

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 18:51:18 +0000

 US Centurion Banner

Ticket is issued, her record locator with Air Lingus is 2CMSUN. Email on its way.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

ok ..thanks so much

On Dec 15, 2016, at 1:45 PM, Natalia Molotkova <[REDACTED]> wrote:

Ok, original ticket is non refundable (Norwegian Air, value of \$393.26 is lost).

New ticket is non refundable, change fee is 100.00EUR per direction, ticket is on its way.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Issuing ticket..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

ok do it please!

On Dec 15, 2016, at 1:30 PM, Natalia Molotkova <[REDACTED]> wrote:

Nothing with NORWEGIAN AIR.

I can book her at Air Lingus via Dublin

1 EI 529 M 15DEC Q CDG DUB 0920P 1005P
1 EI 105 K 16DEC F DUB JFK 1050A 0140P

TOTAL FARE - USD 765.06

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

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]

[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)

████/W Ticket DY 3287929978256-10DEC

████/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.

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