

**To:** Amex Centurian Travel[REDACTED]  
**From:** [REDACTED]  
**Sent:** Thur 6/7/2018 3:36:22 PM  
**Subject:** Re: A [REDACTED] Azores Islands trip

Aren't the girls picking up the car in Lisbon and then driving to Portugal? so therefore, they MUST drop the car in a different location? They will fly from OPO (Portugal) ...so YES, look for a different car vendor that allows pick up in one place and drop off in another...thanks!

On Jun 7, 2018, at 11:00 AM, Natalia Molotkova

<[REDACTED]> wrote:

Avis has no cars available to drop off at Porto airport. Should I check another vendors?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

sorry, thanks!

On Jun 7, 2018, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

Changing.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

can they return the car to the airport they will fly out of (OPO) instead of where they rent the car from?

On Jun 7, 2018, at 10:17 AM, Natalia Molotkova <[REDACTED]> wrote:

9049  
thanks!

On Jun 7, 2018, at 10:41 AM, Natalia Molotkova <[REDACTED]> wrote:

I will need CID.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

YES, I saw your note on hotel and replied to please book the one room for them! They will share ..thanks..  
RE the flight, please RESERVE the below for them! (put on Hold) thanks

On Jun 7, 2018, at 10:28 AM, Natalia Molotkova [REDACTED] > wrote:

For air I can book Tap Portugal: but it is more expensive

TP 1861 10JUN OPO PDL 0120P 0245P

TOTAL FARE - USD 230.90 per ticket  
Did you see my note about hotel?

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

Hours: Mon through Friday 9AM-530PM EST

Re the flight:

any direct flight on 10th to Azores (santo Delgado airport) from Porto.  
We are planing to stay on the main island São Miguel where the airport is located the whole 4 days

On Jun 7, 2018, at 10:17 AM, Natalia Molotkova <[REDACTED]> wrote:

yes, book car...book the one room for them...re the flight, is there another airline you can book around the sa  
otherwise, i will have them book their own flight.

On Jun 7, 2018, at 10:17 AM, Natalia Molotkova <[REDACTED]> wrote:

Thank you Avis Help Desk!

Please do reserve the car with Avis under [REDACTED] name from June 8-10, pick up at noon on 8th.

On Jun 7, 2018, at 10:03 AM, Natalia Molotkova <[REDACTED]> wrote:

Please respond if car booking is OK?

I called hotel, they have only one room left,

Superior Garden View Double or Twin Room with Balcony

Rate fro double occupancy is 1030.50 EUR total. I can only book it on the web site you gave me.

|            |         |  |
|------------|---------|--|
| 10/06/2018 | €247,50 |  |
| 11/06/2018 | €272,70 |  |
| 12/06/2018 | €262,80 |  |
| 13/06/2018 | €247,50 |  |

## Cancellation Policy

Cancellations must be submitted 1 days before check-in date. Any cancellations submitted after this period s stay.

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

- Estimated total for hotel reservation: EUR1030.50. Daily resort and additional fees may apply.

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

I got rate back with Avis, Avis help desk helped me!!!!

Only manual car - CONFIRMED CWMR RENAULT MEGANE BREAK 1.5 DC/SIMILAR

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

- The estimated total for your reservation is \$226.35, including the base rate, applicable taxes and fees, and

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

I got rate back with Avis, Avis help desk helped me!!!!

Only manual car - CONFIRMED CWMR RENAULT MEGANE BREAK 1.5 DC/SIMILAR

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

- The estimated total for your reservation is \$226.35, including the base rate, applicable taxes and fees, and paid days.

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

Calling hotel for rates.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

The flight they want can be booked only in airline web site. I can see it in my system, but ticket can't be issued.

TERRA NOSTRA GARDEN HOTEL  
PADRE JOSE JACINTO BOTELHO 5  
FURNAS PT 9675-061

I am getting respond - hotel is closed, double checking.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok thanks. (they should hire more pp then)

On Jun 7, 2018, at 9:54 AM, Natalia Molotkova <[REDACTED]> wrote:

I was explained, that they are busy all the time, and rarely answer calls, calling AVIS general reservations agent.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so weird.

isn't Avis a giant car rental company?!

...and thank you!

On Jun 7, 2018, at 9:39 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, pricing, I still can't get rate from Avis, nobody responds, still trying.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Good Morning!

Flight on June 10th for [REDACTED]

OPO-PDL Depart 12:45pm arrive 2:10pm on Azores Airlines (or something similar direct) this is 113 euros

<https://goo.gl/flights/MmtqJ>

Stay at Terra Nostra Garden Hotel on Sao Miguel for 4 days June 10-14

The hotel web link:

<http://www.bensaude.pt/terranostragardenhotel/en/>

Can you send me pricing please...thanks, [REDACTED]

[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).

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.