
From: Lesley Groff <[REDACTED]>
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 <[REDACTED]> 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 [REDACTED], 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:[REDACTED]>=l [REDACTED]/a>> wrote:

</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: Septembe= 18, 2016 at 5:41:27 AM EDT

To: <=span>"[REDACTED]" <mailto:[REDACTED]> "<[REDACTED]>
<mailto:[REDACTED]>

Dear Ms. Groff,

&n=sp;

Warm g=eetings from Grand Hyatt Tokyo, Room Reservation!

&n=sp;

Thank=y 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.

Should you have any question, please feel free to contact us at your convenience.

Best regards,

Lisa Koizumi
ReservationGrand=Hyatt Tokyo

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

I have just sent you 2 email= 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)

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

Thank you, Lesley

On Sep 17, 2016, at 2:25 AM, TYOGH-Shared MB-Concierge <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.

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

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?

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,

&=bsp;
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.)
Concierge

Grand Hyatt Tokyo

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

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

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

<= class="">CAR Arrangement

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

TRAIN Information<=pan 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=erif;" class=""> We a=e also happy to arrange train tickets after their arrival since we have a f=w more days.</=pan>

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 𠬞= B4 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="">=:10 AM

>>>

12:25 PM

Nozomi#

223

10:20 AM=span lang="EN-US" style="font-family: 'MS P 𠬞= B4 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: 'M S P 𠬞=𠬞B4シツク';" class=""></=iv>>>>
1:17 PM</=pan>
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: 'M S P 𠬞=𠬞B4シツク';" class=""></=iv>>>>
2:08 PM</=pan>
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: 'M S P 𠬞=B4シツク';" class=""></iv>>>>
12:03 P==/span>
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times N=w 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: 'M S P 𠬞=B4シツク';" class=""></iv>>>>
12:33 P==/span>
<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times N=w 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 N=w 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 N=w 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 clas=: 14,110JPY
Green class: 18=690JPY<=div>
*Green class has wid=r 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<=pan lang="EN-US" class="">
*train tickets cannot be refunded a=d cancelled once we arranged
=/div>

Please feel free to contact us for any qu=stions 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

Grand
Hyatt Tokyo
Minato-Ku, Tokyo 106-0032 Japan
+ 81 3 4333 1234 TELEPHONE
+ 81 3 4333 8839 DIRECT
+ 81 3 4333 8121 FAX
tyogh.concierge@hyatt.com
tokyo.grand.hyatt.com

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2016 Travel + Leisure – 10 Best Hotels in Tokyo

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

2015 Michelin Guide Tokyo – Five Pavilion Luxury Hotel

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 <http://restaurants.tokyo.grand.hyatt.com/news/terrace.html>

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

Hello Concierge! I wanted to pass along the flight details for Karyna Shuliak and . Can your hotel organize pickup 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...

Lesley

Flight Information

21 Sep 2016

Airline
Japan Airlines

Airline Record Locator

Flight/Class

JL 3 X Business Class

Origin

New York, John F Kennedy International

Destination

<=pan lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif=" class="">Tokyo, Narita International Airport

Departing

<=pan lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif=" class="">09:30 AM=o:p class="">

Arriving

12:40 PM / 22 Sep 2016

Departure 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

<=pan 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: 'M S P ◆=B4シツク';" class=""></=iv>

Departure Terminal</=pan>

Terminal 2

Arrival Terminal

Terminal 1

Estimated Time

1= Hrs 55 Mins

=tops

Non-stop

Seats

<=pan lang="EN-US" style="font-size: 10pt; font-family: Arial, sans-serif=" class="">2D, 2G

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' [REDACTED] <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> >

Karyna and [REDACTED] are all set at the Grand Hyatt Tokyo= Below are their confirmations. And the Concierge's contact d=tail is also below and I've copied them here on this email. T=e concierge team are all able to assist. Best to email as someone is always=covering the account. Kindly let them know Karyna and [REDACTED]'= flight details so the hotel is prepared for their arrival.

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

Ms Karyna Shuliak and Ms [REDACTED]

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

=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's direct phone number is +81 3 4333 8839, alternatively our hotel's main number is +81 3 4333 1234. tyogh.concierge@hyatt.com [mailto:tyogh.co=cierge@hyatt.com](mailto:tyogh.concierge@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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<=iv style="margin: 0mm 0mm 0.0001pt; font-size: 12pt; font-family: 'Times N=w Roman', serif;" class="">

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=

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