

**To:** [REDACTED]  
**From:** Bella Klein  
**Sent:** Tue 10/16/2018 3:37:05 PM  
**Subject:** Re: Help! Can we get some money back from Four Season s?

[REDACTED] forgot to cancel?  
Thank you,  
Bella

[REDACTED]  
On Oct 16, 2018, at 11:35 AM, [REDACTED] wrote:

all we can do is ask. Maybe with Natasha's help and status at Amex they will refund something. we will see.

On Oct 16, 2018, at 11:32 AM, Bella Klein + [REDACTED] wrote:

that is terrible, this why he was looking for charges..

Thank you,  
Bella

[REDACTED]  
On Oct 16, 2018, at 11:18 AM, [REDACTED] wrote:

ok, darn...let me know...hoping we can get one night back!

On Oct 16, 2018, at 11:15 AM, Natalia Molotkova <[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)> wrote:

I doubt it, it was not even cancellation, it was no show, will try, but have a feeling answer

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

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...As it turns out, [REDACTED] did NOT go on the Disney trip....would it be possible looking very closely at all his Amex charges and saw we were charged for the hotel...I do could you see what you can do for us?

**American Express Travel [REDACTED]  
Record Locator**

Saturday 06 Oct 18

**Hotel Information**

Hotel	<b>FOUR SEASONS WALT DISNEY WO</b>
Address	10100 Dream Tree Blvd
	ORLANDO FL 32836
Telephone	1-407-3137777
Check In Date	Sat 06 Oct 2018
Check Out Date	Mon 08 Oct 2018
Confirmation Number	64614SB032685
Base Rate	USD 949.00 / per night May be subject to local taxes, service and daily resort fees if applicable
Cancellation Policy	Cancel 5 Days Prior To Arrival
<b>Confirmed</b>	

[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](http://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 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 service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping and authorizing. We reserve the right to note profile and preference data for servicing purposes.