

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 6/21/2018 1:50:10 PM
Subject: Missed a flight for Bach's. OZVGPO

Title: American Express ®

Lufthansa used money we already paid for flight on July 5 for new July 4th flight. We are all set.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

morning! thank you! :)

On Jun 21, 2018, at 9:18 AM, Natalia Molotkova [REDACTED] wrote:

Working on seats now.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please issue the tickets for the flights shown below for July 4...etc....thanks

On Jun 20, 2018, at 6:08 PM, Natalia Molotkova [REDACTED] wrote:

International portion Mr. Bach
Your response is required to complete this reservation. Prices and availability are subject to change.
• Total air reservation, including taxes and fees: \$300.00.

- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare
- Code share: LUFTH CITYLINE
- **Thu 04 Jul - Lufthansa 425 - Economy - 7h 15m**
Departing: Boston Logan Intl Airport, (BOS) at 8.10pm
Arriving: Munich Airport, (MUC) at 9.25am

Fri 05 Jul - Lufthansa 1950 - Economy - 1h 10m

Departing: Munich Airport, (MUC) at 10.40am

Arriving: Pisa Intl Airport, (PSA) at 11.55am

- **Sat 08 Sep - Lufthansa 1131 - Economy - 2h 10m**

Departing: Barcelona Intl Airport, (BCN) at 1.50pm

Arriving: Frankfurt am Main Airport, (FRA) at 4.00pm

Sat 08 Sep - Lufthansa 420 - Economy - 8h 25m

Departing: Frankfurt am Main Airport, (FRA) at 5.55pm

Arriving: Boston Logan Intl Airport, (BOS) at 8.20pm

Family:

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

- Total air reservation, including taxes and fees: \$5834.13.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare
- Code share: LUFTH CITYLINE
- **Thu 04 Jul - Lufthansa 425 - Economy - 7h 15m**
Departing: Boston Logan Intl Airport, (BOS) at 8.10pm
Arriving: Munich Airport, (MUC) at 9.25am

Fri 05 Jul - Lufthansa 1950 - Economy - 1h 10m

Departing: Munich Airport, (MUC) at 10.40am

Arriving: Pisa Intl Airport, (PSA) at 11.55am

- **Wed 15 Aug - Lufthansa 183 - Economy - 1h 10m**

Departing: Berlin Tegel Airport, (TXL) at 10.45am

Arriving: Frankfurt am Main Airport, (FRA) at 11.55am

Wed 15 Aug - Lufthansa 422 - Economy - 7h 55m

Departing: Frankfurt am Main Airport, (FRA) at 1.05pm

Arriving: Boston Logan Intl Airport, (BOS) at 3.00pm

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes. All this sounds good. If we must pay for the new seats, ok.

Sent from my iPhone

On Jun 20, 2018, at 5:53 PM, Natalia Molotkova <[REDACTED]> wrote:

See what you can do for us that costs us the least amount of money. Appreciate it

Sent from my iPhone

On Jun 20, 2018, at 5:42 PM, Natalia Molotkova <[REDACTED]> wrote:

New fare on International flights fro Mr. Bach, with departure on July 4 - is \$1718.81 (we issued ticket at 1773.81)

For family - total 5834.13 (we paid \$6021.13).

New flight will be

LH 425 04JUL BOS MUC 810P 925A 05JUL

LH1950 05JUL MUC PSA 1040A 1155A

OK to void tickets and issue new ones? Will try to use fee we paid fro seats, but no guarantee. I probably will be leaving at 630pm.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If I void tickets to avoid change fee, yes, we will have to pay again. If we change tickets with change fee, we can use money we paid earlier for seats. But change fee is higher than seat fee, I can try to talk to LH and see if they can use money we paid fro the seats, for new flights.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

they would all fly out on July 4...yes, on the seats...argh...we would need to purchase new seats...

On Jun 20, 2018, at 5:28 PM, Natalia Molotkova <[REDACTED]> wrote:

Changing just her departure or her husband's as well? Seats purchase is non-refundable, but can be changed, fee should be same for new flights.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Natasha...I just sent the ticket to Mira and she wanted to change the first flight we had to the one that is on this email...they wanted to leave on July 4 landing on July 5...Lufthansa #425 then on to #1950....what a pain! and we bought seats....can we change this for them? what does it do to price?

On Jun 20, 2018, at 9:30 AM, Natalia Molotkova <[REDACTED]> wrote:

Super. Issue please

Sent from my iPhone

On Jun 20, 2018, at 10:32 AM, Natalia Molotkova <[REDACTED]> wrote:

Excellent! Thank you for checking. We always like to save money!!

Sent from my iPhone

On Jun 20, 2018, at 10:14 AM, Natalia Molotkova <[REDACTED]> wrote:

Family:

International portion adult - \$2297.71, child \$1861.71 (total \$6021.13) - non-refundable with \$300.00 change fee.

European flight - adult \$343.20, child - \$288.40 (total \$920.00). Non-refundable, change fee EUR70.00

Grand total \$6941.13.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

it is actually cheaper to issue separate tickets: International and European.
Mr. Bach - total will be \$2119.61 (\$1773.81 International portion, non-refundable, change fee is \$300.00, European legs - \$345.80, non-refundable with EUR 70.00 change fee).
Pricing family - also cheaper.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Agree...

put him in coach with his family. Small kids...I know they all want to be together...thank you!

On Jun 20, 2018, at 9:30 AM, Natalia Molotkova wrote:

I am sorry, I looked, and the way flights were put in writing was very confused, what she emailed you below is way easier to understand.

Here is the thing - lower fare combination fro Mr. Bach is with one of the legs in business (his family still in coach) - leg from Pisa to Munich, fare will be \$4094.21, if I put him in coach with family - fare is \$4503.21. Please advise.

Regards,

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OMG, I checked and double checked, and still missed it, fixing.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning Natasha! We missed a flight! See below from Mira. Can you please add in Look at original email too (?)Thanks

[REDACTED]
Sent from my iPhone

Begin forwarded message:

From: Mira Voigt [REDACTED]
Date: June 19, 2018 at 7:09:48 PM (EDT)
To: [REDACTED]
Subject: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO

Hello [REDACTED] thank you for your quick reply! There is one flight missing (flight Munich to Berlin).

If you combine the flight Pisa - Munich-Berlin the connection attached should work fine.

It might be better to flight one day earlier in Pisa (we forgot to count in the time delay).

Everything else looks fine.

Thank you very much!!!

Have a wonderful summer!

All the best,

Mira and Joscha

Wed, Jul 4

Lands Thu, Jul 5

8:10 pm — 9:25 am

Boston - Munich

Lufthansa 425 · Wide-body jet · Airbus A340-600

Economy 7h 15m

Change planes in Munich (MUC)

1h 14m

Thu, Jul 5

10:40 am — 11:55 am

Munich - Pisa

Economy 1h 15m

Lufthansa 1950 · Regional jet · Canadair Regional Jet 900
Operated by Lufthansa CityLine

Pisa - Muenchen - Berlin (2 adults, 2 kids age 4 and 8)

Wed, Jul 11

12:40 pm — 2:00 pm

Pisa - Munich

Economy 1h 20m

Lufthansa 1951 · Regional jet · Canadair Regional Jet 900
Operated by Lufthansa CityLine

Change planes in Munich (MUC)

0h 59m

Wed, Jul 11

3:00 pm — 4:05 pm

Munich - Berlin

Economy 1h 05m

Lufthansa 2042 · Narrow-body jet · Airbus A320-100/200

Berlin - Frankfurt-Boston (1 adult

Anfang der weitergeleiteten Nachricht:

Von:

Betreff: wtr: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO

Datum: 19. Juni 2018 um 14:17:26 GMT-4

An: Joscha Bach <[REDACTED]> Mira Bach

<[REDACTED]>

Please double check the flights for accuracy...confirm back to me and I will purchase! : [REDACTED]

Begin forwarded message:

From: "American Express Travel"

<itinerary@myamextravel.com>

Subject: Itinerary for BACH/JOSCHA 05JUL18 OZVGPO

Date: June 19, 2018 at 10:45:31 AM EDT

To: [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to the PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

[View your Trips](#)

American Express Travel OZVGPO Record Locator

This itinerary is a reservation only. This reservation will not be ticketed or price guaranteed until ticketing authorization is received. Please contact your travel office by 7:30 AM on June 20, or this entire reservation will automatically cancel.

Thursday 05 Jul 18

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	05 Jul 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 425 Y Economy Class
Origin	Boston, Logan International
Destination	Muenchen, Franz Josef Strauss
Departing	08:10 PM
Arriving	09:25 AM / 06 Jul 2018

Departure Terminal	Terminal E
Arrival Terminal	Terminal 2
Estimated Time	7 Hrs 15 Mins
Stops	Non-stop
Confirmed	

Friday 06 Jul 18

Flight Information

Date	06 Jul 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 1950 T Economy Class
Origin	Muenchen, Franz Josef Strauss
Destination	Pisa, Galileo Galilei
Departing	10:45 AM
Arriving	11:55 AM
Departure Terminal	Terminal 2
Estimated Time	1 Hr 10 Mins
Stops	Non-stop
Confirmed	

Wednesday 11 Jul 18

Flight Information

Date	11 Jul 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 1951 T Economy Class
Origin	Pisa, Galileo Galilei
Destination	Muenchen, Franz Josef Strauss
Departing	12:40 PM
Arriving	02:00 PM
Arrival Terminal	Terminal 2
Estimated Time	1 Hr 20 Mins
Stops	Non-stop
Confirmed	

Sunday 02 Sep 18

Flight Information

Date	02 Sep 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 2035 Y Economy Class
Origin	Berlin, Berlin-Tegel / Otto Lilienthal
Destination	Muenchen, Franz Josef Strauss
Departing	11:00 AM
Arriving	12:10 PM
Arrival Terminal	Terminal 2
Estimated Time	1 Hr 10 Mins
Stops	Non-stop
Confirmed	

Flight Information

Date	02 Sep 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 1812 Y Economy Class
Origin	Muenchen, Franz Josef Strauss
Destination	Barcelona, El Prat De Llobregat
Departing	12:50 PM
Arriving	02:50 PM
Departure Terminal	Terminal 2
Arrival Terminal	Terminal 1
Estimated Time	2 Hrs
Stops	Non-stop
Confirmed	

Saturday 08 Sep 18

Flight Information

Date	08 Sep 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 1131 W Economy Class
Origin	Barcelona, El Prat De Llobregat
Destination	Frankfurt, Frankfurt International
Departing	01:50 PM

Arriving	04:00 PM
Departure Terminal	Terminal 1
Arrival Terminal	Terminal 1
Estimated Time	2 Hrs 10 Mins
Stops	Non-stop
Confirmed	

Flight Information

Date	08 Sep 2018
Airline	Lufthansa
Airline Record Locator	NFRKYL
Flight/Class	LH 420 W Economy Class
Origin	Frankfurt, Frankfurt International
Destination	Boston, Logan International
Departing	05:55 PM
Arriving	08:20 PM
Departure Terminal	Terminal 1
Arrival Terminal	Terminal E
Estimated Time	8 Hrs 25 Mins
Stops	Non-stop
Confirmed	

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Mira Bach
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