

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change ticket again!! CFPNHY [Incident: 160420-001620]
Date: Wed, 20 Apr 2016 21:40:57 +0000

middle seats are fine! thank you! they can try to change them at airport perhaps :)

On Apr 20, 2016, at 5:01 PM, Natalia Molotkova <[REDACTED]> wrote:


To: Lesley Groff
Subject: Change ticket again!! CFPNHY
From: Natalia Molotkova
Sent: 04/20/2016 05:01 PM

Lesley, at this point return flight - only middle seats or fro extra fee.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 10:27 AM

Thx
Sent from my iPhone

On Apr 20, 2016, at 10:25 AM, Natalia Molotkova <[REDACTED]> wrote:


To: Lesley Groff
Subject: Change ticket again!! CFPNHY
From: Natalia Molotkova
Sent: 04/20/2016 10:25 AM

OK, setting up exchange, new tickets will remain non refundable with \$200 change fee.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 10:03 AM

Yes. Proceed. Please mail voucher to

Lesley groff
[REDACTED]

Thx
Sent from my iPhone

On Apr 20, 2016, at 9:58 AM, Natalia Molotkova <[REDACTED]> wrote:


To: Lesley Groff
Subject: Change ticket again!! CFPNHY
From: Natalia Molotkova
Sent: 04/20/2016 09:58 AM

To change flights to

AA2421 26APR MIASTT 1245P 320P
AA 943 29APR STTMIA 145P 447P

new fare will be lower, we can use difference in fare fro teh change fee, still will be residual (MCO paper voucher) of \$70 per person. Will be mailed to you (will need mailing address).

OK to proceed?

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

(877) 877-0987

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

From: Lesley Groff
Sent: 04/20/2016 09:21 AM

Thx

Sent from my iPhone

On Apr 20, 2016, at 9:18 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

<[REDACTED]-CFPNHY.pdf>

To: Lesley Groff
Subject: Change ticket again!! CFPNHY
From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,

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Sent: 04/20/2016 09:15 AM

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Sent from my iPhone

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Travel Arrangements for

E-Ticket Number(s)

██████ Ticket AA 0017766467351-04APR
██████ Ticket AA 0017766467352-04APR
██████ Ticket 0017766982927-06APR
██████ Ticket 0017766982928-06APR
██████ Ticket AA 0017769093646-13APR
██████ Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date 21 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA2421** G Economy Class
Origin Miami, Miami International
Destination Charlotte Amalie, Cyril E. King Airport
Departing 12:45 PM
Arriving 03:20 PM
Estimated Time 2 Hrs 35 Mins
Stops Non-stop
Seats Unassigned

Confirmed

Sunday 24 Apr 16

Flight Information

Date 24 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA943** G Economy Class
Origin Charlotte Amalie, Cyril E. King Airport
Destination Miami, Miami International
Departing 01:45 PM
Arriving 04:47 PM
Estimated Time 3 Hrs 2 Mins
Stops Non-stop
Seats 29D, 29F

Confirmed

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

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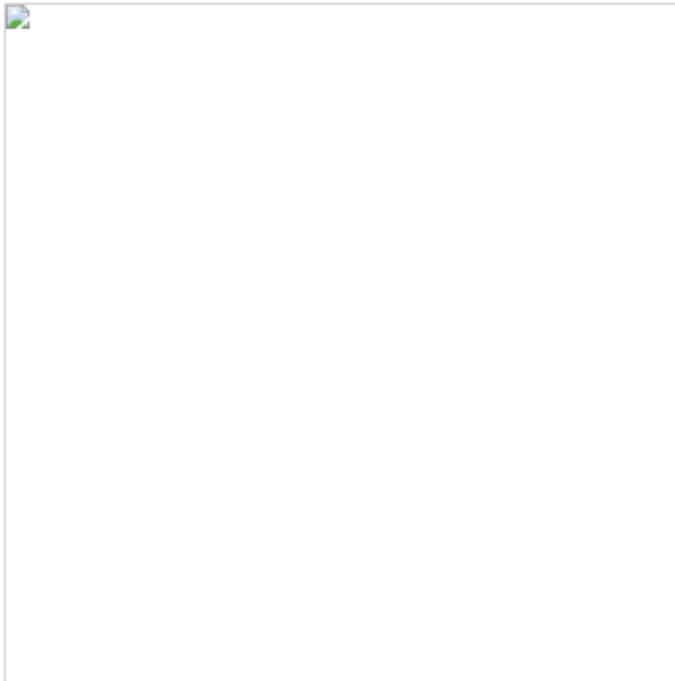
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Ref# 160420-001620



From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,
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Centurion Relationship Manager
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Hours: Monday through Friday 9:00am to 5:30pm EST

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Sent: 04/20/2016 09:15 AM

Hi Natasha. We need to change the ticket for [REDACTED] and [REDACTED] again! Depart 26th return 29th. Same flights if possible. Sorry with a capital S!!

Sent from my iPhone

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Date: April 13, 2016 at 9:42:19 AM EDT
To: [REDACTED]
Subject: Itinerary INCL TICKETNO for [REDACTED] 21APR16 CFPNHY

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Travel Arrangements for
[REDACTED]

E-Ticket Number(s)

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██████ Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date 21 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA2421** G Economy Class
Origin Miami, Miami International
Destination Charlotte Amalie, Cyril E King Airport
Departing 12:45 PM
Arriving 03:20 PM
Estimated Time 2 Hrs 35 Mins
Stops Non-stop
Seats Unassigned

Confirmed

Sunday 24 Apr 16

Flight Information

Date 24 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA943** G Economy Class
Origin Charlotte Amalie, Cyril E King Airport
Destination Miami, Miami International
Departing 01:45 PM
Arriving 04:47 PM
Estimated Time 3 Hrs 2 Mins
Stops Non-stop
Seats 29D, 29F

Confirmed

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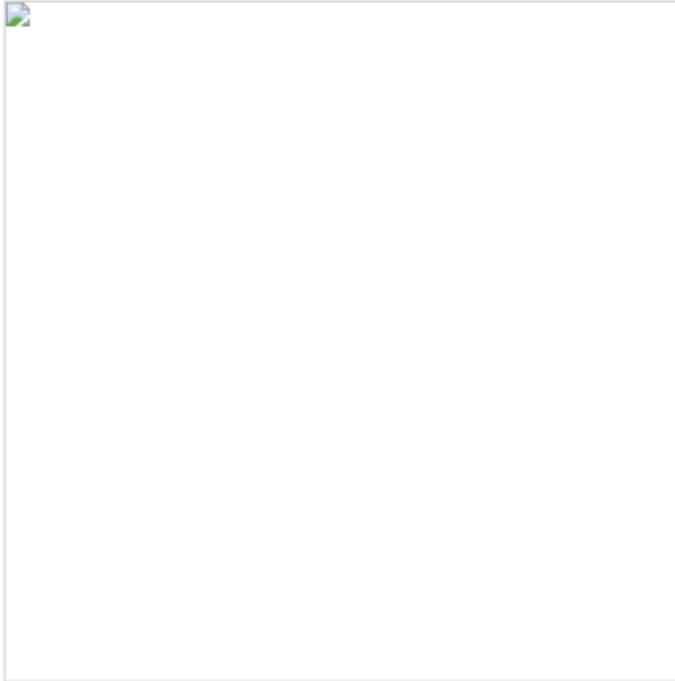
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[\[Redacted\]-CFPNHY.pdf](#)

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Ref# 160420-001620



From: Natalia Molotkova
Sent: 04/20/2016 09:58 AM

To change flights to

AA2421 26APR MIASTT 1245P 320P
AA 943 29APR STTMIA 145P 447P

new fare will be lower, we can use difference in fare fro teh change fee, still will be residual (MCO paper voucher) of \$70 per person. Will be mailed to you (will need mailing address).

OK to proceed?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 09:21 AM

Thx

Sent from my iPhone

On Apr 20, 2016, at 9:18 AM, Natalia Molotkova <[REDACTED]> wrote:



<[REDACTED]-CFPNHY.pdf>

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Sent: 04/20/2016 09:18 AM

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Travel Arrangements for
[REDACTED]

E-Ticket Number(s)

[REDACTED] Ticket AA 0017766467351-04APR

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[REDACTED] Ticket 0017766982927-06APR

Ticket 0017766982928-06APR

Ticket AA 0017769093646-13APR

Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date 21 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA2421** G Economy Class
Origin Miami, Miami International
Destination Charlotte Amalie, Cyril E King Airport
Departing 12:45 PM
Arriving 03:20 PM
Estimated Time 2 Hrs 35 Mins
Stops Non-stop
Seats Unassigned

Confirmed

Sunday 24 Apr 16

Flight Information

Date 24 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA943** G Economy Class
Origin Charlotte Amalie, Cyril E King Airport
Destination Miami, Miami International
Departing 01:45 PM
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Estimated Time 3 Hrs 2 Mins
Stops Non-stop
Seats 29D, 29F

Confirmed

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Ph# 160420-001620

From: Natalia Molotkova
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Centurion Relationship Manager

(877) 877-0987

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EFTA00326421

From: Lesley Groff
Sent: 04/20/2016 09:15 AM

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Date: April 13, 2016 at 9:42:19 AM EDT
To: [REDACTED]
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Departing	01:45 PM
Arriving	04:47 PM
Estimated Time	3 Hrs 2 Mins
Stops	Non-stop
Seats	29D, 29F

Confirmed

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California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

<[REDACTED]-CFPNHY.pdf>

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apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travel/terms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160420-001620



From: Natalia Molotkova
Sent: 04/20/2016 10:25 AM

OK, setting up exchange, new tickets will remain non refundable with \$200 change fee.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 10:03 AM

Yes. Proceed. Please mail voucher to

Lesley groff
[REDACTED]
[REDACTED]

Thx

Sent from my iPhone

On Apr 20, 2016, at 9:58 AM, Natalia Molotkova <[REDACTED]> wrote:



To: Lesley Groff
Subject: Change ticket again!! CFPNH
From: Natalia Molotkova
Sent: 04/20/2016 09:58 AM

To change flights to

AA2421 26APR MIASTT 1245P 320P
AA 943 29APR STTMIA 145P 447P

EFTA00326424

new fare will be lower, we can use difference in fare fro teh change fee, still will be residual (MCO paper voucher) of \$70 per person. Will be mailed to you (will need mailing address).

OK to proceed?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

(877) 877-0987

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

From: Lesley Groff
Sent: 04/20/2016 09:21 AM

Thx

Sent from my iPhone

On Apr 20, 2016, at 9:18 AM, Natalia Molotkova <[REDACTED]> wrote:



<[REDACTED]-CFPNHY.pdf>

To: Lesley Groff
Subject: Change ticket again!! CFPNHY
From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

(877) 877-0987

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

From: Lesley Groff
Sent: 04/20/2016 09:15 AM

Hi Natasha. We need to change the ticket for [REDACTED] and [REDACTED] again! Depart 26th return 29th. Same flights of possible. Sorry with a capital S!!

Sent from my iPhone

Begin forwarded message:

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Travel Arrangements for
[REDACTED]

E-Ticket Number(s)

██████ Ticket AA 0017766467351-04APR

██████ Ticket AA 0017766467352-04APR

██████ Ticket 0017766982927-06APR

██████ Ticket 0017766982928-06APR

██████ Ticket AA 0017769093646-13APR

██████ Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	21 Apr 2016
Airline	American Airlines
Airline Record Locator	CFPNHY
Flight/Class	AA2421 G Economy Class
Origin	Miami, Miami International
Destination	Charlotte Amalie, Cyril E King Airport
Departing	12:45 PM
Arriving	03:20 PM
Estimated Time	2 Hrs 35 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Sunday 24 Apr 16

Flight Information

Date	24 Apr 2016
Airline	American Airlines
Airline Record Locator	CFPNHY
Flight/Class	AA943 G Economy Class
Origin	Charlotte Amalie, Cyril E King Airport
Destination	Miami, Miami International
Departing	01:45 PM
Arriving	04:47 PM
Estimated Time	3 Hrs 2 Mins
Stops	Non-stop
Seats	29D, 29F

Confirmed

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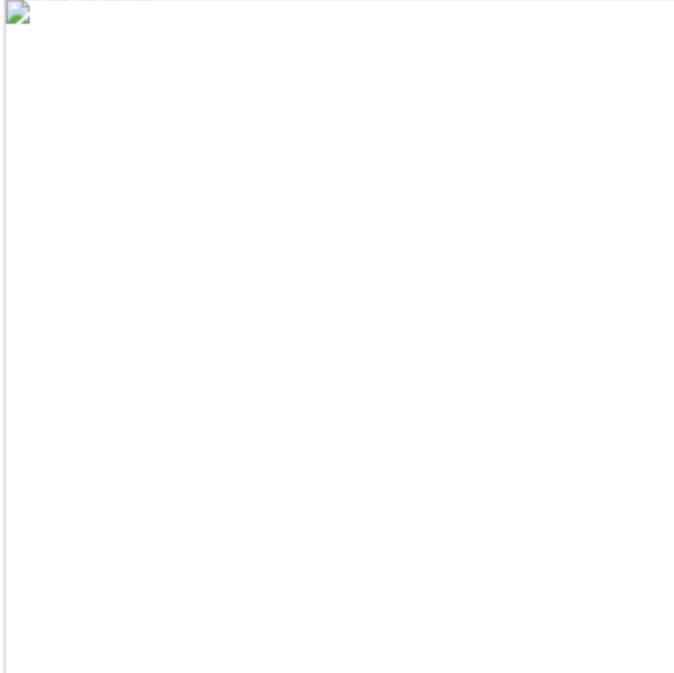
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Ref# 160420-001620



From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 09:15 AM

Hi Natasha. We need to change the ticket for [REDACTED] and [REDACTED] again! Depart 26th return 29th. Same flights of possible. Sorry with a capital S!!

Sent from my iPhone

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Date: April 13, 2016 at 9:42:19 AM EDT
To: [REDACTED]
Subject: Itinerary INCL TICKETNO for [REDACTED] 21APR16 CFPNHY

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Travel Arrangements for
[REDACTED]

E-Ticket Number(s)

[REDACTED] Ticket AA 0017766467351-04APR
[REDACTED] Ticket AA 0017766467352-04APR
[REDACTED] Ticket 0017766982927-06APR
[REDACTED] Ticket 0017766982928-06APR
[REDACTED] Ticket AA 0017769093646-13APR
[REDACTED] Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	21 Apr 2016
Airline	American Airlines
Airline Record Locator	CFPNHY
Flight/Class	AA2421 G Economy Class
Origin	Miami, Miami International
Destination	Charlotte Amalie, Cyril E King Airport
Departing	12:45 PM
Arriving	03:20 PM

Estimated Time 2 Hrs 35 Mins
Stops Non-stop
Seats Unassigned
Confirmed

Sunday 24 Apr 16

Flight Information

Date 24 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA943** G Economy Class
Origin Charlotte Amalie, Cyril E King Airport
Destination Miami, Miami International
Departing 01:45 PM
Arriving 04:47 PM
Estimated Time 3 Hrs 2 Mins
Stops Non-stop
Seats 29D, 29F

Confirmed

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<[REDACTED]-CFPNHY.pdf>

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From: Natalia Molotkova
Sent: 04/20/2016 09:58 AM

To change flights to

AA2421 26APR MIASTT 1245P 320P
AA 943 29APR STTMIA 145P 447P

new fare will be lower, we can use difference in fare fro teh change fee, still will be residual (MCO paper voucher) of \$70 per person. Will be mailed to you (will need mailing address).

OK to proceed?

Regards,
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Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 09:21 AM

Thx
Sent from my iPhone

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<[REDACTED]-CFPNHY.pdf>

To: Lesley Groff
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From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,
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Hi Natasha. We need to change the ticket for [REDACTED] and [REDACTED] again! Depart 26th return 29th. Same flights if possible. Sorry with a capital S!!

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Travel Arrangements for
[REDACTED]

E-Ticket Number(s)

[REDACTED] Ticket AA 0017766467351-04APR

[REDACTED] Ticket AA 0017766467352-04APR

[REDACTED] Ticket 0017766982927-06APR

[REDACTED] Ticket 0017766982928-06APR

[REDACTED] Ticket AA 0017769093646-13APR

[REDACTED] Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date 21 Apr 2016
Airline American Airlines

Airline Record Locator CFPNHY
Flight/Class **AA2421** G Economy Class
Origin Miami, Miami International
Destination Charlotte Amalie, Cyril E King Airport
Departing 12:45 PM
Arriving 03:20 PM
Estimated Time 2 Hrs 35 Mins
Stops Non-stop
Seats Unassigned
Confirmed

Sunday 24 Apr 16

Flight Information

Date 24 Apr 2016
Airline **American Airlines**
Airline Record Locator CFPNHY
Flight/Class **AA943** G Economy Class
Origin Charlotte Amalie, Cyril E King Airport
Destination Miami, Miami International
Departing 01:45 PM
Arriving 04:47 PM
Estimated Time 3 Hrs 2 Mins
Stops Non-stop
Seats 29D, 29F
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From: Natalia Molotkova
Sent: 04/20/2016 09:18 AM

Morning, Lesley!!! Working on it...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 04/20/2016 09:15 AM

Hi Natasha. We need to change the ticket for [REDACTED] and [REDACTED] again! Depart 26th return 29th. Same flights if possible. Sorry with a capital S!!

Sent from my iPhone

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Date: April 13, 2016 at 9:42:19 AM EDT
To: [REDACTED]
Subject: Itinerary INCL TICKETNO for [REDACTED] 21APR16 CFPNHY

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 1-877-877-0987.

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
<https://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 and add link to your bookmarked favorites for easy access in the future:

[View your Digital Itinerary](#)

Travel Arrangements for

E-Ticket Number(s)

██████ Ticket AA 0017766467351-04APR

██████ Ticket AA 0017766467352-04APR

██████ Ticket 0017766982927-06APR

██████ Ticket 0017766982928-06APR

██████ Ticket AA 0017769093646-13APR

██████ Ticket AA 0017769093647-13APR

Thursday 21 Apr 16

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	21 Apr 2016
Airline	American Airlines
Airline Record Locator	CFPNHY
Flight/Class	AA2421 G Economy Class
Origin	Miami, Miami International
Destination	Charlotte Amalie, Cyril E King Airport
Departing	12:45 PM
Arriving	03:20 PM
Estimated Time	2 Hrs 35 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Sunday 24 Apr 16

Flight Information

Date	24 Apr 2016
Airline	American Airlines
Airline Record Locator	CFPNHY
Flight/Class	AA943 G Economy Class
Origin	Charlotte Amalie, Cyril E King Airport
Destination	Miami, Miami International
Departing	01:45 PM
Arriving	04:47 PM
Estimated Time	3 Hrs 2 Mins
Stops	Non-stop
Seats	29D, 29F

Confirmed

Entry and Exit Information for Travel

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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>

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

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<[REDACTED]-CFPNHY.pdf>

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