

To: Bella Klein [REDACTED]
From: Lesley Groff
Sent: Tue 10/16/2018 3:51:13 PM
Subject: Re: Help! Can we get some money back from Four Season s?

She told me Jeffrey wanted to cancel. I told her we were within cancellation policy, but I would try. I called AMex and tried to cancel...we were jumping through hoops and then I received [REDACTED] email response: 'he changed his mind' I was under the impression he changed his mind and was NO LONGER cancelling. So I told the agent (who was not Natasha, as she was on vacation) we no longer needed to cancel, because Jeffrey changed his mind and the girls would take the trip. It is apparent now that when [REDACTED] said he changed his mind, she meant 'yes we were going to go but now he changed his mind and doesn't want us to'...I read it as we will now go on the trip and did not cancel. What can I tell you. It was miscommunication. I'll send you the original email.

On Oct 16, 2018, at 11:37 AM, Bella Klein <[REDACTED]> wrote:

[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, Lesley Groff
<[REDACTED]> wrote:

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

On Oct 16, 2018, at 11:15 AM,
Natalia Molotkova

[REDACTED]
[REDACTED] wrote:

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
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 to look very closely at all his Amex charges and saw we were charged for the hotel. Could you see what you can do for us?

American Express Travel [REDACTED]
Record Locator

Saturday 06 Oct 18

Hotel Information

Hotel	FOUR SEASONS WALT DISNEY WORLD RESORT
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, state taxes and daily resort fees if applicable
Cancellation Policy	Cancel 5 Days Prior To Arrival
Confirmed	

[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.

© 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. American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims related to the service provider is against the service provider and not against American Express. You are responsible for any purchases you authorize. We reserve the right to note profile and preference data for servicing purposes.