

To: [REDACTED]  
Subject: RE: Booking Sunday 22 March 2026

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From: [REDACTED]  
Sent: Friday, 23 January 2026 7:10 PM  
To: 'Lucie Bart' <lucie@srghospitality.com.au>  
Subject: RE: Booking Sunday 22 March 2026

Hello Lucie,

Your email is a shock and I consider it completely unacceptable.

I have made a booking with Sails that I first initiated in August 2025 for **"Sunday 22nd March 2026 at Sails on Lavender Bay at 6 PM for 4 guests"**

I also requested the restaurant's eastern side window table with you specifically twice overlooking the Harbour Bridge.

You have confirmed our booking in writing and I have mentioned this table twice and you confirmed you know the table since you are also booking your mother from France at it on another date you said.

I have no record of any correspondence that you describe below. I have an answering machine yet no phone calls or messages until your email below today.

Yes, my booking has been secured with you at 'Sails' restaurant at Lavender Bay for Sunday 22nd March 2026 at Sails on Lavender Bay at 6 PM for 4 guests.

How can a "technical error" change your written confirmation of this booking?

It is not possible for us to be relegated to another time slot.  
"Complimentary bubbles on arrival" is a rude rebuff.

I am not impressed.

Regards  
Steven [REDACTED]

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From: Lucie Bart <lucie@srghospitality.com.au>  
Sent: Friday, 23 January 2026 5:38 PM  
To: [REDACTED]  
Subject: Booking Sunday 22 March 2026

Hi Steven,

I hope this email finds you well and that the beginning of 2026 is treating you well.

I have tried to reach out to you but the line wasn't working at the time for some reasons.

I am emailing in regards to the booking you made with me on **Sunday 22nd March 2026 at Sails on Lavender Bay at 6 PM for 4 guests.**