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**From:** Lesley Groff <████████>  
**Sent:** Sunday, September 18, 2016 1:35 PM  
**To:** Karyna Shuliak  
**Subject:** Re: Can you get JE Amex...!!?? for Grand Hyatt

•  
Sent from my iPhone

On Sep 18, 2016, at 9:31 AM, Karyna Shuliak <████████> wrote:  
<=r>

Thanks Lesley! I will see if he can do it today

On Sep 18, 2016, at 8:19 AM, Lesley Groff <Hi Karyna...incredibly, the copy of Jeffrey's Amex I have do=s not have his signature on it...can you get a hold of Jeffrey's card ending in █████, make sure the back of the card is signed!! Then=make a copy of the back of the card, scan and email it to the Grand Hyatt a=d cc me as well? Below is the email address... <mailto:████████>|████████/a> wrote:<br><br></div><blockquote type=>

tyogh.reservation@hyatt.com <mailto:tyogh.reservation@hyatt.com>

...I know today is a busy day...we can c=rtainly take care of this tomorrow if need be...I just like getting t=ings done sooner rather than later...!

Begin forward=d message:

From: TYOGH-Shared MB-Reservation <tyogh.reservation@hyatt.com>

Subject: RE: Picture you requested 2 of 2  
Date: September 18, 2016 at 5:41:27 AM EDT

To: <span>"████████" <mailto:████████> " <████████>  
<mailto:████████>

Dear Ms. Groff,  
&n=sp;  
Warm g=reetings from Grand Hyatt Tokyo, Room Reservation!  
&n=sp;  
Thank=you very much for sending us the credit card authorization form and picture=, we surely received.

However, we are very afraid to inform you that=the picture of back side you sent us is invalid since there is no signature=

Please kindly be informed that a signature (same signature as the on= on the authorization form) is necessary on the back side of credit card.

Could you kindly resend us the pic=ure?

We are very sorry for this inconvenience, but your kind understanding is highly appreciated.

=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">>Should you have any questions, please feel free to contact us at your convenience.=/span>  
=est regards,

Lisa Koizumi<=div>  
ReservationGrand=Hyatt Tokyo

From: Lesley Groff [mailto: [REDACTED]> ]  
Sent: Saturday, September 17, 2016 11:15 PM  
To: TYOGH-Shared=MB-Concierge  
Cc: Karyna Shuliak; [REDACTED]; Bella Klein; Yamada, Kay= (TYOGH)  
Subject: Re: Karyna Shuliak & [REDACTED] Details

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

Yes, please use this card for ALL charges (train, hotel, food, car, drinks♦=A6everything)

=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">>Please do let me know if there is anything else you require.

Thank you, Lesley

<=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif;" class="">>On Sep 17, 2016, at 2:25 AM, TYOGH-Shared MB-Concierge <tyogh.concierge@hyatt.com  
<mailto:tyogh.concierge@hyatt.com> > wrote:

Dear Ms. Groff,

Thank you very much for your reply and sending us credit card form.  
We surely understand that we can charge to the card for all charges.

=/div>

We are sorry for asking you however please kindly confirm us about "All Charges"=

<=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif;" class="">>Can we use the card for all=room charges and any other incidental charges such as train fare, car fare,=food, drinks if they charge to room?=o:p class="">>

Lastly, please be kindly informed that we also kindly ask for pictures/ copies of both sides of the card.  
We feel sorry for keep chasing you to ask for these documents since local credit card company requires for charge,

&nbsp;

Please feel free to contact for any questions and any further assistance.

Thank you very much for your kind understanding and assistance.

Takashi Ka= (Mr.)<=div>  
Concierge

Grand Hyatt Tokyo

From: Lesley Groff [mailto:[ley.jee@gmail.com](mailto:ley.jee@gmail.com) <mailto:[\[REDACTED\]@\[REDACTED\]](#)>]  
Sent: Saturday, September 17, 2016 1:24 A=To:&nbsp;TYOGH-Shared MB-Concierge  
Cc: Karyna Shuliak; [\[REDACTED\]](#); [\[REDACTED\]](#); Billa Klein; Yamada, Kayo (TYOGH)  
Subject: Re: Karyna Shuliak & [\[REDACTED\]](#) or [\[REDACTED\]](#) Details</p>

=span lang="EN-US" class="">

Hello Mr. Takas=i, thank you so very much for your response. Your Credit Card Authorization form has been filled out, signed, scanned and emailed back to y=u. Please confirm receipt. All charges are to go to this card</p>...<:p class="">

Once Karyna and [\[REDACTED\]](#) a=rive your hotel they will go directly to the concierge desk to take care of=bullet train tickets ...they=would like help with tours and things to do as well! Thank you, Lesle=

On Sep 16, 2016, at 6:01 A=, TYOGH-Shared MB-Concierge <[tyogh.concierge@hyatt.com](mailto:tyogh.concierge@hyatt.com)<mailto:[tyogh.concierge@hyatt.com](mailto:tyogh.concierge@hyatt.com)= style=>> wro=e:

Dear Ms. Groff,

Warm greetings from Grand Hyatt Tokyo.

Thank you very much for your email.

We are happy to arrange airport transfer and any trans=ortation arrangements for Ms. Shuliak and Ms. [\[REDACTED\]](#).

<:p class="">CAR Arrangement

We are pleased to confirm arrival car from Narit= Airport to Grand Hyatt Tokyo.

TRAIN Information<:p lang="EN-US" class="">

Please be kindly informed that we a=e of course happy to arrange train tickets for them.

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

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

Kindly find the attache= PDF for blank of the form with this email.

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

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

Please kindly send it us ba=k after filled out the form via email or fax.

=span lang="EN-US" style="font-size: 10.5pt; font-family: Calibri, sans-serif;" class=""> We a=e also happy to arrange train tickets after their arrival since we have a f=w more days.</p>

In this case, a=l train fare can be charged to their room account instead of sending us car= documents.

Please be kindly informed regarding the bullet train/ Shinkansen between Tokyo and Kyoto.

</=pan>

Kindly find train schedules around 10:00am to 11:00am for each way as below.

September 26, Monday

=o:p class="">

TOKYO=o:p class="">

KYOTO

Nozomi#

21

</=d>9:30 AM=o:p class="">

>>>

11:50 AM

Nozomi#

219

=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=40 AM

>>>

11:58 AM

Nozomi#

105

9:50 AM<=pan lang="EN-US" style="font-family: 'MS P=8B4シック';" class=""></=iv>>>

12:08 PM<=span>

Nozomi#

317

9:53 AM

>=gt;>

12:14 PM

<=r style="height: 15.75pt;" class="">Nozomi#

221

10:00 AM

>>>

12:17 PM

Nozomi#

23

=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=0:10 AM

>>>

12:25 PM

Nozomi#

223

10:20 AM=span lang="EN-US" style="font-family: 'MS P=8B4シック';" class=""></=iv>>>

12:38 PM<=span>

Nozomi#

25

10:30 AM

=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=gt;>>

12:50 PM

<=r style="height: 15.75pt;" class="">Nozomi#

323

10:40 AM

>>>

12:58 PM  
Nozomi#  
107  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=0:50 AM  
>>>  
1:08 PM  
Nozomi#  
225  
11:00 AM=span lang="EN-US" style="font-family: 'MS P ◆=B4シック';" class=""></i>>>>  
1:17 PM</span>  
Nozomi#  
27  
11:10 AM  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=gt;>>  
1:25 PM  
<=r style="height: 15.75pt;" class="">Nozomi#  
281  
11:23 AM  
>>>  
1:38 PM  
Nozomi#  
29  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=1:30 AM  
>>>  
1:50 PM  
Nozomi#  
109  
11:50 AM=span lang="EN-US" style="font-family: 'MS P ◆=B4シック';" class=""></i>>>>  
2:08 PM</span>  
Nozomi#  
227  
12:00 PM  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=gt;>>  
2:17 PM  
<=tbody>

October 1, S=turday=/span>

=o:p class="">  
KYOTO=o:p class="">  
  
TOKYO  
<=r style="height: 15.75pt;" class="">Nozomi#  
118  
9:36 AM  
>>>  
11:53 AM  
Nozomi#  
314  
9:39 AM  
>>>

11:56 AM  
Nozomi#  
120  
9:45 AM=span lang="EN-US" style="font-family: 'MS P ◆=B4シック';" class=""></=iv>>>  
12:03 P==/span>  
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif; text-align: center;" class="">Nozomi#  
6  
9:53 AM  
>=gt;>  
12:13 PM  
<=r style="height: 15.75pt;" class="">Nozomi#  
316  
10:02 AM  
>>>  
12:20 PM  
Nozomi#  
122  
10:05 AM  
>>>  
12:23 PM  
Nozomi#  
8  
10:18 AM=span lang="EN-US" style="font-family: 'MS P ◆=B4シック';" class=""></=iv>>>  
12:33 P==/span>  
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif; text-align: center;" class="">Nozomi#  
220  
10:26 AM  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=gt;>  
12:43 PM  
Nozomi#  
150  
10:29 AM  
>>&n=sp;  
12:50 PM  
Nozomi#=o:p class="">  
10  
10:36 AM  
>>>  
12:53 PM  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">=ozomi#  
152  
10:45 A==/span>  
>>>  
1:03 PM  
Nozomi#  
12  
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif; text-align: center;" class="">10:53 AM  
>>>  
1:13 PM

</=d>  
Nozomi#  
222<=span>  
11:05 AM  
>>&=t;  
1:23 PM  
Nozomi#=o:p class="">  
14  
11:18 AM  
>>>  
1:33 PM  
=span lang="EN-US" style="font-family: Calibri, sans-serif;" class="">ozomi#  
330  
11:26 A==/span>  
>>>  
1:43 PM  
Nozomi#  
332  
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif; text-align: center;" class="">11:29 AM  
>>>  
1:50 PM  
</=d>  
Nozomi#  
124<=span>  
11:36 AM  
>>&=t;  
1:53 PM  
Nozomi#=o:p class="">  
16  
11:53 AM  
>>>  
2:13 PM  
  
=o:p class="">  
Fare:=/span>  
Regular class: 14,110JPY  
Green class: 18=690JPY<=div>  
\*Green class has wider and larger leg space than Regular class  
\*per person and one way  
\*8% hotel service charge + 8% tax will be on top of the amount<=span lang="EN-US" class="">  
\*train tickets cannot be refunded and cancelled once we arranged  
=/div>

Please feel free to contact us for any questions and any further assistance.  
We are looking forward to hearing from you and assisting you.

Thank you very much.<=:p class="">  
=/span>

Yours sincerely,  
Takashi Kai (Mr.)

Concierge=span>  
<=span lang="EN-US" style="font-size: 10.5pt; font-family: Calibri, sans-serif; color: rgb(89, 89, 89);>Grand  
Hyatt Tokyo  
Minato-Ku, Tokyo 106-0032 Japan  
+ 81 3 4333 1234 TELEPHONE  
+ 81 3 4333 8839 DIRECT  
+ 81 3 4333 812= FAX  
tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com> <=o:p>  
tokyo.grand.hyatt.com <x-msg://62/tokyo.grand.hyatt.com/> </iv>

<image001.gif=gt;  
Think before you print: Please consider the environment before printing this email.=o:p class="">

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=/div>

Follow up on: &l=;image002.png> <https://www.facebook.com/GrandHyattTokyo> <image003.png>  
<https://twitter.com/grandhyatttokyo> &l=;image004.png>  
<=span style="font-size: 10.5pt; font-family: Arial, sans-serif; color: rgb(1, 73, 125); text-decoration: none;"><image005.jpg> <http://restaurants.tokyo.grand.hyatt.com/news/terrace.html> =/a>

From: Lesley Groff [mailto:████████████████████> ]  
Sent: Friday, September 16, 2016 12:09 AM  
To: TYOGH-Shared MB-Concierge; Karyna Shuliak; ██████████  
Cc: Bella Klein  
Subject: Karyna Shuliak & ██████████ Details</=pan>

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...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?

Karyna and ██████████ are cc'd on this mail...  
=span>

Lesley  
=span>

#### Flight Information

21 Sep 2016  
=tr>  
<div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">Airline  
Japan Airlines  
Airline Record Locator  
████████████████████=o:p class="">  
Flight/Class=o:p class="">  
JL 3 X Business Class  
Origin

New York, John F Kennedy International  
Destination  
<span lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif;" class="">>Tokyo, Narita International Airport  
Departing  
<span lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif;" class="">>09:30 AM=o:p class="">>  
Arriving  
12:40 PM / 22 S=p 2016  
Depar=ure Terminal  
Terminal 1</=iv>  
Arrival Terminal  
Terminal 2  
Estimated Time  
14 Hrs 10 Mins  
Stops=o:p class="">>  
Non-stop<span>  
Seats</=iv>10D, 10G  
Confirmed  
</d>

Wednesday 05 Oct 16

#### Flight Information

Date  
05 Oct 2016  
=/tr>  
=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">>Airline  
Japan Airlines  
Airline Record Locator  
■=o:p class="">>  
Flight/Class=o:p class="">>  
JL 4 X Business Class  
Origin  
Tokyo, Narita International Airport  
Destination  
New York, John F Kennedy International  
Departing  
<span lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif;" class="">>06:25 PM=o:p class="">>  
Arriving  
06:20 PM=span lang="EN-US" style="font-family: 'MS\_P♦=B4シック';" class="">></=iv>  
Departure Terminal</span>  
Terminal 2  
Arrival Terminal  
Terminal 1  
Estimated Time  
1= Hrs 55 Mins  
=stops  
Non-stop  
Seats  
<span lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif;" class="">>2D, 2G

Begin forwarded message:

From: </=pan>"Jeskewitz, Jeannine" <[REDACTED]>;  
=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">Subject: RE:  
Jeffrey [REDACTED] -Aga=n re Grand Hyatt! Date changes...  
=ate: September 15= 2016 at 11:06:42 AM EDTTo: 'Lesley Groff' <mailto:[REDACTED]>  
>/o:p>  
Cc:"tyogh.concierge@hyatt.com <mailto:tyogh.concierge@hyatt.com> </=pan>=yogh.concierge@hyatt.com  
<mailto:tyogh.conci=rge@hyatt.com> >

Dear Lesley,

Karyna and [REDACTED] are all set at the Grand Hyatt Tokyo= Below are their confirmations. And the Concierge's contact detail is also below and I've copied them here on this email. The concierge team are all able to assist. Best to email as someone is always=covering the account. Kindly let them know Karyna and [REDACTED]'s flight details so the hotel is prepared for their arrival.

All my best,

=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">Confirmation Number</=pan>  
26530566

Name

Ms Karyna Shuliak and Ms [REDACTED]

=/tr>

Arrival

Departure

</=d>Monday, September 26, 2016

Room Type</=iv> Grand Executive Suite Twin and Grand Club Room King - connecting room

Room Rate

31,600

\*JPY for double occupancy per night

=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">\*subject= to 15% service charge, 8% consumption tax, 1.2% tax on service charge, and=200JPY accommodation tax per person

Confirmation Number

[REDACTED] <=span>

Name

Ms Karyna Shuliak and Ms [REDACTED]

Arrival

</=d>

=div style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times-New Roman', serif;" class="">Departure Wednesday, October 05, 2016

Room Type

Grand Executive Suite Twin and Grand Club Room King - connecting room

Room Rate

35,800

\*JPY for double occupancy per night

Our Concierge ♦=80♦'s direct phone number is +81 3 4333 8839, alternatively our hotel ♦=99's main number is +81 3 4333 1234.&n=sp;tyogh.concierge@hyatt.com <mailto:tyogh.co=cierge@hyatt.com>

<=o:p>

=div class="MsoNormal" align="center" style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times New Roman', serif; text-align: center;=>

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=he information contained in this communication is confidential and intended=only for the use of the recipient named above, and may be legally privilege= and exempt from disclosure under applicable law. If the reader of this mes=age is not the intended recipient, you are hereby notified that any dissemi=ation, distribution or copying of this communication is strictly prohibited= If you have received this communication in error, please resend it to the s=nder and delete the original message and copy of it from your computer syst=m. Opinions, conclusions and other information in this message that do not r=late to our official business should be understood as neither given nor end=rsed by the company. <Billing Authorization Form TYOGH.pdf><0922 Ms. Karyna Shuliak Ms. █ Ann Kal=n Hire Car Confirmation NRT-GHT.PDF>

<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times N=w Roman', serif;" class="">

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The information conta=ned in this communication is confidential and intended only for the use of t=e recipient named above, and may be legally privileged and exempt from disc=ose under applicable law. If the reader of this message is not the intend=d recipient, you are hereby notified that any dissemination, distribution o= copying of this communication is strictly prohibited. If you have received=this communication in error, please resend it to the sender and delete the o=iginal message and copy of it from your computer system. Opinions, conclusi=ns and other information in this message that do not relate to our offic=business should be understood as neither given nor endorsed by the company.=/font>

=