

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 with 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 Plan

- Rail passes, train tickets, reservations, and city passes/tours may be exchanged for the same or different products. Gift Cards.
- The value of the original product will be applied to the new booking. Travelers who have not yet determined if the new tickets are not available yet for purchase, will be issued a coupon code equal to the value of the exchanged product for 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 are valid for 12 months.
- Coupon Codes issued for an exchanged product must be redeemed on a new booking no later than 12 months 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.
- 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 the booking are not eligible to receive a refund on any cost paid by the traveler that exceeded the value of the original exchanged product. Shipping and handling fees are non-refundable.
- **Exchange of Paper Products under RPP** : Exchange requests must be received by RENA Customer Service within 3 business days prior to the scheduled departure date to Europe. New product/coupons codes will not be issued until the original documents have been received by RENA. Exchanges on paper products cannot be performed after the departure date to 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 Exchange benefit.
- **Exchange of E-tickets (Print at Station/Print at Home) under RPP** : Exchange requests must be received by RENA Customer Service three (3) business days prior to the scheduled train departure date. Exchange requests received two (2) business 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 Plan

- Travelers will be issued a RENA credit in the form of a coupon code equal to the value of the canceled product for use 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 are valid for 12 months.
- Coupon Codes must be redeemed on a new booking within two (2) years from the issue date on the same or different product. 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 the new booking.
- 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 cancel are 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.
- **Cancellation of Paper Products under RPP** : Paper products being returned for a cancellation must be received by the Customer Relations department no later than three (3) business days BEFORE the scheduled departure date to Europe at the time of booking, or the train departure / first date of travel for travelers already in Europe.
- **Cancellation of E-tickets (Print at Station/Print at Home) under RPP** Cancellation requests must be received 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 not be processed.
- To request a credit from RENA, please contact us at CustomerRelations@raileurope.com or call 800 800 8000.

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 the carrier, you will be reimbursed the value of the unused connecting train ticket/reservation/travel day. In the case of a flight delay, coverage applies in the event the entire travel day could not be used due to the missed connection and does not apply if the flight 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 carrier. 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 carrier. 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 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 a replacement product(s), whichever is less.
- Travelers must purchase a replacement product(s) in order to continue with his/her travel plans to Europe.
- Within thirty (30) days upon return from Europe, travelers must submit a statement to Rail Europe indicating the train conductor of the missed connection, replacement product(s) purchased due to the missed connection, and the situation.
- To start your request in the case of a missed connection, please contact us at CustomerRelations@raileurope.com

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 trip is interrupted due to the 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 rail strikes. (MT : I do not understand what this is supposed to mean.)
- 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 for tickets/reservations.
- **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 received by 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

to 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), 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.

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. RENA is not responsible for documents not received.
- 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 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 shall be canceled. Each claimant agrees that representations regarding claims will be accurate and complete. A claimant's claim shall 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, rebellion, 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 minimum standards of 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 for. A new booking is made.
- (k) Some products may already include some of the benefits under the Rail Protection Plan. Please consult your agent for 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 Centurion 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 claim 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. Rail Protection Plan™ is a trademark of Rail Europe North America Inc.
- Copyright © 2017 Rail Europe North America Inc. All Rights Reserved
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,

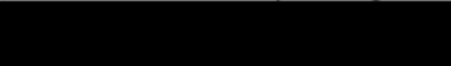
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



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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