

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Wed 12/5/2018 5:40:38 PM  
Subject: [REDACTED] s family. Can you check the flight ? We are worried no t 5 seats

Title: American Express ®

Ok, I called hotel, for two parents and one child we have to book suite:

\*\* 304.00 55.00SC EFF 14DEC - 16DEC  
299.00 55.00SC EFF 16DEC - 17DEC  
TTL SURCHARGES 165.00  
APPROX. TOTAL PRICE 1072.00 USD  
INCLUDES TAXES AND SURCHARGES

REGULAR RATE, HOSPITALITY SUITE, EXECUTIVE LOUNGE ACCESS, 1  
BEDROOM SUITE

Is it OK?

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

===== text File Attachment ===== Attachment 1.html,  
1487276 bytes, Added to incident

To guarantee late check out I would book check out date December 17th for sure.

To be clear:

- 1) 2 adults [REDACTED] - two queens
- 2) 2 adults +1 bed for a teenage kid ([REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]) - king plus rollaway
- 3) 2 adults ([REDACTED], [REDACTED], [REDACTED]) - two queens
- 4) 1 adult [REDACTED] - king

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

See below...I think we will need to extend the hotel stay to depart on 17th so they can keep their room...

1) 2 adults [REDACTED] and [REDACTED]  
2) 2 adults +1 bed for a teenage kid ([REDACTED], [REDACTED]-[REDACTED], [REDACTED], [REDACTED])  
3) 2 adults ([REDACTED], [REDACTED])  
4) 1 adult [REDACTED]

For two adults-two queen please

All queens are fine.

Another question... for my family from Kazan, their flight is very late in the 16th... can we have a late check out or should we extend until 17th? Please advise

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

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 quest.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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]@[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  
n [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; change fee EUR30.00

• **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  
n [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

[REDACTED] - double last name?

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

[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 ([REDACTED]) Molotkova  
Centurion Relationship Manager  
[REDACTED]@[REDACTED]

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

Checking.

Regards,  
Natalia (██████) 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 █████ 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:** █████ <████████>  
**Date:** December 4, 2018 at 3:50:36 PM EST  
**To:** Lesley Groff <████████@████████>  
**Subject: Re:** █████ 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 do?)

Thank you very much for your help!

-On Dec 4, 2018, at 15:44, Lesley Groff <████████> 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, █████ <████████> 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?

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

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

--  
---Sent from my iPhone

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

Hours: Mon through Friday 9AM-530PM EST

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[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

Hours: Mon through Friday 9AM-530PM EST

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

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

Hours: Mon through Friday 9AM-530PM EST

Checking.

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[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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**To:** Lesley Groff <[REDACTED]>  
**Subject:** Re: Natasha Amex

Marriott Minsk dec 14-17

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Centurion Relationship Manager

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1)    

2)    

3)    

4) [REDACTED] [REDACTED]

5) [REDACTED] [REDACTED]

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