

To: [REDACTED]
From: Lesley Groff
Sent: Wed 4/4/2018 11:08:59 PM
Subject: Re: Eurostar Issues-I worry about [REDACTED] new ticket!

I tried! It will be much easier for her to just change what she has! Lets see what happens tomorrow...I will get a credit

On Apr 4, 2018, at 7:07 PM, [REDACTED] wrote:

Thank you Lesley . I know that she can change her ticket by herself tomorrow in any Eurostar office . I think she has to pay 30 pounds or even nothing because it's a business ticket . But you purchased a new one

Envoyé de mon iPhone

Le 5 avr. 2018 à 00:56, Lesley Groff <[REDACTED]> a écrit :

Want to give you the heads up: My account rep, Natasha, is on holiday. She purchases our rail tickets through an account she has, which no one else apparently has access to. I booked [REDACTED] a new ticket myself on line and received a booking number([REDACTED]) but she must print the ticket herself at a kiosk at the station OR go to the window and speak with an agent. She is to take the 7:55am train arriving Paris 11:17am.

...I worry however ...I don't know if she needs the card it was purchased on (the website doesn't state so, but...??) I did received an email stating it takes 2 business days for the credit card to be reviewed and ticket finalized (?) Yet it accepted the date of travel as tomorrow. **She needs to take money with her to the train station in case she needs to purchase a new ticket or pay a change fee. I have told her to take money and a credit card!**

On Apr 4, 2018, at 5:04 PM, jeffrey E.
<jeevacation@gmail.com> wrote:

les send victoria her new train ticket for friday morning thx

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please note

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