

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 8/18/2015 4:46:31 PM
Subject: Change Date for [REDACTED] to Moscow (Rec Loc#VUKYVN) [Email Ref: 150818-001665]

Response (Natalia Molotkova) 08/18/2015 12:46 PM

Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Response (Natalia Molotkova) 08/18/2015 12:40 PM

I will...
Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 08/18/2015 12:39 PM

ok, so when they get back to you (up to 48 hours from now) just let me know!

On Aug 18, 2015, at 12:34 PM, Natalia Molotkova [REDACTED] wrote:

>
>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager

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

>
> Customer ([REDACTED]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can...but...) and if we can't then forget it...(no need to reserve Dec flight)

>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova [REDACTED] wrote:
>
>>
>>
>> Response (Natalia Molotkova) 08/18/2015 11:53 AM
>> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>>
>> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova [REDACTED] wrote:
>>
>>>
>>>
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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>>> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>> Sure, let me have a look..
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager

>> [REDACTED]
>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
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>>>
>>> Thanks, Lesley
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>>>>> From: "American Express Travel" <itinerary@myamextravel.com>
>>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>>> To: [REDACTED]
>>>>> Subject: Invoice 1887453 for [REDACTED] 31AUG15 VUKYVN
>>>>>
>>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].
>>>>>
>>>>> If airline tickets are purchased for this itinerary:
>>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
>>>>> <http://myamextravel.com/baggage>
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>>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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>>>>>
>>>>> Friday 03 Jul 15

>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
>>>> Monday 31 Aug 15
>>>> Flight Information
>>>>
>>>> Date 31 Aug 2015
>>>> Airline Aeroflot
>>>> Airline Record Locator DCPXGT
>>>> Flight/Class SU103 L Economy Class
>>>> Origin New York, John F Kennedy International
>>>> Destination Moscow, Sheremetyevo
>>>> Departing 07:10 PM
>>>> Arriving 11:25 AM / 01 Sep 2015
>>>> Departure Terminal Terminal 1
>>>> Arrival Terminal Terminal D - Domestic/Intl
>>>> Estimated Time 9 Hrs 15 Mins
>>>> Stops Non-stop
>>>> Seats 18K
>>>> Confirmed
>>>> Entry and Exit Information for Travel
>>>>
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entry/exit requirements for your travel destination. Due to frequent changes, American
Express cannot guarantee the accuracy of the information provided and expressly disclaims
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review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.
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>>>> See attached itinerary PDF or link for full terms and conditions.
>>>>
>>>> PDF itinerary attachment:
>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat
Reader. Refer to website below to download and install this free software.
>>>>
>>>> <http://www.adobe.com/products/acrobat/readstep.html>
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>>>> Thank you for choosing American Express Centurion Travel Service and have a
pleasant trip.
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>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not
limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel

operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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>>>

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information please visit www.americanexpress.com/travel/terms California CST#1022318,
Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>> Ref#150818-001665

>> Response (Natalia Molotkova) 08/18/2015 11:13 AM

>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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>>

>> Thanks, Lesley

>>

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>>> From: "American Express Travel" <itinerary@myamextravel.com>

>>> Date: June 26, 2015 at 6:34:07 PM EDT

>>> To: [REDACTED]

>>> Subject: Invoice 1887453 for [REDACTED] / [REDACTED] 31AUG15 VUKYVN

>>>

>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].

>>>

>>> If airline tickets are purchased for this itinerary:

>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

>>> <http://myamextravel.com/baggage>

>>>

>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

>>> Monday 31 Aug 15

>>> Flight Information

>>>

>>> Date 31 Aug 2015

>>> Airline Aeroflot

>>> Airline Record Locator DCPXGT

>>> Flight/Class SU103 L Economy Class

>>> Origin New York, John F Kennedy International

>>> Destination Moscow, Sheremetyevo

>>> Departing 07:10 PM

>>> Arriving 11:25 AM / 01 Sep 2015

>>> Departure Terminal Terminal 1

>>> Arrival Terminal Terminal D - Domestic/Intl

>>> Estimated Time 9 Hrs 15 Mins

>>> Stops Non-stop

>>> Seats 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

>>>

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>>> <http://www.adobe.com/products/acrobat/readstep.html>

>>>

>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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>> Ref#150818-001665

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> ok thanks

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>> [REDACTED]

>> [REDACTED]

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>>>> Arrival Terminal Terminal D - Domestic/Intl

>>>> Estimated Time 9 Hrs 15 Mins

>>>> Stops Non-stop

>>>> Seats 18K

>>>> Confirmed

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>>>

>>>

>>> Ref#150818-001665

>> Response (Natalia Molotkova) 08/18/2015 11:13 AM

>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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>> I did email it to the rate desk from them to double check the rules again, due to the original ticket was exchanged couple time.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

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

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>> Sure, let me have a look..
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> natalia.molotkova@centurion.com

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

>> Response (Administrator) 08/18/2015 07:48 AM
>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>> Customer (lesley.jee@gmail.com) 08/18/2015 07:48 AM
>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>
>> Thanks, Lesley

>>
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>>>> From: "American Express Travel" <[itinerary@\[REDACTED\]](mailto:itinerary@[REDACTED])>
>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>> To: [REDACTED]
>>>> Subject: Invoice 1887453 for [REDACTED] [REDACTED] 31AUG15 VUKYVN

>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at [REDACTED].

>>>>
>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

>>>> [REDACTED]
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>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to

view your trip details:

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>>> Friday 03 Jul 15

>>> Other Information

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>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

>>> Monday 31 Aug 15

>>> Flight Information

>>>

>>> Date 31 Aug 2015

>>> Airline Aeroflot

>>> Airline Record Locator DCPXGT

>>> Flight/Class SU103 L Economy Class

>>> Origin New York, John F Kennedy International

>>> Destination Moscow, Sheremetyevo

>>> Departing 07:10 PM

>>> Arriving 11:25 AM / 01 Sep 2015

>>> Departure Terminal Terminal 1

>>> Arrival Terminal Terminal D - Domestic/Intl

>>> Estimated Time 9 Hrs 15 Mins

>>> Stops Non-stop

>>> Seats 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

>>>

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Reader. Refer to website below to download and install this free software.

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>>> <http://www.adobe.com/products/acrobat/readstep.html>

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>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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>> Ref#150818-001665

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting for the response from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

>

>

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

>

> Customer ([REDACTED]) 08/18/2015 11:39 AM

> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>

> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:

>

>>

>>

>> Response (Natalia Molotkova) 08/18/2015 11:13 AM

>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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>> I did email it to the rate desk for them to double check the rules again, due to the original ticket was exchanged couple time.

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>> Centurion Relationship Manager

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>> [REDACTED]
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>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
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>> Customer (lesley.jee@gmail.com) 08/18/2015 07:48 AM
>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
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>> Thanks, Lesley
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>>> From: "American Express Travel" <itinerary@myamextravel.com>
>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>> To: [REDACTED]
>>> Subject: Invoice 1887453 for [REDACTED] [REDACTED] 31AUG15 VUKYVN
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>>>> Airline Aeroflot
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>>>> Flight/Class SU103 L Economy Class
>>>> Origin New York, John F Kennedy International
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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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>>> Arriving 11:25 AM / 01 Sep 2015

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>

>

> Ref#150818-001665

Response (Natalia Molotkova) 08/18/2015 12:34 PM

Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 12:21 PM

Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can...but...) and if we can't then forget it...(no need to reserve Dec flight)

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [REDACTED] > wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Customer ([REDACTED]) 08/18/2015 11:39 AM

> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>

> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [REDACTED] > wrote:

>

>>

>>

>> Response (Natalia Molotkova) 08/18/2015 11:13 AM

>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

>>

>> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>>

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>> Sure, let me have a look..

>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Response (Administrator) 08/18/2015 07:48 AM
>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
>>
>> Thanks, Lesley
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>>>> From: "American Express Travel" <itinerary@myamextravel.com>
>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>> To: [REDACTED]
>>>> Subject: Invoice 1887453 for [REDACTED] / [REDACTED] 31AUG15 VUKYVN
>>>>
>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at [REDACTED].
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>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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>>>> Friday 03 Jul 15
>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
>>>> Monday 31 Aug 15
>>>> Flight Information
>>>>
>>>> Date 31 Aug 2015
>>>> Airline Aeroflot
>>>> Airline Record Locator DCPXGT
>>>> Flight/Class SU103 L Economy Class
>>>> Origin New York, John F Kennedy International
>>>> Destination Moscow, Sheremetyevo
>>>> Departing 07:10 PM
>>>> Arriving 11:25 AM / 01 Sep 2015
>>>> Departure Terminal Terminal 1
>>>> Arrival Terminal Terminal D - Domestic/Intl
>>>> Estimated Time 9 Hrs 15 Mins
>>>> Stops Non-stop
>>>> Seats 18K
>>>> Confirmed
>>>> Entry and Exit Information for Travel
>>>>
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>>>> <http://www.adobe.com/products/acrobat/readstep.html>
>>>>
>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

>>>>

>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>> Ref#150818-001665

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

>

> I did email it to the rate desk from them to double check the rules again, due to the original ticket was exchanged couple time.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Response (Natalia Molotkova) 08/18/2015 10:34 AM

> Sure, let me have a look..

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Response (Administrator) 08/18/2015 07:48 AM

> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

> Customer ([REDACTED]) 08/18/2015 07:48 AM

> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>

> Thanks, Lesley

>

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>>> From: "American Express Travel" <itinerary@myamextravel.com>

>>> Date: June 26, 2015 at 6:34:07 PM EDT

>>> To: [REDACTED]

>>> Subject: Invoice 1887453 for [REDACTED] [REDACTED] 31AUG15 VUKYVN

>>>

>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at [REDACTED].

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>>> If airline tickets are purchased for this itinerary:

>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

>>> <http://myamextravel.com/baggage>

>>>

>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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>>> Entry and Exit Information for Travel

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>>> PDF itinerary attachment:

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>>>

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> Ref#150818-001665

Customer ([REDACTED]) 08/18/2015 12:00 PM

ok thanks

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[REDACTED]> wrote:

>

>

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> Centurion Relationship Manager

> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>>> Friday 03 Jul 15

>>>> Other Information

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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

>>>> Monday 31 Aug 15

>>>> Flight Information

>>>>

>>>> Date 31 Aug 2015

>>>> Airline Aeroflot

>>>> Airline Record Locator DCPXGT

>>>> Flight/Class SU103 L Economy Class

>>>> Origin New York, John F Kennedy International

>>>> Destination Moscow, Sheremetyevo

>>> Departing 07:10 PM
>>> Arriving 11:25 AM / 01 Sep 2015
>>> Departure Terminal Terminal █
>>> Arrival Terminal Terminal D - Domestic/Intl
>>> Estimated Time 9 Hrs 15 Mins
>>> Stops Non-stop
>>> Seats 18K
>>> Confirmed
>>> Entry and Exit Information for Travel
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>> Ref#150818-001665

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 10:34 AM
> Sure, let me have a look..
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> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
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> Response (Administrator) 08/18/2015 07:48 AM
> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently
out of the office with no access to voicemail or email. My normal office hours are 10:30 AM
to 7:00 PM 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. Have a wonderful day!
> Customer ([REDACTED]) 08/18/2015 07:48 AM
> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow
to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to
the price we have paid...I know I won't hear from you until after 10am when your shift
starts....!
>
> Thanks, Lesley
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>>> From: "American Express Travel" <itinerary@myamextravel.com>
>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>> To: [REDACTED]
>>> Subject: Invoice 1887453 for [REDACTED] / [REDACTED] 31AUG15 VUKYVN
>>>
>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only
address that cannot accept incoming messages. If you have any questions, please contact
Centurion Travel Service at [REDACTED].
>>>
>>> If airline tickets are purchased for this itinerary:
>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
>>> <http://myamextravel.com/baggage>
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>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

>>> Monday 31 Aug 15

>>> Flight Information

>>>

>>> Date 31 Aug 2015

>>> Airline Aeroflot

>>> Airline Record Locator DCPXGT

>>> Flight/Class SU103 L Economy Class

>>> Origin New York, John F Kennedy International

>>> Destination Moscow, Sheremetyevo

>>> Departing 07:10 PM

>>> Arriving 11:25 AM / 01 Sep 2015

>>> Departure Terminal Terminal █

>>> Arrival Terminal Terminal D - Domestic/Intl

>>> Estimated Time 9 Hrs 15 Mins

>>> Stops Non-stop

>>> Seats 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> Ref#150818-001665

Response (Natalia Molotkova) 08/18/2015 11:53 AM

Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 11:39 AM

This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> Regards,

> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
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> Natalia Molotkova
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> [REDACTED]
> [REDACTED]
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> Response (Administrator) 08/18/2015 07:48 AM
> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently
out of the office with no access to voicemail or email. My normal office hours are 10:30 AM
to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the
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to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to
the price we have paid...I know I won't hear from you until after 10am when your shift
starts....!
>
> Thanks, Lesley
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>> From: "American Express Travel" <itinerary@myamextravel.com>
>> Date: June 26, 2015 at 6:34:07 PM EDT
>> To: [REDACTED]
>> Subject: Invoice 1887453 for [REDACTED] [REDACTED] 31AUG15 VUKYVN
>>
>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only
address that cannot accept incoming messages. If you have any questions, please contact
Centurion Travel Service at [REDACTED].
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>> If airline tickets are purchased for this itinerary:
>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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>>> Date 31 Aug 2015

>>> Airline Aeroflot

>>> Airline Record Locator DCPXGT

>>> Flight/Class SU103 L Economy Class

>>> Origin New York, John F Kennedy International

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>>> Departure Terminal Terminal 1

>>> Arrival Terminal Terminal D - Domestic/Intl

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>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> Ref#150818-001665

Response (Natalia Molotkova) 08/18/2015 11:13 AM

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Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Response (Natalia Molotkova) 08/18/2015 10:34 AM

Sure, let me have a look..

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Response (Administrator) 08/18/2015 07:48 AM

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Customer ([REDACTED]) 08/18/2015 07:48 AM

Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

Thanks, Lesley

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>> From: "American Express Travel" <itinerary@[REDACTED]>

>> Date: June 26, 2015 at 6:34:07 PM EDT

>> To: [REDACTED]

>> Subject: Invoice 1887453 for [REDACTED] [REDACTED] 31AUG15 VUKYVN

>>

>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at [REDACTED].

>>

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