

To: Amex Centurian Travel [mailto:natalia.molotkova@centurion.com]
From: Lesley Groff
Sent: Thur 9/6/2018 2:21:05 PM
Subject: Re: Cancel ticket JESQDN

hmm. OK and to change to a later date in future (like Nov. 12-15 as an example) would it be an even exchange? or how much do we have to pay? sorry to be difficult...she will for sure got at some point but we don't know when. Her visa did not come through so she can't go now

On Sep 6, 2018, at 10:08 AM, Natalia Molotkova

<[REDACTED]> wrote:

It was \$591.30

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

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 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 purchase to get credit? Or to get our money back completely? is that only A fully refundable ticket price? Or 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

when cancellation, for new dates. OK to proceed with cancellation or you will try to change dates?

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

(212) 577-5551

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] - JESQDN Sept. 7 -9

Sent from my iPhone

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