

**To:** Lesley Groff [REDACTED]  
**From:** Bella Klein  
**Sent:** Tue 10/16/2018 3:57:41 PM  
**Subject:** Re: Help! Can we get some money back from Four Season s?

i see, what a mess.

Thank you,  
Bella

Tel: [REDACTED]

On Oct 16, 2018, at 11:51 AM, Lesley Groff <[REDACTED]> wrote:

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 [REDACTED], 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

Tel: [REDACTED]

On Oct 16, 2018, at 11:35 AM, Lesley Groff <[REDACTED]> wrote:

all we can do is ask. Maybe with [REDACTED] 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

Tel: [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  
<[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 few

Regards,

Natalia ([REDACTED]) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)  
(877) 877-0987  
Hours: Mon through Friday 9AM-530PM EST

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

**American Express Travel KAFCWJ  
Record Locator**

Saturday 06 Oct 18

## Hotel Information

Hotel	<b>FOUR SEASONS WALT</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 tax and daily resort fees if applicable
Cancellation Policy	Cancel 5 Days Prior To Arrival
<b>Confirmed</b>	

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