

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 6/21/2016 8:43:50 PM  
**Subject:** Re: Margherita's Ticket Rec. Loc#VGLODW [Incident: 160622-000080]

ah got it! ok..will find out.

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

**To:** [REDACTED]  
**Subject:** Margherita's Ticket Rec. Loc#VGLODW  
**From:** Natalia Molotkova  
**Sent:** 06/21/2016 04:43 PM

The reason why I asked about bags, if she has bags to check in  
make enough time for her in Miami to get bags and check in v

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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

fantastic...that should work...let me ask her about checking bag or carrying on...I would think carrying on...!  
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]  
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 from Miami....She will also need a ticket from STT to Miami on the 30th as well, but maybe this is a separate flying on Jeffrey's private plane to STT on Monday June 27) Or maybe it is not cost effective to do this at all

Virgin Atlantic, but instead, purchase a whole new ticket for this kind of trip? Can you please check it out and

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  
[REDACTED]

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 Margherita 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  
[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] wrote:

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

Let me double check..

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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

Natasha...Margherita will not be able to make her trip to NY tomorrow...due to Virgin Atlantic rules, is it true 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 on rule is correct?

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Ref# 160622-000080