

To: Amex Centurian Travel[redacted]
From: Lesley Groff
Sent: Wed 12/5/2018 4:31:26 PM
Subject: Re: [redacted] family. Can you check the flight ? We are worried not 5 seats

will find out.

On Dec 5, 2018, at 11:30 AM, Natalia Molotkova

[redacted] > wrote:

King city view - 159.00USD 14-16DEC, 154.00USD-16-17DEC
Classic riverside view KING or 2 queen - 174.00USD-14-16DEC, 169.00USD -16-17 DEC

What to book? for 2 adults - king or two queens?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
Hours: Mon through Friday 9AM-530PM EST

But she is not going. I need name for people who are actually going, can be just one name,lead guest.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
Hours: Mon through Friday 9AM-530PM EST

Can you just put all under her name? We will need a 3rd party CC form also.

On Dec 5, 2018, at 11:09 AM, Natalia Molotkova [redacted] > wrote:

I am checking availability, but can you ask her which room for who?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
Hours: Mon through Friday 9AM-530PM EST

Yes

Sent from my iPhone

On Dec 5, 2018, at 9:34 AM, Natalia Molotkova <[REDACTED]> wrote:

-

Hotel:

- 1) 2 adults
- 2) 2 adults +1 bed for a teenage kid
- 3) 2 adults
- 4) 1 adult

Do they need 4 rooms?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
([REDACTED])
Hours: Mon through Friday 9AM-530PM EST

Ok. Is what it is. Thanks

Sent from my iPhone

On Dec 5, 2018, at 9:12 AM, Natalia Molotkova <[REDACTED]> wrote:

-

I am sorry, I was gone last night, was after 530pm.

Fare today is slightly higher: same rules as below

- Total air reservation, including taxes and fees: \$1248.00 (\$249.60 per ticket).

Tickets are on its way.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
([REDACTED])
Hours: Mon through Friday 9AM-530PM EST

Please issue all tickets for [REDACTED] family as below

Sent from my iPhone

On Dec 4, 2018, at 5:16 PM, Natalia Molotkova <[REDACTED]> wrote:

-

ok, here is air fare:

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

- Total air reservation, including taxes and fees: \$1242.00 (\$248.40 per ticket).
- Ticket is non-refundable after departure.
- Ticket is refundable, if cancelled prior to departure, cancellation penalty of EUR40.00 will apply; ch EUR30.00 change fee.

• **Fri 14 Dec - Belavia Belarusian Airlines 938 - Economy - 2h 20m**
Departing: Kazan International Airport, (KZN) at 3.40am
Arriving: Minsk National Airport, (MSQ) at 6.00am

• **Sun 16 Dec - Belavia Belarusian Airlines 937 - Economy - 2h 20m**
Departing: Minsk National Airport, (MSQ) at 11.50pm
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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

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

K [REDACTED] - double last name?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

- 1) [REDACTED]
- 2) [REDACTED]
- 3) [REDACTED]
- 4) [REDACTED]
- 5) [REDACTED]

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
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Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry to interrupt what you are doing but could you check on the flight for [REDACTED] family she is question seats. Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she

Sent from my iPhone

Begin forwarded message:

-
From: [REDACTED]
Date: December 4, 2018 at 3:50:36 PM EST
To: Lesley Groff [REDACTED]
Subject: Re: Natasha Amex

-
Marriott Minsk dec 14-17
1) 2 adults
2) 2 adults +1 bed for a teenage kid
3) 2 adults
4) 1 adult

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There are 5 people flying from Kazan to Minsk (dates are 14-16)

There is the only one nonstop flight- 3:40 am- 6:00am ..but it doesn't show availability for 5 people, I do?)

Thank you very much for your help!

-On Dec 4, 2018, at 15:44, Lesley Groff <[REDACTED]> wrote:

-I think just tell me what hotel you want to stay in and how many rooms you need and dates needed

-Sent from my iPhone

--On Dec 4, 2018, at 3:37 PM, [REDACTED] wrote:

--Hi Les!

--
--I would also need help with the hotel in Minsk for my family..
-who should I talk to and what info should I provide?

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--On Dec 4, 2018, at 15:36, Lesley Groff <[REDACTED]> wrote:

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Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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First and middle name

Sent from my iPhone

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Regards,
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Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

- 1) [REDACTED]
- 2) [REDACTED]
- 3) [REDACTED]
- 4) [REDACTED]
- 5) [REDACTED]

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

[REDACTED]
(877) 577-6667
Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
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Centurion Relationship Manager
[REDACTED]

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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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First and middle name

Sent from my iPhone

[REDACTED] - double last name?

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

Hours: Mon through Friday 9AM-530PM EST

- 1)
- 2)
- 3)
- 4)
- 5)

[REDACTED]
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Regards,
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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
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[REDACTED]

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Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she stated

Sent from my iPhone

Begin forwarded message:

From: Juliya Silinskaya <[REDACTED]>
Date: December 4, 2018 at 3:50:36 PM EST
To: Lesley Groff <[REDACTED]>
Subject: Re: Natasha Amex

Marriott Minsk dec 14-17

- 1) 2 adults
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Hotel:

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Do they need 4 rooms?

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

Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]
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1
2
3
4
5
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Fare today is slightly higher: same rules as below

- Total air reservation, including taxes and fees: \$1248.00 (\$249.60 per ticket).

Tickets are on its way.

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

Hours: Mon through Friday 9AM-530PM EST

Please issue all tickets for [REDACTED] family as below

Sent from my iPhone

On Dec 4, 2018, at 5:16 PM, Natalia Molotkova [REDACTED] > wrote:

ok, here is air fare:

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

- Total air reservation, including taxes and fees: \$1242.00 (\$248.40 per ticket).
- Ticket is non-refundable after departure.
- Ticket is refundable, if cancelled prior to departure, cancellation penalty of EUR40.00 will apply; change fee.

• Fri 14 Dec - Belavia Belarusian Airlines 938 - Economy - 2h 20m

Departing: Kazan International Airport, (KZN) at 3.40am

Arriving: Minsk National Airport, (MSQ) at 6.00am

• Sun 16 Dec - Belavia Belarusian Airlines 937 - Economy - 2h 20m

Departing: Minsk National Airport, (MSQ) at 11.50pm

Arriving: Kazan International Airport, (KZN) at 2.10am

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

1)
2)
3)
4)
5)

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Sorry to interrupt what you are doing but could you check on the flight for [REDACTED] family she is question
Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she stated

Sent from my iPhone

Begin forwarded message:

-
From: [REDACTED]
Date: December 4, 2018 at 3:50:36 PM EST
To: Lesley Groff <[REDACTED]>
Subject: Re: Natasha Amex

-
Marriott Minsk dec 14-17

- 1) 2 adults
- 2) 2 adults +1 bed for a teenage kid
- 3) 2 adults
- 4) 1 adult

And JE just let me ask you to get plane tickets for my family..
There are 5 people flying from Kazan to Minsk (dates are 14-16)

There is the only one nonstop flight- 3:40 am- 6:00am ..but it doesn't show availability for 5 people, I have to do?)

Thank you very much for your help!

-On Dec 4, 2018, at 15:44, Lesley Groff <[REDACTED]> wrote:

- -I think just tell me what hotel you want to stay in and how many rooms you need and dates needed

- -

- -Sent from my iPhone

- -

- -On Dec 4, 2018, at 3:37 PM, [REDACTED] <[REDACTED]> wrote:

- - -

- - -Hi Les!

- - -

- - -I would also need help with the hotel in Minsk for my family..

- - -who should I talk to and what info should I provide?

- - -

- - -

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- - -Natasha says she is aware of all the flights you had on hold. They will auto cancel. She is canceling working on the new dates and hotel for you now. She is on it.

- - -

- - -Sent from my iPhone

- - -

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

Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

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

Hours: Mon through Friday 9AM-530PM EST

1) K [REDACTED]

2)
3)
4)
5)

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she stated

Sent from my iPhone

Begin forwarded message:

From: J [REDACTED]
Date: December 4, 2018 at 3:50:36 PM EST
To: Lesley Groff <[REDACTED]>
Subject: Re: Natasha Amex

Marriott Minsk dec 14-17

- 1) 2 adults
- 2) 2 adults +1 bed for a teenage kid

3) 2 adults
4) 1 adult

And JE just let me ask you to get plane tickets for my family..
There are 5 people flying from Kazan to Minsk (dates are 14-16)

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-
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I am checking availability, but can you ask her which room for who?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Yes

Sent from my iPhone

On Dec 5, 2018, at 9:34 AM, Natalia Molotkova <[REDACTED]> wrote:

Hotel:

- 1) 2 adults
- 2) 2 adults +1 bed for a teenage kid
- 3) 2 adults
- 4) 1 adult

Do they need 4 rooms?

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

Hours: Mon through Friday 9AM-530PM EST

Ok. Is what it is. Thanks

Sent from my iPhone

On Dec 5, 2018, at 9:12 AM, Natalia Molotkova <[REDACTED]> wrote:

I am sorry, I was gone last night, was after 530pm.

Fare today is slightly higher: same rules as below

- Total air reservation, including taxes and fees: \$1248.00 (\$249.60 per ticket).

Tickets are on its way.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Please issue all tickets for [REDACTED] family as below

Sent from my iPhone

On Dec 4, 2018, at 5:16 PM, Natalia Molotkova <[REDACTED]> wrote:

-

ok, here is air fare:

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• **Fri 14 Dec - Belavia Belarusian Airlines 938 - Economy - 2h 20m**

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

1) H
2) H
3) H
4) H
5) H

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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Thank you very much for your help!

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-
-Sent from my iPhone

-
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--Sent from my iPhone

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

1)
2)
3)
4)
5)[REDACTED]

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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--Sent from my iPhone

--

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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Regards,
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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

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

Hours: Mon through Friday 9AM-530PM EST

- 1)
- 2)
- 3)
- 4)
- 5)

[REDACTED]

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

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

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
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[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry to interrupt what you are doing but could you check on the flight for [REDACTED] family she is questioning? Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she stated below.

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Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
(877) 677-6555
Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
(877) 677-6555
Hours: Mon through Friday 9AM-530PM EST

- 1)
- 2)
- 3)
- 4)
- 5)

[REDACTED]
Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

████████████████████
████████████████████
Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

████████████████████
████████████████████
Hours: Mon through Friday 9AM-530PM EST

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Sent from my iPhone

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To: Lesley Groff <████████████████████>
Subject: Re: Natasha Amex

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-Sent from my iPhone
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--
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Hotel:

- 1) 2 adults
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Do they need 4 rooms?

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

Hours: Mon through Friday 9AM-530PM EST

Ok. Is what it is. Thanks

Sent from my iPhone

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Please issue all tickets for [REDACTED] family as below

Sent from my iPhone

On Dec 4, 2018, at 5:16 PM, Natalia Molotkova [REDACTED] wrote:

ok, here is air fare:

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

- Total air reservation, including taxes and fees: \$1242.00 (\$248.40 per ticket).
- Ticket is non-refundable after departure.
- Ticket is refundable, if cancelled prior to departure, cancellation penalty of EUR40.00 will apply; changes a change fee.
- **Fri 14 Dec - Belavia Belarusian Airlines 938 - Economy - 2h 20m**
Departing: Kazan International Airport, (KZN) at 3.40am
Arriving: Minsk National Airport, (MSQ) at 6.00am
- **Sun 16 Dec - Belavia Belarusian Airlines 937 - Economy - 2h 20m**
Departing: Minsk National Airport, (MSQ) at 11.50pm
Arriving: Kazan International Airport, (KZN) at 2.10am

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Sorry. You are correct. Hyphenated last name.

Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

1)
2)
3)
4)
5)[REDACTED]

Sent from my iPhone

Coach! I've asked her for names and birthdays

Sent from my iPhone

Yes, 5 seats available, coach or business? Names?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
([REDACTED])

Hours: Mon through Friday 9AM-530PM EST

Checking.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry to interrupt what you are doing but could you check on the flight for [REDACTED] family she is questioning? [REDACTED] Can you let us know. Also, when we investigate hotel for her it is to be 14-16 not 14-17 as she stated below.

Sent from my iPhone

Begin forwarded message:

-
From: [REDACTED]
Date: December 4, 2018 at 3:50:36 PM EST
To: Lesley Groff [REDACTED]
Subject: Re: Natasha Amex

-
Marriott Minsk dec 14-17
1) 2 adults
2) 2 adults +1 bed for a teenage kid
3) 2 adults
4) 1 adult

And JE just let me ask you to get plane tickets for my family..
There are 5 people flying from Kazan to Minsk (dates are 14-16)

There is the only one nonstop flight- 3:40 am- 6:00am ..but it doesn't show availability for 5 people, I hope th

Thank you very much for your help!

-On Dec 4, 2018, at 15:44, Lesley Groff [REDACTED] [REDACTED] wrote:

-
-I think just tell me what hotel you want to stay in and how many rooms you need and dates needed

-Sent from my iPhone

--

--On Dec 4, 2018, at 3:37 PM, [REDACTED] wrote:

--

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--

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--Sent from my iPhone

--

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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Sent from my iPhone

First and middle name

Sent from my iPhone

[REDACTED] - double last name?

Regards,
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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

- 1) [REDACTED]
- 2) [REDACTED]
- 3) [REDACTED]
- 4) [REDACTED]
- 5) [REDACTED]

Sent from my iPhone

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Centurion Relationship Manager
[REDACTED]

(8)

Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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I am sorry, I was gone last night, was after 530pm.

Fare today is slightly higher: same rules as below

- Total air reservation, including taxes and fees: \$1248.00 (\$249.60 per ticket).

Tickets are on its way.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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