

**To:** [REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 4/4/2018 11:20:56 PM  
**Subject:** Re: Eurostar Issues-I worry about [REDACTED] new ticket!

EXACTLY! it is the WORST website EVER! and you cannot speak to anyone! I have been lamenting over this all day...just horrible. She needs to take care of it herself in the morning...

On Apr 4, 2018, at 7:16 PM, [REDACTED] > wrote:

I tried to make it online but it's impossible . <image1.jpeg>  
Envoyé de mon iPhone

Le 5 avr. 2018 à 01:09, Lesley Groff <[REDACTED]> a écrit :

It will be much easier for her to just change what she has! Lets see what happens tomorrow...I will get a credit for my new ticket if she is able to just change what she has. Please talk to her and help her.

On Apr 4, 2018, at 7:07 PM, [REDACTED]  
<[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, [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 online 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](mailto:jeevacation@gmail.com)>  
wrote:

les send [REDACTED] her new train ticket for friday morning thx

--  
please note  
The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to [jeevacation@gmail.com](mailto:jeevacation@gmail.com), and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved