

**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 19:18:09 +0000

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ok...got it...thanks...how about a direct flight in the morning tomorrow?

On Dec 15, 2016, at 2:14 PM, Natalia Molotkova <[REDACTED]> wrote:



Lesley, all flights tonight, later then original, are with lay over night somewhere...

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

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

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Yes, me too, looking at the price, finding another flight...

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

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

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that is one lousy layover! I didn't realize..I was looking at the price! was this the best option?

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

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super...thank you!

On Dec 15, 2016, at 1:51 PM, Natalia Molotkova <[REDACTED]> wrote:

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

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

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

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ok ..thanks so much

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

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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]

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

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Issuing ticket..

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

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

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ok do it please!

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

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

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ok thank you!

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

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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

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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" <[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>  
**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 1-877-877-0987.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed by visiting:  
<https://myamextravel.com/baggage>

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)**

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[REDACTED] Ticket DY 3287929978256-10DEC

[REDACTED] 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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