

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: Wed 8/26/2015 3:45:40 PM
Subject: Re: St. Barth for Karyna [Email Ref: 150826-000892]

ok, got it...and if we want to cancel we must do so 15 days prior to arrival (so we will say by Dec. 9th)...

On Aug 26, 2015, at 11:42 AM, Natalia Molotkova [REDACTED] > wrote:

Response (Natalia Molotkova) 08/26/2015 11:42 AM

I booked the room, requested the letter from the hotel, the deposit was charged at the time of booking, may be not right away.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 08/26/2015 10:18 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] 08/26/2015 10:18 AM

Can you get us a letter from the hotel? Do you think they will provide prior to paying?

Sent from my iPhone

> On Aug 26, 2015, at 9:37 AM, Natalia Molotkova

< [REDACTED] > wrote:

>

>

>

> Response (Natalia Molotkova) 08/26/2015 09:37 AM

> I can rebook it tomorrow. Will do it under separate record, due to the hotel.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

>

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

>

> Response (Administrator) 08/26/2015 09:36 AM

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> Customer [REDACTED] 08/26/2015 09:36 AM

> Can we hold longer?

>

> Sent from my iPhone

>

>> On Aug 26, 2015, at 9:35 AM, Natalia Molotkova

< [REDACTED] > wrote:

>>

>>

>>

>> Response (Natalia Molotkova) 08/26/2015 09:35 AM

>> What about the air, should I issue the ticket?

>>

>> Or just holding till tomorrow 4pm?

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

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

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>> Response (Natalia Molotkova) 08/26/2015 09:27 AM

>> OK, booking...

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

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

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>> Customer [REDACTED] 08/26/2015 09:12 AM

>> Morning! Thank you for requesting letter from Le Bristol.

>>

>> Book this St. Barth's hotel for us and request letter as well! I will pass on this info to Karyna re deposit...Thank you!

>>

>> On Aug 26, 2015, at 8:51 AM, Natalia Molotkova

< [REDACTED] > wrote:

>>

>>>

>>>

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>>> Morning,

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>>> I did request the confirmation and letter of invitation from Le Bristol.

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>>> For the hotel in St. Barth - very limited availability fro the requested dates. I can offer

>>>

>>> HOTEL MANAPANY SAINT BARTHELEM
>>> ANSE DES CAYEES
>>> SAINT-BARTHELEMY BL 97098
>>>
>>> CHAMBRE DELUXE VUE JARDIN
>>>
>>> PUBLIC RATE **RATE CHG DPST /C-15D
>>> ** 850.00 EFF 25DEC - 07JAN
>>> 595.00 EFF 07JAN - 10JAN
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>>> APPROX. TOTAL PRICE 12835.00 EUR
>>> INCLUDES TAXES AND SURCHARGES
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cancellation fee (it is amount of the deposit).
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>>>> All of our properties are sold out, I will have to check tomorrow morning - will

start at 830am, fro any other hotel options.

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> >

> >

> > Ref#150826-000892

> Response (Administrator) 08/26/2015 09:12 AM

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> HOTEL MANAPANY SAINT BARTHELEM

> ANSE DES CAYEES

> SAINT-BARTHELEMY BL 97098

>

> CHAMBRE DELUXE VUE JARDIN

>

> PUBLIC RATE **RATE CHG DPST /C-15D

> ** 850.00 EFF 25DEC - 07JAN

> 595.00 EFF 07JAN - 10JAN

>

> APPROX. TOTAL PRICE 12835.00 EUR

> INCLUDES TAXES AND SURCHARGES

>

> They do require deposit at the time of booking, which is refundable if you are canceling by December 10th 2015 by 6pm local hotel time to avoid 2550.00EUE cancellation fee (it is amount of the deposit).

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

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> Response (Administrator) 08/25/2015 07:33 PM

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> Centurion Relationship Manager

>

>

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> Ref#150826-000892

Response (Administrator) 08/26/2015 09:54 AM

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Customer [REDACTED] 08/26/2015 09:54 AM

Appreciate it!

Sent from my iPhone

> On Aug 26, 2015, at 9:37 AM, Natalia Molotkova
< [REDACTED] > wrote:
>
>
>
> Response (Natalia Molotkova) 08/26/2015 09:37 AM
> I can rebook it tomorrow. Will do it under separate record, due to the hotel.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Administrator) 08/26/2015 09:36 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] 08/26/2015 09:36 AM
> Can we hold longer?
>
> Sent from my iPhone
>
>> On Aug 26, 2015, at 9:35 AM, Natalia Molotkova
< [REDACTED] > wrote:
>>
>>
>>
>> Response (Natalia Molotkova) 08/26/2015 09:35 AM
>> What about the air, should I issue the ticket?
>>
>> Or just holding till tomorrow 4pm?
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Response (Natalia Molotkova) 08/26/2015 09:27 AM
>> OK, booking...
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>

> > Customer [REDACTED] 08/26/2015 09:12 AM
> > Morning! Thank you for requesting letter from Le Bristol.
> >
> > Book this St. Barth's hotel for us and request letter as well! I will pass on this info to Karyna re deposit...Thank you!
> >
> > On Aug 26, 2015, at 8:51 AM, Natalia Molotkova <[REDACTED]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/26/2015 08:51 AM
> > > Morning,
> > >
> > > I did request the confirmation and letter of invitation from Le Bristol.
> > >
> > > For the hotel in St. Barth - very limited availability fro the requested dates. I can offer
> > >
> > > HOTEL MANAPANY SAINT BARTHELEM
> > > ANSE DES CAYEES
> > > SAINT-BARTHELEMY BL 97098
> > >
> > > CHAMBRE DELUXE VUE JARDIN
> > >
> > > PUBLIC RATE **RATE CHG DPST /C-15D
> > > ** 850.00 EFF 25DEC - 07JAN
> > > 595.00 EFF 07JAN - 10JAN
> > >
> > > APPROX. TOTAL PRICE 12835.00 EUR
> > > INCLUDES TAXES AND SURCHARGES
> > >
> > > They do require deposit at the time of booking, which is refundable if you are canceling by December 10th 2015 by 6pm local hotel time to avoid 2550.00EUE cancellation fee (it is amount of the deposit).
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
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> > > Response (Administrator) 08/25/2015 07:33 PM
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> > > Customer [REDACTED] 08/25/2015 07:33 PM
> > > right...I remember these flights being non refundable now...itinerary is fine...Working on hotel tomorrow sounds good...thank you!

> > >
> > > On Aug 25, 2015, at 7:29 PM, Natalia Molotkova
<[REDACTED]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/25/2015 07:29 PM
> > > > I. Air - I can't get fully refundable fare , it is not offered on this market. Only
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> > > > Here is itinerary with United and Windward
> > > >
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> > > > UA1677 10JAN SXMEWR 310P 655P
> > > >
> > > > All of our properties are sold out, I will have to check tomorrow morning - will
start at 830am, fro any other hotel options.
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>> All of our properties are sold out, I will have to check tomorrow morning - will start at 830am, fro any other hotel options.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

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

>>

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> >

> > Ref#150826-000892

> Response (Natalia Molotkova) 08/26/2015 09:35 AM

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> Or just holding till tomorrow 4pm?

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> Natalia Molotkova

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>

> Book this St. Barth's hotel for us and request letter as well! I will pass on this info to Karyna re deposit... Thank you!

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I can rebook it tomorrow. Will do it under separate record, due to the hotel.

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Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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Can we hold longer?

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> > All of our properties are sold out, I will have to check tomorrow morning - will start at 830am, fro any other hotel options.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> >

> >

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> >

> >

> > Ref#150826-000892

> Response (Administrator) 08/26/2015 09:12 AM

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> PUBLIC RATE **RATE CHG DPST /C-15D
> ** 850.00 EFF 25DEC - 07JAN
> 595.00 EFF 07JAN - 10JAN
>
> APPROX. TOTAL PRICE 12835.00 EUR
> INCLUDES TAXES AND SURCHARGES
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> They do require deposit at the time of booking, which is refundable if you are canceling by December 10th 2015 by 6pm local hotel time to avoid 2550.00EUE cancellation fee (it is amount of the deposit).
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> Centurion Relationship Manager
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> [REDACTED]
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> >
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>

>

> Ref#150826-000892

Response (Natalia Molotkova) 08/26/2015 09:35 AM

What about the air, should I issue the ticket?

Or just holding till tomorrow 4pm?

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]

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

Response (Natalia Molotkova) 08/26/2015 09:27 AM

OK, booking...

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]

(877) 877-0987

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

Customer [REDACTED] 08/26/2015 09:12 AM

Morning! Thank you for requesting letter from Le Bristol.

Book this St. Barth's hotel for us and request letter as well! I will pass on this info to Karyna re deposit...Thank you!

On Aug 26, 2015, at 8:51 AM, Natalia Molotkova

[REDACTED] wrote:

>
>
> Response (Natalia Molotkova) 08/26/2015 08:51 AM
> Morning,
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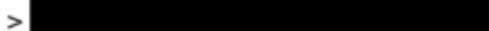
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