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**From:** Debrah Dhugga <[REDACTED]>  
**Sent:** Monday, February 26, 2018 3:46 PM  
**To:** jeevacation@gmail.com  
**Cc:** Sultan Bin Sulayem  
**Subject:** DUKES LONDON

Dear Mr Geoffrey,

Please allow me to introduce myself as the Managing Director of DUKES LONDON. Our Chairman Mr Sultan has brought to my attention that Ms Kim, who is currently a resident at DUKES LONDON at this present time, is unhappy with her current stay.

Ms [REDACTED] is a regular and valued guest of ours and I hope I can assure you that her likes and preferences are well noted and we always endeavour to honour them each time she stays.

On this rare instance however her preferred room is currently off for refurbishment works and so we are unable to provide it on this occasion.

We did however still upgrade Ms [REDACTED] to one of our superior rooms, and am deeply disappointed to learn she is not enjoying her current stay.

I appreciate you bringing this to our attention, as we at the hotel were not aware of the dissatisfaction directly from the guest, I will be sure to meet with Ms [REDACTED] personally either this evening or tomorrow morning to ensure she is as comfortable as can be and address any issues.

I remain at your disposal in the meantime and look forward to meeting with Ms [REDACTED]

Best regards</=>

Debrah

De=rah Dhugga  
Managing Director

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A large black rectangular box redacting contact information.

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