

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: HELP! [REDACTED] will miss her flight! Need to rebook something-YTNVUR [Incident: 161216-000617]
Date: Thu, 15 Dec 2016 18:29:46 +0000

ok thank you!

On Dec 15, 2016, at 1:28 PM, Natalia Molotkova <[REDACTED]> wrote:



Sorry, was at lunch, looking..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[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 fo [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](#)

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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.

[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.

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