
From: tyogh.concierge@hyatt.com
Sent: Tuesday, September 27, 2016 5:17 AM
To: [REDACTED]
Cc: tyogh.grandclub@hyatt.com; [REDACTED]; tyogh.concierge@hyatt.com
Subject: RE: Picture you requested 2 of 2

Dear Ms. Groff,

Good afternoon from Tokyo.

Thank you very much for waiting for our reply regarding payment at Tawaraya Ryokan.

Please be kindly informed that we were able to talk with the person who is in charge at Tawaraya today.

They have misunderstood and thought that Ms. Shuliak's boss is going to go directly to Tawaraya to make the payment directly in person.

Also they thought that will be done during Ms. Shuliak and Ms. [REDACTED] stay before their check out.

Then we asked them if they accept payment by credit card number or credit card document without his visiting them.

However we are very sorry to inform you that we were advised that Mr. [REDACTED] needs to bring his credit card to pay charges to Tawaraya.

They need the actual credit card and do not accept charges though documents or by credit card number.

Please be kindly informed that it may be smoother and easier for Ms. Shuliak and Ms. [REDACTED] to settle with their own credit card upon check out.

If you have any questions or if we could be of any assistance, please feel free to contact us anytime.

Thank you very much.

Yours sincerely,

Emiko Sato(Ms.)

Concierge

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE

+ 81 3 4333 8839 DIRECT

+ 81 3 4333 8123 FAX

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

tokyo.grand.hyatt.com

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<<https://instagram.com/grandhyatttokyo/>>

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

From: Lesley Groff [mailto:]
Sent: Sunday, September 25, 2016 11:33 PM
To: TYOGH-Shared MB-Concierge
Cc: TYOGH-Shared MB-GrandClub; Karyna Shuliak
Subject: Re: Picture you requested 2 of 2

Thank you for all of your help! We can certainly wait for you to speak with them on Tuesday...appreciate it.

Lesley

On Sep 25, 2016, at 3:59 AM, TYOGH-Shared MB-Concierge <tyogh.concierge@hyatt.com
<mailto:tyogh.concierge@hyatt.com> > wrote:

Dear Ms. Groff,

Good afternoon from Grand Hyatt Tokyo.

Thank you very much for your inquiry regarding payment at Tawaraya Ryokan for Ms. Shuliak and Ms. .

We talked to Tawaraya Ryokan regarding the payment and we have been informed they have the information "Ms. Suliak's boss will pay for their stay at Tawaraya Ryokan",

but no further detail can be obtained today since the person who is in charge was away today and tomorrow.

It seems they are now proceeding the payment arrangement but not completed yet, so please let us talk to them again on Tuesday directly with the person who cares about Ms. Shuliak's stay.

Thank you in advance for your kind understanding and patience.

In the meantime, should you have any queries or need further assistance, please feel free to contact us anytime.

Thank you very much.

Yours sincerely,

Ryota Asano

Concierge

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE

+ 81 3 4333 8839 DIRECT

+ 81 3 4333 8123 FAX

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

tokyo.grand.hyatt.com <x-msg://27/tokyo.grand.hyatt.com/>

<image001.gif>

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<image005.jpg> <<http://restaurants.tokyo.grand.hyatt.com/news/terrace.html>>

差出人: Lesley Groff <[REDACTED]> <mailto:[REDACTED]>
送信日時: 2016年9月24日 22:59
宛先: TYOGH-Shared MB-Reservation
CC: Karyna Shuliak; Amex Centurian Travel
件名: Fwd: Tawaraya Hotel Confirmed! Sept 26-Oct 1 KARYNA SHULIAK

Hello concierge again...here is our confirmation of Tawaraya hotelwe were under the impression the Tawaraya had the Amex as well...Please do know we wish all charges for the Tawaraya and any and all incidentals to go on the Amex on file ending in [REDACTED] Thank you...

Lesley

Begin forwarded message:

差出人: Lesley Groff <[REDACTED]> <mailto:[REDACTED]>
送信日時: 2016年9月24日 22:25
宛先: TYOGH-Shared MB-Reservation
CC: Karyna Shuliak
件名: Re: Picture you requested 2 of 2

Hello Saori. I understand from Karyna the hotel they are to stay in in Kyoto is in need of the American Express credit card you have on file for them ending in [REDACTED] She says you have kindly offered to help with the situation. Please

know we want all charges including their stay at the Tawaraya hotel in Kyoto on this credit card. Please let me know if there is anything else you require. On another note I suggested if it is easier perhaps Karyna just use her own American Express credit card she has with her. Whatever is best. I am at your service. Thank you, Lesley

Sent from my iPhone

On Sep 19, 2016, at 9:05 PM, TYOGH-Shared MB-Reservation <tyogh.reservation@hyatt.com <mailto:tyogh.reservation@hyatt.com> > wrote:

Dear Ms. Groff,

Thank you for your mail.

We have received the credit card accordingly.

We will charge all expenses for Ms. Shuliak and Ms. [REDACTED] to the provided credit card.

Should you require any further assistance, please contact us at any time.

With best regards,

Saori Segawa

Reservations

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE

+ 81 3 4333 8800 DIRECT

+ 81 3 4333 8500 FAX

tyogh.reservation@hyatt.com
<https://mail.hyattoffice.com/owa/tyogh.reservation@hyatt.com/redirect.aspx?C=dZldALCCYki_Q-TNjjkvebnvhJyAE9EILz8BQUeb93gu3Ac9c0RSQFH-pXdlcBsKBWXUeIP0HyM.&URL=mailto%3atyogh.reservation%40hyatt.com>

From: Lesley Groff [mailto:]
Sent: Tuesday, September 20, 2016 12:39 AM
To: TYOGH-Shared MB-Reservation
Cc: Karyna Shuliak
Subject: Re: Picture you requested 2 of 2

I have just sent you a copy of the back of the signed American Express card...please do confirm receipt and let me know if there is anything else you require

On Sep 18, 2016, at 9:01 PM, TYOGH-Shared MB-Reservation <tyogh.reservation@hyatt.com> <<mailto:tyogh.reservation@hyatt.com>> > wrote:

Dear Ms. Groff,

Thank you so much for your prompt response.

We will wait to receive your message.

If you need any further assistance, please feel free to contact with us.

Sincerely,

Miwako Nagano (Ms)

Grand Hyatt Tokyo, Reservation

From: Lesley Groff [mailto: [REDACTED] <mailto: [REDACTED] >]
Sent: Sunday, September 18, 2016 9:25 PM
To: TYOGH-Shared MB-Reservation
Subject: Re: Picture you requested 2 of 2

ah! you are right...we will get a new signed picture of the back of the card...thank you!

On Sep 18, 2016, at 5:41 AM, TYOGH-Shared MB-Reservation
<tyogh.reservation@hyatt.com <mailto:tyogh.reservation@hyatt.com> > wrote:

Dear Ms. Groff,

Warm greetings from Grand Hyatt Tokyo, Room Reservation!

Thank you very much for sending us the credit card authorization form and pictures, 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 one on the authorization form) is necessary on the back side of credit card.

Could you kindly resend us the picture?

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

Reservation

Grand Hyatt Tokyo

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

I have just sent you 2 emails 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...everything)

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 <mailto: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,

Please feel free to contact for any questions and any further assistance.

We are looking forward to receiving card pictures/ copies.

Thank you very much for your kind understanding and assistance.

Yours sincerely,

Takashi Kai (Mr.)

Concierge

Grand Hyatt Tokyo

From: Lesley Groff [mailto: [REDACTED] <mailto: [REDACTED] >]
Sent: Saturday, September 17, 2016 1:24 AM
To: TYOGH-Shared MB-Concierge
Cc: Karyna Shuliak; [REDACTED]; Bella Klein; Yamada, Kayo (TYOGH)
Subject: Re: Karyna Shuliak & [REDACTED] Details

Hello Mr. Takashi, thank you so very much for your response. Your Credit Card Authorization form has been filled out, signed, scanned and emailed back to you. Please confirm receipt. All charges are to go to this card...

Once Karyna and [REDACTED] arrive 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, Lesley

On Sep 16, 2016, at 6:01 AM, TYOGH-Shared MB-Concierge <tyogh.concierge@hyatt.com <mailto:tyogh.concierge@hyatt.com> > wrote:

Dear Ms. Groff,

Warm greetings from Grand Hyatt Tokyo.

Thank you very much for your email.

Shuliak and Ms. [REDACTED].

We are happy to arrange airport transfer and any transportation arrangements for Ms.

CAR Arrangement

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

Kindly find the attached PDF for the confirmation.

We are also pleased to provide you estimated car fare for between Grand Hyatt Tokyo and Tokyo station.

It will be about 20,000JPY include escort and pick up to/at platform of Tokyo station.

TRAIN Information

Please be kindly informed that we are of course happy to arrange train tickets for them.

Please be kindly informed regarding train tickets that the tickets is unable to be reserved in advanced and need to be purchased at JR ticket counter directly.

Then, if you kindly let us know time preferences and Credit Card Authorization form with Both side card copies, we are pleased to assist you to purchase train tickets before your arrival.

Kindly find the attached PDF for blank of the form with this email.

-Credit Card authorization form with the card holder's signature

-Copy or Picture for both side of the card (with the signature on back side)

Please kindly send it us back after filled out the form via email or fax.

We are also happy to arrange train tickets after their arrival since we have a few more days.

In this case, all train fare can be charged to their room account instead of sending us card documents.

Please be kindly informed regarding the bullet train/ Shinkansen between Tokyo and Kyoto.

The bullet train runs almost every 10 to 20 minutes and takes about 2 hours 20 minutes.

Kindly find train schedules around 10:00am to 11:00am for each way as below.

September 26, Monday

TOKYO

KYOTO

Nozomi#

21

9:30 AM

>>>

11:50 AM

Nozomi#

219

9:40 AM

>>>

11:58 AM

Nozomi#

105

9:50 AM

>>>

12:08 PM

Nozomi#

317

9:53 AM

>>>

12:14 PM

Nozomi#

221

10:00 AM

>>>

12:17 PM

Nozomi#

23

10:10 AM

>>>

12:25 PM

Nozomi#

223

10:20 AM

>>>

12:38 PM

Nozomi#

25

10:30 AM

>>>

12:50 PM

Nozomi#

323

10:40 AM

>>>

12:58 PM

Nozomi#

107

10:50 AM

>>>

1:08 PM

Nozomi#

225

11:00 AM

>>>

1:17 PM

Nozomi#

27

11:10 AM

>>>

1:25 PM

Nozomi#

281

11:23 AM

>>>

1:38 PM

Nozomi#

29

11:30 AM

>>>

1:50 PM

Nozomi#

109

11:50 AM

>>>

2:08 PM

Nozomi#

227

12:00 PM

>>>

2:17 PM

October 1, Saturday

KYOTO

TOKYO

Nozomi#

118

9:36 AM

>>>

11:53 AM

Nozomi#

314

9:39 AM

>>>

11:56 AM

Nozomi#

120

9:45 AM

>>>

12:03 PM

Nozomi#

6

9:53 AM

>>>

12:13 PM

Nozomi#

316

10:02 AM

>>>

12:20 PM

Nozomi#

122

10:05 AM

>>>

12:23 PM

Nozomi#

8

10:18 AM

>>>

12:33 PM

Nozomi#

220

10:26 AM

>>>

12:43 PM

Nozomi#

150

10:29 AM

>>>

12:50 PM

Nozomi#

10

10:36 AM

>>>

12:53 PM

Nozomi#

152

10:45 AM

>>>

1:03 PM

Nozomi#

12

10:53 AM

>>>

1:13 PM

Nozomi#

222

11:05 AM

>>>

1:23 PM

Nozomi#

14

11:18 AM

>>>

1:33 PM

Nozomi#

330

11:26 AM

>>>

1:43 PM

Nozomi#

332

11:29 AM

>>>

1:50 PM

Nozomi#

124

11:36 AM

>>>

1:53 PM

Nozomi#

16

11:53 AM

>>>

2:13 PM

Fare:

Regular class: 14,110JPY

Green class: 18,690JPY

*Green class has wider 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

*train tickets cannot be refunded and cancelled once we arranged

Please feel free to contact us for any questions and any further assistance.

We are looking forward to hearing from you and assisting you.

Thank you very much.

Yours sincerely,

Takashi Kai (Mr.)

Concierge

Grand Hyatt Tokyo

6-10-3 Roppongi

Minato-Ku, Tokyo 106-0032 Japan

+ 81 3 4333 1234 TELEPHONE

+ 81 3 4333 8839 DIRECT

+ 81 3 4333 8123 FAX

tyogh.concierge@hyatt.com <mailto:firstname.lastname@hyatt.com>

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<image005.jpg> <<http://restaurants.tokyo.grand.hyatt.com/news/terrace.html>>

From: Lesley Groff [mailto: [REDACTED] <mailto: [REDACTED] >]
Sent: Friday, September 16, 2016 12:29 AM
To: TYOGH-Shared MB-Concierge; Karyna Shuliak; [REDACTED] [REDACTED]
Cc: Bella Klein
Subject: Karyna Shuliak & [REDACTED] [REDACTED] Details

Hello Concierge! I wanted to pass along the flight details for Karyna Shuliak and [REDACTED] [REDACTED]! Can your hotel organize pick up 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 [REDACTED] are cc'd on this mail...

Thank you in advance for all of your help!

Lesley

Flight Information

Date

21 Sep 2016

Airline

Japan Airlines

Airline Record Locator

██████████

Flight/Class

JL 3 X Business Class

Origin

New York, John F Kennedy International

Destination

Tokyo, Narita International Airport

Departing

09:30 AM

Arriving

12:40 PM / 22 Sep 2016

Departure Terminal

Terminal 1

Arrival Terminal

Terminal 2

Estimated Time

14 Hrs 10 Mins

Stops

Non-stop

Seats

10D, 10G

Confirmed

Wednesday 05 Oct 16

Flight Information

Date

05 Oct 2016

Airline

Japan Airlines

Airline Record Locator

████████

Flight/Class

JL 4 X Business Class

Origin

Tokyo, Narita International Airport

Destination

New York, John F Kennedy International

Departing

06:25 PM

Arriving

06:20 PM

Departure Terminal

Terminal 2

Arrival Terminal

Terminal 1

Estimated Time

12 Hrs 55 Mins

Stops

Non-stop

Seats

2D, 2G

Begin forwarded message:

From: "Jeskewitz, Jeannine" <jjeskewitz@pritzkerorg.com
<mailto:jjeskewitz@pritzkerorg.com> >

Subject: RE: Jeffrey [REDACTED] -Again re Grand Hyatt! Date changes...

Date: September 15, 2016 at 11:06:42 AM EDT

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

Cc: "tyogh.concierge@hyatt.com <mailto:tyogh.concierge@hyatt.com> "
<tyogh.concierge@hyatt.com <mailto:tyogh.concierge@hyatt.com> >

Dear Lesley,

Karyna and [REDACTED] are all set at the Grand Hyatt Tokyo. Below are their confirmations. And the Concierge's contact detail is also below and I've copied them here on this email. The 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.

All my best,
Jeannine

Confirmation Number

[REDACTED]

Name

Ms Karyna Shuliak and Ms [REDACTED] [REDACTED]

Arrival

Thursday, September 22, 2016

Departure

Monday, September 26, 2016

Room Type

Grand Executive Suite Twin and Grand Club Room King - connecting room

Room Rate

31,600

*JPY for double occupancy per night

*subject to 15% service charge, 8% consumption tax, 1.2% tax on service charge, and 200JPY accommodation tax per person

Confirmation Number

[REDACTED]

Name

Ms Karyna Shuliak and Ms [REDACTED] [REDACTED]

Arrival

Saturday, October 01, 2016

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

*subject to 15% service charge, 8% consumption tax, 1.2% tax on service charge, and 200JPY accommodation tax per person

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.concierge@hyatt.com>

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