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**From:** Debrah Dhugga <[REDACTED]>  
**Sent:** Monday, February 26, 2018 4:13 PM  
**To:** jeevacation@gmail.com  
**Subject:** FW: DUKES LONDON  
  
**Importance:** High

Dear Jeffery

Below to keep you in the loop

Attention to detail and great service is our key delivery at DUKES.

I am greatly concerned to learn = [REDACTED] is not comfortable and will do my best to change this for her.<=o:p>

Kindest regards and thank you for bringing to our attention

Debrah

De=rah Dhugga  
Managing Director

DUKES=COLLECTION

UK an= UAE

Tel:&=bsp; [REDACTED]

Fax: = [REDACTED]

Direct Tel: +971 4 319 6574 [REDACTED]

E-Mail: [REDACTED] <blocked::mailto:[REDACTED]> &nbs=;

Web: [www.dukeshotel.com](http://www.dukeshotel.com) <blocked::blocked::http://www.du=eshotel.com/>

<<http://www.dukeshotel.com/dukes-collection/>>

Registered Office:

Dukes Hotel=Limited

From:=Debrah Dhugga  
Sent: 26 February 2018 16:10  
To: [REDACTED]  
Subject: DUKES LONDON  
Importance: High

Dear Ms [REDACTED]

Please allow me to introduce myself as the Managing Director of DUKES LONDON. It has been brought to my attention as resident at DUKES LONDON at this present time, you are =nbsp;unhappy with your current stay.

Ms [REDACTED] I can assure you of my best attention at all times, hence this email. Having investigated we are not aware of any issues apart from we were unable to allocate you preferred room on this occasion as it is currently off for refurbishment works.

We did however still upgrade you to a superior=room, I am deeply disappointed to learn you are not enjoying your current stay.

I assure you of my personal attention and am happy to meet with you Ms Kim either this evening or tomorrow morning so I can learn about your concerns to ensure =nbsp;we can deliver a comfortable stay for you and address any issues.

I remain at your disposal in the meantime and =ook forward to hearing from you. If there is anything we can put in your room or do for you while you are out please do advise.

Many thanks I look forward to your reply

Debrah

De=rah Dhugga  
Managing Director

DUKES=COLLECTION

UK an= UAE

Tel:&=bsp;[REDACTED]

Fax: [REDACTED]

Direct Tel: [REDACTED]

E-Mail: [REDACTED] <blocked::mailto:[REDACTED]> &nbs=;

Web: www.dukeshotel.com <blocked::blocked::http://www.du=eshotel.com/>  
<http://www.dukeshotel.com/dukes-collection/>

Registered Office:

Dukes Hotel Limited

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London SW1A 1NY

Registered Number: 1461396