

From: Natalia Molotkova <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: change Ticket (Rec. Loc [REDACTED]) [Email Ref: 160106-000146]

Date: Tue, 05 Jan 2016 19:25:33 +0000

Attachments: [REDACTED]

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 Centurion Banner

Response (Natalia Molotkova) 01/05/2016 02:25 PM

Thank you!!! New ticket is on its way. Non refundable, change fee is 150.00EUR. Due to ticket is going to be issued on American Airline stock, in case of cancellation credit for the future, but new trip has to originate in Europe.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 01/05/2016 01:27 PM

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

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]
[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]
[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]
[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]
[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]
[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 11 000, 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]
[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

[REDACTED]
[REDACTED]

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

Customer ([REDACTED]) 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! Lesley

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>

Subject: Invoice 2407667 for [REDACTED] 07JAN16 [REDACTED]

Date: December 28, 2015 at 9:44:55 PM EST

To: [REDACTED]

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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

EFTA00332395

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	████████
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

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