



APPENDICES

Appendix 1. Email of Credit Card Issue

Hello Deyo,

Thank you for your email.

We will be presenting other credit card upon check in
Thu, in the meantime please guarantee this room
with Mr Lee's card.
If you still require it number under my name,
please let me know.

Thank you



나도 (naver) (naver)

2020. 1. 17. 오후 1:00:35, Reservation <Reservation.0001@westin.com>님이 보냈음

Dear Mr/s. Wookim,

Greetings from The Westin Resort Nusa Dua Bali

We would like to inform you that we have received your credit card for your reservation under name [REDACTED] WOOKIM with the Reservation Confirmation #1234 [REDACTED] by Visa Card with the number ended by XXXX7669 cardholder name [REDACTED] and the expired date is on 04-2022.

However, we notice the cardholder stated differently to the guest name in your reservation thus please advise whether the guest will join with you to come to our resort, and able to present the credit card physically or not?

Please note that your reservation will be automatically released if we do not receive any new card details to be charged to guarantee your booking

Feel free to contact us should you need further assistance.

Thank You & Be Well,



Appendix 2. Email of Confirming Guest Reservation 1

From: [REDACTED]
Sent: Thursday, December 19, 2019 2:57 PM
To: 35, Reservation <Reservation.00035@westin.com>
Subject: Re: Reservation Confirmation #9999 [REDACTED] for The Westin Resort Nusa Dua, Bali

Dear Dayu,
Thanks very much for your email for confirming my booking.
I will arrive in Bali airport at 11:45AM on 23rd Dec. by Malindo Air from ADELAIDE together with my wife and daughter (15years old).
Regarding breakfast, we will be very appropriated if breakfast buffet includes my daughter because we just have 1kid, not need 2 kids under 12years breakfast free.
There is not need to arrange airport transfer because my driver will pick us up. Anyhow, thanks for your kind concern.
Thanks and best regards.
[REDACTED] Shan

在 2019年12月19日, 下午1:02, 35, Reservation <Reservation.00035@westin.com> 写道:

Dear Mr/s. Shan

Greeting from the Westin Resort Nusa Dua Bali.

Thank you for choosing our resort for your upcoming place to stay in Bali.

Further to your reservation, we are pleased to confirm as follows:

Confirmation Number:	#9999 [REDACTED]
Guest Names	: [REDACTED] Shan
No. of guests	: 3 adults
Stay Dates	: December 23 rd – December 25 th , 2019
Meal Plan	: Room inclusive daily breakfast for 2 persons
Room type	: Deluxe Garden View
Card Details	: Visa Card XXXX9264, Card holder name is [REDACTED] SHAN
Payment Policy	: Cancellation occurred 1 day before arrival (before 11:59 PM local hotel time on December 22, 2019) , the forfeiture amount will be 100% .



Appendix 3. Email of Confirming Guest Reservation 2



Dear Dayu,

Thanks a lot of contacting us and please find herewith the requested information:

Guest Names:

[redacted] Buehler
[redacted] Buehler

Arrival Details:

Turkish Airlines TK66 arrival at 19:30 on 8 June 2020
No kids

Airport Pickup:

Yes, please organise it with standard Toyota Innova

If you need any further information, please let me know.

Kind regards,

[redacted]

Von: 35, Reservation <Reservation.00035@westin.com>

Gesendet: Samstag, 22. Februar 2020 04:18

An: [redacted]

Betreff: Reservation Confirmation #816-[redacted] for The Westin Resort Nusa Dua, Bali

Dear Mr. Buehler,

Greetings from The Westin Resort Nusa Dua Bali!

Thank you for choosing our resort for your upcoming place to stay in Bali.

Further to your reservation, we are pleased to confirm as follows:



Appendix 4. Email of Asking Detail Information about Guest Inquiries

Dear Mr/s. Tsombanidis,

Greetings from The Westin Resort Nusa Dua!

Thank you for your email.

Please see our response as below:

- Our standard check-out time is at 12 pm. We have noted your request for late check out however it will be subject to availability upon departure.
- We noticed that you have booked 2 units of Two-bedroom Suite and will be occupied by 5 adults and 2 children (8 and 7 years old). Please advise us the guests names for each room.
- We have noted that you will celebrate your father in laws 80th birthday. We would appreciate if you could let us know the date of your father's birthday, in which room will he stay, and we would be more than happy to provide complimentary birthday cake on his special day.
- We noticed that you are a Marriott Bonvoy Member. Please let us know your Marriott Bonvoy Membership number hence we could update it in our system and you may earn eligible points from the extra expenses during your stay.
- We noticed that your cardholder name stated differently to the guest name in your reservations. Please advise whether the guest will join with you to come to our resort, and able to present the credit card physically or not?
- Please be informed that we will charge your prepaid reservation under the name XXXXXXXXXX Tsombanidis.

Please feel free to contact us should you need further assistance.

Dayu on behalf

Intan Purmasasari

Reservation Sales Agent

THE WESTIN RESORT NUSA DUA, BALI
BALI INTERNATIONAL CONVENTION CENTRE

Kawasan Pariwisata Nusa Dua,
BTDC Lot N-3, Nusa Dua 80363, Bali,
Indonesia
westin.com/bali

