

**From:** "Natalia X Molotkova" <[REDACTED]>

**To:** "[REDACTED]" <[REDACTED]>

**Subject:** RE: Confirmation

**Date:** Tue, 18 Dec 2012 15:20:28 +0000

---

Let me know when she is ready to book, if she is going to, the reservation I emailed is on hold till tonight (the hotel), the air till December 21<sup>st</sup>.

Natasha

---

**From:** [REDACTED] [mailto:[REDACTED]]

**Sent:** Tuesday, December 18, 2012 10:19 AM

**To:** Natalia X Molotkova

**Subject:** Re: Confirmation

right...understand.

Let's see how she does..

thanks

On Dec 18, 2012, at 10:16 AM, Natalia X Molotkova wrote:

If to book with the hotel, the cancellation policy 21-30 days, we are within cancellation policy. That's why I could do it with AMEX vacation, they are holding it till tonight (they have a block of rooms).

---

**From:** [REDACTED] [mailto:[REDACTED]]

**Sent:** Tuesday, December 18, 2012 10:09 AM

**To:** Natalia X Molotkova

**Subject:** Re: Confirmation

ah, ok...understand..

On Dec 18, 2012, at 10:08 AM, Natalia X Molotkova wrote:

No, I booked it with American Express vacations, I can't email you confirmation from the hotel. It is a block of rooms.

---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, December 18, 2012 10:06 AM  
**To:** Natalia X Molotkova  
**Subject:** Re: Confirmation

any way we can get the reservation faxed to us from the hotel...she needs to take the reservation from the hotel...

On Dec 18, 2012, at 10:03 AM, Natalia X Molotkova wrote:

Just emailed you together air and the hotel.

---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, December 18, 2012 10:01 AM  
**To:** Natalia X Molotkova  
**Subject:** Re: Confirmation

correct

On Dec 18, 2012, at 9:53 AM, Natalia X Molotkova wrote:

So I am cancelling air for January 2-4 and will void tickets?

---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, December 18, 2012 9:46 AM  
**To:** Natalia X Molotkova  
**Subject:** Re: Confirmation



---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, December 18, 2012 7:55 AM  
**To:** Natalia X Molotkova  
**Subject:** Re: Confirmation

Morning Natasha! Hope you had a nice evening. I am now being asked if we can do this trip to St Marateen jan 5-12. (Or thereabouts...I know, makes me a little crazy!) might it be possible to do the vacation package 100% refundable minus the travel insurance for air and land? Doesn't matter really the hotel as long as it is on the French side of the island.

Also, [REDACTED] does have a working US visa if that is something else needed to be seen.

Let me know once you have had some time to investigate. Thanks ever so much. [REDACTED]

Sent from my iPhone

On Dec 17, 2012, at 4:11 PM, "Natalia X Molotkova" <[REDACTED]> wrote:

By the way [REDACTED] in Russian language means Light – LOL. Talk to you tomorrow. Issuing tickets.

Natasha

---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Monday, December 17, 2012 4:10 PM  
**To:** Natalia X Molotkova  
**Subject:** Re: Confirmation

Hi Natasha...I have my boss on a conf call on my phone and could not pick up! sorry about that!

I have emailed [REDACTED] to make sure she has a Schengen Visa which i believe she does, but better to make double sure!  
Go ahead and book the air (CID #6349) I will call you in the morning to book the land portion once I hear from [REDACTED]  
re the Schengen visa...

Thanks for all your help today! You have been truly truly amazing!!

On Dec 17, 2012, at 4:01 PM, Natalia X Molotkova wrote:

I called you and left the voice mail. The last day to provide payment for the land portion is tomorrow. I can issue tickets today due to they are fully refundable. The land (accommodation and transfer) has to be paid in full by tomorrow. If you are ready to do it today, will need the CID number (the security code on the card, 4 digits and I am using Mrs. [REDACTED] card.

Please advise,

P.S.: please be sure that she has all necessary documents to enter St Maarten (Schengen visa).

**Natalia (Natasha) Molotkova** | Executive Travel Counselor

<image001.png>

1755 N Brown Rd

Lawrenceville GA 30043

☎ [REDACTED] ext 63707 ☒ [REDACTED]

---

**From:** [REDACTED] [mailto:[REDACTED]]

**Sent:** Monday, December 17, 2012 3:48 PM

**To:** Natalia X Molotkova

**Subject:** Re: Hold - it let me hold only till tonight, but will try to call AMEX vacations to extend it till tomorrow

I spoke to my boss...he said if it is fully refundable (minus the travel insurance of course) then book it!!

On Dec 17, 2012, at 3:42 PM, Natalia X Molotkova wrote:

Booking Number: 638389

Lead Passenger: [REDACTED]

Hold - it let me hold only till tonight, but will try to call AMEX vacations to extend it till tomorrow

### PASSENGER INFORMATION

<image002.png>	<image002.png>	<image002.png>	<image002.png>
<b>Passenger Name(s)</b>	<b>Age</b>	<image002.png>	<image002.png>
[REDACTED]	N/A	<b>Contact Number:</b>	[REDACTED]
		<b>Contact Email:</b>	<a href="mailto:natalia.x.molotkova@aexp.com">natalia.x.molotkova@aexp.com</a>
<image002.png>	<image002.png>	<image002.png>	<image002.png>

### CLIENT BOOKING INFORMATION

<image003.gif>

<image002.png>	<image002.png>	<image002.png>	<image002.png>
<b>Booking Number:</b>	638389	<b>Booking Date:</b>	12/17/2012
<b>Departure Date:</b>	01/02/2013	<b>Booking Status:</b>	Active
<b>Destination:</b>	St. Martin/ Maarten	<b>Departure City:</b>	Land Only
<b>Room Count:</b>	1	<b>Booking Brand:</b>	American Express Vacations - X
<b>Passenger Count:</b>	1	<image002.png>	
<image002.png>	<image002.png>	<image002.png>	<image002.png>
<image002.png>	<image002.png>	<image002.png>	<image002.png>
<b>Agency Phone:</b>	[REDACTED]	<b>Agency Name:</b>	Network Tvl Service Atl 1
<image002.png>	<image002.png>	<image002.png>	<image002.png>

### PRICING INFORMATION

<image003.gif>

<image002.png>	<image002.png>	<image002.png>	<image002.png>
<b>Vacation Amount:</b>	\$1055.00		
<b>Deposit Amount:</b>	\$229.00	<b>Deposit Due Date:</b>	12/17/2012
<b>Final Payment Amount:</b>	\$826.00	<b>Final Payment Date:</b>	12/17/2012
<image002.png>	<image002.png>	<image002.png>	<image002.png>

**PAYMENT INFORMATION**

<image003.gif>

<image002.png>	<image002.png>	<image002.png>	<image002.png>
<b>Vacation Amount:</b>	\$1055.00	<image005.png>	<image005.png>
<b>Less Received:</b>	\$0.00	<image005.png>	<image005.png>
<b>Less Pending Amount:</b>	\$0.00	<image005.png>	<image005.png>
<b>Vacation Amount Due:</b>	\$1055.00	<image005.png>	<image005.png>
<image002.png>	<image002.png>	<image002.png>	<image002.png>

**TRAVEL ITINERARY**

<image004.png>

<image007.png>	<image008.png>	<image008.png>	<image008.png>	<image007.png>
<b>02Jan13</b>	Please Call Back With Flight Times - For Airport/hotel Transfers			
<image010.png>	<image011.png>	<image011.png>	<image011.png>	<image010.png>
<image007.png>	<image008.png>	<image008.png>	<image008.png>	<image007.png>
<b>02Jan13</b>	Transfer Airport Van To Westin Dawn Bea			
<image010.png>	<image011.png>	<image011.png>	<image011.png>	<image010.png>
<image007.png>	<image008.png>	<image008.png>	<image008.png>	<image007.png>
<b>The Westin St. Maarten Dawn Beach Resort &amp; Spa</b>				
<image013.png>	<image014.png>	<image014.png>	<image014.png>	<image013.png>
<b>02Jan13 - 04Jan13</b>	<b>The Westin St. Maarten Dawn Beach Resort</b>			
<image005.png>	2 Nts Resort Vw -ep			
<image005.png>	<b>Description:</b> Resort View			
<image010.png>	<image011.png>	<image011.png>	<image011.png>	<image010.png>
<image007.png>	<image008.png>	<image008.png>	<image008.png>	<image007.png>
<b>04Jan13</b>	Transfer Westin Dawn Bea To Airport Van			
<image010.png>	<image011.png>	<image011.png>	<image011.png>	<image010.png>
<image007.png>	<image008.png>	<image008.png>	<image008.png>	<image007.png>
<b>04Jan13</b>	Cancel For Any Reason and Travel Protection Plan			<b>Total: 79.00</b>
<image010.png>	<image011.png>	<image011.png>	<image011.png>	<image010.png>
<image005.png>	<image004.png>	<image004.png>	<image004.png>	<image005.png>

<image004.png>	<p>*Travel Impressions Winner of the Travel Weekly Readers Choice Awards*</p> <p>Best Tour Operator Sales &amp; Service 2005,2006,2007,2008,2009,2010,2011</p> <p>Best Tour Operator Domestic 2006,2007,2008</p> <p>Best Tour Operator Caribbean 2011</p> <p>Prices are subject to increase prior to the time you make full payment for your air-inclusive tour. Prices are not subject to increase after you make full payment, except for charges resulting from increased government-imposed taxes or fees.</p> <p>*CANCELLATION FEES DO APPLY ON ALL GUARANTEED AND DEPOSITED BOOKINGS.</p> <p>** FINAL PAYMENT ** IS DUE 45 DAYS PRIOR TO DEPARTURE.</p> <p>FINAL PAYMENT FOR CHINA BOOKINGS ARE DUE 65 DAYS PRIOR TO DEPARTURE.</p>
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\*\*\* AIRLINE INFORMATION \*\*\*

ALWAYS CONTACT AIRLINES FOR CURRENT INFORMATION

\*\* Check with your Carrier for Baggage Allowances \*\*

Airline seat assignments are subject to change due to airline changes within their network.

\*\* NOTICE OF NEW PASSPORT REQUIREMENTS \*\*

Effective January 8, 2007, United States citizens are required to have a valid passport to enter the United States via airline transportation.

Information on how to obtain a passport can be found at

<http://www.travel.state.gov>. If you need to locate a passport office near you use the zip code search on <http://iafdb.travel.state.gov/>.

The web information found on

[http://travel.state.gov/passport/about/agencies\\_913.html](http://travel.state.gov/passport/about/agencies_913.html) describes how and where to obtain a passport in less than two weeks, additional fees may apply.

RESPONSIBILITY AND LIABILITY: Operator arranges all of the services and accommodations offered in connection with these trips. Operator does not own or operate, nor is it an agent for any of the suppliers which will provide goods and services for the trip or for any option which may be available in connection with the trip (including optional side trips, car rentals, etc.) and Operator has not priced the trip or options to allow Operator to guarantee against failure of any such suppliers. Accordingly, participant(s) agree to seek remedies directly with the supplier and not to hold Operator, its parent, subsidiaries, affiliates and representatives (collectively "Operator Parties") liable in the absence of its or their negligence, for any loss, injury, delay, expense or damage which results directly or indirectly from any action or omission, whether negligent, criminal or otherwise, of any entity providing goods or services for the trip or any available option (e.g., the quality of services, cleanliness of a hotel, hotel overbooking, cancellation of services, cessation of operations, accidents, failure of equipment, changes in fares, itineraries or schedules or any flight delay). Participant(s) also agree not to hold the Operator Parties liable for circumstances beyond its or their control (e.g., 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, piracy and terrorism, or any other cause beyond the

control of the Operator Parties.

Participant(s) acknowledge that the Operator Parties have not made any representations or promises with respect to the tour described herein except as expressly set forth in the Operator's literature, unless such agreement is in writing and signed by an officer of Operator. At any time, the Operator may decline, for any reason, any person as a participant on a trip (or option) where upon the Operator's only obligation shall be to refund such person that portion of payment allocable to the unused services.

INTERMEDIARY DISCLOSURE: Operator assists you in finding travel suppliers and making arrangements that meet your individual needs. Operator considers various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, Operator is acting as an independent third party and not as a fiduciary. The Operator Parties want you to be aware that certain suppliers pay them commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to the Operator Parties' travel counselors. Certain suppliers may also provide compensation to the Operator Parties for various marketing and administrative services that they perform for them, such as granting suppliers access to the Operator Parties' marketing channels, participating in marketing programs and supporting technology initiatives. In addition, our parent company, American Express Travel Related Services Company, Inc. 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, the Operator Parties may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives the Operator Parties receive, are subject to change. In identifying suppliers and recommending itineraries, Operator may consider a number of factors including supplier availability and your preferences. The relationships the Operator Parties have with suppliers may also influence the suppliers Operator identifies and the itineraries Operator recommends.

CST#2029006-20, Washington UBI#602 425 801, TA#758

Registered Iowa Travel Agency

*I hope you were so pleased with your service that you would refer American Express Travel*

Natalia (Natasha) Molotkova | Executive Travel Counselor

<image016.png>

1755 N Brown Rd

Lawrenceville GA 30043

☎ [REDACTED] ext 63707 ✉ [REDACTED]

American Express made the following annotations on Mon Dec 17 2012 13:42:11

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American Express a ajouté le commentaire suivant le Mon Dec 17 2012 13:42:11

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American Express made the following annotations on Mon Dec 17 2012 14:01:25

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American Express a ajouté le commentaire suivant le Mon Dec 17 2012 14:01:25

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American Express made the following annotations on Mon Dec 17 2012 14:15:13

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American Express a ajouté le commentaire suivant le Mon Dec 17 2012 14:15:13

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American Express made the following annotations on Tue Dec 18 2012 07:39:08

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 07:39:08

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American Express made the following annotations on Tue Dec 18 2012 07:41:58

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 07:41:58

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American Express made the following annotations on Tue Dec 18 2012 07:53:56

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 07:53:56

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American Express made the following annotations on Tue Dec 18 2012 08:03:47

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 08:03:47

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American Express made the following annotations on Tue Dec 18 2012 08:08:36

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 08:08:36

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American Express made the following annotations on Tue Dec 18 2012 08:16:29

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 08:16:29

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American Express made the following annotations on Tue Dec 18 2012 08:20:28

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American Express a ajouté le commentaire suivant le Tue Dec 18 2012 08:20:28

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