

To: Amex Centurian Travel [REDACTED]
Cc: Bella Klein [REDACTED]
From: Lesley Groff
Sent: Tue 10/16/2018 3:57:59 PM
Subject: Re: Help! Can we get some money back from Four Season s?

thank you for trying

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

I spoke to accounting - per their policy - no show - no refunds. I am sorry.

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

Hours: Mon through Friday 9AM-530PM EST

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

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

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 see if we can get looking very closely at all his Amex charges and saw we were charged for the hotell...I don't know how many could you see what you can do for us?

**American Express Travel KAFCWJ
Record Locator**

Saturday 06 Oct 18

Hotel Information

Hotel	FOUR SEASONS WALT DISNEY WORLD
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 charges, 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 and you acknowledge that 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 services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to use profile and preference data for servicing purposes.