

To: Natalia Molotkova [REDACTED]
From: Lesley Groff
Sent: Mon 1/7/2019 7:58:01 PM
Subject: Re: Change or new ticket for [REDACTED]

Please issue ticket below for [REDACTED]

Sent from my iPhone

On Jan 7, 2019, at 2:30 PM, Natalia Molotkova [REDACTED] > wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$667.20.
- Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare
- **Tue 08 Jan - Aeroflot 103 - Economy - 9h 15m**
Departing: New York John F Kennedy Airport, (JFK) at 7.10pm
Arriving: Moscow Sheremetyevo Airport, (SVO) at 12.25pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please get us refund for whatever we can get on original ticket. Please issue the new ticket at \$667.20. Can you give me the details of timing. [REDACTED] is asking. Once she knows we can determine Kaliningrad trip. Thanks

Sent from my iPhone

We actually changed her return from Miami to Moscow to STT - Moscow. It is refundable ticket, but partially used, I can request partial refund (not sure how much).

New ticket on Aeroflot to Moscow is \$667.20 restricted or fully refundable at \$802.20.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Jeffrey will bring [REDACTED] [REDACTED] with him to NY tomorrow afternoon. We need to get her a one way ticket from NY to Moscow on 7pm flight. We are holding a ticket for her to return to Moscow from Miami. ([REDACTED]). What to do? Also, I still don't know what we are doing with her ticket to Kaliningrad. We may cancel. Just leave for now.

Sent from my iPhone