

From: [REDACTED] <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: flight for Karyna and [REDACTED] on Dec.23 [Email Ref: [REDACTED]]
Date: Thu, 17 Dec 2015 12:03:51 +0000

YES! I rec'd the tickets for Karyna and [REDACTED] ..but I don't see anything about the cat's reservations as of yet... can we get something?

On Dec 16, 2015, at 5:13 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) 12/16/2015 05:13 PM

Thanks!! Have you received the e-tickets as well? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Administrator) 12/16/2015 05:03 PM

I am currently out of the office with no access to voicemail or email.. My normal office hours are 9am to 5:30pm 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 or email centurionsupport@centurion.com. Have a wonderful day! Best regards, Natalia Molotkova

Customer ([REDACTED]) 12/16/2015 05:03 PM

Ok thx. Got it and passed along to Karyna Sent from my iPhone

Customer ([REDACTED]) 12/16/2015 04:27 PM
that is aWESOME!! thanks

Response (Natalia Molotkova) 12/16/2015 04:26 PM

Pets in general are allowed in business/first. It always depends on the airline, aircraft type and availability. So every time it is going to be individual. Some flights with some airlines allow to travel with pets in business only if it is a service animal.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 12/16/2015 04:25 PM

All done!!!
Added in to profile next to air preferences for Karyna - traveling with cat.
Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/16/2015 04:24 PM

can you find out if they allow pets under seats in Biz class for future reference...I assume the cat carrier will still have to remain with in the same requirements size wise...but she is wondering if a cat is even allowed in Biz or 1st...thanks!

Customer ([REDACTED]) 12/16/2015 04:21 PM

6 pounds!

Response (Natalia Molotkova) 12/16/2015 04:19 PM

What is the cat's weight.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/16/2015 04:00 PM

thanks

Response (Natalia Molotkova) 12/16/2015 03:55 PM

Ok, on it... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 12/16/2015 03:51 PM

The dimensions are below! 13x19x10! Please reserve the cat space ASAP for Karyna!! Let me know when done and if we get confirm for cat. It would ruin our xmas's if this cat is not allowed on with Karyna. Trust me!! Sent from my iPhone
Begin forwarded message:

Please RESERVE the spot for Karyna's cat...she is aware she needs to pay the \$200 at the airport! her kennel is more like 13x19x10 ...she was told it is an 'approved' carrier for planes...she has her paperwork for healthy cat...

Response (Natalia Molotkova) 12/16/2015 03:21 PM

I believe this type of plane does, but only one seat was available in business and requirements are the same, plus not a bulkhead seat has to be available (which is available), still will have to check if there is a room available for the pet in business.

Regards,
Natalia Molotkova

Centurion Relationship Manager

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

Customer ([REDACTED]) 12/16/2015 03:19 PM

Please RESERVE the spot for Karyna's cat...she is aware she needs to pay the \$200 at the airport! her kennel is more like 13x19x10 ...she was told it is an 'approved' carrier for planes...she has her paperwork for healthy cat...

Customer ([REDACTED]) 12/16/2015 03:19 PM

another question....does Biz class on Delta (or any other carrier) allow you to have a pet with you in this class cabin?

On Dec 16, 2015, at 3:13 PM, Natalia Molotkova < [REDACTED] > wrote:

Response (Natalia Molotkova) 12/16/2015 03:13 PM

Delta said that the carrier can be bigger then 13 x 15 x 10.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/16/2015 03:12 PM

is it possible to buy a seat for the cat in carrier...Karyna needs to measure her carrier but it may be a bit bigger ...how much were the tix again...i know expensive..

Customer ([REDACTED]) 12/16/2015 02:24 PM

great! will get back to you!

Response (Natalia Molotkova) 12/16/2015 02:19 PM

Ok, space is available on the plane, the size of the kennel can't exceed 13 x 15 x 10. Kennel goes under the aisle seat (they have aisle and middle). The fee is \$200, they will pay it at the airport, but we have to reserve room now.

For cats (different then dogs), they do not need to know breed or weight. And also cat has to have the papers from the doctor that he/she is healthy.
https://www.delta.com/content/www/en_US/traveling-with-us/special-travel-needs/pets/pet-travel-options.html#carry

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Response (Natalia Molotkova) 12/16/2015 02:05 PM

It will be free, checking if space is available for the pet in the cabin...If it is available, will need the kennel size, cat's breed and weight.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/16/2015 02:03 PM

ah yes!! good deal...thanks!

Response (Natalia Molotkova) 12/16/2015 02:00 PM

Getting info about the cat. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 12/16/2015 01:48 PM

Hi Nathasha...please book Karyna Shuliak and [REDACTED] on the Delta direct flight from JFK to STT on Dec. 23rd departing at 8:34am, coach, one way...Karyna will be traveling with her cat! and she will always now be traveling with her cat most likely! Is there anything special she must do or do we need to pay extra? or how does it work. thanks!
Karyna Shuliak Birthday [REDACTED]

[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.

© 2015 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 [REDACTED]