

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Tue 5/30/2017 1:55:24 PM
Subject: Re: Hotel in Marrakech-made [REDACTED] pay! 21MAY17 VQV CDX

she paid cash...our office will need to wire her reimbursement...you can drop this task and take care of other things!

On May 30, 2017, at 9:31 AM, Natalia Molotkova

<[REDACTED]> wrote:

If you have chance, can you double check if she paid with cash or card?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED] @ [REDACTED]
(877) 877-0987
Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

oh boy...I am not sure how she paid...she sent me the invoice...I will forward to you...

On May 30, 2017, at 9:17 AM, Natalia Molotkova <[REDACTED]> wrote:

This hotel is horrible, the keep hanging up, transferring me to another person...girt at the front desk said that manager. I am sorry.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED] @ [REDACTED]
(877) 877-0987
Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Thank you for your email. I am currently out of the office.

Hi Natasha. [REDACTED] says when she checked out of the hotel they made her put on her CC? I sent the 3rd party to confirm the receipt a few times but was told the dept that receives the faxes was closed. Then I think you entered the fax was rec'd? Can you check on this for us? I realize you are out today due to holiday! Tomorrow is fine.

Sent from my iPhone

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Date: May 19, 2017 at 12:30:31 PM EDT
To: [REDACTED]
Subject: Itinerary INCL TICKETNO for [REDACTED] 21MAY17 VQVCDX

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot receive responses. 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 your account. 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 VQVCDX Record Locator

E-Ticket Number(s)

[REDACTED] Ticket AF 0578623159825-19MAY

[REDACTED] Ticket AT 1478623159826-19MAY

Sunday 21 May 17

Other Information

CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

Flight Information

| | |
|------------------------|--------------------------------|
| Date | 21 May 2017 |
| Airline | Air France |
| Airline Record Locator | OCH6SO |
| Flight/Class | AF 1076 K Economy Class |
| Origin | Paris, Charles De Gaulle |
| Destination | Marrakech, Menara |

| | |
|--------------------|---------------|
| Departing | 07:05 AM |
| Arriving | 08:25 AM |
| Departure Terminal | Terminal 2 E |
| Estimated Time | 3 Hrs 20 Mins |
| Stops | Non-stop |
| Seats | Unassigned |
| Confirmed | |

Hotel Information

| | |
|---------------------|---|
| Hotel | KENZI FARAH |
| Address | Boulevard Du President MARRAKECH MA 40 000 |
| Telephone | 212-5-24447400 |
| Check In Date | Sun 21 May 2017 |
| Check Out Date | Mon 29 May 2017 |
| Confirmation Number | 335156621 |
| Total | EUR 460.00, may be subject to local taxes and service charges |
| Cancellation Policy | Cancel 48 Hours Prior To Arrival |
| Confirmed | |

Monday 29 May 17

Flight Information

| | |
|------------------------|-------------------------------|
| Date | 29 May 2017 |
| Airline | Royal Air Maroc |
| Airline Record Locator | OCH6SO |
| Flight/Class | AT 400 Q Economy Class |
| Origin | Marrakech, Menara |
| Destination | Casablanca, Mohamed V |
| Departing | 05:10 AM |
| Arriving | 05:55 AM |
| Departure Terminal | Terminal 1 |
| Arrival Terminal | Terminal 2 |
| Estimated Time | 45 Mins |
| Stops | Non-stop |
| Seats | 18C |
| Confirmed | |

Flight Information

| | |
|---------|------------------------|
| Date | 29 May 2017 |
| Airline | Royal Air Maroc |

| | |
|------------------------|-------------------------------|
| Airline Record Locator | OCH6SO |
| Flight/Class | AT 788 Q Economy Class |
| Origin | Casablanca, Mohamed V |
| Destination | Paris, Charles De Gaulle |
| Departing | 11:35 AM |
| Arriving | 04:40 PM |
| Departure Terminal | Terminal 2 |
| Arrival Terminal | Terminal 1 |
| Estimated Time | 3 Hrs 5 Mins |
| Stops | Non-stop |
| Seats | 18C |

Confirmed

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most current requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information on that site 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. To learn more 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 for download information.

<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 service fees, are imposed by the hotel and are not within the control of American Express. These charges are typically non-refundable and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel directly about the existence and amount of such charges.

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

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your travel needs. We do not act as your travel agent and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentive fees to achieve other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also pay us for various marketing and administrative services that we perform for them, such as granting them access to our travel counselor network, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation for referring you to travel suppliers who may use the American Express Card or other American Express products to pay for supplier products and services. We may also enter into other business relationships with suppliers and these arrangements, including levels and types of compensation, may be different than those described above.

are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors and your preferences. The relationships we have with suppliers may also influence the suppliers we identify.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration 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 americanexpress.com/phishing.

© 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.