

**To:** Amex Centurian Travel[REDACTED]@centuriontravel.com]  
**From:** [REDACTED]  
**Sent:** Thur 5/24/2018 6:28:16 PM  
**Subject:** Re: Rail Protection Plan future credit coupon code for booking 43217564

thank you!

On May 24, 2018, at 2:23 PM, Natalia Molotkova

<[REDACTED]> wrote:

[REDACTED], it is coupon for future use for train, we cancelled for [REDACTED]

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Dear [REDACTED]

Thank you for booking with Rail Europe and for purchasing the Rail Protection Plan. We are here to help you if you are unable to travel as originally scheduled. Under the Rail Protection Plan, you are eligible to receive full or partial reimbursement for the Rail Europe product offered either through your Travel Agent, by phone or online at [www.raileurope.com](http://www.raileurope.com) between **May 22, 2018 through May 21, 2020**.

When booking online, choose your products and add them to your shopping cart. Once finished, enter the "Promo code or gift card" field and click OK. Then you can continue to "Checkout".

**Please note:**

- Coupon codes issued for an exchanged product are name specific and must be redeemed on the date of the exchange from the issue date on the coupon code.
- Purchases are deducted from the coupon code until the full balance is used.
- Only one coupon code is valid per booking made online.
- Coupon codes issued for exchanged product(s) may be combined with other Coupon Codes / by calling the REI Customer Care Center at 800-438-RAIL (7245).
- No refund will be issued in cases where the full value of the coupon code is not used.
- This plan is administered by Rail Europe, Inc. and can be revised or terminated at our sole discretion. In the case that Rail Protection Plan is terminated, only passes/tickets issued prior to the date of termination will be honored.

Please keep this information for your files. It is our goal to provide excellent customer service. If you have any questions, please do not hesitate to contact us.

Best regards,

Jeanette

Customer Relations

Rail Europe

We're committed to excellence. Click [Here](#) to fill out a quick survey about your experience.

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American Express a ajouté le commentaire suivant le

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