

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 hotell...I could you see what you can do for us?

**American Express Travel  
Record Locator**

**Saturday 06 Oct 18**

**Hotel Information**

Hotel	<b>FOUR SEASONS WALT DISNEY WC</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>	

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