

From: "Natalia Molotkova" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Cc: "[REDACTED]" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for [REDACTED] 03OCT18 YYEXVD
Date: Mon, 01 Oct 2018 15:03:09 +0000

 US Centurion Banner

No, I will talk to Oliver, may be he read fare rules incorrectly. He did request refund, let's see (it will be rejected, in fare rules said - non refundable, no credit).

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

Hours: Mon through Friday 9AM-530PM EST

actually it was Oliver who told me last night (I think that was his name)...so do we have a credit for future use minus the \$100 change fee plus dif in fare?

On Oct 1, 2018, at 10:22 AM, Natalia Molotkova <[REDACTED]> wrote:

 US Centurion Banner

No, I didn't tell you it was refundable.

Here is my disclosure from September 25, you authorized ticketing:

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

- Total air reservation, including taxes and fees: \$536.90.
- Ticket is non-refundable, \$100.00 change penalty applies plus difference in fare
- Code share: AIR FRANCE
- **Wed 03 Oct - Ukraine Intl Airlines 129 - Coach - 3h 25m**
Departing: Boryspil Intl Airport, Kiev (KBP) at 7.30pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 9.55pm

- **Fri 05 Oct - Ukraine Intl Airlines 9282 - Coach 3h 0m**
OPERATED BY AIR FRANCE
Departing: Paris Charles de Gaulle Airport, (CDG) at 8.40pm
Arriving: Boryspil Intl Airport, Kiev (KBP) at 12.40am

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

I am not sure who told you that ticket refundable, I do see refund was requested, it will be rejected, due to ticket is non refundable, I am sorry.

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

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we cancelled this trip. I was told it was fully refundable...can you please make sure for us?

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for [REDACTED] 03OCT18 YYEXVD
Date: September 30, 2018 at 1:26:56 PM 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 [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 YYEXVD Record Locator

E-Ticket Number(s)

BIELO/D Ticket PS 5667185129404-25SEP

Wednesday 03 Oct 18

Other Information

CITIZENS OF UKRAINE MUST CARRY A VALID PASSPORT

Wednesday 03 Apr 19

Other Information

THANK YOU FOR CHOOSING AMERICAN EXPRESS TRAVEL SERVICES

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at www.americanexpress.com/privacy

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.

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

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.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/whishing.
© 2015 American Express. All rights reserved.

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.



No, I didn't tell you it was refundable.

Here is my disclosure from September 25, you authorized ticketing:

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

- Total air reservation, including taxes and fees: \$536.90.
- Ticket is non-refundable, \$100.00 change penalty applies plus difference in fare
- Code share: AIR FRANCE
- **Wed 03 Oct - Ukraine Intl Airlines 129 - Coach - 3h 25m**
Departing: Boryspil Intl Airport, Kiev (KBP) at 7.30pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 9.55pm

- **Fri 05 Oct - Ukraine Intl Airlines 9282 - Coach 3h 0m**
OPERATED BY AIR FRANCE
Departing: Paris Charles de Gaulle Airport, (CDG) at 8.40pm
Arriving: Boryspil Intl Airport, Kiev (KBP) at 12.40am

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

I am not sure who told you that ticket refundable, I do see refund was requested, it will be rejected, due to ticket is non refundable, I am sorry.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we cancelled this trip. I was told it was fully refundable...can you please make sure for us?

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Itinerary INCL TICKETNO for [REDACTED] 03OCT18 YYEXVD
Date: September 30, 2018 at 1:26:56 PM 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 1-877-877-0987.

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 Trips](#)

American Express Travel YYEXVD
Record Locator

E-Ticket Number(s)

BIELO/D Ticket PS 5667185129404-25SEP

Wednesday 03 Oct 18

Other Information

CITIZENS OF UKRAINE MUST CARRY A VALID PASSPORT

Wednesday 03 Apr 19

Other Information

THANK YOU FOR CHOOSING AMERICAN EXPRESS TRAVEL SERVICES

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at www.americanexpress.com/privacy

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.

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

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.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]
© 2015 American Express. All rights reserved.

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

