

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Tue 4/23/2019 2:39:55 PM
Subject: Re: Change [REDACTED] ticket

so true! yes, keep non-refutable and issue! thanks

On Apr 23, 2019, at 10:39 AM, Natalia Molotkova
<[REDACTED]> wrote:

Ok to issue non-refundable? In case if you need cancel, we can still VOID it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

\$878.90.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

Ok on refund of first ticket
What is The refundable price on this ticket?

Sent from my iPhone

OK, I requested refund for current ticket - \$704.54. Refund takes up to two billing cycles.

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

- Total air reservation, including taxes and fees: \$729.90.
- Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare

• **Wed, 24 Apr - Aeroflot 261 - Economy - 4h 0m**
Departing: Moscow Sheremetyevo Airport (SVO) at 6:00 pm
Arriving: Paris Charles de Gaulle Airport (CDG) at 9:00 pm

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

Flights tomorrow around 5:00PM, which one will work?

AF/SU 4935 SVO CDG 600P 900P

AF 1745 SVO CDG 645P 940P

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

She is checked in for today's flight. Do you know what happened? Flight hasn't departed as yet, I can uncheck it, but it's definitely not going today?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@centurion.com

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Hi, Lesley, let me have a look.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we need to change [REDACTED] ticket to fly from Moscow to Paris to tomorrow April 24
record locator is [REDACTED]...but

WAIT, now I am looking...her flight was this morning ...so she missed the flight ...this will need to be a new
tomorrow departing Moscow around 5pm. We don't know when she will return or where yet...

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