

From: [REDACTED] >
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Date for [REDACTED] [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: 150818-001665]
Date: Thu, 20 Aug 2015 22:53:55 +0000

Thank you for your research! Will get back to you!

On Aug 20, 2015, at 6:52 PM, Natalia Molotkova <[REDACTED]> wrote:

 Centurion Banner

Response (Natalia Molotkova) 08/20/2015 06:52 PM

Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 01:33 PM

perfect thanks

On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[REDACTED]> wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 01:14 PM

> Ok, let us see what rate desk will say...

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

>

>

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

>

> Customer ([REDACTED]) 08/18/2015 01:09 PM

> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [REDACTED] having computer issues or I would have responded sooner.

>

> Sent from my iPhone

>

>> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[REDACTED]> wrote:

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>> Response (Natalia Molotkova) 08/18/2015 12:46 PM

>> Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

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

>>
>> Response (Natalia Molotkova) 08/18/2015 12:40 PM
>> I will...
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Customer ([REDACTED]) 08/18/2015 12:39 PM
>> 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:
>>
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>>
>>> 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]
>>> [REDACTED]
>>> 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]
>>>> [REDACTED]
>>>> 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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>>>>> Sure, let me have a look..
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>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>>
>>>> Response (Administrator) 08/18/2015 07:48 AM
>>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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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-[REDACTED].
>>>>>>>>
>>>>>>>>> If airline tickets are purchased for this itinerary:
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>>>>>>>>> <http://myamextravel.com/baggage>
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>>>>>>>>>> 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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>>>>>>>>>>>> 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
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>>> 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
>>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>>>>> American Express strongly recommends [that you periodically review www.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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>>>>>>

>>>>>> <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.

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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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>>>>>> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

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>>>>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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>>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>>>>>> please note

>>>>>> The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

>>>>>> Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to [REDACTED], and

>>>>> destroy this communication and all copies thereof,
>>>>> including all attachments. copyright -all rights reserved
>>>>> Privacy Statement | Visit the Centurion Card website
>>>>> To learn more about e-mail security or report a suspicious e-mail,
please visitusatamericanexpress.com/phishing.

>>>>>
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>>>>>

>>>>> 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.

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>>>>>
>>>>>
>>>>> Ref#150818-001665

>>>>> 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?

>>>>>
>>>>> 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]

>>>>>
>>>>> 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-[REDACTED].

>>>>>

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

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

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

>>>>>

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

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>>>>>> PDF itinerary attachment:

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>>>>>> <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 note
>>>>> The information contained in this communication is
>>>>> confidential, may be attorney-client privileged, may
>>>>> constitute inside information, and is intended only for
>>>>> the use of the addressee. It is the property of
>>>>> JEE
>>>>> Unauthorized use, disclosure or copying of this
>>>>> communication or any part thereof is strictly prohibited
>>>>> and may be unlawful. If you have received this
>>>>> communication in error, please notify us immediately by
>>>>> return e-mail or by e-mail to [REDACTED], and
>>>>> destroy this communication and all copies thereof,
>>>>> including all attachments. copyright -all rights reserved
>>>>> Privacy Statement | Visit the Centurion Card website
>>>>> To learn more about e-mail security or report a suspicious e-mail, please visit usat.americanexpress.com/phishing.
>>>>>
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>>>> 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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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.

>>>>>>

>>>>>> <http://www.adobe.com/products/acrobat/readstep.html>

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>>>>>
>>>>>

>>>>> Ref#150818-001665

>>>>> 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

>>>>> Regards,

>>>>> Natalia Molotkova

>>>>> Centurion Relationship Manager

>>>>> [REDACTED]

>>>>> [REDACTED]

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

>>>>>

>>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>>>>> Sure, let me have a look..

>>>>> Regards,

>>>>> Natalia Molotkova

>>>>> Centurion Relationship Manager

>>>>> [REDACTED]

>>>>> [REDACTED]

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

>>>>>

>>>>> Response (Administrator) 08/18/2015 07:48 AM

>>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>>> Good morning Natasha...can you please change this ticket for [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>> 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-[REDACTED].

>>>>>>

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

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

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

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>>>>>> 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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>>>> Ref#150818-001665
>>> Response (Natalia Molotkova) 08/18/2015 11:53 AM
>>> Let me find the best new fare, but I am still waiting for the response from the rate desk, might take up to 48 hours.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager

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

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

>>>> [REDACTED]
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>>> Sure, let me have a look..

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>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> [REDACTED]
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>>>> Response (Administrator) 08/18/2015 07:48 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]

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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

>>>>>>
>>>>>> 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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>>>>>> 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
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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.
>>>>>>
>>>>>> 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

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>>>>

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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.

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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

>>>
>>>

>>> Ref#150818-001665

>> 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

>>>

>>>

>> 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 for the respond from the rate desk, might take up to 48 hours.

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

>>> 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:

>>>

>>>

>>>

>>>> 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 for them to double check the rules again, due to the original ticket was exchanged couple time.

>>>> Regards,

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>>>> Centurion Relationship Manager

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

>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>>>> Sure, let me have a look..

>>>> Regards,

>>>> Natalia Molotkova

>>>> Centurion Relationship Manager

>>>> [REDACTED]

>>>> [REDACTED]

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

>>>>

>>>> Response (Administrator) 08/18/2015 07:48 AM

>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>>

>>>> 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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>>>>>> 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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>>>>>> 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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>>>>> <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.

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>>>>>
>>>>>
>>>>> Ref#150818-001665

>>> 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?

>>> 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.

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager

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

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>> Sure, let me have a look..

>>> Regards,
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>>> Centurion Relationship Manager

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

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>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

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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-[REDACTED].

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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

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>>>> Stops Non-stop

>>>> Seats 18K

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>>>> Entry and Exit Information for Travel

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>>>

>>>

>>> Ref#150818-001665

>> Customer ([REDACTED]) 08/18/2015 12:00 PM

>> ok thanks

>>

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>>

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>>>> [REDACTED]

>>>> [REDACTED]

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

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>>>>>> Friday 03 Jul 15

>>>>>> Other Information

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>>>>>> 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

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>>>>
>>>>
>>>> Ref#150818-001665

>>> 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?

>>> 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.

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager

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

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>> Sure, let me have a look..

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager

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

>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM

to 7:00 PM 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. Have a wonderful day!

>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>

>>> 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-[REDACTED].

>>>>

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

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

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

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>>>> 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 review www.Visacentral.com/amex](http://periodicallyreviewwww.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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>>>> <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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>>>
>>>

>>> Ref#150818-001665

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

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

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>>

>>>

>> 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:

>>>

>>>

>>>

>>> 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?

>>>

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

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>>> Regards,

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>>> Centurion Relationship Manager

>>>

>>>

>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>> Good morning Natasha...can you please change this ticket for [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
>>>
>>> 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-[REDACTED].
>>>>
>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> 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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>>>> 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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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > >

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> > >>

> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> > > JEE

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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.

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(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#150818-001665

>

> From: [REDACTED] >

> Content-Type: multipart/alternative;

> boundary=Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

>

> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [REDACTED] having computer issues or I would have responded sooner.

>

> Sent from my iPhone

> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[REDACTED]> wrote:

>

>

>

>

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>

>

> Response (Natalia Molotkova) 08/18/2015 12:46 PM

>

>

> Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

>

>

> Regards,

>

> Natalia Molotkova

>

> Centurion Relationship Manager

>

> [REDACTED]

>

> [REDACTED]

>

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

>

>

>

> Response (Natalia Molotkova) 08/18/2015 12:40 PM

>

>

> I will...

>

>

> Regards,

>

> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [REDACTED]
>
> [REDACTED]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([REDACTED]) 08/18/2015 12:39 PM
>
> 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:
>
>
>
>
>
> > 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]
>
> > [REDACTED]
>
> > 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]
>
> > > [REDACTED]
>
> > > 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:
>
>>>
>
>>>>
>
>>>> 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?
>
>>>>
>
>>>> 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.
>
>>>> Regards,
>
>>>> Natalia Molotkova
>
>>>> Centurion Relationship Manager
>
>>>> [REDACTED]
>
>>>> [REDACTED]
>
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>>>>
>
>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
>>>> Sure, let me have a look..
>
>>>> Regards,
>
>>>> Natalia Molotkova
>
>>>> Centurion Relationship Manager
>
>>>> [REDACTED]
>
>>>> [REDACTED]
>
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>>>>
>
>>>> Response (Administrator) 08/18/2015 07:48 AM
>
>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>
>>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to

Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>

>>>>

>

>>>> 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-[REDACTED].

>

>>>>>>>

>

>>>>>>> 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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>>>>>>> Friday 03 Jul 15

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>>>>>>> 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
>
> > > > >
>
> > > > > American Express strongly recommends [that you periodically review www.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:
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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>
>
> > > > >
>
> > > > > 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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please visitusatamericanexpress.com/phishing .
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information pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318,
Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > Ref#150818-001665
>
> > > > 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?
>
> > > >
>
> > > > 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.
>
> > > > Regards,
>
> > > > Natalia Molotkova
>
> > > > Centurion Relationship Manager

>
>>> [REDACTED]
>
>>> [REDACTED]
>
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>>
>
>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
>>> Sure, let me have a look..
>
>>> Regards,
>
>>> Natalia Molotkova
>
>>> Centurion Relationship Manager
>
>>> [REDACTED]
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>>> [REDACTED]
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>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>> Response (Administrator) 08/18/2015 07:48 AM
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>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>
>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
>
>>>
>
>>> 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-[REDACTED].
>
>>>>>
>
>>>>> If airline tickets are purchased for this itinerary:
>
>>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
>
>>>>> <http://myamextravel.com/baggage>

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>
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> > > > Friday 03 Jul 15
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> > > > 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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>
> > > > American Express strongly recommends
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> > > > See attached itinerary PDF or link for full terms and conditions.
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> > > > PDF itinerary attachment:
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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.
>
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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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>>> please note
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>>> The information contained in this communication is
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>>> confidential, may be attorney-client privileged, may
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>>> constitute inside information, and is intended only for
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>>> the use of the addressee. It is the property of
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>>> JEE
>
>>> Unauthorized use, disclosure or copying of this
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>>> communication or any part thereof is strictly prohibited
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>>> 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 understand s
> 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.
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>>> Ref#150818-001665

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>> Customer ([REDACTED]) 08/18/2015 12:00 PM

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>> ok thanks

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

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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]

>

>>> [REDACTED]

>

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

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>>> 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...

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>

>>> 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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>

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>

> > > > Centurion Relationship Manager

>

> > > > [REDACTED]

>

> > > > [REDACTED]

>

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

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> > > >

>

> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

>

> > > > Sure, let me have a look..

>

> > > > Regards,

>

> > > > Natalia Molotkova

>

> > > > Centurion Relationship Manager

>

> > > > [REDACTED]

>

> > > > [REDACTED]

>

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

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> > > >

>

> > > > Response (Administrator) 08/18/2015 07:48 AM

>

> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

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> > > > Customer ([REDACTED]) 08/18/2015 07:48 AM

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> > > > Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

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> > > > Thanks, Lesley

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

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

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> > > > > To: [REDACTED]

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

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>>>> If airline tickets are purchased for this itinerary:
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>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> <http://myamextravel.com/baggage>
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>
>>>> 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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>>>> Friday 03 Jul 15
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>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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>>>> Monday 31 Aug 15
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>>>> Flight Information
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>>>> Date 31 Aug 2015
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>>>> Airline Aeroflot
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>>>> Airline Record Locator ██████████
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>>>> Flight/Class SU103 L Economy Class
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>>>> Origin New York, John F Kennedy International
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>>>> Destination Moscow, Sheremetyevo
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>>>> Departing 07:10 PM
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>>>> Arriving 11:25 AM / 01 Sep 2015
>
>>>> Departure Terminal Terminal 1
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>>>> Arrival Terminal Terminal D - Domestic/Intl
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>>>> Estimated Time 9 Hrs 15 Mins
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>>>> Stops Non-stop
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>>>> Seats 18K

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> > > >> Confirmed
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends [that you periodically review www.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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> > > >> PDF itinerary attachment:
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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.
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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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>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> s an d 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.

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> > > > Ref#150818-001665

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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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> > > Regards,

>

> > > Natalia Molotkova

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> > > Centurion Relationship Manager

>

> > > [REDACTED]

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> > > [REDACTED]

>

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

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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

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> > > Centurion Relationship Manager

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> > > [REDACTED]

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> > > Thanks, Lesley

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

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

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> > > > To: [REDACTED]

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

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> > > > 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-[REDACTED].

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

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

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

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> > > > 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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> > > > Friday 03 Jul 15

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>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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>>>> Monday 31 Aug 15
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>>>> Flight Information
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>>>> Date 31 Aug 2015
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>>>> Airline Aeroflot
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>>>> Airline Record Locator [REDACTED]
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>>>> Flight/Class SU103 L Economy Class
>
>>>> Origin New York, John F Kennedy International
>
>>>> Destination Moscow, Sheremetyevo
>
>>>> Departing 07:10 PM
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>>>> Arriving 11:25 AM / 01 Sep 2015
>
>>>> Departure Terminal Terminal 1
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>>>> Arrival Terminal Terminal D - Domestic/Intl
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>>>> PDF itinerary attachment:
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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.

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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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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 understand s
> an d agrees that the exclusive remedy for any claims relating to services or products
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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
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> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

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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?

> > > 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.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > Sure, let me have a look..

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

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>
>>> Response (Administrator) 08/18/2015 07:48 AM
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>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>
>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
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>>> Thanks, Lesley
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>>>> From: "American Express Travel" < [REDACTED] >
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>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>
>>>> To: [REDACTED]
>
>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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>>>> 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-[REDACTED].
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>>>> If airline tickets are purchased for this itinerary:
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>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> <http://myamextravel.com/baggage>
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>>>> 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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>>>> Friday 03 Jul 15
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> > > > Other Information
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> > > > CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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> > > > Monday 31 Aug 15
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> > > > Flight Information
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> > > >
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> > > > Date 31 Aug 2015
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> > > > Airline Aeroflot
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> > > > Airline Record Locator [REDACTED]
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> > > > Flight/Class SU103 L Economy Class
>
> > > > Origin New York, John F Kennedy International
>
> > > > Destination Moscow, Sheremetyevo
>
> > > > Departing 07:10 PM
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> > > > Arriving 11:25 AM / 01 Sep 2015
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> > > > Departure Terminal Terminal 1
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> > > > Arrival Terminal Terminal D - Domestic/Intl
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> > > > Estimated Time 9 Hrs 15 Mins
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> > > > Stops Non-stop
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> > > > Seats 18K
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> > > > American Express strongly recommends
that [you periodically review www.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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Reader. Refer to website below to download and install this free software.
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visit usatamericanexpress.com/phishing .
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> > > When booking concierge services for Card Members, American Express uses a third
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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 understand s
> an d 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.
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please [visitwww.americanexpress.com/traveltermsCalifornia](http://www.americanexpress.com/traveltermsCalifornia) CST#1022318, Washington
UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > Ref#150818-001665
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>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

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>> [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]

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> > > 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-██████████.

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> > > If airline tickets are purchased for this itinerary:
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> > >> Entry and Exit Information for Travel

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> > >> American Express strongly recommends that you [periodically review www.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:

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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.

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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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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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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.

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>> Ref#150818-001665

> 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

> 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 for the response from the rate desk,

might take up to 48 hours.

>
> > Regards,

>
> > Natalia Molotkova

>
> > Centurion Relationship Manager

>
> > [REDACTED]

>
> > [REDACTED]

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

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> >

>
> > 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...

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>
> > 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

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>
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>
> > > [REDACTED]

>
> > > [REDACTED]

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

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>
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>
> > > Centurion Relationship Manager

>
> > > [REDACTED]

>
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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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email marketing offers from American Express. For details about our e-mail practices, please
review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy> .
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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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> > > > California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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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
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UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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>
> > > Ref#150818-001665
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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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?

>
>>

>> 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.

>
>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>
>>

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>
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>> Response (Administrator) 08/18/2015 07:48 AM

>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>
>>

>> 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-██████████.

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> > >>

> > >> 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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> > >> 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

> > >>

> > >> Date 31 Aug 2015

> > >> Airline Aeroflot

> > >> Airline Record Locator ██████████

> > >> 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

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> > >> Entry and Exit Information for Travel
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> > >> PDF itinerary attachment:
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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.
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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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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.

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>> Ref#150818-001665

> Customer ([REDACTED]) 08/18/2015 12:00 PM

> ok thanks

> 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 for the respond from the rate desk, might take up to 48 hours.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

>> 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:
>>
>>
>>>
>>>
>>> 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?
>>>
>>> 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.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>> Sure, let me have a look..
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently
out of the office with no access to voicemail or email. My normal office hours are 10:30 AM
to 7:00 PM 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. Have a wonderful day!
>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to
Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or
closest to the price we have paid...I know I won't hear from you until after 10am when your
shift starts....!
>>>
>>> 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-[REDACTED].
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>>>> 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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>>>> 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
>>>>
>>>> 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
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> > > > Departing 07:10 PM
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> > > > Arriving 11:25 AM / 01 Sep 2015
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> > > > Departure Terminal Terminal 1
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> > > > Arrival Terminal Terminal D - Domestic/Intl
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> > > > Estimated Time 9 Hrs 15 Mins
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> > > > Stops Non-stop
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> > > > Seats 18K
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> > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > Ref#150818-001665

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> > Natalia Molotkova

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> > Centurion Relationship Manager

>

> > [REDACTED]

>

> > [REDACTED]

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

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> > Centurion Relationship Manager
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> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > Customer ([REDACTED]) 08/18/2015 07:48 AM
>
> > Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
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> > Thanks, Lesley
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> > > From: "American Express Travel" < [REDACTED] >
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> > > Date: June 26, 2015 at 6:34:07 PM EDT
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> > > To: [REDACTED]
>
> > > Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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> > >
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> > > If airline tickets are purchased for this itinerary:
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> > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > <http://myamextravel.com/baggage>
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>>> Friday 03 Jul 15
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>>> Other Information
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>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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>>> Monday 31 Aug 15
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>>> Flight Information
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>>> Date 31 Aug 2015
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>>> Airline Aeroflot
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>>> Airline Record Locator [REDACTED]
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>>> Flight/Class SU103 L Economy Class
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>>> Origin New York, John F Kennedy International
>
>>> Destination Moscow, Sheremetyevo
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>>> Departing 07:10 PM
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>>> Arriving 11:25 AM / 01 Sep 2015
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>>> Departure Terminal Terminal 1
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>>> Arrival Terminal Terminal D - Domestic/Intl
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>>> Estimated Time 9 Hrs 15 Mins
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>>> Stops Non-stop
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>>> Seats 18K
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>>> Entry and Exit Information for Travel
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>>> See attached itinerary PDF or link for full terms and conditions.

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> > >> PDF itinerary attachment:
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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.
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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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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > Ref#150818-001665

> 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

> 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:

> > 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?

> > 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.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

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

> > Response (Natalia Molotkova) 08/18/2015 10:34 AM

>
> > Sure, let me have a look..

>
> > Regards,

>
> > Natalia Molotkova

>
> > Centurion Relationship Manager

>
> > [REDACTED]

>
> > [REDACTED]

>
> > 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-[REDACTED].

> > >

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

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

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

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> > > Airline Aeroflot
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> > > Flight/Class SU103 L Economy Class
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> > > Destination Moscow, Sheremetyevo
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> > > Departing 07:10 PM
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> > > Departure Terminal Terminal 1
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> > Ref#150818-001665

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and expressly understands > **and agrees that the exclusive remedy for any claims
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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.**
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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 [visitwww.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California
CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
>
>
> Ref#150818-001665
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December
17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the
respond from the rate desk?
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([REDACTED]) 08/18/2015 12:39 PM

> 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:
>
>
>
>> 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]
>> 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]
>>> 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:
>>>
>>>
>>>> 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?
>>>>
>>>> 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.
>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>>
>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>>> Sure, let me have a look..
>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>>
>>>> Response (Administrator) 08/18/2015 07:48 AM
>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am
>>>> currently out of the office with no access to voicemail or email. My normal office
>>>> hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>>

>>>> 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-[REDACTED].

>>>>>

>>>>> 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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>>>>> Friday 03 Jul 15

>>>>> Other Information

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>>>>> American Express strongly recommends [that you periodically review www.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.

>>>>> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.

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

>>>>> 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.

>>>>> 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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>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>>

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>>>>> please note
>>>>> The information contained in this communication is
>>>>> confidential, may be attorney-client privileged, may
>>>>> constitute inside information, and is intended only for
>>>>> the use of the addressee. It is the property of
>>>>> JEE
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>>>>> including all attachments. copyright -all rights reserved
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please visitusatamericanexpress.com/phishing.

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>>>>

>>>> Ref#150818-001665

>>> 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?

>>>

>>> 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.

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

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

>>>

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>>> Sure, let me have a look..

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

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

>>>

>>> Response (Administrator) 08/18/2015 07:48 AM

>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>

>>> Thanks, Lesley

>>>
>>>>
>>>>> 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-[REDACTED].
>>>>> If airline tickets are purchased for this itinerary:
>>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>>> 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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>>>>> 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
>>>>>
>>>>> 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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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>
>>>>>
>>>>> 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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>>>> To learn more about e-mail security or report a suspicious e-mail, please visit usat.americanexpress.com/phishing.

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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.

>>>

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>>>

>>>

>>> Ref#150818-001665

>> Customer ([REDACTED]) 08/18/2015 12:00 PM

>> ok thanks

>>

>> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova

>> [REDACTED] wrote:

>>

>>>

>>>

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

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>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

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

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>>> 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...

>>>

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>>>

>>>>

>>>>

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>>>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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>>>>>> If airline tickets are purchased for this itinerary:
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>>>>>> 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
>>>>>>
>>>>>> American Express strongly recommends [that you periodically review www.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

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>>>>

>>>> <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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>>>> Ref#150818-001665

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

>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager

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

>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>>> Sure, let me have a look..

>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager

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

>>>> Response (Administrator) 08/18/2015 07:48 AM

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>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>

>>> 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-[REDACTED].

>>>>

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

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

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>>>> See attached itinerary PDF or link for full terms and conditions.
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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>>>

>>> Ref#150818-001665

>> 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

>>>

>>>

>> 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?

>>>

>>> 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.

>>> Regards,

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>>> Centurion Relationship Manager

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

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>>> Sure, let me have a look..

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

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

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>>> Response (Administrator) 08/18/2015 07:48 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-[REDACTED].

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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > Other Information
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> > 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
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> > > California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>> Ref#150818-001665
> 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]
> 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]
>> 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:

>>> 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?

>>> 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.

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>> Sure, let me have a look..

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST

>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>> Good morning Natasha...can you please change this ticket for [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>> Thanks, Lesley

>>>> 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-[REDACTED].

>>>> 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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>>>>>> 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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>>>> <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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>>> Ref#150818-001665

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

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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.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

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

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>> Centurion Relationship Manager

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>> Response (Administrator) 08/18/2015 07:48 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- [REDACTED].

>>>>

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

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

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

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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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> > > <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.
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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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>>
>>
>> Ref#150818-001665
> 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]
> [REDACTED]
> 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:
>
>
>
>> 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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>> [REDACTED]
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>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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>>
>> Thanks, Lesley
>>
>>>
>>>
>>> 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-[REDACTED].
>>>
>>> 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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> > > 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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> > >

> > > 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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> >
> > <http://www.adobe.com/products/acrobat/readstep.html>
> >
> > 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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> >
> > Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various

marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>
>
> Ref#150818-001665

Response (Natalia Molotkova) 08/18/2015 01:14 PM

Ok, let us see what rate desk will say...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 01:09 PM

Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [REDACTED] having computer issues or I would have responded sooner.

Sent from my iPhone

> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova
<[REDACTED]> wrote:

>
>

> Response (Natalia Molotkova) 08/18/2015 12:46 PM

> Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

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

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

> Response (Natalia Molotkova) 08/18/2015 12:40 PM

> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]

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

> Customer ([REDACTED]) 08/18/2015 12:39 PM

> 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:

>
>

>> 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]

>> 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]
>>> [REDACTED]
>>> 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:
>>>
>>>>
>>>>
>>>> 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?
>>>>
>>>> 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.
>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>>
>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>>> Sure, let me have a look..
>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>>
>>>> Response (Administrator) 08/18/2015 07:48 AM
>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
>>>>
>>>> Thanks, Lesley
>>>>
>>>>
>>>>
>>>>>> 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-[REDACTED].
>>>>>>
>>>>>> 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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>>>>>> 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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>>>>>> See attached itinerary PDF or link for full terms and conditions.

>>>>>>

>>>>>> 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.

>>>>>>

>>>>>> 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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>>>> Ref#150818-001665
>>> 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?

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

>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST

>>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>>> Sure, let me have a look..

>>>> Regards,
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>>>> Centurion Relationship Manager
>>>> [REDACTED]
>>>> Hours: Monday through Friday 10:30am to 7:00pm EST

>>>> Response (Administrator) 08/18/2015 07:48 AM
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>>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>>> Good morning Natasha...can you please change this ticket for [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>> Thanks, Lesley

>>>>>>
>>>>>> 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-[REDACTED].

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

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>>>

>>>

>>> Ref#150818-001665

>> Customer ([REDACTED]) 08/18/2015 12:00 PM

>> ok thanks

>>>

>>> 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

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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-[REDACTED].
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>>>>> 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
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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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>>>>

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>>>> Ref#150818-001665

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

>>>>>

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>>>> Thank you for choosing American Express Centurion Travel Service and have
a pleasant trip.
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>>>

>>>

>>> Ref#150818-001665

>> 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.

>> Regards,

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>> Centurion Relationship Manager

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

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>> Response (Administrator) 08/18/2015 07:48 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]

>>>>

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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

> > >

> > > 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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>>
>>
>> Ref#150818-001665
>> 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]
>> [REDACTED]
>> 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]
>> [REDACTED]
>> 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:

>>
>>
>> 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?

>>> 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]
>>> [REDACTED]
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>>> Sure, let me have a look..

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>> [REDACTED]

>>> [REDACTED]

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

>>> Response (Administrator) 08/18/2015 07:48 AM

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>>> Thanks, Lesley

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

>>>>> To: [REDACTED]

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

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>>> Arrival Terminal Terminal D - Domestic/Intl
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>> Ref#150818-001665

> Customer ([REDACTED]) 08/18/2015 12:00 PM

> ok thanks

> 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 for the response from the rate desk, might take up to 48 hours.

>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager

>> [REDACTED]
>> 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...

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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.

>>>> 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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>>>> 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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>>>> <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.
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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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provider (including, but not limited to negligence or failure to deliver on the terms of
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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?
>>
>> 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.
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>>

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

> > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> > Response (Administrator) 08/18/2015 07:48 AM

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> > Customer ([REDACTED]) 08/18/2015 07:48 AM

> > Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

> >

> > 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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> >>>

> >>> 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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> >>> 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

> >>>

> >>> 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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> > > 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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>> 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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>>> Date: June 26, 2015 at 6:34:07 PM EDT
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>>> Friday 03 Jul 15
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>>> 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
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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.
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service provider. Service provider rates and availability are subject to change.

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CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

> >

> >

> > Ref#150818-001665

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

> Lesley, according to the fare rules, we can't change the return date to December,
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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.

> Regards,

> Natalia Molotkova

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> Ref#150818-001665

From: [REDACTED] >
Content-Type: multipart/alternative;
boundary=Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [REDACTED] having computer issues or I would have responded sooner.

Sent from my iPhone
On Aug 18, 2015, at 12:46 PM, Natalia Molotkova
<[REDACTED]> wrote:

Response (Natalia Molotkova) 08/18/2015 12:46 PM

Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

Response (Natalia Molotkova) 08/18/2015 12:40 PM

I will...

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 12:39 PM

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:

>
>

> 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]
> [REDACTED]

> 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]

>> [REDACTED]

>> 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:

>>

>>>

>>>

>>> 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?

>>>

>>> 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.

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>> [REDACTED]

>>> [REDACTED]

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

>>>

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>>> Sure, let me have a look..

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>> [REDACTED]

>>> [REDACTED]

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

>>>

>>> Response (Administrator) 08/18/2015 07:48 AM

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>>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>>

>>> 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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>>>>> 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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>>>> 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

>>>>

>>>> 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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> > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>>> Ref#150818-001665

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>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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> > > 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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> > > 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

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> >

> >

> > Ref#150818-001665

> Customer ([REDACTED]) 08/18/2015 12:00 PM

> ok thanks

>

> 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]

>> [REDACTED]

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

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>>>

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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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>>>> Flight Information

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CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

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> > > Ref#150818-001665

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> > > To: [REDACTED]

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

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> > > Airline Record Locator [REDACTED]

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>> Ref#150818-001665

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

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> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> 

> [REDACTED]

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

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> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

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> Response (Administrator) 08/18/2015 07:48 AM

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> Customer ([REDACTED]) 08/18/2015 07:48 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- [REDACTED].

>>>

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

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

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

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

> >>

> >> 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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> >> <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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> Ref#150818-001665

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]
[REDACTED]

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 for the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

> 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:

>

> >

> >

> > 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?

> >

> > 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.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> >

> > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> >

> > Response (Administrator) 08/18/2015 07:48 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]

> > >

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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

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> > >

> > > <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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> [REDACTED]

> [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

> >

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

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> >> PDF itinerary attachment:

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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.

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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.

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>

>

> Ref#150818-001665

Customer ([REDACTED]) 08/18/2015 12:00 PM

ok thanks

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 for the response from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

> 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
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>

>>

>>

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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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>> [REDACTED]

>> [REDACTED]

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>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>>

>> Response (Administrator) 08/18/2015 07:48 AM

>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

>> Customer ([REDACTED]) 08/18/2015 07:48 AM

>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>>

>> 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-[REDACTED].

> > >>

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

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> > Ref#150818-001665

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> [REDACTED]

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> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Response (Natalia Molotkova) 08/18/2015 10:34 AM

> Sure, let me have a look..

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Response (Administrator) 08/18/2015 07:48 AM

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> Customer ([REDACTED]) 08/18/2015 07:48 AM

> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>

> 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- [REDACTED].

>>>

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

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

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> >> 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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> >> 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

> >>

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

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> >> PDF itinerary attachment:

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> >>

> >> <http://www.adobe.com/products/acrobat/readstep.html>

> >>

> >> 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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> >>

> >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>

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> Ref#150818-001665

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

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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.

Regards,

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Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

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Natalia Molotkova

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Thanks, Lesley

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

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>> Friday 03 Jul 15

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>> Flight Information

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>> Date 31 Aug 2015

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Response (Natalia Molotkova) 08/18/2015 12:46 PM

Lesley, the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 08/18/2015 12:40 PM

I will...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 12:39 PM

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:

>
>
> 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]

> 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]

>> 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:

>>

>>>
>>>
>>> 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?
>>>
>>> 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.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
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>>> Sure, let me have a look..
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>>> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
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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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>>> 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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>>> 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
>>>
>>> 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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> > > <http://www.adobe.com/products/acrobat/readstep.html>
> > >
> > > 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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> > > California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > 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.
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information please [visitwww.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California
CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> >
> > Ref#150818-001665
> > Customer ([REDACTED]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > 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]
> > [REDACTED]

> > 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:
> >
> >
> > > 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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> > > Regards,
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> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > >
> > > Thanks, Lesley
> > >
> > >
> > >
> > > > 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-[REDACTED].
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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>> Ref#150818-001665

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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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> [REDACTED]
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> > > Other Information
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> > > 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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> > > <http://www.adobe.com/products/acrobat/readstep.html>
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>>

>> Ref#150818-001665

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

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> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

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

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> Centurion Relationship Manager

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> Response (Administrator) 08/18/2015 07:48 AM

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>

> Ref#150818-001665

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]

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]

> 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?

>>

>> 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.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>> [REDACTED]

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

>>

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>> [REDACTED]

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

>>

>> Response (Administrator) 08/18/2015 07:48 AM

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when your shift starts....!

>>

>> 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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>>>

>>> 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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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > 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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> >
> > 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
> >
> > 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
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> >
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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.
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>
>
> Ref#150818-001665

Customer ([REDACTED]) 08/18/2015 12:00 PM
ok thanks

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]

> [REDACTED]
> 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...

>
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>
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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?

>> 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.

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

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

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>> Sure, let me have a look..

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

>> [REDACTED]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([REDACTED]) 08/18/2015 07:48 AM
> > Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
> >
> > 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-[REDACTED].
> > >
> > > If airline tickets are purchased for this itinerary:
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> > > American Express strongly recommends that you [periodically review www.Visacentral.com/amex](http://periodicallyreviewwww.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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> > > 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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>> Ref#150818-001665

> 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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> Regards,
> Natalia Molotkova
> Centurion Relationship Manager

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

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> Centurion Relationship Manager

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> Customer ([REDACTED]) 08/18/2015 07:48 AM

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> Thanks, Lesley

>>

>>> 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-[REDACTED].

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>>> 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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>>> Departing 07:10 PM

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>>> Arrival Terminal Terminal D - Domestic/Intl

>>> Estimated Time 9 Hrs 15 Mins

>>> Stops Non-stop

>>> Seats 18K

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>
> Response (Administrator) 08/18/2015 07:48 AM
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> Customer ([REDACTED]) 08/18/2015 07:48 AM
> Good morning Natasha...can you please change this ticket for [REDACTED] [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!
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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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>> <http://myamextravel.com/baggage>
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>> 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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>> 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
>>
>> 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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>>> PDF itinerary attachment:

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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.

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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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>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> Ref#150818-001665

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?

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.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 08/18/2015 10:34 AM

Sure, let me have a look..

Regards,
Natalia Molotkova

Centurion Relationship Manager

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

Response (Administrator) 08/18/2015 07:48 AM

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Thanks, Lesley

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>> Friday 03 Jul 15
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>> 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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