

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 3/28/2018 3:34:20 PM  
**Subject:** Re: CHANGE ticket AND Hotel for [REDACTED] 03APR18 [REDACTED]

ok, awesome on Kathy!

So good that you will get to see your parents! Very important...especially at 80! hopefully it won't be too snowy :)

Yes, I look forward to our vacation...always nice to be away with my husband and son !

On Mar 28, 2018, at 11:29 AM, Natalia Molotkova

[REDACTED] wrote:

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

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 to [centurionsupport@centurion.com](mailto:centurionsupport@centurion.com). If it is on Monday, Tuesday, Friday, Saturday or Sunday, please put attention 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 c

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 Daria. Is it refundable and changeable? She states she may need to

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 Daria Burak's trip, flight and hotel...to April 5-10...I sent over a credit 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

Mail.Ru

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

Begin forwarded message:

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

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. 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  
Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to your bookmarked favorites for easy access in the future:

[View your Trips](#)

## American Express Travel Record Locator

### E-Ticket Number(s)

EMTAWM 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	[REDACTED]
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
<b>Confirmed</b>	

### Hotel Information

Hotel	<b>GRAND PALACE HOTEL</b>
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
<b>Confirmed</b>	

Friday 06 Apr 18

### Flight Information

Date	06 Apr 2018
Airline	Air Baltic
Airline Record Locator	[REDACTED]
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
<b>Confirmed</b>	

### 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 a free copy.

<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 imposed by 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 these charges.

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California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI Agency.

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