

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 4/24/2019 6:31:50 PM  
**Subject:** Re: Train Ticket for [REDACTED] for Friday Apr 11 26th

Yes!

On Apr 24, 2019, at 2:30 PM, Natalia Molotkova  
<[REDACTED]> wrote:

I can't change it, will be cancel, refund with fee and new ticket, is it OK?

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

Hours: Mon through Friday 9AM-530PM EST

I am being asked to change this train ticket to depart Paris around 6:30pm on April 26th to London...so sorry

Always my pleasure, Lesley!!!

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

Hours: Mon through Friday 9AM-530PM EST

Thank you so much!

Sent from my iPhone

Here is the ticket.

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

Hours: Mon through Friday 9AM-530PM EST

Purchase flex!

Sent from my iPhone

So flex or non-refundable?

Regards,

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

Hours: Mon through Friday 9AM-530PM EST

\$ 402.00, flex.

## Fare details

From PARIS NORD To LONDON ST-PANCRAS  
Eurostar 9023 - Reservation included

1 x Business Premier Adult

No specific conditions

Refunds/exchanges are subject to an administrative fee in addition to the following conditions.

Refunds: If ticket not used, refundable, up to 60 days after train departure date. Thereafter, no refund allowed.

Exchanges: If ticket not used, exchangeable until 60 days after train departure date. Thereafter, no exchange price for next available fare in same or higher class of service, and no refund if price decreases.

Refunds/Exchanges when applicable, can be performed by the issuing office, and exchanges can also be do

Regards,

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

Hours: Mon through Friday 9AM-530PM EST

Actually It's fine thank you for bringing my attention to it though

Sent from my iPhone

Oh my. So if we want to change or cancel we lose our money. Is there a way to buy refundable?

Sent from my iPhone

Did you read rules? No insurance?

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

Hours: Mon through Friday 9AM-530PM EST

Great. 4775

Sent from my iPhone

See below, need CID to issue ticket.

Fri. 26 Apr. 19 11:04 AM Eurostar 1 Adult  
Partially flexible, conditions apply

2h35m 1st Class [REDACTED] - Coach 009, Seat 045 (Isolated Window)

## Trip details

11:04 AM PARIS NORD  
12:39 PM LONDON ST-PANCRAS  
2 h35m Eurostar 9023

Total price - lowest available -\$349.00.

From PARIS NORD to LONDON ST-PANCRAS  
Eurostar 9023 - Reservation included

1 x Standard Premier Leisure  
Isolated Window, Coach 009, Seat 045

Refunds/exchanges are subject to a 7% administrative fee in addition to the following conditions.

**Refunds: Non refundable.**

Exchanges: If ticket not used, exchangeable before train departure date for a fixed fee of 50 EUR per segment in price with the next available fare in the same or higher class of service, and no refund if price decreases. Refunds/Exchanges when applicable, are performed by the issuing office, and exchanges can also be done

If you are interested:

**Yes, I want to add the Rail Protection Plan to protect my booking for only \$11<sup>50</sup>**

- One free exchange, no questions asked

Have the freedom to make an exchange for the same product or a different product up to 3 days prior to travel and policies. \*

**. Cancel the booking, no questions asked**

Get a full refund on the value of your products, no questions asked up to 3 days prior departure. \*

**. Reimbursement for missed train connections**

Get reimbursed for the value of an interrupted train ticket or rail pass travel day caused by a delay on a train.

**. Reimbursement for rail strikes or in the case of loss of luggage**

Get reimbursed the value of an unused train ticket / rail pass travel day interrupted or stopped due to a rail strike or loss of luggage traveling in Europe.\*

Regards,

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

Hours: Mon through Friday 9AM-530PM EST

Depart around 11 AM please

Sent from my iPhone

What is preferred departure time?

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

Hours: Mon through Friday 9AM-530PM EST

Least expensive please!

Sent from my iPhone

Just least expensive? Or she needs first class.

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

Hours: Mon through Friday 9AM-530PM EST

Good morning Natasha! Can you please book a one way TRAIN ticket for [REDACTED] for Friday April 10th. A seat should be fine...

:) Lesley

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