

From: Lesley Groff <[REDACTED]>
To: Centurion Support <centurionsupport@centurion.com>
Cc: Amex Centurian Travel <[REDACTED]>
Subject: Re: [REDACTED] - [REDACTED] 21-22JUN
Date: Wed, 21 Jun 2017 17:47:42 +0000

Hi Jennifer! thank you for this very detailed email! Greatly appreciate it. You were a HUGE help this morning sounds like this is all GOOD news for us...
Thanks and have a great rest of your day!

On Jun 21, 2017, at 1:44 PM, Centurion Support <centurionsupport@centurion.com> wrote:

 US Centurion Banner

Lesley,

As per my voice mail here is the email information on the ticket for [REDACTED] [REDACTED] traveling from St Thomas to New York, then to Moscow.

As we discussed this morning we booked [REDACTED] on the Delta flight from St Thomas to JFK today, 21 JUN at 155pm. Issued as a new ticket for \$439.26 non-refundable.

The American Airlines flight was issued on a ticket controlled by Aeroflot as she departed out of Moscow back on 17 June with Aeroflot.

Originally it appeared as if we could exchange out the ticket confirmed from a roundtrip fare of \$1394.42 to delete the American Airlines flight at a new fare of \$954.36 with a fare decrease of \$440.06. Unfortunately Aeroflot has advised we cannot exchange out the ticket due to the rules to a lower fare.

Aeroflot has advised due to the involuntary schedule change with the flight delay on American Airlines we can refund the remaining portion of the existing ticket and issue a new one way ticket for [REDACTED] to travel tomorrow, 22 June.

Again the original ticket was issued roundtrip at \$1394.42. The approximate cost of the flight used on 17 June is about \$271.00. Aeroflot will refund the difference on the unused portions of the ticket - approximately \$1123.00.

We have issued the new one way ticket for [REDACTED] at a non-refundable fare of \$982.10.

She is all ticketed and set now. You should have received the updated itinerary.

Sincerely,

Jennifer Martin

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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