

To: Natalia Molotkova[natalia.molotkova@centurion.com]
From: Lesley Groff
Sent: Fri 7/20/2018 6:02:57 PM
Subject: Re: CHANGE Return date for [REDACTED] Munich-Moscow! EXT END Munich Hotel to 27th (IOIVY)

Well, now I'm being told [REDACTED] needs to stay near the embassy. She has suggested the below hotels.

There are Leonardo Boutique Hotel, The Lovelace, Bayerischer Hof, Premium Wohnung Universität available for this period.

So sorry ! Can we check these for her (I like to keep you busy!)

Sent from my iPhone

On Jul 20, 2018, at 12:29 PM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

[REDACTED] she can check in now.
I called hotel, reservations were already closed, tomorrow morning. I asked my team mate, Kathy, who works tomorrow, to obtain the form and email to you.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Getting authorization form.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Please reserve the hotel below for [REDACTED] Thanks

Sent from my iPhone

On Jul 20, 2018, at 11:51 AM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Estimated total for hotel reservation: EUR591.00. Daily resort and additional fees may apply.

Cancellation is 24 hours.

Please reply to this email and provide your authorization to proceed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Please reserve the holiday Inn Munich South for \$591 EUR total. Thanks

Sent from my iPhone

On Jul 20, 2018, at 11:31 AM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

Hotel we booked, is sold out for extra nights. May be there is a certain area of Munich she has to be?

I can offer

HOLIDAY INN CITY EAST
NEUMARKTER STRASSE 85A
MUNICH DE 81673

** 135.00 EFF 23JUL - 24JUL
209.00 EFF 24JUL - 26JUL
159.00 EFF 26JUL - 27JUL

APPROX. TOTAL PRICE 712.00 EUR
INCLUDES TAX

STANDARD ROOM ENJOY YOUR STAY IN A STANDARD ROOM.
HOLIDAY INN MUNICH SOUTH

KISTLERHOFSTRASSE 142
MUNICH DE 81379

** 149.00 EFF 23JUL - 24JUL

159.00	EFF 24JUL - 25JUL
154.00	EFF 25JUL - 26JUL
129.00	EFF 26JUL - 27JUL

APPROX. TOTAL PRICE 591.00 EUR

INCLUDES TAX

HILTON MUNICH CITY
ROSENHEIMER STRASSE 15
MUNICH DE 81667
KING GUEST ROOM - 359.00EUR
TOP CCL CONRAD DE VILLE MUNICH
SCHILLERSTRASSE 10
MUNICH DE 80336

Within cancellation policy - 7 days

** 156.60	EFF 23JUL - 24JUL
174.60	EFF 24JUL - 25JUL
161.10	EFF 25JUL - 26JUL
138.60	EFF 26JUL - 27JUL

APPROX. TOTAL PRICE 630.90 EUR

INCLUDES TAXES AND SURCHARGES

JUNIOR SUITE FIRST CLASS

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Ok. I emailed her to keep out of it. Thanks

Sent from my iPhone

On Jul 20, 2018, at 10:36 AM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

Ask her do not do anything to the record, not yet. I am still waiting for Aeroflot to uncheck her, they only do it via email.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Ok. I will let her know.

Sent from my iPhone

On Jul 20, 2018, at 10:29 AM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

She checked in, I need to check her out to exchange ticket.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Please issue below ticket for Valeria

Sent from my iPhone

On Jul 20, 2018, at 9:43 AM, Natalia Molotkova <natalia.molotkova@centurion.com> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$304.00 (add collect).
- Ticket is ~~non-refundable~~, EUR35.00 change penalty applies plus difference in fare
- **Sat 21 Jul - Aeroflot 2462 - Economy - 3h 55m**

Departing: Moscow Sheremetyevo Airport, (SVO) at 11.45am

Arriving: Paris Charles de Gaulle Airport, (CDG) at 2.40pm

- **Fri 27 Jul - Aeroflot 2327 - Business - 2h 55m**

Departing: Munich Airport, (MUC) at 5.35pm

Arriving: Moscow Sheremetyevo Airport, (SVO) at 9.30pm

Please reply to this email and provide your authorization to proceed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

Pricing 5:35 PM.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

ok

On Jul 20, 2018, at 9:27 AM, Natalia Molotkova
<natalia.molotkova@centurion.com> wrote:

5:35pm please

On Jul 20, 2018, at 9:23 AM, Natalia Molotkova
<natalia.molotkova@centurion.com> wrote:

I am afraid hotel is sold out July 25-27, let me double check with them, if sold out indeed, will find another one.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

What time she wants to travel on July 27th:
SU 2321 MUC SVO 1010A 215P

SU 2323 MUC SVO 1245P 440P
SU 2327 MUC SVO 535P 930P
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com

(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

We must change the return date for [REDACTED] from Munich to Moscow to July 27th! She is dealing with PP# XXXXXXXXXXXX and won't have it back by the 25th...this means we must also extend the hotel stay to check out on 27th (the late flight is fine if available). Once again...Sorry!! Record locator for the hotel stay is [REDACTED]. Follow up on the credit card form too please! Thanks so much. [REDACTED]

Begin forwarded message:

From: [REDACTED]
Subject: Re: Itinerary INCL TICKETNO for T [REDACTED] 21JUL18
[REDACTED]
Date: July 19, 2018 at 8:31:47 PM EDT
To: [REDACTED]

Hello, Dear [REDACTED]

I need to wait passport about 2 work days if the visa will be approved in Munich. I can't go without my passport.

So, to go back from Munich I should go 27 of July, not 25 of July.
Thank you!

19 июля 2018 г., в 23:31, [REDACTED] написал(а):

[REDACTED] Here is your ticket to go to Paris tomorrow, July 21st, as well as go from Munich to back to Moscow on 25th. Your

ticket to Munich on July 23rd will come in a separate email.
Please confirm receipt. Thanks, [REDACTED]

Begin forwarded message:

From: "American Express Travel"
<itinerary@myamextravel.com>
Subject: Itinerary INCL TICKETNO for
[REDACTED] 1JUL18 [REDACTED]
Date: July 19, 2018 at 2:16:32 PM EDT
To: [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. 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 more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on 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]-12JUL

[REDACTED]-19JUL

Saturday 21 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	21 Jul 2018
Airline	Aeroflot [REDACTED]
Airline Record Locator	
Flight/Class	SU 2462 M Economy Class
Origin	Moscow, Sheremetyevo
Destination	Paris, Charles De Gaulle
Departing	11:45 AM
Arriving	02:40 PM
Departure Terminal	Terminal D - Domestic/Intl
Arrival Terminal	Terminal 2 C
Estimated Time	3 Hrs 55 Mins
Stops	Non-stop
Confirmed	

Wednesday 25 Jul 18

Flight Information

Date	25 Jul 2018
Airline	Aeroflot [REDACTED]
Airline Record Locator	
Flight/Class	SU 2595 Z Business Class
Origin	Muenchen, Franz Josef Strauss
Destination	Moscow, Sheremetyevo
Departing	11:20 PM
Arriving	03:10 AM / 26 Jul 2018
Departure Terminal	Terminal 1
Arrival Terminal	Terminal D - Domestic/Intl
Estimated Time	2 Hrs 50 Mins
Stops	Non-stop
Seats	2A

Confirmed
Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most up to date and accurate 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 on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details 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 to download and install this free 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 facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, 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 changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, 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 individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we

receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also 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: UBI#600469694. Iowa: TA# 669 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 note profile and preference data for servicing purposes.

