

**From:** Lesley Groff <[REDACTED]>  
**To:** Amex Centurian Travel [REDACTED]  
**Subject:** Re: Train schedule [Email Ref: 151015-000154]  
**Date:** Thu, 15 Oct 2015 16:13:53 +0000

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ok, thanks

On Oct 15, 2015, at 12:13 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) 10/15/2015 12:13 PM**

I am issuing [REDACTED] round trip now - getting total with fees and insurance at \$483.95. Will fix Karyna's to round trip, my mistake.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ( [REDACTED] ) 10/15/2015 12:00 PM**  
great thanks

**Response (Natalia Molotkova) 10/15/2015 11:57 AM**

Total for Karyna with insurance and handling fee is \$280.90.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Response (Natalia Molotkova) 10/15/2015 11:52 AM**

OK

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ( [REDACTED] ) 10/15/2015 11:51 AM**

YES! thank you

Response (Natalia Molotkova) 10/15/2015 11:45 AM

Will you be interested in the following: at \$9.95 for Karyna (could be a little more for [REDACTED])

## Recommended: Our Exclusive Rail Protection Plan™

Add the Rail Protection Plan to the booking to protect \$263.00 worth of products and get the freedom to change travel plans for any reason, with no questions asked. Plus, protect train tickets in the case of strikes and loss or theft for just \$9.95.

### Coverages Details

Rail Europe, Inc. ("REI") is pleased to offer its Rail Protection Plan (RPP) for all European rail passes, train tickets, reservations and select city passes and tours issued through our company. Please read the terms and conditions below in the entirety.

### Important:

- Changes and cancellations for paper tickets/rail passes/reservations/city passes must be received by Rail Europe no later than 3 business days before to the departure date from North America (that is provided at the time this booking is submitted).
- Notification of changes or cancellations to e-tickets must be received no later than 3 business days before to the original scheduled train departure (that is given at the time the booking is submitted).

## Applying for an Exchange under the Rail Protection Plan™

- Rail passes/train tickets/reservations/city passes/tours may be exchanged for the same or new product(s).
- The value of the original product will be applied to the new booking. Travelers who have not yet determined their new travel date(s) or if tickets are not available yet for purchase, will be issued a coupon code equal to the value of the exchanged product(s) to be applied to a new booking at a later date.
- Travelers are responsible to pay the difference in price between the exchanged product(s) and the new booking. In case the price of the new ticket / pass is lower than the original product, the difference will not be refunded.
- Coupon Codes are issued in the name of the traveler(s) given at the time of the original booking and are non-transferable.
- Coupon Codes issued for an exchanged product are for one (1) time use and must be redeemed on a new booking no later than two (2) years from the issue date on the coupon code. No refund will be issued in cases where the full value of the coupon code is not used.
- No explanation is required for exchange requests on rail passes/train tickets/reservations/city tours.
- **Paper Products:** exchange requests must be received by REI Customer Relations no later than three (3) business days prior to the scheduled departure date from North America. New product/coupons codes will not be issued until the original documents have been received by REI. Exchanges on paper products cannot be performed after the traveler(s) have departed North America.
- **E-tickets (Print at Station/Print at Home)** exchange requests must be received by REI no later than three (3) business days BEFORE the regularly scheduled train departure date. Exchange requests received two (2) business days or less from the scheduled train departure date will not be processed.
- To request an exchange, please contact us at [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) or call 800-438-RAIL (7245).

## Applying for a Cancellation under the Rail Protection Plan™

- Travelers will be issued an REI credit in the form of a coupon code equal to the value of the canceled products that may be used for one (1) future booking within two (2) years from issue date.
- Travelers will be issued a REI credit in the form of a coupon code equal to the value of the canceled products that may be applied to a new booking at a later date.
- Coupon Codes issued in the name of the traveler(s) given at the time of the original booking and are non-transferable.
- Coupon Codes are for one (1) time use and must be redeemed on a new booking no later than two (2) years from the issue date on the coupon code. No refund will be issued in cases where the full value of the coupon code is not used.
- Coupon Codes cannot be applied toward shipping and handling fees.
- No explanation is required for exchange and cancellations requests on rail passes/train tickets/reservations/city passes/tours, no questions asked.
- **Paper Products** - Rail passes/paper tickets/paper reservations/city passes/tours being returned for a cancellation must be received by REI Customer Relations department no later

than three (3) business days BEFORE the scheduled departure date from North America given at the time of booking.

- **E-tickets (Print at Station/Print at Home)** – cancellation requests must be received by REI no later than three (3) business days BEFORE the regularly scheduled train departure date. Exchange requests received within two (2) business days or less of the scheduled train departure date will be not be processed.
- To request a REI credit, please contact us at [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) or call 800-438-RAIL (7245).

## Applying for a Refund in the case of strike under the Rail Protection Plan™

- If while traveling in Europe, your trip is interrupted or stopped due to a rail strike, you will be reimbursed for the value of the unused train ticket/reservation. This provision only applies to unused train tickets/reservations and does not apply to rail passes/city passes/tours.
- **Paper Products** - Requests for reimbursement due to strikes must be sent to REI including the RPP Traveler's Request Form and the train ticket/reservations, which must have been stamped at the European rail station by a railway official indicating the train ticket/reservation was not used due to a rail strike. Rail passes/city passes/tours are not covered in cases of rail strikes. Notice of any requests for paper or printed e-tickets/reservations due to strikes or loss/theft from travelers who traveled to Europe must be given within thirty (30) days of their return from Europe.
- **E-tickets (Print at the Station)**
  - Tickets already printed at the station must follow the same procedure as mentioned above for paper products.
  - If the ticket has not been printed at the station, requests for reimbursement due to strikes must be emailed to [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) BEFORE the train departure date.
- **E-tickets (Print at Home)** - Requests for reimbursement due to strikes must be emailed to [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) BEFORE the train departure date.

## Applying for Reimbursement in the case of loss or theft under the Rail Protection Plan™

- Travelers' product(s) must have been lost or stolen while traveling in Europe.
- Travelers will either be refunded the value of the unused portion of the lost or stolen paper product(s) or the cost of a replacement product(s), whichever is less.
- Product holders must file a police report within twenty-four (24) hours of the incident.
- Travelers must purchase a replacement rail pass/train ticket/reservation/city pass/tour in order to continue with his/her travel plans.
- Within thirty (30) days upon return to North America, rail pass/train ticket/paper reservation/city pass/tour must submit a statement to REI including the police report, replacement rail passes /train tickets/paper reservations/city passes/tours purchased abroad, RPP Traveler's Request Form, airline tickets from North America to Europe and return and a brief explanation of the situation.
- Coverage does not apply for product(s) lost prior to departing North America.
- **E-tickets (Print at Home)** - Loss or theft coverage does not apply to travelers with Print at Home e-tickets.

## More details for submitting a request:

Download and fill out the RPP [Traveler's Request Form](#). All requests involving rail passes/paper tickets/reservations/city passes/tours must be submitted in writing to REI Customer Relations Department, 9450 W. Byrn Mawr Ave., 4th floor, Rosemont, IL, 60018 and must be accompanied by the appropriate documentation listed in the sections above.

It is recommended that products being returned for a claim under this program be sent by a traceable mail service.

This plan is administered by REI and can be revised or terminated at our sole discretion at anytime with or without notice. In the case that Rail Protection Plan is terminated, only products issued prior to the date of termination will be covered.

## Description of Rail Protection Plan™:

**Exclusions:** This program does not apply to any loss caused by:

- (a) Delay or detention or confiscation by Customs Officers or Officials or Police or other Security Officers.
- (b) Rail pass/paper tickets/paper reservations/city passes/tours not in clients' actual possession at the time of loss.
- (c) Acts of god, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), terrorist acts, civil war, rebellion, revolution, insurrection, military or usurped power.
- (d) Any dishonest, fraudulent or criminal act by the rail pass/ticket holder.
- (e) Damage due to wear and tear, gradual deterioration, vermin or inherent vice.
- (f) No change to this program will be valid unless authorized solely by REI.
- (g) No legal action can be brought against REI to recover until sixty (60) days after we

receive a RPP Traveler's Request Form.

(h) No legal action against REI may be brought more than one (1) year after the time for submitting the RPP Traveler's Request Form as mentioned herein. Further, no legal action may be brought against REI unless all the terms of the RPP have been complied with fully.

(i) Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimum requirements of such law and the rail pass/ticket holder agrees to the jurisdiction of New York County, New York.

(j) Some products may already include some of the benefits under the Rail Protection Plan. Please consult your terms and conditions for selected products prior to purchasing the Rail Protection Plan.

(k) Coupon codes are issued in the name of the original traveler(s) and are non-transferable.

(l) Coupon codes issued for exchanged product may be combined with other promotional coupon codes offers but ONLY over the phone in the REI Contact Center by calling 800-438-RAIL(7245).

#### More Details

- 1) You and Rail Europe agree that YOU AND RAIL EUROPE MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, and not as a plaintiff or class member in any purported class or representative proceeding.
- 2) For complete details please visit [Rail Europe Terms of Use](#).

## Refund Policy

- Rail Protection Plan™ is non-refundable and non-exchangeable.
- If you make any claim knowing it to be false or fraudulent in any respect, no benefit shall exist for such claim and your benefits may be canceled. Each claimant agrees that representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in case of fraud, intentional concealment, or misrepresentation of material fact.

Here are the benefits of the Rail Protection Plan™

- **One free exchange, no questions asked**  
Have the flexibility to make an exchange for the same product or a different product, regardless of the product penalties and policies (which can be restrictive and limited.)
- **Cancel the booking, no questions asked**  
Get a full Rail Europe credit for 2 years.
- **Reimbursement in case of loss or theft**  
Receive reimbursement on the product if it is lost or stolen while in Europe.
- **Covers rail road strikes on train tickets**  
Get reimbursed the value of the unused train ticket if the trip is interrupted or stopped due to a rail strike.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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**Response (Natalia Molotkova) 10/15/2015 11:31 AM**

OK

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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**Customer ( [REDACTED] ) 10/15/2015 11:30 AM**

You can book Karyna and [REDACTED] on the 9:13am train from Paris to London on 21st and the 11:31 train London to Paris on 22nd! Standard Premier class tickets both ways...thanks!

**Response (Natalia Molotkova) 10/14/2015 06:22 PM**  
It is OK, we have time, and it is electronic ticket.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer [REDACTED] 10/14/2015 06:21 PM**

We may be booking the train for them tomorrow if I don't hear back. Which is fine. We have time Sent from my iPhone

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**Response (Natalia Molotkova) 10/14/2015 05:50 PM**

OK

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer [REDACTED] 10/14/2015 05:45 PM**

True. Let me ask them. I'll get back to you Sent from my iPhone

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**Response (Natalia Molotkova) 10/14/2015 05:33 PM**

\$520.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Response (Natalia Molotkova) 10/14/2015 05:10 PM**

Ok, round trip for [REDACTED] will be %520 plus handling fee . Non refundable tickets with 40.00EUR change fee, may I issue tickets?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Response (Natalia Molotkova) 10/14/2015 04:58 PM**

Yes, but you never know what possibly could happen.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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Customer ( [REDACTED] ) 10/14/2015 04:39 PM

agree with your timing...I want to go with the 11:31 train so they get more time in London (jeffrey had said back to Paris in the evening...this clearly isn't evening..but [REDACTED] has to make her flight)...are the trains usually on time?

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Customer ( [REDACTED] ) 10/14/2015 04:39 PM

standard premier seats please

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Response (Natalia Molotkova) 10/14/2015 04:35 PM

I can price now one way for Karyna at 9:13 am:

**Standard Class - 132.00USD**

Traveling Standard Class aboard Eurostar, the 186 mph city center to city center high-speed train service between London and Brussels or Paris. You'll travel in

- A reserved, comfortable seat
- Welcoming atmosphere
- A bar-buffet car with food and drinks for purchase

Non refundable. Change fee 40.00EUR

**Standard Premier - 263.00USD**

For those seeking more from their time on board, Standard Premier offers the freedom to work, think or simply unwind. You'll travel in:

- Large, reserved, reclining seat with generous legroom
- Drinks and a light bite are served at your seat and included in your ticket
- Bar/buffet car offering food and beverages for purchase

Non refundable, change fee 40.00EUR.

**Business Premier Seat - 402.00USD, refundable.**

Plus rail Europe handling fees.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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Response (Natalia Molotkova) 10/14/2015 04:30 PM

OK, for return - here are my thoughts. Flight departs at 7:10 pm, [REDACTED] has to be there 3 hours prior at 3:10pm, So 1 hour to get from the train station to the airport by taxi, so they have to arrive to Paris Nord station by 3pm, 2 options to depart:

10:24AM London St-Pancras 1:47PM Paris Nord 2hr23min [Eurostar 9018](#)

and

11:31AM London St-Pancras 2:47PM Paris Nord 2hr16min

Which one to price and book?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

Customer [REDACTED] 10/14/2015 04:09 PM  
9:13am!

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**Response (Natalia Molotkova) 10/14/2015 04:00 PM**  
What time I should book from Paris - 8:43 am or 9:13am?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Response (Natalia Molotkova) 10/14/2015 11:27 AM**  
Lesley here is the schedule fro the trains:

From Paris - at 8:43 am and 9:13 am

Return - back to Paris airport - [REDACTED] will have to switch trains. Depends what time she is taking return flight, if at 11pm, we can do 5:04 from London Eurostar via Lille, arrival airport at 9:11 pm. If they want to travel together till Paris and then may be taxi to airport, we can do 4:22 from London, arrival Paris Nord at 7:47pm or earlier, depends what time flight back to NY.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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Ref#151015-000154

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