

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Wed 6/22/2016 11:36:31 AM
Subject: Re: [REDACTED] Ticket Rec. Loc#VGLODW [Incident : 160622-000080]

Morning! [REDACTED] now says she wants to return on 29th to ROME. Can you research this please?! (Depart is Sat 25th from London to Miami. Return from Miami to Rome on 29th. We still will need to get her from STT to Miami on 29th. She will have one carry on bag. Not checking bags). Thx!

Sent from my iPhone

On Jun 21, 2016, at 5:58 PM, Natalia Molotkova <[REDACTED]> wrote:

To: [REDACTED]
Subject: [REDACTED] Ticket Rec. Loc#VGLODW
From: Natalia Molotkova
Sent: 06/21/2016 05:58 PM

Should I make change on Virgin portion or wait?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 06/21/2016 04:45 PM

ah got it! ok..will find out.

On Jun 21, 2016, at 4:43 PM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/21/2016 04:43 PM

The reason why I asked about bags, if she has bags to check in, we will have to make enough time for her in Miami to get bags and check in with Virgin.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Monday through Friday 9:00am to 5:30pm EST

From: [Redacted]
Sent: 06/21/2016 04:36 PM

fantastic that should work let me ask her about checking bag or carrying on I would think carrying on I m still waiting for her to reply back that this trip works for her hold this for now please...

On Jun 21, 2016, at 4:25 PM, Natalia Molotkova
[Redacted] wrote:

From: Natalia Molotkova
Sent: 06/21/2016 04:25 PM

We can change her Virgin flights to

VS 5 25JUN LHR MIA 100P 530P
VS 6 30JUN MIA LHR 930P 1110A

Will be \$686.40 additional collection.

Will she have a bags to check in? Or just carry on?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 06/21/2016 04:24 PM

thanks

On Jun 21, 2016, at 4:20 PM, Natalia Molotkova
[REDACTED] wrote:

From: Natalia Molotkova
Sent: 06/21/2016 04:20 PM

Sure, checking...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 06/21/2016 04:18 PM

Hi Natasha can you look in to changing this ticket to go from London to Miami on Sat. June 25th (instead of NY) and back home on June 30th from Miami .She will also need a ticket from STT to Miami on the 30th as well, but maybe this is a separate ticket altogether..? (She will be flying on Jeffrey s private plane to STT on Monday June 27) Or maybe it is not cost effective to do this at all with this existing ticket due to it being Virgin Atlantic, but instead, purchase a whole new ticket for this kind of trip? Can you please check it out and let me know what is best?

On Jun 21, 2016, at 11:10 AM, Natalia Molotkova
<[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/21/2016 11:15 AM

Thank you!!
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 06/21/2016 11:12 AM

ok I will continue to reach out to [REDACTED] for new dates before tomorrow!

On Jun 21, 2016, at 11:10 AM, Natalia Molotkova
<[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/21/2016 11:10 AM

Yes, it is true:

REPRICING AND REISSUE MUST BE COMPLETED AT THE
SAME TIME THE RESERVATION IS CHANGED

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 06/21/2016 11:06 AM

thanks

On Jun 21, 2016, at 11:03 AM, Natalia Molotkova
<[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/21/2016 11:03 AM

Let me double check..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 06/21/2016 10:45 AM

Natasha [REDACTED] will not be able to make her trip to NY tomorrow due to Virgin Atlantic rules, is it true we must re ticket at the time we cancel the trip in order to use the money spent? (I know we will need to change this ticket I just don't have dates from her yet this will be the 2nd time we change her ticket. The agent I used to change the ticket the first time gave me this rule..you were on holiday) can you confirm this VA rule is correct?

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Ref# 160622-000080

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