

**To:** Natalia Molotkova [redacted]  
**From:** Lesley Groff  
**Sent:** Thur 7/30/2015 3:03:53 PM  
**Subject:** Re: Change to Non Refundable Please ([redacted] Rec. Loc# [redacted] Email Ref: [redacted])

Yes. Thank you!

Sent from my iPhone

On Jul 30, 2015, at 10:56 AM, Natalia Molotkova <[redacted]> wrote:

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**Response (Natalia Molotkova) 07/30/2015 10:56 AM**

It will be restricted fare will of 3945.40USD, refundable with 120.00EUR cancellation fee, change fee is 120.00EUR, may I proceed?

Regards,

Natalia Molotkova

Centurion Relationship Manager  
[redacted]  
[redacted]

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

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**Customer (lesley.jee@gmail.com) 07/30/2015 10:54 AM**

super .. thanks

On Jul 30, 2015, at 10:51 AM, Natalia Molotkova

<[redacted]> wrote:

>

>

> Response (Natalia Molotkova) 07/30/2015 10:51 AM

> Sure, let me check if non refundable fare is offered.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager  
> [redacted]  
> [redacted]

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

>

> Customer ([redacted]) 07/30/2015 10:48 AM

> HI Natasha...can we change this ticket for [redacted] to a Non Refundable ticket now? What is the price tag for non refundable now? Thanks, Lesley

>

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>>  
>>> From: "American Express Travel" <[REDACTED]>  
>>> Date: July 24, 2015 at 1:12:00 PM EDT  
>>> To: [REDACTED]  
>>> Subject: Invoice 1973540 for [REDACTED] E V  
02AUG15 [REDACTED]  
>>>  
>>> 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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>>> Sunday 02 Aug 15  
>>> Other Information  
>>>  
>>> CITIZENS OF [REDACTED] MUST CARRY A VALID PASSPORT  
>>> Other Information  
>>>  
>>> A VISA IS REQUIRED FOR ENTRY INTO CHINA  
>>> Flight Information  
>>>  
>>> Date 02 Aug 2015  
>>> Airline China Eastern Airlines  
>>> Airline Record Locator [REDACTED]  
>>> Flight/Class MU788 Y Economy Class  
>>> Origin Rome, Leonardo da Vinci International (Fiumicino)  
>>> Destination Shanghai, Pu Dong  
>>> Departing 09:10 PM  
>>> Arriving 02:45 PM / 03 Aug 2015  
>>> Departure Terminal Terminal 3  
>>> Arrival Terminal Terminal 1  
>>> Estimated Time 11 Hrs 35 Mins

>>> Stops Non-stop  
>>> Seats [REDACTED]  
>>> Confirmed  
>>> Tuesday 25 Aug 15  
>>> Flight Information  
>>>  
>>> Date 25 Aug 2015  
>>> Airline China Eastern Airlines  
>>> Airline Record Locator [REDACTED]  
>>> Flight/Class MU787 Y Economy Class  
>>> Origin Shanghai, Pu Dong  
>>> Destination Rome, Leonardo da Vinci International (Fiumicino)  
>>> Departing 12:30 PM  
>>> Arriving 07:10 PM  
>>> Departure Terminal Terminal 1  
>>> Arrival Terminal Terminal 3  
>>> Estimated Time 12 Hrs 40 Mins  
>>> Stops Non-stop  
>>> Seats [REDACTED]  
>>> Confirmed  
>>> Entry and Exit Information for Travel  
>>>  
>>> American Express strongly recommends that you periodically  
[reviewwww.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit  
requirements for your travel destination. Due to frequent changes, American Express  
cannot guarantee the accuracy of the information provided and expressly disclaims any  
liability for any inaccurate or incomplete information contained on that site.  
>>>  
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>>> You may receive customer service emails even if you have requested not to  
receive email marketing offers from American Express. For details about our e-mail  
practices, please review the American Express Privacy Statement at  
<http://www.americanexpress.com/privacy>.  
>>>  
>>> 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>  
>>>  
>>> 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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> Ref#150731-000064

**Response (Natalia Molotkova) 07/30/2015 10:51 AM**

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Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

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**Customer** [REDACTED] **07/30/2015 10:48 AM**

HI Natasha...can we change this ticket for [REDACTED] to a Non Refundable ticket now? What is the price tag for non refundable now? Thanks, Lesley

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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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>> Sunday 02 Aug 15

>> Other Information

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>> CITIZENS OF [REDACTED] MUST CARRY A VALID PASSPORT

>> Other Information

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>> A VISA IS REQUIRED FOR ENTRY INTO CHINA

>> Flight Information

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>> Date 02 Aug 2015

>> Airline China Eastern Airlines

>> Airline Record Locator [REDACTED]

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>> Origin Rome, Leonardo da Vinci International (Fiumicino)  
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>> Departing 09:10 PM  
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>> See attached itinerary PDF or link for full terms and conditions.  
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>> 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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