

**From:** [REDACTED] >  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Travel & Hotel for [REDACTED] [Email Ref: 150723-000218]  
**Date:** Wed, 22 Jul 2015 19:56:15 +0000

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lets just reserve for now! thanks

On Jul 22, 2015, at 3:55 PM, Natalia Molotkova <[REDACTED]> wrote:

 Centurion Banner

**Response (Natalia Molotkova) 07/22/2015 03:55 PM**

I reserved it, but we are only holding it, correct? Or you want me to issue the ticket?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 07/22/2015 03:49 PM**

ok, all sounds good! Please book it! thanks On Jul 22, 2015, at 3:46 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 03:46 PM > If we do fully refundable ticket for [REDACTED] (as for now only business class available on the outbound flight), the fare is 6359.40USD. Cancellation policy fro the hotel is 24 hours prior to arrival. > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ([REDACTED]) 07/22/2015 03:35 PM > I see this email now!! Book her the Swissotel Grand Shanghai! Let me know cancellation policy..thanks! On Jul 22, 2015, at 2:17 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 02:17 PM > Hotels: SWISSOTEL GRAND SHANGHAI 1 YU YUAN ROAD SHANGHAI CN 200040 CLASSIC ROOM KING-35SQM MODERN DESIGN - 180.73 USd per night plus tax THE PULI HOTEL AND SPA 1 CHANGDE RD-JINGAN DISTRICT SHANGHAI CN 200040 GRAND KING ROOM - 276.51USD per night plus tax Other hotels I didn't find in our reservation system, will have to reach out to them directly. > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ([REDACTED]) 07/22/2015 01:42 PM > it is ok...do the direct flight...thanks On Jul 22, 2015, at 1:18 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 01:18 PM > The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. Is it OK or should I look fro connecting flights? I can wait list her in coach on the outbound as well. Working on hotels. > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ([REDACTED]) 07/22/2015 01:10 PM > thank you! and I have a list of hotels...any one of them will do...regular room (which ever has best deal!) > Hotels in Shanghai: > > 1) Swissotel grand Shanghai > 2) delight Palace Jingan service apartment > 3) The Puli hotel and spa > 4) Yan'an hotel > 5) Pei Mansion hotel On Jul 22, 2015, at 1:06 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 01:06 PM > Sure, on it... > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ([REDACTED]) 07/22/2015 01:04 PM > HI Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghi (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghi i assume we will need a round trip airfare along with hotel for 23 nights FROM : [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard Kahn===== image File Attachment ===== IMG\_1203.jpg, 119419 bytes, Added to incident > Privacy Statement | Visit the Centurion Card website > To learn more about e-mail security or report a suspicious e-mail, please visitusatamerican [REDACTED] > > © 2015 American

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For more information [REDACTED] terms California CST#1022318, Washington UBI#600-469-694, Iowa IA#002, Nevada NV#2001-0126 >>> Ref#150723-000218 >> Response (Natalia Molotkova) 07/22/2015 02:34 PM > I can't book apartment, only web sites like [REDACTED] and etc, are offering it, I can't book there... > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST >> Response (Natalia Molotkova) 07/22/2015 02:17 PM > Hotels: SWISSOTEL GRAND SHANGHAI 1 YU YUAN ROAD SHANGHAI CN 200040 CLASSIC ROOM KING-35SQM MODERN DESIGN - 180.73 USd per night plus tax THE PULI HOTEL AND SPA 1 CHANGDE RD-JINGAN DISTRICT SHANGHAI CN 200040 GRAND KING ROOM - 276.51USD per night plus tax Other hotels I didn't find in our reservation system, will have to reach out to them directly. > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST >> Customer ([REDACTED]) 07/22/2015 01:42 PM > it is ok...do the direct flight...thanks On Jul 22, 2015, at 1:18 PM, Natalia Molotkova wrote: >>> Response (Natalia Molotkova) 07/22/2015 01:18 PM > The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. 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**Customer ( [REDACTED] ) 07/22/2015 03:49 PM**

ok so book the Puli Hotel and Spa instead for [REDACTED]...I did not realize the Siwssotel Grand was an apartment??! On Jul 22, 2015, at 2:34 PM, Natalia Molotkova wrote: > > Response (Natalia Molotkova) 07/22/2015 02:34 PM > I can't book apartment, only web sites like [REDACTED] and etc, are offering it. I can't book there... > Regards, > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Response (Natalia Molotkova) 07/22/2015 02:17 PM > Hotels: SWISSOTEL GRAND SHANGHAI 1 YU YUAN ROAD SHANGHAI CN 200040 CLASSIC ROOM KING-35SQM MODERN DESIGN - 180.73 USD per night plus tax THE PULI HOTEL AND SPA 1 CHANGDE RD-JINGAN DISTRICT SHANGHAI CN 200040 GRAND KING ROOM - 276.51USD per night plus tax Other hotels I didn't find in our reservation system, will have to reach out to them directly. > Regards, > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ( [REDACTED] ) 07/22/2015 01:42 PM > it is ok...do the direct flight...thanks On Jul 22, 2015, at 1:18 PM, Natalia Molotkova wrote: > > Response (Natalia Molotkova) 07/22/2015 01:18 PM > The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. Is it OK or should I look fro connecting flights? I can wait list her in coach on the outbound as well. Working on hotels. > Regards, > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ( [REDACTED] ) 07/22/2015 01:10 PM > thank you! and I have a list of hotels...any one of them will do...regular room (which ever has best deal!) > Hotels in Shanghai: > > 1) Swissotel grand Shanghai > 2) delight Palace Jingan service apartment > 3) The Puli hotel and spa > 4) Yan'an hotel > 5) Pei Mansion hotel On Jul 22, 2015, at 1:06 PM, Natalia Molotkova wrote: > > Response (Natalia Molotkova) 07/22/2015 01:06 PM > Sure, on it... > Regards, > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ( [REDACTED] ) 07/22/2015 01:04 PM > HI Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghi (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghi i assume we will need a round trip airfare along with hotel for 23 nights FROM : [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard

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

Ref#150723-000218 > > Response (Natalia Molotkova) 07/22/2015 01:06 PM > Sure, on it...

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FROM: [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at

11:04:42 AM EDT TO: Richard Kahn===== image File Attachment

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coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR

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Natalia Molotkova > Centurion Relationship Manager > [REDACTED] >

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**Response (Natalia Molotkova) 07/22/2015 03:46 PM**

If we do fully refundable ticket for [REDACTED] (as for now only business class available on the outbound flight), the fare is 6359.40USD. Cancellation policy fro the hotel is 24 hours prior to arrival.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**Customer ( [REDACTED] ) 07/22/2015 03:35 PM**

I see this email now!! Book her the Swisshotel Grand Shanghai! Let me know cancellation policy..thanks! On Jul 22, 2015, at 2:17 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 02:17 PM > Hotels: SWISSOTEL GRAND SHANGHAI 1 YU YUAN ROAD SHANGHAI CN 200040 CLASSIC ROOM KING-35SQM MODERN DESIGN - 180.73 USd per night plus tax THE PULI HOTEL AND SPA 1 CHANGDE RD-JINGAN DISTRICT SHANGHAI CN 200040 GRAND KING ROOM - 276.51USD per night plus tax Other hotels I didn't find in our reservation system, will have to reach out to them directly. > Regards. > Natalia Molotkova > Centurion Relationship Manager

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Customer ( [REDACTED] ) 07/22/2015 03:35 PM

I need [REDACTED] ticket to be Fully Refundable also! My brain is still on vacation! Sorry I did not tell you...can you change it? or did you only reserve her ticket? On Jul 22, 2015, at 1:18 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 01:18 PM > The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. Is it OK or should I look for connecting flights? I can wait list her in coach on the outbound as well. Working on hotels. > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ( [REDACTED] ) 07/22/2015 01:10 PM > thank you! and I have a list of hotels...any one of them will do...regular room (which ever has best deal!) > Hotels in Shanghai: > > 1) Swissotel grand Shanghai > 2) delight Palace Jingan service apartment > 3) The Puli hotel and spa > 4) Yan'an hotel > 5) Pei Mansion hotel On Jul 22, 2015, at 1:06 PM, Natalia Molotkova wrote: > > > Response (Natalia Molotkova) 07/22/2015 01:06 PM > Sure, on it... > Regards. > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ( [REDACTED] ) 07/22/2015 01:04 PM > HI Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghai (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or Hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghai i assume we will need a round trip airfare along with hotel for 23 nights FROM : [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard

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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

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Ref#150723-000218 >

**Response (Natalia Molotkova) 07/22/2015 03:05 PM**

I emailed you hotel info, you haven't received? Holding flights as well (emailed it to you too),

will wait list in coach on the outbound.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ( [REDACTED] ) 07/22/2015 02:57 PM

how is this coming along? I am being asked for the ticket and hotel...DO wait list for coach...  
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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  
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**Response (Natalia Molotkova) 07/22/2015 02:34 PM**

I can't book apartment, only web sites like [REDACTED] and etc, are offering it, I can't book there...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**Response (Natalia Molotkova) 07/22/2015 02:17 PM**

Hotels: SWISSOTEL GRAND SHANGHAI 1 YU YUAN ROAD SHANGHAI CN 200040 CLASSIC ROOM KING-35SQM MODERN DESIGN - 180.73 USD per night plus tax THE PULI HOTEL AND SPA 1 CHANGDE RD-JINGAN DISTRICT SHANGHAI CN 200040 GRAND KING ROOM - 276.51USD per night plus tax Other hotels I didn't find in our reservation system, will have to reach out to them directly.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**Customer ([REDACTED]) 07/22/2015 01:42 PM**

it is ok...do the direct flight...thanks On Jul 22, 2015, at 1:18 PM, Natalia Molotkova wrote: > > Response (Natalia Molotkova) 07/22/2015 01:18 PM > The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. Is it OK or should I look for connecting flights? I can wait list her in coach on the outbound as well. Working on hotels. > Regards. > Natalia Molotkova > Centurion Relationship Manager

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Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
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Response (Natalia Molotkova) 07/22/2015 01:06 PM  
Sure, on it...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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Customer ([REDACTED]) 07/22/2015 01:04 PM

Hi Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghai (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or Hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghai i assume we will need a round trip airfare along with hotel for 23 nights FROM: [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard Kahn===== image File Attachment ===== IMG\_1203.jpg, 119419 bytes, Added to incident

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