

To: Centurion Support[REDACTED]
From: Lesley Groff
Sent: Wed 6/8/2016 5:57:47 PM
Subject: Re: ARM- Seats with Virgin Atlantic [Incident : 160609-000302]

Hi Maria and thank you so much for letting me know. As the date approaches for her trip I will circle back to this. I know once you purchase the seat it is non refundable. I want to make sure she will actually make the trip! thanks Lesley

On Jun 8, 2016, at 1:28 PM, Centurion Support
<[REDACTED]> wrote:

[REDACTED]
To: Lesley Groff
Subject: ARM- Seats with Virgin Atlantic
From: Centurion Support
Sent: 06/08/2016 01:28 PM

Dear Lesley,

I want to let you know , I was not able to confirm the seats for Ms. [REDACTED] from [REDACTED] purchase the seats before check in for an additional 40USD each or extended leg room seats for [REDACTED]. Would you like to buy her seats or wait until she checks in to assign seats ? If you want me to use the card holders card.

I look forward to hearing from you today.

Kind Regards,

Maria Hodges.

From Centurion Support on behalf of your Relationship Manager

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Ref# 160609-000302