

To: Bella Klein| [REDACTED]
From: Lesley Groff
Sent: Tue 7/17/2018 6:22:59 PM
Subject: Re: Cancel Ticket for [REDACTED] KRSDED

we have to exchange prior to the outbound. The problem is I don't know when she might go again...I could change it to just any date, but have to pay the change fee and any difference in price...only to know we would need to change it again for the actual dates she would travel. I don't know when Jeffrey will go again...this being said, we could try to find a date in the future that has no difference in fare price and only pay the change fee...then when we really do know we will use the ticket, change it again to the new dates...once again, having to pay a change fee and any fare difference. We need an algorithm to figure out what is best!

On Jul 17, 2018, at 2:18 PM, Bella Klein <[REDACTED]> wrote:

Ok, we might still use it. How long is the frame time for exchange dates
Thank you,
Bella

[REDACTED]
[REDACTED]

On Jul 17, 2018, at 2:14 PM, Lesley Groff <[REDACTED]>
wrote:

it is always a gamble.
we paid \$946.38 for changeable ticket...I figured she may need to change
something (happens a lot with Paris flights) I didnt think she would
cancel all together. It was \$888.38 for non refundable and non
changeable. I paid more so we could change it.

On Jul 17, 2018, at 2:09 PM, Bella Klein
<[REDACTED]> wrote:

Unfortunately, i can't tell what is better. It should be analyzed case by case.
But if the nonrefundable is expensive and we loose it than
it doesn't make any sense. What was the cost for
[REDACTED] ticket

Thank you,
Bella

[REDACTED]
[REDACTED]

On Jul 17, 2018, at 2:00 PM, Natalia Molotkova

<[REDACTED]> wrote:

Different. Could be huge, could be not, like Lesley said, if difference is small, we usually i
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

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

I usually always buy refundable if the price difference for nonrefundable vs refundable is >\$1000 or more! Bella, please advise if you want me to purchase refundable at what differ

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

What is the approximate difference in cost?

Thank you,
Bella
[REDACTED]

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

Reason was the cost. Refundable fare is more expensive. If you need refundable fares or
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]@[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]

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

It is probably possible, but we don't do that here at American Express.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

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

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

Thank you,
Bella

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

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]

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

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 back. thanks

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

Lesley, it is non-refundable ticket, no credit, new dates have to be re-booked at the same
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED] @ [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. Crea

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Your Trip is coming soon! - Itinerary INCL TICKETNO for PONOMAR
KRSDED
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 De

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address for incoming messages. If you have any questions, please contact Centurion Travel Services at 1-800-221-1234.

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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Your travel arrangements are outlined below in the email. Please refer to the PDF attachment for details regarding your travel arrangements. Your Centurion Travel Service travel plan is secure website. Please click on the link to view your trip details and add link to your easy access in the future:

[View your Trips](#)

**American Express Travel KRSDED
Record Locator**

E-Ticket Number(s)

[REDACTED] Ticket AF 0577162947796-12JUL

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	OBDJWB
Flight/Class	AF 1145 H 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	OBDJWB
Flight/Class	AF 1144 L 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	

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