

To: Emma Gordon [REDACTED]
Cc: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Sun 2/11/2018 9:32:32 PM
Subject: Re: Aspen Snowmass Quote resend from Emma

Ok, thank you...
Lesley

On Feb 11, 2018, at 2:39 PM, Emma Gordon <[REDACTED]> wrote:

Hello Leslie: unfortunately the package is non refundable. The insurance which covers trip interruption and medical was chosen not to be purchased. Please reach out to your Amex agent for further questions on this matter. Thank you, Emma

Sent from my iPhone

On Feb 11, 2018, at 12:19 PM, Lesley Ndebele. <[REDACTED]> wrote:

HI Emma...I understand we were able to have the lessons all scooted to tomorrow and Tuesday! that is fantastic! What happens to the night at the hotel we missed however? Do we receive a credit for the one night?

On Feb 11, 2018, at 10:28 AM, Emma Gordon <[REDACTED]> wrote:

Hello Lesley; we were working behind the scenes yesterday and now this morning I've already reached out to push everything by one day. The hotel was contacted last night and knows they will arrive today. And we have today to reorganize the activities. We are on it. I am not in the office today, but our team is rescheduling. It is early here and a busy time at the ski schools. And many others had challenges as well getting into Aspen yesterday. So busy times indeed. I will be back in touch later this afternoon MST time.. once this is all resolved. It may be closer to 4pm MST. But the goal is to push all activities beginning tomorrow. Thank you for your patience. Emma

Sent from my iPhone

On Feb 11, 2018, at 6:48 AM, Lesley Groff <[REDACTED]> wrote:

Hi Emma. [REDACTED] and [REDACTED] are stuck in Chicago. Their flight was cancelled to aspen. We tried numerous other flights, even One to Vail, All cancelled. They are trying again today to leave Chicago for aspen but will not arrive until 1pm. We need to shift the lessons All a day. They should have ski lesson tomorrow 12th and ski/snowboard on tues 13th. I understand amex tried and tried calling yesterday but the phone lines were not working. How

do we make this happen? We were able to let the hotel know but the ski lessons/rentals still remain in limbo. What happens next? How can we fix all this?
Lesley

Sent from my iPhone

On Feb 7, 2018, at 12:30 PM, Emma Gordon <[REDACTED]> wrote:

Please let me know when you would like to reserve. I have not yet received official confirmation to do so.

Thank you, Emma

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See our reviews on
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From: Natalia Molotkova

[REDACTED]

Sent: Wednesday, February 07, 2018 10:24 AM

To: Emma Gordon

Cc: [REDACTED]

Subject: Aspen Snowmass Quote resend from Emma

<~WRD001.jpg>

Emma, let me know, if you need anything from me, I have credit card details.
Lesley, are you taking travel insurance for them or not?

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hello. When the guests arrive, there is a number they phone and the driver will be the final traveling documents. The airport is about 15 minutes from the lodge.

Emma

<~WRD001.jpg> Emma-D Gordon



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From: Lesley Groff [REDACTED]
Sent: Wednesday, February 07, 2018 9:49 AM
To: Emma Gordon
Cc: Amex Centurian Travel
Subject: Re: Aspen Snowmass Quote resend from Emma

Emma, Below is the flight information for the girls...how/where do they meet up the transportation on Feb. 15th for trip back to airport? (Natasha at Amex is ticket agent)

Saturday 10 Feb 18


Flight Information

Date	10 Feb 2018
Airline	American Airlines
Airline Record Locator	[REDACTED]
Flight/Class	AA 2587 M Economy Class
Origin	New York La Guardia, La Guardia
Destination	Chicago, Chicago O'hare International
Departing	07:30 AM
Arriving	09:21 AM

Departure Terminal	Terminal B
Arrival Terminal	Terminal 3
Estimated Time	2 Hrs 51 Mins
Stops	Non-stop

Confirmed


Flight Information

Date	10 Feb 2018
Airline	American Airlines
Operated By	Skywest Airlines As American Eagle
Airline Record Locator	
Flight/Class	AA 3098 M Economy Class
Origin	Chicago, Chicago O'hare International
Destination	Aspen, Aspen
Departing	10:45 AM
Arriving	12:56 PM
Departure Terminal	Terminal 3
Estimated Time	3 Hrs 11 Mins
Stops	Non-stop

Confirmed


Thursday 15 Feb 18


Flight Information

Date	15 Feb 2018
Airline	American Airlines
Operated By	Skywest Airlines As American Eagle
Airline Record Locator	
Flight/Class	AA 3048 V Economy Class

Origin	Aspen, Aspen
Destination	Dallas, Dallas/Fort Worth Internati
Departing	12:20 PM
Arriving	03:29 PM
Estimated Time	2 Hrs 9 Mins
Stops	Non-stop
Confirmed	

Flight Information

Date	15 Feb 2018
Airline	American Airlines
Airline Record Locator	
Flight/Class	AA 1170 V Economy Class
Origin	Dallas, Dallas/Fort Worth Internati
Destination	New York La Guardia, La Guardia
Departing	04:35 PM
Arriving	08:58 PM
Arrival Terminal	Terminal B
Estimated Time	3 Hrs 23 Mins
Stops	Non-stop
Confirmed	

On Feb 7, 2018, at 10:50 AM, Emma Gordon  wrote:

Done. Please let me know if you do not see it in your inbox.

Thanks, Emma

<image001.png Emma-D Gordon
>

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

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See our reviews on
<image007.png>
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From: Lesley Groff [REDACTED]
Sent: Wednesday, February 07, 2018 8:12 AM
To: Emma Gordon
Cc: Amex Centurian Travel
Subject: Re: Aspen Snowmass Quote resend from Emma

Can you send me the ONE QUOTE only for Snowmass Villas at Snowmass
the one option? That would be super!

On Feb 7, 2018, at 9:58 AM, Emma Gordon <[REDACTED]> wrote:

Just checked the quote and it looks correct to cover them for 4 days
good to me.

Sent from my iPhone

On Feb 7, 2018, at 4:57 AM, Lesley Groff <[REDACTED]> wrote:

The girls would like to ski all 4 full days they are there: Feb 1-4
we make it 4 days of skiing and rentals (including the snowboard)

On Feb 6, 2018, at 8:13 PM, Emma Gordon <[REDACTED]>

<image001.png> Emma-D Gordon
>

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

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From: [REDACTED]
Sent: Tuesday, February 06, 2018 6:11 PM
To: [REDACTED]
Cc: Emma Gordon
Subject: Aspen Snowmass Quote resend from Emma

The quote for your vacation package American Express Centurion &

Thank you for considering us for your upcoming trip to the [REDACTED]. This quote includes all the details.

These prices were accurate when this quote was delivered; however, prices, availability and availability are not guaranteed until a deposit is made.

QUOTE NUMBER: [REDACTED]

Arriving 2/10/2018 and departing 2/15/2018

Primary contact: [REDACTED]

Telephone: [REDACTED]

E-mail: [REDACTED]

This quote has the following option(s):

- Snowmass
- Snowmass Option 2
- Aspen

<image010.png> [View Your Quote](#)

If this button does not open the quote in your web browser, please copy the address field.

YOUR TRAVEL AGENT:

Natasha Molotkova

[REDACTED]@ [REDACTED]

Please let me know if this meets your satisfaction; I would like to hear from you. Prices and availability can change at any time, so please confirm your reservation and lock in your price. Please see the quote details.

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