

From: [REDACTED] <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: Re:
Date: Mon, 05 Nov 2018 11:50:14 +0000

Hi [REDACTED]...sorry...actually have lots of family stuff going on...my twin sister is going through a lot...and my uncle (my Dad's brother) is dying....it's any day now...just sad...

anyway...I do hope the hotel will be ok...keep in touch...have fun...and make memories.!

On Nov 5, 2018, at 3:25 AM, Yulia <[REDACTED]> wrote:

Morning!

Didn't hear from you, hope everything is fine!

We talked to my mom, I think it's okay and we will stay here until the 7th.
Seems like they are trying to fix everything!

No worries, thank you!

On Sun, Nov 4, 2018 at 10:08 PM Yulia <[REDACTED]> wrote:

Hi [REDACTED]!

I appreciate your help with all our accommodations!!

There is a small problem with a hotel and I wonder if we could switch it..

We got this Relais Piazza Signoria hotel , the ac doesn't work and there are problems with hot water:(
We staying here right by a clock tower and it rings a bell every hour and it's hard to sleep 😭

Could you please ask your travel agent if he can find another hotel for us for tomorrow? More modern

Thank you so very much.
Sorry about that