

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 5/11/2018 5:29:18 PM  
**Subject:** Re: Train Ticket for [REDACTED]

Jeffrey Has just told me to CANCEL this ticket...please void...we need to cancel the train for sure also...just let me know if we get our money or a credit...what a day this is!

On May 11, 2018, at 1:01 PM, Natalia Molotkova  
[REDACTED] > wrote:

Thank you, ticket is on its way, still on hold with Rail Europe.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

of course! Please issue below ticket as shown below..

On May 11, 2018, at 12:58 PM, Natalia Molotkova <[REDACTED]> wrote:

Sorry, need your OK one more time, thank you.

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$672.20.
- Refundable; changes subject to difference in fare>.

- Outbound

**Tue 15 May - Air France 7703 - Premium - 1h 35m**

Departing: Cote d'Azur Airport, Nice (NCE) at 12.15pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 1.50pm

- Inbound

**Wed 16 May - Air France 7708 - Premium Economy - 1h 30m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 6.15pm

Arriving: Cote d'Azur Airport, Nice (NCE) at 7.45pm

Please reply to this email and provide your authorization to proceed.

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

Hours: Mon through Friday 9AM-530PM EST

YES please issue refundable fare! perfect. thanks

On May 11, 2018, at 12:52 PM, Natalia Molotkova <[REDACTED]> wrote:

Difference between non-refundable and refundable fare couple dollars (666.20 vs 672.20):

**Tue 15 May - Air France 7703 - Premium - 1h 35m**

Departing: Cote d'Azur Airport, Nice (NCE) at 12.15pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 1.50pm

**Wed 16 May - Air France 7708 - Premium Economy - 1h 30m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 6.15pm

Arriving: Cote d'Azur Airport, Nice (NCE) at 7.45pm

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

Hours: Mon through Friday 9AM-530PM EST

6:15pm please

On May 11, 2018, at 12:42 PM, Natalia Molotkova <[REDACTED]> wrote:

Return from Paris to Nice time frame fro flights is 250pm or 615pm, nothing at 4pm.

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

Hours: Mon through Friday 9AM-530PM EST

Ok, I am still on hold with Rail Europe.

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

Hours: Mon through Friday 9AM-530PM EST

we don't need the train ticket at all...yes, we bought the insurance for \$19 thank goodness!...if we can just get a credit...if we have to get a credit, ok...

On May 11, 2018, at 12:35 PM, Natalia Molotkova <[REDACTED]> wrote:

OK, so do I need to cancel train reservation? It was non-refundable, but we got insurance, I think they will all remember, I emailed you insurance info. What do you want me to do with train? Checking air.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

ok, i have been told to forget the train...she should fly from Nice to Paris and back...sorry! too long of a train

On May 11, 2018, at 12:29 PM, Natalia Molotkova <[REDACTED]> wrote:

Outbound: direct - choose the option  
6:57 am departure from Nice Ville, arrival Paris Gare Lyon at 12:41pm  
or  
10am departure, arrival to Paris at 3:41pm

Return: Paris Gare Lyon at 4:15pm, arriving to Nice Ville at 10:11pm , direct

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

unreal...ok...if you can't get a real person, let me know how much to purchase a new ticket Nice-Paris-Nice.

On May 11, 2018, at 12:19 PM, Natalia Molotkova <[REDACTED]> wrote:

41 minutes hold time, just to let you know, will not be back on how much it cost to make change. While I am trains from Nice.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

thank you!

On May 11, 2018, at 12:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, let me call Rale Europe.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

I am so sorry! but we need to CHANGE the train ticket for [REDACTED]...the dates and times remain  
NICE arrive Paris around 2pm...return to NICE on May 16th departing Paris around 4pm! Can you do this p

On May 7, 2018, at 6:58 PM, Natalia Molotkova <[REDACTED]> wrote:

<[REDACTED].pdf>

Here is the ticket.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

OK, sending you ticket shortly.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

Please issue this train ticket for [REDACTED] and please do purchase the \$19 of protection insurance. 9049 is

Sent from my iPhone

On May 7, 2018, at 5:18 PM, Natalia Molotkova <[REDACTED]> wrote:

Did youo see my email below? May I issue? Will need CID, also asked about insurance, see below.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

LONDON PARIS 1 Adult Tue. 15 May. 18

10:24 AM LONDON ST-PANCRAS

01:47 PM PARIS NORD

## Fare details

From LONDON ST-PANCRAS to PARIS NORD

Eurostar 9018 - Reservation included

1 x Standard Premier Leisure RT

Window, Coach 002, Seat 074

Non Refundable, exchangeable before train travel date. Exchanges are subject to a fixed fee of 40 Euros Standard adult / 20 Euros child, per segment, per passenger and a price differential when applicable. Exchanges can be made at any Eurostar station. Refunds/Exchanges, when applicable, are subject to a 7% administration fee and must be returned to the issuing office within the time frame allowed.

Wed. 16 May. 18

04:13 PM PARIS NORD

05:39 PM LONDON ST-PANCRAS

## Fare details

From PARIS NORD to LONDON ST-PANCRAS

Eurostar 9043 - Reservation included

1 x Standard Premier Leisure RT

Window, Coach 016, Seat 028

Non refundable. Exchanges are subject to a fixed fee of EUR50 per segment, per passenger. If ticket not used by train departure date, by paying the difference in price with the next available fare in the same or higher class. Thereafter, no exchange allowed. Exchange can be performed by the issuing office or at any Eurostar station. Refunds/Exchanges, when applicable, are subject to local administration fee and must be returned to the issuing office within the time frame allowed. Administrative fee.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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 your plans with no questions asked. Plus, protect train tickets in the case of a missed train connection, strikes and loss or theft of your luggage.

## 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 Cards.
- The value of the original product will be applied to the new booking. Travelers who have not yet determined if 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 2 years.
- Coupon Codes issued for an exchanged product must be redeemed on a new booking no later than 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.
- 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 a 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 Relations department no later than three (3) business days prior to the scheduled departure date to Europe. New product/coupon codes will not be issued until the 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 Relations department no later than three (3) business days prior to the scheduled train departure date. Exchange requests received two (2) business days or less from 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 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 2 years.
- Coupon Codes must be redeemed 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 to 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 a 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.
- **Cancellation of Paper Products under RPP** : Paper products being returned for a cancellation must be received by RENA 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 by RENA Customer Relations department no later than three (3) business days BEFORE the regularly scheduled train departure date. Exchange requests received two (2) 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](mailto:CustomerRelations@raileurope.com) or call 800-438-RAIL (7245) or (847) 916-1028 .

### Applying for Reimbursement in the case of a missed train connection

#### Rail Protection Plan™

- If while traveling in Europe, you miss your connecting train trip due to a flight or train delay caused by you, you will be reimbursed the value of the unused connecting train ticket/reservation/travel day. In the case of a rail strike, 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 flight. Travelers departing directly from a train station located at the arrival airport must have a minimum connecting time of 45 minutes. Travelers departing from any train station not located at the arrival airport, must have a minimum connecting time of 60 minutes.
- **Missed Connection Caused by a Train Delay** a. Travelers must provide proof of the delay from the train. Travelers departing in and out of the same train station must have a minimum connecting time of 45 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 be reimbursed.
- Within thirty (30) days upon return from Europe, travelers must submit a statement to Rail Europe Inc. or the train conductor of the missed connection, replacement product(s) purchased due to the missed connection situation.
- To start your request in the case of a missed connection, please contact us at [CustomerRelations@raileurope.com](mailto: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 travel day could not be used 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. 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 submitted 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.

## Applying for Reimbursement in the case of loss or theft under the Rail Protection 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 a 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 RE Europe Inc. or the train conductor of the replacement product(s) purchased abroad, airline tickets from North America to Europe and return, and a statement of the situation. 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 carrier. Rail Europe North America Inc 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 before 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 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 requirements of applicable law.
- (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 Rail Europe North America Inc. 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 your 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.  
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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  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

1st Class ticket please!

On May 7, 2018, at 3:13 PM, Natalia Molotkova <[REDACTED]> 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  
[REDACTED]

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 <[REDACTED]> 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



[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

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