

To: Lesley Groff [REDACTED]
From: Bella Klein
Sent: Tue 7/17/2018 6:54:21 PM
Subject: Fwd: Cancel Ticket for [REDACTED] KRSDDED

Les,
Should be case by case or JE approval. I would suggest to provide JE with details and let him direct on how to proceed.

Thank you,
Bella

[REDACTED]

Begin forwarded message:

From: "Natalia Molotkova" <[REDACTED]@[REDACTED]>
Subject: Cancel Ticket for [REDACTED] KRSDDED
Date: July 17, 2018 at 2:47:18 PM EDT
To: [REDACTED]
Cc: [REDACTED]
Reply-To: "Natalia Molotkova" <[REDACTED]>

Yes, still possible difference in fare if ticket refundable.

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

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

in hindsight, maybe.

it is difficult. I can always purchase fully refundable tickets when it comes to the Paris tickets if you like. Nat pay the difference in fare? (which sometimes it could be less so we would get a credit for the difference?) Or rules with fully refundable tickets?

On Jul 17, 2018, at 2:36 PM, Bella Klein <[REDACTED]> wrote:

Would make sense to pay twice the cost in this case...
Thank you,
Bella

[REDACTED]

On Jul 17, 2018, at 2:27 PM, Natalia Molotkova <[REDACTED]> wrote:

\$946.38.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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

Thank you,
Bella

[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 issue refundable.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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

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

What is the approximate difference in cost?
Thank you,
Bella

[REDACTED]

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
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]> 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]

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

Unfortunately ticket is nontransferable.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[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]> w

OK, deal.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@ [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 I'll let you know.
back. thanks

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 v
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]...she can no longer make the trip. Credit?

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Your Trip is coming soon! - Itinerary INCL TICKETNO for [REDACTED]
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 Details for [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that does not accept incoming messages. If you have any questions, please contact Centurion Travel Service at [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 for details regarding your travel arrangements. Your Centurion Travel Service travel plans have been added to your secure website. Please click on the link to view your trip details and add link to your booking for 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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