

To: Amex Centurian Travel[REDACTED]
From: [REDACTED]
Sent: Tue 6/21/2016 8:17:34 PM
Subject: Re: [REDACTED] Ticket Rec. Loc#VGLODW [Incident: 160622-000080]

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:

To: [REDACTED]
Subject: [REDACTED] Ticket Rec. Loc#VGLODW
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
[REDACTED]

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]

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 tr
cancel the trip in order to use the money spent? (I know we will need to change this ticket I just don't have da
time we change her ticket. The agent I used to change the ticket the first time gave me this rule..you were c
rule is correct?

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