

**To:** Natalia Molotkova[REDACTED]  
**From:** Lesley Groff  
**Sent:** Tue 2/2/2016 3:25:25 PM  
**Subject:** Re: premium economy on Norwegian Air? 3 Bags on plane for Marg. [Email Ref: 160202-001977]

Can we just pay for 2 bags to be checked the heavier and bigger category which I think will be \$65 each. And put on Jeffreys credit card? So she doesn't have to deal with it? Do you need Jeffreys 4 digit code on his card to do so? It's 9047. I will ask jeffrey if he wants me to upgrade Margherita for about \$900 to do so. (I assume there are seat available in the biz/premium economy class).

Thank you Natasha !!

Sent from my iPhone

On Feb 2, 2016, at 10:06 AM, Natalia Molotkova <[REDACTED]@norwegian.com> wrote:

===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE =====>

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**Response (Natalia Molotkova) 02/02/2016 10:06 AM**

Baggage allowance and cost is all here - they refereed me to the web site [http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage\\_allowances](http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage_allowances) BAG ALLOWANCE -JFKLGW - 02 bags EACH PIECE UP TO 44 POUNDS/20 kg Regards, Natalia Molotkova Centurion Relationship Manager n [REDACTED] 87 Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ([REDACTED]) 02/02/2016 10:03 AM**

Ok. So you are still on hold to find out fee for one bag as well as the amount to upgrade to premium economy which yesterday was like \$900 more Ok. Let me know once answers confirmed. Thx Sent from my iPhone

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**Response (Natalia Molotkova) 02/02/2016 09:58 AM**

This airline is unique, what we see on our end as business, is actually premium economy cabin with more recline. It was a huge difference in fare yesterday, like 900.00USD with change fee. Regards, Natalia Molotkova Centurion Relationship Manager n [REDACTED] 7 Hours: Monday through Friday 9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 02/02/2016 09:52 AM**

All about bags [http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage\\_allowances](http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage_allowances) On hold with them to ask about premium economy. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday

9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 02/02/2016 09:49 AM**

[http://norwegian-us.custhelp.com/app/answers/detail/a\\_id/2011](http://norwegian-us.custhelp.com/app/answers/detail/a_id/2011) Regards, Natalia

Molotkova Centurion Relationship Manager [REDACTED]

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

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**Customer ([REDACTED]) 02/02/2016 09:45 AM**

I am being asked about this... Did you find anything out yet? Sent from my iPhone

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**Customer ([REDACTED]) 02/02/2016 09:18 AM**

Thx Sent from my iPhone

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**Response (Natalia Molotkova) 02/02/2016 09:06 AM**

Got it, checking.. Regards, Natalia Molotkova Centurion Relationship Manager

[REDACTED] Hours: Monday through Friday

9:00am to 5:30pm EST

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**Response (Administrator) 02/02/2016 07:06 AM**

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email

[REDACTED] Have a wonderful day! Best regards, Natalia Molotkova

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**Customer ([REDACTED]) 02/02/2016 07:06 AM**

HI Natasha...is there premium economy on Norwegian Air? If so, can you tell me if available and how much? Also, Margherita has 3 bags with her..she will need to check 2 and carry on one on plane...can you see if we need to pay for it...and we will need to do so...thanks! (I know you are in at 9am...no worries) Lesley

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Ref#160202-001977