

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Missed a flight for Bach's. OZVGPO
Date: Thu, 21 Jun 2018 15:50:20 +0000

ok. very much appreciate you letting me know! Hope you have a tremendous time away. You deserve it!

On Jun 21, 2018, at 11:45 AM, Natalia Molotkova <[REDACTED]> wrote:

US Centurion Banner

Lesley, I will be away from June 23 til July 9 (back July 9), I might come back earlier, not sure yet.

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

Hours: Mon through Friday 9AM-530PM EST

good deal..

On Jun 21, 2018, at 11:23 AM, Natalia Molotkova <[REDACTED]> wrote:

Thank you, I added info to the itinerary manually, but it is easy to miss it, but it is on the itinerary.

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

Hours: Mon through Friday 9AM-530PM EST

ok, went to website and found the seat confirms..thanks

On Jun 21, 2018, at 11:07 AM, Natalia Molotkova <[REDACTED]> wrote:

All seats are confirmed, you can view them on Lufthansa.com. To Mira's record I added them manually, please pull reservations on Lufthansa.com to double check. Thank you.

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

Hours: Mon through Friday 9AM-530PM EST

the only 2 legs I do not see seats confirmed for is on July 11 for Mira and the kids...Joscha has 12 C and then 18C...is this still in the works for Mira/kids?... can we get seats for those Lufthansa flights?

On Jun 21, 2018, at 9:50 AM, Natalia Molotkova <[REDACTED]> wrote:

how fabulous! thank you!!!!

On Jun 21, 2018, at 9:50 AM, Natalia Molotkova <[REDACTED]> wrote:

Lufthansa used money we already paid for flight on July 5 for new July 4th flight. We are all set.

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

Hours: Mon through Friday 9AM-530PM EST

morning! thank you! :)

On Jun 21, 2018, at 9:18 AM, Natalia Molotkova <[REDACTED]> wrote:

Working on seats now.

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

Hours: Mon through Friday 9AM-530PM EST

Please issue the tickets for the flights shown below for July 4...etc....thanks

On Jun 20, 2018, at 6:08 PM, Natalia Molotkova <[REDACTED]> wrote:

International portion Mr. Bach

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$300.00.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare
- Code share: LUFTH CITYLINE

• **Thu 04 Jul - Lufthansa 425 - Economy - 7h 15m**

Departing: Boston Logan Intl Airport, (BOS) at 8.10pm
Arriving: Munich Airport, (MUC) at 9.25am

• **Fri 05 Jul - Lufthansa 1950 - Economy - 1h 10m**

Departing: Munich Airport, (MUC) at 10.40am
Arriving: Pisa Intl Airport, (PSA) at 11.55am

• **Sat 08 Sep - Lufthansa 1131 - Economy - 2h 10m**

Departing: Barcelona Intl Airport, (BCN) at 1.50pm
Arriving: Frankfurt am Main Airport, (FRA) at 4.00pm

• **Sat 08 Sep - Lufthansa 420 - Economy - 8h 25m**

Departing: Frankfurt am Main Airport, (FRA) at 5.55pm
Arriving: Boston Logan Intl Airport, (BOS) at 8.20pm

Family:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$5834.13.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare
- Code share: LUFTH CITYLINE

• **Thu 04 Jul - Lufthansa 425 - Economy - 7h 15m**

Departing: Boston Logan Intl Airport, (BOS) at 8.10pm
Arriving: Munich Airport, (MUC) at 9.25am

• **Fri 05 Jul - Lufthansa 1950 - Economy - 1h 10m**

Departing: Munich Airport, (MUC) at 10.40am
Arriving: Pisa Intl Airport, (PSA) at 11.55am

• **Wed 15 Aug - Lufthansa 183 - Economy - 1h 10m**

Departing: Berlin Tegel Airport, (TXL) at 10.45am
Arriving: Frankfurt am Main Airport, (FRA) at 11.55am

• **Wed 15 Aug - Lufthansa 422 - Economy - 7h 55m**

Departing: Frankfurt am Main Airport, (FRA) at 1.05pm
Arriving: Boston Logan Intl Airport, (BOS) at 3.00pm

Please reply to this email and provide your authorization to proceed.

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

Hours: Mon through Friday 9AM-530PM EST

Yes. All this sounds good. If we must pay for the new seats, ok.

Sent from my iPhone

On Jun 20, 2018, at 5:53 PM, Natalia Molotkova <[REDACTED]> wrote:

See what you can do for us that costs us the least amount of money. Appreciate it

Sent from my iPhone

On Jun 20, 2018, at 5:42 PM, Natalia Molotkova <[REDACTED]> wrote:

New fare on International flights fro Mr. Bach, with departure on July 4 - is \$1718.81 (we issued ticket at 1773.81)

For family - total 5834.13 (we paid \$6021.13).

New flight will be

LH 425 04JUL BOS MUC 810P 925A 05JUL
LH1950 05JUL MUC PSA 1040A 1155A

OK to void tickets and issue new ones? Will try to use fee we paid fro seats, but no guarantee.

I probably will be leaving at 630pm.

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

Hours: Mon through Friday 9AM-530PM EST

If I void tickets to avoid change fee, yes, we will have to pay again. If we change tickets with change fee, we can use money we paid earlier for seats. But change fee is higher than seat fee, I can try to talk to LH and see if they can use money we paid fro the seats, for new flights.

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

Hours: Mon through Friday 9AM-530PM EST

they would all fly out on July 4...yes, on the seats...argh...we would need to purchase new seats...

On Jun 20, 2018, at 5:28 PM, Natalia Molotkova <[REDACTED]> wrote:

Changing just her departure or her husband's as well? Seats purchase is non-refundable, but can be changed, fee should be same for new flights.

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

Hours: Mon through Friday 9AM-530PM EST

Natasha...I just sent the ticket to Mira and she wanted to change the first flight we had to the one that is on this email...they wanted to leave on July 4 landing on July 5...Lufthansa #425 then on to #1950....what a pain! and we bought seats....can we change this for them? what does it do to price?

On Jun 20, 2018, at 9:30 AM, Natalia Molotkova <[REDACTED]> wrote:

Super. Issue please

Sent from my iPhone

On Jun 20, 2018, at 10:32 AM, Natalia Molotkova <[REDACTED]> wrote:

Excellent! Thank you for checking. We always like to save money!!

Sent from my iPhone

On Jun 20, 2018, at 10:14 AM, Natalia Molotkova <[REDACTED]> wrote:

Family:

International portion adult - \$2297.71, child \$1861.71 (total \$6021.13) - non-refundable with \$300.00 change fee.

European flight - adult \$343.20, child - \$288.40 (total \$920.00). Non-refundable, change fee EUR70.00

Grand total \$6941.13.

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

Hours: Mon through Friday 9AM-530PM EST

Lesley, it is actually cheaper to issue separate tickets: International and European.

Mr. Bach - total will be \$2119.61 (\$1773.81 International portion, non-refundable, change fee is \$300.00, European legs - \$345.80, non-refundable with EUR 70.00 change fee).

Pricing family - also cheaper.

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

Hours: Mon through Friday 9AM-530PM EST

Agree...

put him in coach with his family. Small kids...I know they all want to be together...thank you!

On Jun 20, 2018, at 9:30 AM, Natalia Molotkova <[REDACTED]> wrote:

I am sorry, I looked, and the way flights were put in writing was very confused, what she emailed you below is way easier to understand.

Here is the thing - lower fare combination from Mr. Bach is with one of the legs in business (his family still in coach) - leg from Pisa to Munich, fare will be \$4094.21, if I put him in coach with family - fare is \$4503.21. Please advise.

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

Hours: Mon through Friday 9AM-530PM EST

OMG, I checked and double checked, and still missed it, fixing.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning Natasha! We missed a flight! See below from Mira. Can you please add in Look at original email too (?)Thanks. Lesley

Sent from my iPhone

Begin forwarded message:

From: Mira Voigt <[REDACTED]>
Date: June 19, 2018 at 7:09:48 PM EDT
To: Lesley Groff <[REDACTED]>
Subject: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO

Hello Lesley, thank you for your quick reply! There is one flight missing (flight Munich to Berlin).
If you combine the flight Pisa - Munich-Berlin the connection attached should work fine.
It might be better to flight one day earlier in Pisa (we forgot to count in the time delay).
Everything else looks fine.
Thank you very much!!!
Have a wonderful summer!
All the best,
Mira and Joscha

Wed, Jul 4  **8:10 pm — 9:25 am** Economy **7h 15m**
Lands Thu, Jul 5
Boston - Munich
Lufthansa 425 · Wide-body jet · Airbus A340-600

Change planes in Munich (MUC) **1h 14m**

Thu, Jul 5  **10:40 am — 11:55 am** Economy **1h 15m**
Munich - Pisa
Lufthansa 1950 · Regional jet · Canadair Regional Jet 900
Operated by Lufthansa CityLine

Pisa - Muenchen - Berlin (2 adults, 2 kids age 4 and 8)

Wed, Jul 11  **12:40 pm — 2:00 pm** Economy **1h 20m**
Pisa - Munich
Lufthansa 1951 · Regional jet · Canadair Regional Jet 900
Operated by Lufthansa CityLine

Change planes in Munich (MUC) **0h 59m**

Wed, Jul 11  **3:00 pm — 4:05 pm** Economy **1h 05m**
Munich - Berlin
Lufthansa 2042 · Narrow-body jet · Airbus A320-100/200

Berlin - Frankfurt-Boston (1 adult, 2 kids age 4 and 8)

Anfang der weitergeleiteten Nachricht:

Von: Lesley Groff <[REDACTED]>
Betreff: Wtr: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO
Datum: 19. Juni 2018 um 14:17:26 GMT-4
An: Joscha Bach <[REDACTED]>, Mira Bach <[REDACTED]>

Please double check the flights for accuracy...confirm back to me and I will purchase! :) Lesley

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO
Date: June 19, 2018 at 10:45:31 AM EDT
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:
<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 Trips](#)

American Express Travel OZVGPO Record Locator

This itinerary is a reservation only. This reservation will not be ticketed or price guaranteed until ticketing authorization is received. Please contact your travel office by 7:30 AM on June 20, or this entire reservation will automatically cancel.

Thursday 05 Jul 18

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	05 Jul 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 425 Y Economy Class
Origin	Boston, Logan International
Destination	Muenchen, Franz Josef Strauss
Departing	08:10 PM
Arriving	09:25 AM / 06 Jul 2018
Departure Terminal	Terminal E
Arrival Terminal	Terminal 2
Estimated Time	7 Hrs 15 Mins
Stops	Non-stop

Confirmed

Friday 06 Jul 18

Flight Information

Date	06 Jul 2018
Airline	Lufthansa

Airline Record Locator NFRKYL
Flight/Class **LH 1950** T Economy Class
Origin Muenchen, Franz Josef Strauss
Destination Pisa, Galileo Galilei
Departing 10:45 AM
Arriving 11:55 AM
Departure Terminal Terminal 2
Estimated Time 1 Hr 10 Mins
Stops Non-stop

Confirmed

Wednesday 11 Jul 18

Flight Information

Date 11 Jul 2018
Airline **Lufthansa**
Airline Record Locator NFRKYL
Flight/Class **LH 1951** T Economy Class
Origin Pisa, Galileo Galilei
Destination Muenchen, Franz Josef Strauss
Departing 12:40 PM
Arriving 02:00 PM
Arrival Terminal Terminal 2
Estimated Time 1 Hr 20 Mins
Stops Non-stop

Confirmed

Sunday 02 Sep 18

Flight Information

Date 02 Sep 2018
Airline **Lufthansa**
Airline Record Locator NFRKYL
Flight/Class **LH 2035** Y Economy Class
Origin Berlin, Berlin-Tegel / Otto Lilienthal
Destination Muenchen, Franz Josef Strauss
Departing 11:00 AM
Arriving 12:10 PM
Arrival Terminal Terminal 2
Estimated Time 1 Hr 10 Mins
Stops Non-stop

Confirmed

Flight Information

Date 02 Sep 2018
Airline **Lufthansa**
Airline Record Locator NFRKYL
Flight/Class **LH 1812** Y Economy Class
Origin Muenchen, Franz Josef Strauss
Destination Barcelona, El Prat De Llobregat
Departing 12:50 PM
Arriving 02:50 PM
Departure Terminal Terminal 2
Arrival Terminal Terminal 1
Estimated Time 2 Hrs
Stops Non-stop

Confirmed

Flight Information

Date 08 Sep 2018
Airline **Lufthansa**
Airline Record Locator NFRKYL
Flight/Class **LH 1131** W Economy Class
Origin Barcelona, El Prat De Llobregat
Destination Frankfurt, Frankfurt International
Departing 01:50 PM
Arriving 04:00 PM
Departure Terminal Terminal 1
Arrival Terminal Terminal 1
Estimated Time 2 Hrs 10 Mins
Stops Non-stop

Confirmed

Flight Information

Date 08 Sep 2018
Airline **Lufthansa**
Airline Record Locator NFRKYL
Flight/Class **LH 420** W Economy Class
Origin Frankfurt, Frankfurt International
Destination Boston, Logan International
Departing 05:55 PM
Arriving 08:20 PM
Departure Terminal Terminal 1
Arrival Terminal Terminal E
Estimated Time 8 Hrs 25 Mins
Stops Non-stop

Confirmed

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<http://www.adobe.com/products/acrobat/readstep.html>

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Mira Bach

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