

From: [REDACTED] >
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Date for [REDACTED] [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: [REDACTED]]
Date: Tue, 18 Aug 2015 16:37:31 +0000

ok, so when they get back to you (up to 48 hours from now) just let me know!

On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[REDACTED]> wrote:

 Centurion Banner

Response (Natalia Molotkova) 08/18/2015 12:34 PM

Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

(877) 877-0987

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

Customer ([REDACTED]) 08/18/2015 12:21 PM

Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can... but...) and if we can't then forget it...(no need to reserve Dec flight)

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[REDACTED]> wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]
> (877) 877-0987

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

>

> Customer ([REDACTED]) 08/18/2015 11:39 AM

> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>

> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:

>

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>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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>> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

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>> Centurion Relationship Manager

>> [REDACTED]

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> >
> > Thanks, Lesley
> >
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> >> From: "American Express Travel" <[REDACTED]>
> >> Date: June 26, 2015 at 6:34:07 PM EDT
> >> To: [REDACTED]
> >> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
> >>
> >> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.
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> >> If airline tickets are purchased for this itinerary:
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> >> Friday 03 Jul 15
> >> Other Information
> >>
> >> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
> >> Monday 31 Aug 15
> >> Flight Information
> >>
> >> Date 31 Aug 2015
> >> Airline Aeroflot
> >> Airline Record Locator [REDACTED]
> >> Flight/Class SU103 L Economy Class
> >> Origin New York, John F Kennedy International
> >> Destination Moscow, Sheremetyevo
> >> Departing 07:10 PM
> >> Arriving 11:25 AM / 01 Sep 2015
> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
> >> Stops Non-stop
> >> Seats 18K
> >> Confirmed
> >> Entry and Exit Information for Travel

> > >
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> > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > >> <http://www.adobe.com/products/acrobat/readstep.html>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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us at.americanexpress.com/phishing.

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please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

> >
> >
> > [REDACTED]
> > [REDACTED]
> > [REDACTED]

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> Thanks, Lesley

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>>> From: "American Express Travel" < [REDACTED] >

>>> Date: June 26, 2015 at 6:34:07 PM EDT

>>> To: [REDACTED]

>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]

>>>
>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

>>>

>>> If airline tickets are purchased for this itinerary:

>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

>>> <http://myamextravel.com/baggage>

>>>

>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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> >> PDF itinerary attachment:
> >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
> >>
> >> <http://www.adobe.com/products/acrobat/readstep.html>
> >>
> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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Customer ([REDACTED]) 08/18/2015 12:00 PM
ok thanks

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> >
> >
> > [REDACTED]
> > [REDACTED]

> Response (Natalia Molotkova) 08/18/2015 11:13 AM
> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> Centurion Relationship Manager
> [REDACTED]
> (877) 877-0987
> Hours: Monday through Friday 10:30am to 7:00pm EST

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>
> Thanks, Lesley

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>>> From: "American Express Travel" < [REDACTED] >

>>> Date: June 26, 2015 at 6:34:07 PM EDT

>>> To: [REDACTED]

>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]

>>>
>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

>>>

>>> If airline tickets are purchased for this itinerary:

>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

>>> <http://myamextravel.com/baggage>

>>>

>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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>>> American Express strongly recommends that you periodically [reviewwww.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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>>> See attached itinerary PDF or link for full terms and conditions.

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> >> PDF itinerary attachment:
> >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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Response (Natalia Molotkova) 08/18/2015 11:53 AM

Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
(877) 877-0987
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 08/18/2015 11:39 AM

This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:

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> Response (Natalia Molotkova) 08/18/2015 11:13 AM
> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> Thanks, Lesley
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>> From: "American Express Travel" <[REDACTED]>
>> Date: June 26, 2015 at 6:34:07 PM EDT
>> To: [REDACTED]
>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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>> Friday 03 Jul 15
>> Other Information
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>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
>> Monday 31 Aug 15
>> Flight Information
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>> Date 31 Aug 2015
>> Airline Aeroflot
>> Airline Record Locator [REDACTED]
>> Flight/Class SU103 L Economy Class
>> Origin New York, John F Kennedy International
>> Destination Moscow, Sheremetyevo
>> Departing 07:10 PM
>> Arriving 11:25 AM / 01 Sep 2015
>> Departure Terminal Terminal 1
>> Arrival Terminal Terminal D - Domestic/Intl
>> Estimated Time 9 Hrs 15 Mins
>> Stops Non-stop
>> Seats 18K
>> Confirmed
>> Entry and Exit Information for Travel
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>> Date: June 26, 2015 at 6:34:07 PM EDT

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>> Friday 03 Jul 15

>> Other Information

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>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

>> Monday 31 Aug 15

>> Flight Information

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>> Date 31 Aug 2015

>> Airline Aeroflot

>> Airline Record Locator [REDACTED]

>> Flight/Class SU103 L Economy Class

>> Origin New York, John F Kennedy International

>> Destination Moscow, Sheremetyevo

>> Departing 07:10 PM

>> Arriving 11:25 AM / 01 Sep 2015

>> Departure Terminal Terminal 1

>> Arrival Terminal Terminal D - Domestic/Intl

>> Estimated Time 9 Hrs 15 Mins

>> Stops Non-stop

>> Seats 18K

>> Confirmed

>> Entry and Exit Information for Travel

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