

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Thur 9/6/2018 1:32:28 PM
Subject: Re: Cancel ticket JESQDN

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

On Sep 6, 2018, at 9:29 AM, Natalia Molotkova <[REDACTED]> wrote:

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

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
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 time of cancellation. What kind of ticket can I purchase to get credit? Or to get our money back completely? Is that only a fully refundable ticket price? Or are all the airlines different? I will get back to you on whether or not we have new dates for her.

Sent from my iPhone

[REDACTED] morning, her ticket is non refundable. If we cancel, no refund and no credit. If you want to use money you paid, we have to rebook at the same 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 [REDACTED] please. Do we get a credit?

NATALYA [REDACTED] ESQDN Sept. 7 -9

Sent from my iPhone

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