

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 10/15/2015 5:34:34 PM
Subject: Train - final [Email Ref: 151016-000302]

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

Response (Natalia Molotkova) 10/15/2015 01:34 PM

Coach - that is how they call wagon, Yes, \$200. Thank you!!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer [REDACTED] 10/15/2015 01:33 PM

I understand! not to worry...I'm glad you got seats together because for sure that is important...you say "coach" seats but that is really the Standard Premier seats, yes? Is it possible for you to give a credit of \$200 instead of the points? I know Jeffrey would appreciate it...

Response (Natalia Molotkova) 10/15/2015 01:21 PM

[REDACTED] I fixed it, but....No idea why in my mind was sitting that Karyna needs one way train ticket (it was one way air ticket, not train), so I made a mistake, instead of booking them together (to get seats together), I booked Karyna one way and [REDACTED] round trip. Fares with Rail Europe are changing all the time, yesterday, when I was checking round trip, was getting \$520. But today, for [REDACTED] I got round trip fare of 483.95 with fees and taxes. So, here is what I did - I had to call Rail Europe, cancel my 2 reservations (one way and round trip), and rebook them together (seats together). When I did that, the new round trip fare per person was \$583.95. Let's say I wasn't "slow" and booked them originally together, fare would have been at \$483.95 per ticket.

So difference in fare is \$100 per ticket. I can offer you 20 000 American Express points (equivalent of \$200) or \$200 as an apology. Whatever you preferred. Please let me know. Sorry for the mess, was thinking too hard (not booking rail every day, not an excuse).

The new e-tickets should be emailed to me within an hour by Rail Europe. They do have now same coach and seats together.

My apology,

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 10:30am to 7:00pm EST

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