

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 6/22/2016 3:25:38 PM  
**Subject:** Re: Margherita's Ticket Rec. Loc#VGLODW [Incident: 160622-000080]

ok thanks...

On Jun 22, 2016, at 11:23 AM, Natalia Molotkova  
<[REDACTED]> wrote:

[REDACTED]  
**To:** Lesley Groff  
**Subject:** Margherita's Ticket Rec. Loc#VGLODW  
**From:** Natalia Molotkova  
**Sent:** 06/22/2016 11:23 AM

1 AA 39 25JUN LHR MIA 1215P 0445P  
2 AA 1350 30JUN STT MIA 0840A 1132A  
2 AA 242 30JUN MIA ORD 1216P 0234P  
2 AA 110 30JUN ORD FCO 0500P 0905A

TOTAL FARE - USD 1698.02

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 11:21 AM

ok let me tell her...what is earliest she would arrive on July 1?

On Jun 22, 2016, at 11:19 AM, Natalia Molotkova <[REDACTED]> wrote:

**From:** Natalia Molotkova  
**Sent:** 06/22/2016 11:19 AM

All flights on the 30th will be over night, arrival next day.

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 11:18 AM

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

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

**From:** Natalia Molotkova  
**Sent:** 06/22/2016 11:12 AM

OK, checking..

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 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 4:42pm, 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]@ [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]@ [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,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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**Sent:** 06/22/2016 09:12 AM

thanks!

On Jun 22, 2016, at 9:00 AM, Natalia Molotkova <[REDACTED]> wrote:

**From:** Natalia Molotkova  
**Sent:** 06/22/2016 09:00 AM

Sure, checking...

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** Lesley Groff  
**Sent:** 06/22/2016 07:39 AM

Morning! Margerhita now says she wants to return on 29th to ROME. Can you research this please?! (Departure from Miami to Rome on 29th. We still will need to get her from STT to Miami on 29th. She will have a flight on 29th. Thx!

Sent from my iPhone

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

[REDACTED]  
**To:** Lesley Groff  
**Subject:** Margherita's 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]

[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  
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Regards,  
Natalia (Natasha) Molotkova  
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[REDACTED]

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

**From:** Lesley Groff

**Sent:** 06/21/2016 04:36 PM

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reply back that this trip works for her- hold this for now please...

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**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

Wil be \$686.40 additional collection.

Will she have a bags to check in? Or j

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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 04:24 PM

thanks

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

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

Sure, checking...

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**Sent:** 06/21/2016 11:15 AM

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Centurion Relationship Manager  
[REDACTED]

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

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**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

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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

**From:** Lesley Groff  
**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

EFTA\_R1\_00587283  
EFTA02050156

**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

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

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

Should I make change on Virgin portion or wait?

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Centurion Relationship Manager  
[REDACTED]

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

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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

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reply back that this trip works for her- hold this for now please...

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**Sent:** 06/21/2016 04:25 PM

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Will be \$686.40 additional collection.

Will she have a bags to check in? Or j

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[REDACTED]

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thanks

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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

Thank you!!  
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 11:12 AM

ok- I will continue to reach out to Margherita for new dates before tomorrow!

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Yes, it is true:

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

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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 11:06 AM

thanks

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

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Let me double check..

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

Ref# 160622-000080

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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