

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Ticket for [REDACTED] -Put on HOLD! [Email Ref: [REDACTED]]
Date: Mon, 07 Mar 2016 16:22:06 +0000

ok, thanks

On Mar 7, 2016, at 11:18 AM, Natalia Molotkova <[REDACTED]> wrote:

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

 Centurion Banner

Response (Natalia Molotkova) 03/07/2016 11:18 AM

Till the end of the day , by midnight. Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 03/07/2016 11:09 AM

Natasha, how long do we have tomorrow to void this ticket? All day with no charge? Up to midnight? 5pm? [REDACTED] is thinking she may want to leave Thursday night but will not know until tomorrow...

Response (Natalia Molotkova) 03/07/2016 10:19 AM

OK Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager natalia.molotkova@centurion.com (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 03/07/2016 10:06 AM

ok, don't buy the seat yet actually because it is non refundable...buy the ticket with an unassigned seat...we can buy it tomorrow if she decides to go

Response (Natalia Molotkova) 03/07/2016 10:03 AM

Fare is 779.20 non refundable with \$200 change fee. Better to get seats when she knows for sure if she goes or not, seats are non refundable. I will be able to void charge for the air fare, but not for seats.

OK to issue?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

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

Response (Natalia Molotkova) 03/07/2016 10:00 AM

Outbound - fee is between 73 and 84 USD, return - 79-83USD. If you don't want to pay for the seat, airline will give the seat for free at the airport, if any left. Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 03/07/2016 10:00 AM

actually, go ahead and issue the tickets..buy the premium economy seat for outbound and a middle seat for the return...how much is the round trip ticket? She says she should know by tomorrow if she will go or not.

Customer ([REDACTED]) 03/07/2016 09:57 AM

ok, put on hold until tonight then...how much is the seat fee for premium economy on outbound? (what do you do if you don't want to pay for a seat? I guess the airline would tell you to take another flight?)

Response (Natalia Molotkova) 03/07/2016 09:52 AM

United is allowing to hold flights at the fare below only till tonight, till 11:59pm:
1 UA 1973 11MAR LGA IAH 0939A 1251P - only premium economy seats left at the fee

2 UA 2048 14MAR IAH LGA 1016A 0249P - only middle seats without fee.

Itinerary is on its way.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

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

Response (Natalia Molotkova) 03/07/2016 09:41 AM

Hi, Lesley, on it... Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager natalia.molotkova@centurion.com (877) 877-0987 Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 03/07/2016 09:39 AM

Hi Natasha...please put on HOLD a ticket for [REDACTED] [REDACTED] to depart LGA on Friday March 11th at 9:39am (United flight) arriving Houston 12:51pm. Return Monday March 14th on United at 10:16am arrive NY at 2:49pm...Coach..use her United [REDACTED] Let me know price and send reservation to me...let me know how long we can hold for too! thanks, Lesley

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