To: Amex Centurian Travel[████████████████████]
From: Lesley Groff
Sent: Thur 9/6/2018 5:06:19 PM
Subject: Re: Cancel ticket JESQDN

thank you!

On Sep 6, 2018, at 12:39 PM, Natalia Molotkova
< ████████████████████ > wrote:

Done, exchange is pending.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
████████████████████

Hours: Mon through Friday 9AM-530PM EST

Please issue below ticket for Natalya. Thanks

Sent from my iPhone

Your response is required to complete this reservation. Prices and availability are subject to change.
• Total air reservation, including taxes and fees: $41.00 (add collect, exchange).
• Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare

• **Mon 12 Nov - Aeroflot 2458 - Economy - 3h 55m**
Departing: Moscow Sheremetyevo Airport, (SVO) at 2.50pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 4.45pm

• **Thu 15 Nov - Aeroflot 2455 - Economy - 3h 55m**
Departing: Paris Charles de Gaulle Airport, (CDG) at 1.30pm
Arriving: Moscow Sheremetyevo Airport, (SVO) at 7.25pm

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
████████████████████

Hours: Mon through Friday 9AM-530PM EST

no kidding…but I do as I am asked…lets change to the below for the $41 US. Please issue ticket . thanks

I learned it hard way - never purchase ticket as non-refundable if you don't have visa (especially for Russian
If we do
SU2458 12NOV SVO CDG   250P 445P
SU2455 15NOV CDG SVO   130P 725P

will be same fare, but still changed fee EUR35.00 ($41.00

Regards,
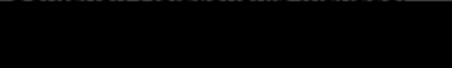Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

hmm. OK and to change to a later date in future (like Nov. 12-15 as an example) would it be an even excha
to be difficult…she will for sure got at some point but we don't know when. Her visa did not come through s

It was $591.30

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Ok got it. I am waiting to hear if she might go another time. Can you tell me price we paid?

Sent from my iPhone

Yes, refundable is refundable. But not every airline allows to use ticket you cancel as a credit, only US airline

Ticket she has - is completely non-refundable, we can't make it refundable or change to something what we
money, you have to re-book new travel dates at the same time when you canceling original.

Regards,
Natalia (Natasha) Molotkova
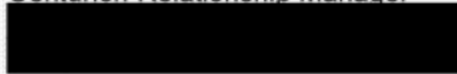Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Oh my. So when I ask for a changeable ticket it could mean that we get no credit unless RE booked at the ti[m]
purchase to get credit? Or to get our money back completely ? is that only A fully refundable ticket price? O[r]
to you on whether or not we have new dates for her.

Sent from my iPhone

Lesley, morning, her ticket is non refundable. If we cancel, no refund and no credit. If you want to use money
time when cancellation, for new dates. OK to proceed with cancellation or you will try to change dates?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

██████████████████

Hours: Mon through Friday 9AM-530PM EST

We need to cancel the round trip ticket for Nataliya Litvinova please. Do we get a credit?

NATALYA LITVINOVA- JESQDN Sept. 7 -9

Sent from my iPhone

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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

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
(877) 877-0987
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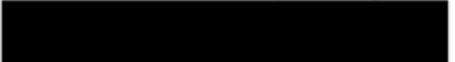Centurion Relationship Manager

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Centurion Relationship Manager

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Hours: Mon through Friday 9AM-530PM EST

We need to cancel the round trip ticket for Nataliya Litvinova please. Do we get a credit?

NATALYA LITVINOVA- JESQDN Sept. 7 -9

Sent from my iPhone