

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Fri 11/17/2017 6:02:38 PM
Subject: Re: Change [REDACTED] ticket back to Paris [REDACTED]

ok super;

On Nov 17, 2017, at 12:53 PM, Natalia Molotkova
<[REDACTED]> wrote:

New ticket change fee is EUR150.00.
The one we cancelled from JFK, change fee is \$300.00, will be credit.

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

Hours: Mon through Friday 9AM-530PM EST

interesting...and not helpful...

On Nov 17, 2017, at 12:51 PM, Natalia Molotkova <[REDACTED]> wrote:

ugh..ok..I almost feel like with [REDACTED] I should be purchasing complete refundable/changeable tickets.! nothing we are spending!...
Issue the changeable ticket as I feel it's possible we change it...

On Nov 17, 2017, at 12:49 PM, Natalia Molotkova <[REDACTED]> wrote:

OK, thank you, Delta is now having a lot of fares that are not changeable.

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

Hours: Mon through Friday 9AM-530PM EST

gosh yes, on higher fare and able to change...
totally fine on her not sitting with Arina...it is ok!

On Nov 17, 2017, at 12:42 PM, Natalia Molotkova <[REDACTED]> wrote:

Changeable fare is much higher - \$1010.66.

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

Hours: Mon through Friday 9AM-530PM EST

New record locator [REDACTED]
Fare non refundable and changes are not permitted, should I go with higher fare with permitted changes?
I could not get same set number she had before on December 10th flight, now she is seating separately from
Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Yes, will be new record locator, working on it.

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

Hours: Mon through Friday 9AM-530PM EST

sorry...have been completely slammed!

YEs, lets use your Dec. 10 return date...and the Dec. 27 back to Paris is good as well. Thank you! This will

On Nov 17, 2017, at 9:43 AM, Natalia Molotkova <[REDACTED]> wrote:

Do we have any return flight for [REDACTED] from Paris to NYC we can change to December 10th flight?
Norwegian Air non refundable fare with USD 130.00 change ee.

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

Hours: Mon through Friday 9AM-530PM EST

OK, issuing.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
██████████ @ ██████████

Hours: Mon through Friday 9AM-530PM EST

Sounds like a plan. I need to get back to you on dates for new ticket. Issue nov 27 ticket please.

Sent from my iPhone

On Nov 17, 2017, at 9:27 AM, Natalia Molotkova <██████████> wrote:

We can't change round trip ticket, originating from NYC to one way origination from Paris (currency is different)

So here is my suggestion.

We can do one way for █████ on November 27th with Norwegian Air:
DY 7020 27NOV JFK CDG 1030P 1130A

TOTAL FARE - USD 375.10

Cancel ticket we have now as round trip from NYC, use it as a credit fro another (any ticket) from US (value
Book new round trip - Paris-NYC -Paris: advise hat date to make fro flight from NYC to Paris: for example
1 DL 405 10DEC CDG JFK 1025A 0114P
2 DL 404 27DEC JFK CDG 0559P 0725A

TOTAL FARE - USD 787.66

So, total you paying out of the pocket with all above is \$1162.76.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
██████████ @ ██████████

Hours: Mon through Friday 9AM-530PM EST

yes, I thought about that at about 3am...thanks

On Nov 17, 2017, at 9:11 AM, Natalia Molotkova <██████████> wrote:

If she is not taking outbound (to Paris), return will be cancelled, let me see what can be done, to make total less

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

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Morning!!! (yes, I am emailing you at night, but know you will read this in the morning!)
No way we need to spend the add collect on this ticket. Should we just forfeit the ticket we are holding and p
[REDACTED]..? Call it a day..? (hope you had a nice night ;)

On Nov 16, 2017, at 5:35 PM, Natalia Molotkova <[REDACTED]> wrote:

We can discuss tomorrow! Sorry for my delayed reply. I know you left. I had to drive my son to lax practice.
you tomorrow

Sent from my iPhone

On Nov 16, 2017, at 5:35 PM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, I am leaving now, please call support team if you wish to change outbound. See below add collect.
Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

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On November 27th there is no exact same flight:
DL/AF 1017 JFK CDG 1055P 1200N¥1 - add collect 2354.80

DL/AF 1015 JFK CDG 650P 810A¥1

DL 404 JFK CDG 600P 725A¥1

add collect 2354.80 on top what you already paid.

The huge add collect is due to we don't have 14 days as advance purchase, like we had before. According to
today's fare.

Let me know, if you can make decision shortly. I would like to leave for the day, but if change needs to be done

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Changing.

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

Hours: Mon through Friday 9AM-530PM EST

We need to change [REDACTED] ticket back to Paris...it is currently for Nov. 24...we need her to go back [REDACTED]
Rec. LocGRETJX

sorry for so much today!..

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