

From: [REDACTED] <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: change Ticket (Rec. Loc [REDACTED]) [Email Ref: [REDACTED]]
Date: Tue, 05 Jan 2016 18:24:54 +0000

yes, issue the new AA ticket and cancel the KLM ...i understand we lose the money...thanks

On Jan 5, 2016, at 1:20 PM, 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) 01/05/2016 01:20 PM

Ok, and the KLM will be lost, non refundable.

Fare with Americans went up to 803.26USD, non refundable. May I cancel KLM and issue new with AA?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 01:06 PM

Hi...sorry I see the email you sent earlier now ...Lets book her on the first option below for \$795.66 please ...thanks

1 BA 1535 07JAN CDG JFK 1000A 1255P OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A OPERATED BY FINNAIR OYJ 2 AY 153 14JAN HEL SVO 0930A 1205P TOTAL FARE - USD 795.66

Response (Natalia Molotkova) 01/05/2016 12:56 PM

I emailed you options to arrive by 1pm to NYC on the 6th

On the 7th from Paris we can do

1 BA 1535 07JAN CDG JFK 1000A 1255P
OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A
OPERATED BY FINNAIR OYJ
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 795.66

From Geneva will be \$3690.96

UA 957 07JAN GVAEWR 915A 1230P /DCUA

UA 956 13JAN EWRGVA 540P 725A 14JAN
LX1336 14JAN GVADME 900A 235P /DCLX

Still check evening on the 6th?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 12:54 PM
any luck? Jeffrey is questioning me on this...

Response (Natalia Molotkova) 01/05/2016 11:41 AM

On the 7th from Paris we can do

1 BA 1535 07JAN CDG JFK 1000A 1255P
OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A
OPERATED BY FINNAIR OYJ
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 795.66

From Geneva will be \$3690.96

UA 957 07JAN GVAEWR 915A 1230P /DCUA

UA 956 13JAN EWRGVA 540P 725A 14JAN
LX1336 14JAN GVADME 900A 235P /DCLX

Still check evening on the 6th?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 11:39 AM
thanks so much!

Response (Natalia Molotkova) 01/05/2016 11:35 AM

You did mention that in your first email, and I forgot, re-checking...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 11:33 AM
she is still arriving too late on the 7th...we either need to get her in evening of the 6th or morning/early afternoon of the 7th (1pm latest to arrive NY please on 7th)...

Response (Natalia Molotkova) 01/05/2016 11:28 AM

To get better fare, we will have to go with another option on teh return.

From Paris best coach fare is with American Airlines adn Finnair

1 AA 755 07JAN CDG PHL 1100A 0200P
1 AA 2073 07JAN PHL LGA 0335P 0429P

2 AA 8986 13JAN JFK HEL 0545P 0850A
OPERATED BY FINNAIR OYJ
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 797.36

From Geneva - British Airways

1 BA 725 07JAN GVA LHR 1030A 1115A
1 BA 177 07JAN LHR JFK 0105P 0405P

2 BA 176 13JAN JFK LHR 0720P 0710A
2 BA 233 14JAN LHR DME 0835A 0330P

TOTAL FARE - USD 759.76

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 11:24 AM

yes, check about just doing a whole new ticket would be great! return can remain the same...thanks

Response (Natalia Molotkova) 01/05/2016 11:16 AM

No matter what I am pricing - from Geneva (connection) or from Paris - direct - the lowest fare will be in business at 1,100, original was 1143.72, plus 240.00EUR change fee (still not even sure if I can chance the route, checking with ticketing...)

Do you want me to try to create new reservation at a lower fare may be with different airline?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 01/05/2016 10:45 AM

thanks

Response (Natalia Molotkova) 01/05/2016 10:41 AM
Checking...

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer () 01/05/2016 10:30 AM

Morning Natasha...we need to change [redacted] outbound ticket...she is in Europe now and can depart from Geneva or Paris to NY on Jan 7th (she needs to arrive early in the day, 2pm latest) I think this ticket was very restricted so not sure what the best idea is to save money...Another option would be for [redacted] to arrive evening of Jan. 6th still from Geneva or Paris...Please help! thank you [redacted]
Begin forwarded message:

From: "American Express Travel" [redacted] >
Subject: Invoice [redacted] for [redacted] 07JAN16 [redacted]
Date: December 28, 2015 at 9:44:55 PM EST
To: [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 American Express Travel Service.

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 American Express 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:

Thursday 07 Jan 16

Other Information

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

Other Information

A VISA IS REQUIRED FOR ENTRY INTO USA

Flight Information

Date	07 Jan 2016
Airline	KLM Royal Dutch Airlines
Airline Record Locator	[redacted]
Flight/Class	KL3179 K Economy Class
Origin	Moscow, Sheremetyevo
Destination	Amsterdam, Schiphol
Departing	02:45 PM
Arriving	04:20 PM
Departure Terminal	Terminal F - International
Estimated Time	3 Hrs 35 Mins
Stops	Non-stop

Seats 11A
Confirmed

Flight Information

Date 07 Jan 2016
Airline **KLM Royal Dutch Airlines**
Airline Record Locator [REDACTED]
Flight/Class **KL643** H Economy Class
Origin Amsterdam, Schiphol
Destination New York, John F Kennedy International
Departing 05:15 PM
Arriving 07:40 PM
Arrival Terminal Terminal 4
Estimated Time 8 Hrs 25 Mins
Stops Non-stop
Seats 35A
Confirmed

Wednesday 13 Jan 16

Flight Information

Date 13 Jan 2016
Airline **KLM Royal Dutch Airlines**
Airline Record Locator [REDACTED]
Flight/Class **KL642** U Economy Class
Origin New York, John F Kennedy International
Destination Amsterdam, Schiphol
Departing 05:50 PM
Arriving 06:55 AM / 14 Jan 2016
Departure Terminal Terminal 4
Estimated Time 7 Hrs 5 Mins
Stops Non-stop
Seats 20A
Confirmed

Thursday 14 Jan 16

Flight Information

Date 14 Jan 2016
Airline **KLM Royal Dutch Airlines**
Airline Record Locator [REDACTED]
Flight/Class **KL903** Y Economy Class
Origin Amsterdam, Schiphol
Destination Moscow, Sheremetyevo
Departing 11:40 AM
Arriving 05:00 PM
Arrival Terminal Terminal E - International
Estimated Time 3 Hrs 20 Mins

Stops Non-stop
Seats 21F
Confirmed

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review <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.

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 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.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend. California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2016 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company

and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: http://maps.google.com/help/terms_maps.html. For "Map Legal Notices" click here: http://www.maps.google.com/help/legalnotices_maps.html. There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may 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/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref 
<   >