

To: Cecile de Jongh [REDACTED]
From: Jeffrey Epstein
Sent: Mon 4/14/2014 11:00:15 PM
Subject: Re: Automatic reply: Hotel Reservations

Full refund ok

On Monday, April 14, 2014, Cecile de Jongh <[REDACTED]> wrote:

Please see below from the Ritz.

With warm regards,
Cecile

Sent from my iPhone and misspellings courtesy of iPhone.

Begin forwarded message:

From: "Baker-Robinson, Carol" <[REDACTED]>
Date: April 14, 2014 at 5:55:27 PM GMT-4
To: Cecile de Jongh <[REDACTED]>
Cc: "Djordjevic, Sonja" <[REDACTED]>
Subject: RE: Automatic reply: Hotel Reservations

Good Afternoon Cecile,

We can honor your request for a credit only until 5/31/14. If at that time a follow up reservation has not been made then we will have to issue a refund. Sonja Djordjevic will be your contact person for this opportunity until 5/31/14 re-registration or credit issuance.

We are limited as to how long we can keep a credit in the system, so I hope this helps as a solution.

From: Cecile de Jongh [mailto:[REDACTED]]
Sent: Monday, April 14, 2014 1:59 PM
To: Baker-Robinson, Carol
Subject: Re: Automatic reply: Hotel Reservations

Good afternoon Carol,

I spoke with Sonja and she was very helpful and I explained to her that Mr. Jagland had to cancel on Friday because he is involved with some negotiations with regards to the Ukraine and Mr. Putin. As such, we do not know when he will be able to use the rooms. Since Mr. Epstein paid for the rooms, can he get a credit for use at another time? He does not necessarily want a refund but just a credit and when he has another guest visiting and you have rooms available, he would like to be able to use the credit for that eventuality. Please let me know and thank you in advance.

With warm regards,

Cecile

On Friday, March 21, 2014 3:41 PM, "Baker-Robinson, Carol" <[REDACTED]> wrote:

Good Afternoon Cecile,

Spring break was lovely, thank you for asking. I hope you enjoyed your time as well.

The confirmation numbers are 6267071, 6267072 and 6267073. Reservation 6267073 was paid in full, so it's safe to assume that this was where the check was applied and the credit card is attached to the other two reservations.

Please let me know if you have any additional questions.

From: Cecile de Jongh [mailto:[REDACTED]]
Sent: Friday, March 21, 2014 11:57 AM
To: Baker-Robinson, Carol
Subject: Re: Automatic reply: Hotel Reservations

Good morning Carol,

I hope you had a great spring break. I spoke to Joan Floyd two weeks ago and made a reservation for Thorbjorn Jagland and I was supposed to get an email confirmation. I still have not received it. Would you mind looking into getting me the confirmation for the three rooms; they are fully paid for with a credit card (two rooms) and a check (one room).

Thank you in advance for your assistance.

With warm regards,

Cecile

On Tuesday, March 11, 2014 3:03 PM, "Baker-Robinson, Carol" <[REDACTED]> wrote:

Thank you for contacting me by email, I am out of the office until Monday, March 17th 2014 with limited access to email or voicemail. If you require immediate assistance please contact Teresa Stranberg at [REDACTED] or Sonja Djordjevic at [REDACTED]. Thank you.

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please note

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