

To: [REDACTED]
From: [REDACTED] on behalf of "The Charles Hotel"
<[REDACTED]>
Sent: Sun 6/19/2011 11:12:36 AM
Subject: The Charles Hotel: Thank You for Visiting!

Title: Thank You For Staying With Us

To: Jeffrey Epstein
From: The Charles Hotel
Re: Thank You For Staying With Us

Thank you for visiting The Charles Hotel. Our goal is to exceed your expectations at every opportunity. I would appreciate learning of any staff member who provided you with exemplary service during your stay or of anything we could have done to improve your experience or can do to enhance any future visits. Your comments are very important to us so we have provided an [Online Comment Card](#) to make it easy for you to share your feedback.

Please take just a few moments to [tell us](#) about your stay.

We look forward to welcoming you back to The Charles.

Sincerely,

Alex Attia
General Manager

THE CHARLES HOTEL • HARVARD SQUARE • ONE BENNETT STREET • CAMBRIDGE, MA 02138