

To: Natalia Molotkova[REDACTED]
From: Lesley Groff
Sent: Mon 2/12/2018 5:46:13 PM
Subject: Re: Completed- SnowMass has been Ski and times have been changed.

Yes. Kept me busy. But I didn't have to live through it. American sent their luggage to aspen and still wouldn't pay for a hotel. A real mess truly.

Sent from my iPhone

On Feb 12, 2018, at 12:44 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, it is, I was reading emails and was like - OMG.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Thanks. I think All is fine. What an ...adventure! Geez

Sent from my iPhone

On Feb 12, 2018, at 12:20 PM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, is everything OK now? Do I need to do something?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Thank you for all

Sent from my iPhone

On Feb 11, 2018, at 3:25 PM, Sara.V.Pujol <[REDACTED]> wrote:

Hello Leslie,

it was a pleasure to speak to you earlier.

Further to our conversation, please find below the information received from SKI.COM

Travelers:

[REDACTED]

-Ski lessons are confirmed with Aspen Skiing company on Feb 12 now same time 10:00am

-Snowboard lessons are confirmed with Aspen Skiing company on Feb 13 now - same time 10:00am

-LODGING - the night they missed is non refundable;

-TRANSFERS – the clients just need to call [REDACTED] for the shuttle when they land at the Aspen Airport. It is about 10 minutes away so advise the client to call from the courtesy phone at baggage claim or to call this number their cell and they shuttle will be there very quickly upon gathering their bags from baggage claim.

EQUIPMENT – guests can take a free shuttle from the Snowmass Club to any of these locations for their equipment they have the voucher they have.

The highlighted in red -Four Mtn Sports- (Open from 8am to 5pm local time)- is the closest one as travelers are doing Beginners Magic. The concierge at the Snowmass Club will show the guests where to catch the shuttle to them to this location.



Should you have further questions please do not hesitate to let us know.

Kind regards,

Sara Pujol

From Centurion Support on behalf of your Relationship Manager, Natalia.

[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.

