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**From:** Debrah Dhugga <[REDACTED]>  
**Sent:** Tuesday, February 27, 2018 3:56 PM  
**To:** jeffrey E.  
**Subject:** FW: DUKES LONDON

Dear Jeffery

See below to keep you in the loop.

Many thanks again for bringing this to my attention

Debrah Dhugga  
Managing Director

DUKES COLLECTION

UK and UAE

Tel: +44 (0) [REDACTED]

Fax: +44 (0) [REDACTED]

Direct Tel: +44 (0) [REDACTED]

E-Mail: [REDACTED] <blocked::mailto:[REDACTED]>

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

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

Registered Office:

Dukes Hotel Limited

35 St. James's Place

London SW1A 1NY

Registered Number: 1461396

From: [REDACTED] [mailto:[REDACTED]]

Sent: 27 February 2018 15:35

To: Debrah Dhugga

Subject: Re: DUKES LONDON

Dear Debrah,

Thank you for your email and the lovely suite. I am very comfortable and pleased. Thank you again.

Best wishes,

[REDACTED]

Sent from my iPhone

On Feb 27, 2018, at 3:23 PM, Debrah Dhugga <[\[REDACTED\]](mailto:[REDACTED])> > wrote:

Dear Ms [REDACTED],

Good Afternoon

I am just checking you were comfortable last night, and to ask if there is anything further we can do for you.

Wishing you a wonderful afternoon

Debrah

Debrah Dhugga  
Managing Director

DUKES COLLECTION

UK and UAE

Tel: +44 (0) [REDACTED]

Fax [REDACTED]

E-Mail: [REDACTED] <blocked::mailto:[REDACTED]>

Web: www.dukeshotel.com <http://www.dukeshotel.com/>

<image001.png> <http://www.dukeshotel.com/dukes-collection/>

Registered Office:

Dukes Hotel Limited

35 St. James's Place

London SW1A 1NY

Registered Number: 1461396

From: Debrah Dhugga

Sent: 26 February 2018 16:10

To: [REDACTED] <mailto:[REDACTED]>'

Subject: DUKES LONDON

Importance: High

Dear Ms [REDACTED]

Please allow me to introduce myself as the Managing Director of DUKES LONDONs. It has been brought to my attention as resident at DUKES LONDON at this present time, you are 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 [REDACTED] either this evening or tomorrow morning so I can learn about your concerns to ensure we can deliver a comfortable stay for you and address any issues.

I remain at your disposal in the meantime and look 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

Debrah Dhugga  
Managing Director

DUKES COLLECTION

UK and UAE

T [REDACTED]

[REDACTED]

E-Mail: [REDACTED] <blocked::mailto:[REDACTED]>

Web: [www.dukeshotel.com](http://www.dukeshotel.com) <<http://www.dukeshotel.com/>>

<image001.png> <<http://www.dukeshotel.com/dukes-collection/>>

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