

To: Amex Centurian Travel [REDACTED]  
From: [REDACTED]  
Sent: Mon 5/7/2018 7:42:09 PM  
Subject: Re: Train Ticket for [REDACTED]

YES!!! great idea

On May 7, 2018, at 3:41 PM, Natalia Molotkova

<[REDACTED]> wrote:

Do you want to add

Add the Rail Protection Plan to the booking to protect \$572.00 worth of products and get the freedom to change no questions asked. Plus, protect train tickets in the case of a missed train connection, strikes and loss or the

## Rail Protection Plan™

### General Conditions for an Exchange under the Rail Protection

- Rail passes, train tickets, reservations, and city passes/tours may be exchanged for the same or different products or services. Gift Cards.
- The value of the original product will be applied to the new booking. Travelers who have not yet determined the new travel date and the new product is not available yet for purchase, will be issued a coupon code equal to the value of the exchanged product. The coupon code may be used on a new booking at a later date.
- Travelers are responsible to pay the difference in price between the exchanged product(s) and the new product. If the new product is lower than the original product, the difference will not be refunded nor will a credit/coupon code be issued.
- Coupon Codes are issued in the name of the traveler(s) given at the time of the original booking and cannot be used on the original booking.
- Coupon Codes issued for an exchanged product must be redeemed on a new booking no later than two (2) years from the issue date of the coupon code. No refund will be issued in cases where the full value of the coupon code is not used.
- No explanation is required for exchange requests on the product(s).
- Rail Protection Plan has no cash value. Travelers who use their RPP Exchange benefit and then cancel their trip will not be eligible to receive a refund on any cost paid by the traveler that exceeded the value of the original exchange. Shipping and handling fees are non-refundable.
- **Exchange of Paper Products under RPP** : Exchange requests must be received by RENA Customer Service no later than three (3) business days prior to the scheduled departure date to Europe. New product/coupon codes will not be issued if the traveler has not yet received their travel documents have been received by RENA. Exchanges on paper products cannot be performed after the traveler has left for Europe. Travelers with paper products leaving for Europe within 3 business days or who are shipping products to Europe, are not eligible to take advantage of the RPP Exchange benefit but may still qualify for the RPP cancellation benefit.
- **Exchange of E-tickets (Print at Station/Print at Home) under RPP** : Exchange requests must be received by RENA Customer Service no later than three (3) business days prior to the scheduled train departure date. Exchange requests received two (2) days prior to the scheduled train departure date will not be processed.
- To request an exchange, please call 800-438-RAIL (7245) or (847) 916-1028 .

### General Conditions for Cancellation under the Rail Protection

- Travelers will be issued a RENA credit in the form of a coupon code equal to the value of the canceled product. The coupon code may be used on a future booking within two (2) years from issue date.
- Coupon Codes are issued in the name of the traveler(s) given at the time of the original booking and cannot be used on the original booking.
- Coupon Codes must be redeemed on a new booking within two (2) years from the issue date on the coupon code. The coupon code may be used on a new booking within two (2) years from the issue date on the coupon code. No refund will be issued in cases where the full value of the coupon code is not used. Any remaining balance shall be applied toward shipping and handling fees or Gift Cards.
- Coupon Codes cannot be applied toward shipping and handling fees or Gift Cards.
- No explanation is required for cancellation requests on product(s), you may cancel with no questions asked.

- Rail Protection Plan has no cash value. Travelers who use their RPP Exchange benefit and then can eligible to receive a refund on any cost paid by the traveler that exceeded the value of the original exchange applied. Shipping and handling fees are non-refundable.
- **Cancelation of Paper Products under RPP :** Paper products being returned for a cancellation must be sent to the Customer Relations department no later than three (3) business days BEFORE the scheduled departure date to Europe. (MT : I do not understand what this is supposed to mean.)
- **Cancelation of E-tickets (Print at Station/Print at Home) under RPP** Cancelation requests must be sent to the Customer Relations department no later than three (3) business days BEFORE the regularly scheduled train departure date. Exchange requests received three (3) business days or less from the scheduled train departure date will be not be processed.
- To request a credit from RENA, please contact us at [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) or call 800 222 3333.

## Applying for Reimbursement in the case of a missed train connection under the Rail Protection Plan™

- If while traveling in Europe, you miss your connecting train trip due to a flight or train delay caused by a flight or train delay, you will be reimbursed the value of the unused connecting train ticket/reservation/travel day. In the case of a flight delay, this provision only applies in the event the entire travel day could not be used due to the missed connection and does not only interrupted the partial use of a travel day.
- **Missed Connection Caused by a Flight Delay** a. Travelers must provide proof of the delay from the arrival airport to the train station. Travelers departing directly from a train station located at the arrival airport must have a minimum connecting time of 10 minutes. Travelers departing from any train station not located at the arrival airport, must have a minimum connecting time of 45 minutes.
- **Missed Connection Caused by a Train Delay** a. Travelers must provide proof of the delay from the arrival train station to the train station. Travelers departing in and out of the same train station must have a minimum connecting time of 10 minutes. Travelers departing in and out of different train stations must have a minimum connecting time of 45 minutes.
- Travelers without the minimum connecting time noted above for Flight or Train, will not qualify for Reimbursement.
- Coverage does not apply for missed connections caused by the traveler arriving late for their flight, train or bus due to a flight or train delay.
- Travelers will either be refunded the value of the unused ticket, travel day, reservation due to the missed connection or purchase a replacement product(s), whichever is less.
- Travelers must purchase a replacement product(s) in order to continue with his/her travel plans to be reimbursed.
- Within thirty (30) days upon return from Europe, travelers must submit a statement to Rail Europe indicating the reason for the missed connection, replacement product(s) purchased due to the missed connection and the name and contact information of the train conductor of the missed connection.
- To start your request in the case of a missed connection, please contact us at [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) or call 800 222 3333.

## Applying for a Refund in the case of strike under the Rail Protection Plan™

- If while traveling in Europe your trip is interrupted due to a rail strike, you will be reimbursed for the value of the unused ticket/reservation/travel day. In the case of a rail pass, this provision only applies in the event the entire travel day could not be used due to the rail strike and not in the event the rail strike lasted less than a day.
- **Paper Products** - the train ticket/rail pass /reservations, must be stamped at the European train station to indicate that the train ticket / travel day or reservation could not be used due to a rail strike. City passes are not covered by this provision.
- Requests for Reimbursement due to strikes must begin by filling out the Contact Us form on the Rail Europe website.
- Refund requests due to strikes while traveling in Europe must be received within thirty (30) days of your return from Europe.
- **E-tickets (Print at the Station)** o Tickets already printed at the station must follow the same procedure as paper products. o If the ticket has not been printed at the station, requests for reimbursement due to strikes must be emailed to [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) BEFORE the train departure date.
- **E-tickets (Print at Home)** - Requests for reimbursement due to strikes must be emailed to [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) BEFORE the train departure date.

to [CustomerRelations@raileurope.com](mailto:CustomerRelations@raileurope.com) BEFORE the train departure date.

## Applying for Reimbursement in the case of loss or theft under the Plan™

- Travelers' product(s) must have been lost or stolen while traveling in Europe.
- Travelers will either be refunded the value of the unused portion of the lost or stolen paper product(s) or the replacement product(s), whichever is less.
- Product holders must file a police report within twenty-four (24) hours of the incident.
- Travelers must purchase a replacement product(s) in order to continue with his/her travel plans.
- Within thirty (30) days upon return to North America, product holders must submit a statement to RENA regarding the replacement product(s) purchased abroad, airline tickets from North America to Europe and return, and any other relevant information. If you fail to include any of these items, your claim cannot be processed.
- RPP is not applicable for product(s) lost or stolen BEFORE departing North America.
- **E-tickets (Print at Home)** - Loss or theft coverage does not apply to travelers with Print at Home e-tickets.

### More details for submitting a request :

- All requests involving paper tickets/rail passes/reservations/city passes/tours must be submitted in writing to:

Rail Europe North America Inc  
Customer Relations Department  
1350 E. Touhy Ave. Suite 200E  
Des Plaines, IL, 60018

- The RPP request must be accompanied by the appropriate documentation listed in the sections above.
- It is recommended that product(s) being returned for a claim under this program be sent by a traceable method.
- This plan is administered by RENA and can be revised or terminated at our sole discretion at any time. If the Rail Protection Plan is terminated, only paper tickets/rail passes/reservations/city passes/tours issued prior to the termination will be covered.

### Description of Rail Protection Plan™ :

- Rail Protection Plan™ is non-refundable and non-exchangeable.
- If you make any claim knowing it to be false or fraudulent in any respect, no benefit shall exist for such claim and the claim will be denied. Each claimant agrees that representations regarding claims will be accurate and complete. A claim will be void in case of fraud, intentional concealment, or misrepresentation of material fact.

#### **Exclusions :** This program does not apply to any loss caused by :

- (a) Delay or detention or confiscation by Customs Officers or Officials or Police or other Security Officers.
- (b) Product(s) not in clients' actual possession at the time of loss.
- (c) Acts of god, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), terrorist acts, insurrection, military or usurped power.
- (d) Any dishonest, fraudulent or criminal act by the holder of tickets/ rail passes/reservations/city passes/tours.
- (e) Damage due to wear and tear, gradual deterioration, vermin or inherent vice.
- (f) No change to this program will be valid unless authorized solely by RENA.
- (g) No legal action can be brought against RENA to recover until sixty (60) days after we receive the complete claim.
- (h) No legal action against RENA may be brought more than one (1) year after the time for submitting the RPP claim.
- Further, no legal action may be brought against RENA unless all the terms of the RPP have been complied with.

(i) Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimize the holder of tickets /rail passes/reservations/city passes/tours products agrees to the jurisdiction of New York.  
(j) Rail Protection Plan is non-transferable. It may only be used one (1) time for the product it was purchased.  
new booking is made.

(k) Some products may already include some of the benefits under the Rail Protection Plan. Please consult your selected products prior to purchasing the Rail Protection Plan.

(l) Coupon codes are issued in the name of the original traveler(s) and are non-transferable.

(m) Coupon codes issued for exchanged product may be combined with other promotional coupon codes offered by Customer Care by calling 800-438-RAIL(7245) or (847) 916-1028 or it cannot be processed.

**More Details**

1. You and Rail Europe North America Inc agree that you and Rail Europe North America Inc may bring claims in its individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding.

2. For additional Rail Europe North America Inc terms and conditions, please visit the RENA website.  
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Rail Europe North America Inc. is a registered with the State of Florida as a Seller of Travel, Registration No. SOT WA #601486663.

**Important : Please print and keep these Terms & Conditions with your travel documents.**

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

1st Class ticket please!

On May 7, 2018, at 3:13 PM, Natalia Molotkova

wrote:

2nd class 323. 1st class - 574.00 plus Rail Europe fee 7.50. Fare can't be guaranteed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Please let me have price for 2nd and 1st class...thanks!

On May 7, 2018, at 3:01 PM, Natalia Molotkova

wrote:

What class of service, 2nd class, 1st class or Premier?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

On it.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

We need a round trip train ticket from London to Paris on May 15th arrive Paris around 2pm ...return via train  
4pm

Republic of Belarus  
P# [REDACTED]  
Birthday: [REDACTED]  
P Expires: July 7, 2024

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