

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Can we change [REDACTED] ticket to... [Email Ref: 150923-000328]
Date: Tue, 22 Sep 2015 19:22:03 +0000

great. thanks

On Sep 22, 2015, at 3:13 PM, Natalia Molotkova <[REDACTED]> wrote:

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=====>

 Centurion Banner

Response (Natalia Molotkova) 09/22/2015 03:13 PM

OK, on it. New tickets will remain non refundable.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 09/22/2015 03:12 PM

Jeffrey would like to change her to the AA flight to Miami and on to JFK...then take the Aeroflot flights back home...Please purchase and send me new tix...thanks!

Response (Natalia Molotkova) 09/22/2015 03:12 PM

There is availability, but I can't tell you how quickly they are going to sell them and the fare can't be guaranteed till the new tickets are issued, but you knew that.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 09/22/2015 03:09 PM

ok thanks...i will get back to you..are the flights pretty open? or do we need to decide quick here?

Response (Natalia Molotkova) 09/22/2015 03:02 PM

The only direct flight from STT on the 26th of September is Delta at 1:35 PM, arrival to JFK at 5:34 pm. Aeroflot flight departs at 7:10 PM, my system is saying it is a legal connection. But she will have to change terminals in JFK and get bags and check in again, Kind of risky.

If you decided to risk - the Delta flight will be \$263.80, and exchange for Aeroflot - add collect 170.00USD.

If you decided to put her on connecting flight with Americans, exchange fro AA will be \$164.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 09/22/2015 02:54 PM

ok thanks..

the direct flight from STT to JFK is great...if we could just get her on an Aeroflot flight..but I think she would have to overnight and just stick with flight she is holding already.

Response (Natalia Molotkova) 09/22/2015 02:49 PM

Yes, no non refundable fare offered.

Let me check about your research..

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 09/22/2015 02:45 PM

I researched yesterday:

AA#1350 depart STT 8:05am arrive Miami 11:13am

AA#64 depart Miami 12:40pm arrive JFK 3:33pm

Aeroflot #103 depart JFK 7:10pm arrive Moscow 11:25am on 27th

Aeroflot #2108 depart Moscow 8:45pm arrive Vilnius at 10:20pm

total price was about \$650 to change and add new flight...Is there anything more desirable and staying on Aeroflot?

Customer ([REDACTED]) 09/22/2015 02:39 PM

I assume the non refundable fare must not be available at this point?

Customer ([REDACTED]) 09/22/2015 02:06 PM

Ok thanks. Let me tell him. Sent from my iPhone

Response (Natalia Molotkova) 09/22/2015 01:55 PM

Due to her current reservation from STT is with Americans and from JFK - with Aeroflto, to make the change - we will have to issue one way ticket:

1 DL 676 26SEP STT JFK 0135P 0534P

1 DL 48 26SEP JFK AMS 0759P 0940A

1 BT 610 27SEP AMS VNO 1230P 0415P

TOTAL FARE - USD 2843.00 fully refundable coach fare.

Return with Aeroflot is a lost, it was non refundable fare. With Americans will be credit for one year since the ticket was issued minus 200.00USD change fee.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Response (Natalia Molotkova) 09/22/2015 01:49 PM
Sure, let me have a look...

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer () 09/22/2015 01:48 PM

Hi Natasha. Please see below flight my boss has found. Can you give me price tag for this new ticket? Thanks



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please note

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