

**To:** Amex Centurian Travel [REDACTED]  
**Cc:** Bella Klein [REDACTED]  
**From:** Lesley Groff  
**Sent:** Tue 7/17/2018 5:55:31 PM  
**Subject:** Re: Cancel Ticket for [REDACTED] [REDACTED]: [REDACTED]

I usually always buy refundable if the price difference is only \$100...sometimes it can be \$1000!  
Bella, please

On Jul 17, 2018, at 1:53 PM, Natalia Molotkova  
<[REDACTED]> wrote:

Reason was the cost. Refundable fare is more expensive. If you need refundable fares only, just let me know.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so the reason we purchase nonrefundable is it because we didn't have a choice?

Thank you,  
Bella

[REDACTED]

Tel: [REDACTED]

On Jul 17, 2018, at 1:30 PM, Natalia Molotkova <[REDACTED]> wrote:

It is probably possible, but we don't do that here at American Express.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Is it possible to purchase insurance for nonrefundable and nontransferable tickets?

Thank you,  
Bella

[REDACTED]

Tel: [REDACTED]

On Jul 17, 2018, at 12:30 PM, Natalia Molotkova <[REDACTED]> wrote:

Unfortunately ticket is nontransferable.

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

Hours: Mon through Friday 9AM-530PM EST

can we transfer ticket to somebody else?  
Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

On Jul 17, 2018, at 11:52 AM, Natalia Molotkova <[REDACTED]> wrote:

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

Hours: Mon through Friday 9AM-530PM EST

at the moment, she can't visit at all ...so I don't know what dates to change to...if I find out before the travel c

On Jul 17, 2018, at 11:52 AM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, it is non-refundable ticket, no credit, new dates have to be re-booked at the same time when original  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi, let me have a look.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

We must cancel this ticket for [REDACTED]...she can no longer make the trip. Credit?

Begin forwarded message:

**From:** "American Express Travel" <[REDACTED]>

**Subject:** Your Trip is coming soon! - Itinerary INCL TICKETNO for [REDACTED] 27JUL

**Date:** July 17, 2018 at 11:45:10 AM EDT

**To:** [REDACTED]

This is just a reminder that it's almost time for your trip. Please find enclosed Itinerary Details for your reference.

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 1-800-835-2333.

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 on your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Click 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** [REDACTED]

**Record Locator**

#### **E-Ticket Number(s)**

[REDACTED] Ticket A [REDACTED]

Friday 27 Jul 18

### Other Information

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

### Other Information

A VISA IS REQUIRED FOR ENTRY INTO FRANCE

### Other Information

CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

### Flight Information

Date	27 Jul 2018
Airline	<b>Air France</b>
Airline Record Locator	████████
Flight/Class	████████ Economy Class
Origin	Moscow, Sheremetyevo
Destination	Paris, Charles De Gaulle
Departing	08:45 AM
Arriving	11:50 AM
Departure Terminal	Terminal E - International
Arrival Terminal	Terminal 2 E
Estimated Time	4 Hrs 5 Mins
Stops	Non-stop
<b>Confirmed</b>	

Saturday 28 Jul 18

### Flight Information

Date	28 Jul 2018
Airline	<b>Air France</b>
Airline Record Locator	████████
Flight/Class	████████ Economy Class
Origin	Paris, Charles De Gaulle
Destination	Moscow, Sheremetyevo
Departing	07:30 PM
Arriving	12:05 AM / 29 Jul 2018
Departure Terminal	Terminal 2 E
Arrival Terminal	Terminal E - International

Estimated Time	3 Hrs 35 Mins
Stops	Non-stop

**Confirmed**

Entry and Exit Information for Travel

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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 on Adobe software.

<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 or occupancy taxes, are your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel operator regarding the existence and amount of such charges.

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California State Seller of Travel Registration Number: [REDACTED]. Washington State Seller of Travel Registration Number: [REDACTED]. Registered Iowa Travel Agency.

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