

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Thur 2/1/2018 5:59:52 PM
Subject: Re: Change ticket ([REDACTED])

ok, I let Bella know to watch for it..thanks

On Feb 1, 2018, at 12:58 PM, Natalia Molotkova
<[REDACTED]> wrote:

Ok, refund might take up to two billing cycles.
Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thank you! I received the ticket...and now you will work on the refund?...let me know what we should get back to Bella..

On Feb 1, 2018, at 12:34 PM, Natalia Molotkova <[REDACTED]> wrote:

Please proceed with this reservation for [REDACTED] [REDACTED].

On Feb 1, 2018, at 12:34 PM, Natalia Molotkova <[REDACTED]> wrote:

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

- Total air reservation, including taxes and fees: \$317.40.
- Non-refundable, EUR70.00 change penalty plus difference in fare.
- Outbound - Aeroflot

SU1307, coach, 12FEB, Monday from NOVOSIBIRSK OVB to Moscow SVO 1015A 1035A

SU2572, coach, 12FEB, Monday, from Moscow SVO to London LHR 145P 300P

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

do that for ease!

On Feb 1, 2018, at 12:26 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, fare will be \$317.40. OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

she has bags...

Can we just refund what we have and book new ticket on Aeroflot the whole way?

On Feb 1, 2018, at 12:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Let me know. In this case she will have get bags from first flight and check in again, only if she can ask Aero leg to London, booked separately, if they can check in bags all the way.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

not sure...I will ask.

On Feb 1, 2018, at 12:09 PM, Natalia Molotkova <[REDACTED]> wrote:

New Aeroflot ticket from Moscow to London has to be issued under separate record, other wise my system is to London, and it will make fare way more.

Is it OK? Does she have bags to check in?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Refund the ticket ...she wants to fly Aeroflot...so do the first leg as is, then purchase the Aeroflot departing 1

On Feb 1, 2018, at 12:00 PM, Natalia Molotkova <[REDACTED]> wrote:

Looks like Aeroflot is changing their schedule in May, so will be longer connecting time in Moscow. May 12 s
We can do May 13:
SU1307 13MAY OVB SVO 1010A 1020A - 60.00 USD add collect
AF4921 13MAY SVO CDG 205P 500P - even exchange
Lesley, Original ticket from Moscow to Paris was actually refundable. we can refund it and issue ticket to Lon
refund will be. It is partially used.

SU 2572 12FEB SVO LHR 0145P 0300P

TOTAL FARE - USD 353.30

Actually both of them refundable, so we can cancel and refund both and issue

1 S7 182 12FEB OVB DME 0350P 0410P

1 S7 4005 12FEB DME LHR 0635P 0755P

OPERATED BY BRITISH AIRWAYS

TOTAL FARE - USD 276.50

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

whenever is a cheap day to fly...what is that? a Sat.? Sat. May 12?...

On Feb 1, 2018, at 11:23 AM, Natalia Molotkova <[REDACTED]> wrote:

Pricing, can you give me exact day in May?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

she is not up for the long trip...

how much to change this current ticket to a date sometime in May or June...?

we would then just purchase the new one way for her from Novosibirsk to London you suggested..

On Feb 1, 2018, at 10:25 AM, Natalia Molotkova <[REDACTED]> wrote:

sounds like the best idea, money wise at least, is to have her take the flight to Paris and from there go on to London and tell her...

On Feb 1, 2018, at 10:25 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, originally two separate tickets we issued - Aeroflot within Russian, and Air France to London (not sure w
Aeroflot part as is, and just book flight from Moscow to London at 145pm:

SU 2572 12FEB SVO LHR 145P 300P - at 963.30

Or new ticket:

1 S7 182 12FEB OVB DME 0350P 0410P

1 S7 4005 12FEB DME LHR 0635P 0755P

OPERATED BY BRITISH AIRWAYS

TOTAL FARE - USD 276.50

Or she can still take existing flight to Paris, and from Paris fly to London:

AF 1280 12FEB CDG LHR 415P 435P at 138.30

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Novosibirsk...

it would just be a change of destination...instead of Paris, she needs to go back to London...

On Feb 1, 2018, at 9:46 AM, Natalia Molotkova <[REDACTED]> wrote:

To London from where?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thanks

On Feb 1, 2018, at 9:40 AM, Natalia Molotkova <[REDACTED]> wrote:

Let me have a look.
Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. Can we change this ticket for [REDACTED] to go to London Heathrow on Feb 12 on Aeroflot please?

Thanks, Lesley

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>

Subject: Itinerary INCL TICKETNO for [REDACTED] 15OCT17 [REDACTED]

Date: November 30, 2017 at 8:11:09 AM EST

To: [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept replies. If you have any questions, please contact Centurion Travel Service at 1-877-877-8777.

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 saved to your secure website. Please click on the link to view your trip details and add link to your bookmarks for easy access in the future:

[View your Trips](#)

American Express Travel [REDACTED]
Record Locator

E-Ticket Number(s)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]*

Monday 12 Feb 18

Other Information

[REDACTED] MUST CARRY A VALID PASSPORT

Other Information

A VISA IS REQUIRED FOR ENTRY INTO FRANCE

Other Information

[REDACTED] - SCHENGEN VISA

Flight Information

Date	12 Feb 2018
Airline	Aeroflot
Airline Record Locator	[REDACTED]
Flight/Class	SU 1307 E Economy Class
Origin	Novosibirsk, Tolmachevo
Destination	Moscow, Sheremetyevo
Departing	10:15 AM
Arriving	10:35 AM
Departure Terminal	Terminal A
Arrival Terminal	Terminal D - Domestic/Intl
Estimated Time	4 Hrs 20 Mins
Stops	Non-stop
Confirmed	

Flight Information

Date	12 Feb 2018
Airline	Air France
Operated By	Aeroflot
Airline Record Locator	[REDACTED]
Flight/Class	AF 4855 V Economy Class
Origin	Moscow, Sheremetyevo

Destination	Paris, Charles De Gaulle
Departing	01:05 PM
Arriving	03:00 PM
Departure Terminal	Terminal D - Domestic/Intl
Arrival Terminal	Terminal 2 C
Estimated Time	3 Hrs 55 Mins
Stops	Non-stop

Confirmed

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See attached itinerary PDF or link for full terms and conditions.

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If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below for more information about Adobe software.

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

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