

**To:** Natalia Molotkova[REDACTED]  
**From:** Lesley Groff  
**Sent:** Wed 4/24/2019 7:11:08 PM  
**Subject:** Re: Train Ticket for [REDACTED] for Friday April 26th

Please buy new ticket departing at 6:34pm! Thx

Sent from my iPhone

On Apr 24, 2019, at 3:02 PM, Natalia Molotkova <[REDACTED]> wrote:

06:34 PM PARIS NORD

08:02 PM LONDON ST-PANCRAS

2h 28m Eurostar 9053

## Fare details - \$402.00

From PARIS NORD To LONDON ST-PANCRAS

Eurostar 9053 - 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 allowed. Passenger must pay the difference in 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 done at any Eurostar station.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

No, 6:34 pm - ride is 2 hours 28 minutes, same Eurostar, flex fare is 402.00usd.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. We need the 6:34 train (or is this one slower than the 6:07? The request was for a train around 6:30pm)

Sent from my iPhone

Next is 6:34pm, and after is 7:07pm

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

is the next train 7:07pm?

06:07 PM PARIS NORD

07:39 PM LONDON ST-PANCRAS

Flex fare 402.00USD, OK to cancel previous and issue new ticket?

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Yes!

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]  
[REDACTED]

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]  
[REDACTED]

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]  
[REDACTED]

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]  
[REDACTED]

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 allowed. Passenger must pay the difference in 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 done at any Eurostar station.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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]

[REDACTED]

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, per passenger, and by paying the difference in price with the next available fare in the same or higher class of service, and no refund if price decreases.

Thereafter, no exchange allowed.

Refunds/Exchanges when applicable, are performed by the issuing office, and exchanges can also be done at any Eurostar station.

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 departure, regardless of the product penalties 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 connecting flight or train. \*

### **. Reimbursement for rail strikes or in the case**

## of loss or theft

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

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

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

Good morning Natasha! Can you please book a one way TRAIN ticket for [REDACTED]  
[REDACTED] for Friday April 26th from Paris to London...reserved coach seat should be fine...

:) Lesley

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