

To: [REDACTED]
From: Natalia Molotkova
Sent: Wed 3/28/2018 3:29:37 PM
Subject: CHANGE ticket AND Hotel for - [REDACTED] 03APR18 [REDACTED]

Title: American Express ®

Disney sounds better than Snowy Russia LOL.
I was back home almost 3 years ago. My parents are 80.
Kathy is GREAT, and should be quick. She is assigned to me as a support agent.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Oh wow! have a wonderful time!! How long has it been since you have been home?
Thank you on the helpful hints on who to email...will Kathy be as quick to respond? Also, I will be away April 9-13 (Disney world, and visiting my in laws :)

On Mar 28, 2018, at 11:19 AM, Natalia Molotkova
[REDACTED] wrote:

Thank you!!!

Lesley, I will be away from march 30 till April 10, back April 11 (going home, to see my family). So, please email your requests to centurionsupport@centurion.com. If it is on Monday, Tuesday, Friday, Saturday or Sunday, please put attention Kathy Herauf (she is my back up). But she is not here on Wednesday and Thursday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

never mind! keep separate~!! thanks!

On Mar 28, 2018, at 11:08 AM, Natalia Molotkova
[REDACTED] wrote:

I will have to cancel hotel and re-book on the new record. Do you want me to do that or keep two records? I couldn't book flights on the same record.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Can you send me an itinerary with the air and hotel on one confirm?

On Mar 28, 2018, at 10:09 AM, Natalia Molotkova
[REDACTED] wrote:

Please issue below ticket and book hotel stay as shown below. Thx

Sent from my iPhone

On Mar 28, 2018, at 10:09 AM, Natalia Molotkova <[REDACTED]> wrote:

Air:

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

- Total air reservation, including taxes and fees: \$822.00.
- Refundable with EUR50.00 refund fee; changes subject to difference in fare plus change fee of EUR50.00.

• Outbound -

Thu 05 Apr - Air Baltic 652 - 2h 40m- 1055 Miles

Depart: London Gatwick Airport, (LGW) at 09:25AM

Arrive: Riga International Airport, (RIX) at 2:05PM

• Inbound -

Tue 10 Apr - Air Baltic 653 - 3h 0m- 1055 Miles

Depart: Riga International Airport, (RIX) at 3:40PM

Arrive: London Gatwick Airport, (LGW) at 4:40PM

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

Hotel:

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

- Estimated total for hotel reservation: 655.00 EUR . Daily resort fees may apply. Cancellation 24 hours.

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Ok. Do this refundable fare please

Sent from my iPhone

On Mar 28, 2018, at 9:48 AM, Natalia Molotkova <[REDACTED]> wrote:

Lowest changeable fare is 822.00USD, refundable with EUR50.00, change fee is also 50.00eur.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes. Thanks

Sent from my iPhone

On Mar 28, 2018, at 9:38 AM, Natalia Molotkova <[REDACTED]> wrote:

No, just lowest, let me find changeable fare.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Ok. Please issue below new ticket for [REDACTED]. Is it refundable and changeable? She states she may need to change travel again if her Visa is denied.

Sent from my iPhone

On Mar 28, 2018, at 9:26 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, original ticket doesn't allow changes, we will have to issue new ticket:

Thu 05 Apr - Air Baltic 652 - 2h 40m- 1055 Miles
Depart: London Gatwick Airport, (LGW) at 09:25AM
Arrive: Riga International Airport, (RIX) at 2:05PM

Tue 10 Apr - Air Baltic 653 - 3h 0m- 1055 Miles
Depart: Riga International Airport, (RIX) at 3:40PM
Arrive: London Gatwick Airport, (LGW) at 4:40PM
\$268.00. OK to proceed?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Let me ask hotel if they changed it already, before I change on my end.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Morning Natasha...we need to change [REDACTED] trip, flight and hotel...to April 5-10...I sent over a credit card authorization form to the Grand Palace Hotel...we probably have to update the dates with them...I will email them now and include you.

My appointment in Riga has been changed on 6 of April . Is it possible to change the tickets and hotel?
From 05.04 to 10.04?

In case if I get a visa refusal I'll need to change the ticket again .

Thank you
Have a nice day

[REDACTED] Mail.Ru

суббота, 24 марта 2018 г., 18:29 +0000 от Lesley Groff <[REDACTED]>:

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Your Trip is coming soon! - Itinerary INCL TICKETNO for
[REDACTED] 03APR18 WNWSAV
Date: March 24, 2018 at 1:10:16 PM EDT
To: LESLEY.JEE@GMAIL.COM

This is just a reminder that it's almost time for your trip. Please find enclosed Itinerary Details for your reference.

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

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 posted to a secure website.
Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

[View your Trips](#)

**American Express Travel WNWSAV
Record Locator**

E-Ticket Number(s)

Ticket [REDACTED]-15MAR

Tuesday 03 Apr 18

Other Information

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

Flight Information

Date	03 Apr 2018
Airline	Air Baltic
Airline Record Locator	WI3461
Flight/Class	BT 652 Z Economy Class
Origin	London, London Gatwick
Destination	Riga, Riga International
Departing	10:10 AM
Arriving	02:50 PM
Departure Terminal	Terminal South
Estimated Time	2 Hrs 40 Mins
Stops	Non-stop
Confirmed	

Hotel Information

Hotel	GRAND PALACE HOTEL
Address	Pils Street 12-Pils Iela 12 RIGA LV LV 1050
Telephone	371-670-44000
Check In Date	Tue 03 Apr 2018
Check Out Date	Fri 06 Apr 2018
Confirmation Number	121755227
Base Rate	EUR 131.00 / per night May be subject to local taxes, service charges, and daily resort fees if applicable
Cancellation Policy	Cancel 1 Days Prior To Arrival
Confirmed	

Friday 06 Apr 18

Flight Information

Date	06 Apr 2018
Airline	Air Baltic
Airline Record Locator	WI346I
Flight/Class	BT 653 U Economy Class
Origin	Riga, Riga International
Destination	London, London Gatwick
Departing	03:40 PM
Arriving	04:40 PM
Arrival Terminal	Terminal South
Estimated Time	3 Hrs
Stops	Non-stop

Confirmed

Entry and Exit Information for Travel

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

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

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

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

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