

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Fri 9/8/2017 8:52:16 PM
Subject: Re: [REDACTED]

[REDACTED]... [REDACTED] can't un check herself...see below:
She said she can't cancel the check in cause the ticket was nonrefundable! Can Amex just cancel her ticket? She is having trouble doing it herself

On Sep 8, 2017, at 3:09 PM, Natalia Molotkova
<[REDACTED]> wrote:

For people in Russia they should have option to un-check, let me know, if she can't do it, will contact Aeroflot

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

ugh..she is checked in already...I asked them to stop checking in since we keep changing things...yes, I can looks good. ...

On Sep 8, 2017, at 2:57 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED] should now arrive Paris Sunday Sept. 10 evening and return on Tuesday Sept. 12 around

New ticket will be:
1 SU 3004 10SEP SVO CDG 0645P 0940P
OPERATED BY AIR FRANCE
2 SU 2463 N 12SEP T CDG SVO 0355P 0830P

TOTAL FARE - USD 520.98

old ticket was 599.30, change fee EUR 70.00
If you are OK with that, can you ask her to go on Aeroflot web site to online registration and cancel check in?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

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