

From: Natalia Molotkova <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: Cancel London Trip for [REDACTED] [Email Ref: 151021-000488]
Date: Tue, 20 Oct 2015 20:41:58 +0000

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

 Centurion Banner

Response (Natalia Molotkova) 10/20/2015 04:41 PM

OK

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/20/2015 04:36 PM

Well that stinks. I would assume (which I guess I shouldn't do) that a protection plan allows you to cancel up to last minute. Oh well. Yes keep all just in case I suppose. Thx Sent from my iPhone

Response (Natalia Molotkova) 10/20/2015 04:21 PM

I went through the protection plan description, I emailed it to you also, we could cancel tickets only 3 days prior. Now it is too late, tickets are non refundable. May be she will feel better tomorrow? Should I keep hotel just in case? I am sorry.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/20/2015 03:57 PM

Yes. Cancel train tix thx for trying with hotel Sent from my iPhone

Response (Natalia Molotkova) 10/20/2015 03:25 PM

Hotel refusing cancel the room without penalty. Should I cancel the train tickets?

Regards,
Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/20/2015 03:21 PM

Oh Yae!! We are SO good!! Sent from my iPhone

Response (Natalia Molotkova) 10/20/2015 03:16 PM

remember we had purchased the trip insurance fro train tickets, so it will be some sort of refund.
Calling hotel.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 10/20/2015 03:14 PM

Ok, canceling...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/20/2015 03:12 PM

Hi Natasha... [REDACTED] has caught a cold and does not want to travel to London for their quick overnight trip...I know the hotel is supposedly not cancelable and the train tickets non refundable...Can you see what you can do? Maybe the Claridge hotel won't charge us...? :) I think the train tickets may be a casualty...

Hotel	CLARIDGES
Address	Brook Street LONDON GB W1K 4HR
Telephone	44-207-629-8860
Check In Date	Wed 21 Oct 2015
Check Out Date	Thu 22 Oct 2015
Confirmation Number	236775908336
Base Rate	GBP 650.00 / per night, may be subject to local taxes and service charges
Cancellation Policy	Cancel 02D prior to day of arrival
Confirmed	

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