com

=o:p>

=o:p>

From:please do confirm receipt and let me know if there is anything else you require

On Sep 18, 2016, at 9:01 PM, TYOGH-Shared MB-Reserva=ion <tyogh.reservation@hy=tt.com <mailto:tyogh.reservation@hya=t.com> &=t; wrote:

Dear Ms. Groff,

=o:p>

Thank you so much for your prompt response.

=o:p>

If you need any further assistance, please feel free to contact=with us.

=o:p>

Sincerely,

=o:p>

Miwako Nagano (Ms)

Grand Hyatt Tokyo, Reservation

=o:p>

From:...

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=/o:p>

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=o:p>

<=span>

From: Lesley Groff [=span style="font-size:10.0pt;font-family:"Tahoma","sans-serif";color:purple">mailto:[REDACTED] <mailto:[REDACTED]>]

Sent: Saturday, Sep=ember 17, 2016 11:15 PM

To: TYOGH-Shared MB=Concierge

Cc: Karyna Shuliak;[REDACTED]; Bella Klein; Yamada, Kayo (TYOGH)

Subject: Re: Karyna=Shuliak & [REDACTED] Details

=span lang="EN-US" style="font-family:SimSun">

I have just sent you 2 emails with the pictures of the front and back of the CC as you requested. Please confirm receipt

=span lang="EN-US" style="font-family:SimSun">

Yes, please use this card for ALL charges (train, hotel, food, car, drinks...everything)

=span lang="EN-US" style="font-family:SimSun">

Please do let me know if there is anything else you require.

=span lang="EN-US" style="font-family:SimSun">

Thank you, Ley

=span lang="EN-US" style="font-family:SimSun">

On Sep 17, 2016, at 2:25 AM, TYOGH-Shared MB-Concierge <tyogh.concierge@hyatt.com <mailto:tyogh.concierge@hyatt.com> > wrote:

=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

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=o:p>

From: Lesley Groff [=span style="font-size:10.0pt;font-family:"Tahoma","sans-serif";color:purple">mailto:██<mailto:████████████████████████████████>]

Sent: Saturday, Sep=ember 17, 2016 1:24 AM

To: TYOGH-Shared MB-Concierge

Cc: Karyna Shuliak;████████████████████████████████; Bella Klein; Yamada, Kayo (TYOGH)

Subject: Re: Karyna=Shuliak & ██████████ Details

=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

Hello Mr. Tak=shi, thank you so very much for your response. Your Credit Card=Authorization form has been filled out, signed, scanned and emailed back to you. Please confirm receipt. All charges are to go to t=is card◆=80◆</=pan>

=span lang="EN-US" style="font-family:SimSun">

Once Karyna a=d ██████████ arrive your hotel they will go directly to the concierge desk to=take care of bullet train tickets&nbs=;...they would like help with tours and things to do as well! Thank you, Leslie=

=span lang="EN-US" style="font-family:SimSun">

On Sep 16, 20=6, at 6:01 AM, TYOGH-Shared MB-Concierge <tyogh.concierge@hyatt.=om <mailto:tyogh.concierge@hyatt.com> > wrote:<=span>

=span lang="EN-US" style="font-family:SimSun">

<=span>

<=span>

CAR Arrangement

<=span>

<=span>

<=span>

TRAIN Information

<=o:p>

<=span>

Please be kindly informed regarding train tickets=that the tickets is unable to be reserved in advanced and need to be purchased at JR ticket counter directly.

Then, if you kindly let us know time preferences and Credit Card Authorization form with Both side card copies, we are pleased to assist you to purchase train tickets before your arrival.

Kindly find the attached PDF for blank of the form with this email.<=:p>

-Credit Card authorization form with the card holder's signature

-Copy or Picture for both side of the card (with the signature on back side)

Please kindly send it us back after filled out the form via email or fax.

<=span>

<=:p>

<=span>

<=span>

=/o:p>

</=:p>

=/p>

=/o:p>

September 26, Monday

Nozomi#

9:30 AM

11:50 AM

219

>>>

Nozomi#

9:50 AM

12:08 PM

317

>>>

Nozomi#

10:00 AM

12:17 PM

23

>>>

Nozomi#

10:20 AM

12:38 PM

25

>>>

Nozomi#

10:40 AM

12:58 PM

107

>>>

Nozomi#

11:00 AM

1:17 PM

27

>>>

Nozomi#

11:23 AM

1:38 PM

29

>>>

Nozomi#

11:50 AM

2:08 PM

227

>>>

Nozomi#

9:36 AM

11:53 AM

314

>>>

Nozomi#

9:45 AM

12:03 PM

6

>>>

Nozomi#

10:02 AM

12:20 PM

122

>>>

Nozomi#

10:18 AM

12:33 PM

220

>>>

Nozomi#

10:29 AM

12:50 PM

10

>>>

Nozomi#

10:45 AM

1:03 PM

12

>>>

Nozomi#

11:05 AM

1:23 PM

14

>>>

Nozomi#

11:26 AM

1:43 PM

332

>>>

Nozomi#

11:36 AM

1:53 PM

16

>>>

2:13 PM

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=/p>

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Grand Hyatt Tokyo

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE<=b>

+ 81 3 4333 8839 DIRECT<=p>

+ 81 3 4333 8123 FAX

=

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

<<http://tokyo.grand.hyatt.com/>>

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2016 Travel + Leisure – 10 Best Hotels in Tokyo

2016 Trip Advisor – Certificate of Excellence Hall of Fame, Top 25 Luxury Hotels in Japan

2015 Michelin Guide Tokyo – Five Pavilion Luxury Hotel

Follow us on: </>=span style="font-size:15.0pt;font-family:"Helvetica","sans-serif";color:#173767"><image002.png> <https://www.facebook.com/GrandHyattTokyo><image003.png>=t; <https://twitter.com/grandhyatttokyo> <image004.png><https://instagram.com/grandhyatttokyo/>

<image005.jpg> <http://restaurants.tokyo.grand.hyatt.com/new=/terrace.html>

=o:p>

=o:p>

From: Lesley Groff [=span style="font-size:10.0pt;font-family:"Tahoma","sans-serif";color:purple">mailto:████████████████████████████████<mailto:████████████████>]

Sent: Friday, September 16, 2016 12:29 AM

To: TYOGH-Shared MB=Concierge; Karyna Shuliak; ██████████

Cc: Bella Klein

=Subject: Karyna Shuliak & ██████████ Details

=span lang="EN-US" style="font-family:SimSun">

Hello Concierge! I wanted to pass along the flight details for Karyna Shuliak and ██████████

████████! Can your hotel organize pick up from the airport on Sept. 21st? We are also wondering if you could organize tickets on=the bullet train for them from Tokyo to Kyoto on Sept. 26th around 10/11am<=span>...=span>and a return on Oct 1st around 10/11am? Might your hotel be able to take them to the train on Sept. 26th and pick them up on Oct. 1st?

=span lang="EN-US" style="font-family:SimSun">

Karyna and Jennifer are cc'd on this mail...

=span lang="EN-US" style="font-family:SimSun">

Thank you in advance for all of your help!

=span lang="EN-US" style="font-family:SimSun">

Lesley=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

Flight Information

Date

21 Sep 2016

Airline

Japan Airlines

Airline Record Locator

[REDACTED]

Flight/Class

JL 3 X Business Class

Origin

New York, John F Kennedy International

Destination

Tokyo, Narita International Airport</=pan>

Departing

Arriving

Arrival Terminal

Terminal 2

Seats

10D, 10G

Wednesday 05 Oct 16

Date

05 Oct 2016

Airline

Japan Airlines

Airline Record Locator



Flight/Class

JL 4 X Business Class

Origin

Tokyo, Narita International A=rport</=pan>

Destination

New York, John F Kennedy Int=rnational

Departing

Arriving

Departure Terminal

Terminal 2

Estimated Time

12 Hrs 55 Mins

Stops

Non-stop

Seats

2D, 2G

=span lang="EN-US" style="font-family:SimSun">

<=p>

Begin forward=d message:

=span lang="EN-US" style="font-family:SimSun">

From: "Jeskewitz= Jeannine" <jjeskewitz@pritzkerorg.com
<mailto:jjeskewitz@pritzkerorg.co=> >

Cc: " <mailto:tyogh.concierge@hyatt.com>
<mailto:tyogh.concierge@hyatt.com=>

All my best,
Jeannine=span>

&n=sp;

&n=sp;

Confirmation Number

26530566

Name

Ms Karyna Shuliak and Ms ██████████ | ██████████ =/o:p>

Arrival

Thursday, September 22, 2016<=span></=>

Departure

Monday, September 26, 2016

=

Room Type

Grand Executive Suite Twin an= Grand Club Room King - connecting room

Room Rate

31,600

*JPY for double occupancy p=r night</=:p>

*subject to 15% service ch=rge, 8% consumption tax, 1.2% tax on service charge, and 200JPY accommodati=n tax per person

Confirmation Number

26530862

Name

Ms Karyna Shuliak and Ms ██████████ =/o:p>

Arrival

Saturday, October 01, 2016

=

Departure

Wednesday, October 05, 2016</=pan>

Room Type

Grand Executive Suite Twin an= Grand Club Room King - connecting room

Room Rate

35,800

*JPY for double occupancy p= night</=p>

*subject to 15% service ch=rge, 8% consumption tax, 1.2% tax on service charge, and 200JPY accommodati=n tax per person

&n=sp;

Our Concierge's direct phone number is +81 3 4333 8839, alternatively or hotel's main number is +81 3 4333 1234.
tyogh.concierge@hyatt.com <mailto:tyogh=concierge@hyatt.com>

&=bsp;

&n=sp;

&n=sp;

=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

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=span lang="EN-US" style="font-family:SimSun">

=span lang="EN-US" style="font-family:SimSun">

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=