

To: Amex Centurian Travel [REDACTED]
Cc: Bella Klein [REDACTED]
From: Lesley Groff
Sent: Tue 7/17/2018 5:57:20 PM
Subject: Re: Cancel Ticket for [REDACTED]: [REDACTED]

I usually always buy refundable if the price difference for nonrefundable vs refundable is only \$100...sometimes it can be \$1000 or more! Bella, please advise if you want me to purchase refundable at what difference in price. thanks

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]

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

bklein575@gmail.com
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]@[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]@[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

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

[REDACTED]@ [REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

We must cancel this ticket for [REDACTED] [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] [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-[REDACTED].

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 details of 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 AF [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	Air France
Airline Record Locator	[REDACTED]
Flight/Class	[REDACTED] 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
Confirmed	

Saturday 28 Jul 18

Flight Information

Date	28 Jul 2018
Airline	Air France
Airline Record Locator	[REDACTED]
Flight/Class	[REDACTED] 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

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

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For more information about our e-mail 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 about 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.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, and affiliates (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be responsible for any expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governments, wars, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your travel needs based on various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an intermediary party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as other incentives to achieve targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers also provide compensation to us for various marketing and administrative services that we perform for them, such as generating leads, direct channels, participating in marketing programs and supporting technology initiatives. In addition, we receive commissions from customers who use the American Express Card or other American Express products to pay for supplier products or services. We may enter into other business relationships with suppliers and these arrangements, including levels and amounts of commissions and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider factors including supplier availability and your preferences. The relationships we have with suppliers may also influence the itineraries we recommend.

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

[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 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 use profile and preference data for servicing purposes.