

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 6/22/2016 3:15:46 PM
Subject: Re: Margherita's Ticket Rec. Loc#VGLODW [Incident: 160622-000080]

Margherita just got back to me that she can return on 30th but she would need to also arrive Rome on 30th...so departure would need to be morning of 30th...LMK!

On Jun 22, 2016, at 11:12 AM, Natalia Molotkova
<[REDACTED]> wrote:

[REDACTED]
To: Lesley Groff
Subject: Margherita's Ticket Rec. Loc#VGLODW
From: Natalia Molotkova
Sent: 06/22/2016 11:12 AM

OK, checking..

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

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

From: Lesley Groff
Sent: 06/22/2016 10:51 AM

that looks good...but Jeffrey wants to look at flights now for her to depart on 30th as well...do these same flights

On Jun 22, 2016, at 10:06 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/22/2016 10:06 AM

Later direct flight departs at 1:45 pm, arrival at 442pm, too late

We can do the following: to issue on BA stock

1 BA /AA 1528 25JUN LHR MIA 1215P 0445P

OPERATED BY AMERICAN AIRLINES INC.

2 BA /AA 2385 29JUN STT MIA 0145P 0442P
OPERATED BY AMERICAN AIRLINES INC.

2 BA /AA 1527 29JUN MIA LHR 0615P 0755A
OPERATED BY AMERICAN AIRLINES INC.

2 BA 546 S 30JUN LHR FCO 1045A 0220P

TOTAL FARE - USD 1584.82

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

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

From: Natalia Molotkova
Sent: 06/22/2016 09:52 AM

Let me have a look..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

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

From: Lesley Groff
Sent: 06/22/2016 09:48 AM

i think the best idea is to issue the brand new ticket w/American! Costs less! Can we get her a flight from S on 29th (or is the AA1350 the one she should do? it's a long lay over in Miami)? (Forget about the Virgin Atl time...oh well!)

On Jun 22, 2016, at 9:14 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 06/22/2016 09:14 AM

There are no combinable fares from Miami to Rome with Virgin Atlantic
Miami.

So we can do the following:

Option 1 - change existing Virgin Atlantic round trip to one way

VS 5Y 25JUN J LHRMIA HK1 100P 530P

add collect is \$770.60.

And issue return flight as one way - does she need to fly via Miami for
she can fly via Atlanta to have only one stop?

If she has to fly from Miami, lowest fare will be Air Berlin via Dusseldorf
over

AB 7001 29JUN MIA DUS 0405P 0700A

AB 8718 30JUN DUS FCO 0555P 0755P

FARE - USD 698.40

Plus flight from STT.

AA 1350 29JUN STT MIA 0840A 1132A

TOTAL FARE - USD 159.86

If she can fly from St Thomas not via Miami, will be Delta

DL 674 29JUN STT ATL 0150P 0548P

DL 64 29JUN ATL FCO 0633P 1015A

TOTAL FARE - USD 2605.56

Or we can issue brand new ticket with Americans and loose Virgin

IB 4228 25JUN LHR MIA 1215P 0445P

OPERATED BY AMERICAN AIRLINES INC.

IB 6124 29JUN MIA MAD 0455P 0745A

IB 3230 30JUN MAD FCO 0845A 1115A

TOTAL FARE - USD 1383.56

Regards,

Should I make change on Virgin portion or wait?

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

[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]>

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

The reason why I asked about bags, if she has to have to make enough time for her in Miami to Virgin.

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

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

From: Lesley Groff
Sent: 06/21/2016 04:36 PM

fantastic- that should work- let me ask her about checking bag or carrying on- reply back that this trip works for her- hold this for now please...

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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 j

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com


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

From: Lesley Groff
Sent: 06/21/2016 04:24 PM

thanks

On Jun 21, 2016, at 4:20 PM, Natalia Molotkova <

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

Sure, checking...

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

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

From: Lesley Groff
Sent: 06/21/2016 04:18 PM

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

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

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[REDACTED]

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

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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]>

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]

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

From: Lesley Groff
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
[REDACTED]

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

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Sent: 06/21/2016 10:45 AM

Natasha- Margherita will not be able to make her trip to NY tomorrow- due to V time we cancel the trip in order to use the money spent? (I know we will need to yet- this will be the 2nd time we change her ticket. The agent I used to change on holiday)- can you confirm this VA rule is correct?

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Ref# 160622-000080

From: Lesley Groff
Sent: 06/21/2016 06:33 PM

Wait. She hasn't responded yet. I'll get back to you in morning.

Sent from my iPhone

EFTA_R1_00586819
EFTA02049831

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

To: Lesley Groff
Subject: Margherita's Ticket Rec. Loc#VGLODW
From: Natalia Molotkova
Sent: 06/21/2016 05:58 PM

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[REDACTED]

[REDACTED]
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CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#200

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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