

From: "Natalia Molotkova" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: HELP! [REDACTED] will miss her flight! Need to rebook something-YTNVUR [Incident: 161216-000617]
Date: Thu, 15 Dec 2016 18:28:33 +0000

 US Centurion Banner

Sorry, was at lunch, looking..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Hi Natasha.. [REDACTED] is going to miss this flight we have her on...is there a later flight she can take? she says due to traffic and a cab driver that didnt know where he was going, she can no longer check in and take this flight...Please let me know! thanks

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for [REDACTED] 15DEC16 YTNVUR
Date: December 10, 2016 at 9:03:03 PM EST
To: [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:
[REDACTED]

Your travel arrangements are outlined below in the email. Please refer to the 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 and add link to your bookmarked favorites for easy access in the future:

[View your Digital Itinerary](#)

American Express Travel YTNVUR
Record Locator

E-Ticket Number(s)

ZHU/W Ticket DY 3287929978256-10DEC

ZHU/W Ticket UA 0167929978257-10DEC

Thursday 15 Dec 16

Other Information

CITIZENS OF CHINA MUST CARRY A VALID PASSPORT

Flight Information

Date	15 Dec 2016
Airline	Norwegian Air Shuttle
Airline Record Locator	YDVFEX
Flight/Class	DY 7019 M Economy Class
Origin	Paris, Charles De Gaulle
Destination	New York, John F Kennedy International
Departing	07:35 PM
Arriving	10:00 PM
Departure Terminal	Terminal 1
Arrival Terminal	Terminal 1
Estimated Time	8 Hrs 25 Mins
Stops	Non-stop
Seats	13J

Confirmed

Saturday 17 Dec 16

Flight Information

Date	17 Dec 2016
Airline	United Airlines
Airline Record Locator	E4VD11
Flight/Class	UA 936 Q Economy Class
Origin	Newark, Newark Liberty International
Destination	San Francisco, San Francisco International
Departing	07:05 PM

Arriving	10:39 PM
Departure Terminal	Terminal C
Arrival Terminal	Terminal 3
Estimated Time	6 Hrs 34 Mins
Stops	Non-stop
Seats	35F
Confirmed	

Sunday 18 Dec 16

Flight Information

Date	18 Dec 2016
Airline	United Airlines
Airline Record Locator	E4VD11
Flight/Class	UA 888 Q Economy Class
Origin	San Francisco, San Francisco International
Destination	Beijing, Capital Intl
Departing	11:00 AM
Arriving	03:30 PM / 19 Dec 2016
Departure Terminal	Terminal International
Arrival Terminal	Terminal 3
Estimated Time	12 Hrs 30 Mins
Stops	Non-stop
Seats	52K
Confirmed	

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [REDACTED] 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 [REDACTED]

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.

[REDACTED]

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.

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.

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. Iowa: TA# 669 Registered Iowa Travel Agency.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

