

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: [REDACTED] 42:15 PM
Subject: Re: Missed a flight for Bach's. OZVGPO

how fabulous! thank you!!!!

On Jun 21, 2018, at 9:50 AM, Natalia Molotkova <[REDACTED]> wrote:

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 177
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
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
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 wrote:

Changing just her departure or her husband's as well? Seats purchase is non-refundable, but can be change
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 th
landing on July 5...Lufthansa #425 then on to #1950....what a pain! and we bought seats....can we change

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

Hours: Mon through Friday 9AM-530PM EST

[REDACTED] 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, EUR
70.00 change fee).

Pricing family - also cheaper.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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 <[REDACTED]> wrote:

I am sorry, I looked, and the way flights were put in writing was very confused, what she emailed you below is
Here is the thing - lower fare combination for Mr. Bach is with one of the legs in business (his family still in coach)
\$4094.21, if I put him in coach with family - fare is \$4503.21. Please advise.

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]
[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

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

8:10 pm — 9:25 am
Boston - Munich

Lufthansa 425 · Wide-body jet · Airbus A340-600
Change planes in Munich (MUC)

10:40 am — 11:55 am
Munich - Pisa

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

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

12:40 pm — 2:00 pm
Pisa - Munich

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

Change planes in Munich (MUC)

3:00 pm — 4:05 pm
Munich - Berlin

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

Berlin - Frankfurt-Boston (1 adult, [REDACTED])

Anfang der weitergeleiteten Nachricht:

Von: [REDACTED]
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 replies. 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 your travel arrangements. Your Centurion Travel Service travel plans have been posted. Click on the link to view your trip details and add link to your bookmarked favorites for ease of access.

[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 authorized by the 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	

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most current requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of this information. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. To manage your email practices, please review the American Express Privacy Statement at www.americanexpress.com/privacy

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below for more information.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort fees, are payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your stay regarding such charges.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, and affiliates ("Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss of life, injury or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; (2) acts of God, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents, or telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your needs. Amex acts as a travel agent and not a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets. From time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation for administrative services that we perform for them, such as granting them access to our marketing channels, providing support, or supporting technology initiatives. In addition, we receive compensation from suppliers when customers use travel services. Amex Express products to pay for supplier products and services. From time to time we may enter into other business arrangements, including levels and types of compensation and incentives we receive, are subject to change. When recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The recommendations we make may influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: 1022318. Registered Iowa Travel Agency.

Mira Bach

=

Mira Voigt | stage design and illustration
www.mira-voigt.de | + [REDACTED]

Mira Bach

=

Mira Voigt | stage design and illustration
www.mira-voigt.de | + [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.

© 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 not 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 use your preference data for servicing purposes.