

**From:** [REDACTED] <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Change [REDACTED] ticket [REDACTED] [Email Ref: [REDACTED]]  
**Date:** Tue, 19 Jan 2016 22:20:56 +0000

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thank you!

On Jan 19, 2016, at 5:19 PM, Natalia Molotkova <[REDACTED]> wrote:

<===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE  
=====>

 Centurion Banner

**Response (Natalia Molotkova) 01/19/2016 05:19 PM**

Sure, setting up exchange, new ticket will remain non refundable coach with \$200 change fee.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ([REDACTED]) 01/19/2016 05:18 PM**  
can you change to the earlier flight please before you go?

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**Customer ([REDACTED]) 01/19/2016 05:15 PM**  
yes!

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**Response (Natalia Molotkova) 01/19/2016 05:13 PM**  
OK, I am leaving at 530pm, if it is after, you will call, OK?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ([REDACTED]) 01/19/2016 05:12 PM**  
I'm not sure she would be comfortable flying stand by...let me give her this info...I will come back to you!

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**Customer ( [REDACTED] ) 01/19/2016 05:12 PM**  
ok, thanks..that is what I thought

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**Response (Natalia Molotkova) 01/19/2016 05:09 PM**  
The fee for the seat is non refundable.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 01/19/2016 05:08 PM**  
We can do

DL4184 21JAN LGA IAH 310P 639P

Add collect including 200 change fee will be \$723.40. Or she can try to stand by same day for 75.00USD if available. I can check same day stand by on the 21st.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ( [REDACTED] ) 01/19/2016 05:06 PM**

thanks...Let me know how much and what the end cost of the ticket will be...also, when you purchase a seat for a flight, it is non changeable or refundable, correct?

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**Response (Natalia Molotkova) 01/19/2016 05:04 PM**

Checking..

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ( [REDACTED] ) 01/19/2016 05:00 PM**

Hi Natasha...can you change [REDACTED] outbound ticket to depart around 3pm on Delta non stop?

Begin forwarded message:

**From:** "American Express Travel" [REDACTED] >  
**Subject:** Invoice [REDACTED] for [REDACTED] / [REDACTED] 21JAN16 [REDACTED]  
**Date:** January 14, 2016 at 11:48:43 AM EST  
**To:** [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion

Travel Service a [REDACTED].

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

## Thursday 21 Jan 16

### Flight Information

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Date	21 Jan 2016
Airline	<b>Delta Air Lines</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>DL4128</b> T Economy Class
Origin	New York, La Guardia
Destination	Houston, George Bush Intercontinental
Departing	08:35 PM
Arriving	11:58 PM
Departure Terminal	Terminal D
Arrival Terminal	Terminal A
Estimated Time	4 Hrs 23 Mins
Stops	Non-stop
Seats	9A

**Confirmed**

## Sunday 24 Jan 16

### Flight Information

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Date	24 Jan 2016
Airline	<b>Delta Air Lines</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>DL3684</b> T Economy Class
Origin	Houston, George Bush Intercontinental
Destination	New York, La Guardia
Departing	07:15 PM
Arriving	11:38 PM
Departure Terminal	Terminal A
Arrival Terminal	Terminal D
Estimated Time	3 Hrs 23 Mins
Stops	Non-stop
Seats	Unassigned

**Confirmed**

### Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot

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If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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Ref [REDACTED]

< [REDACTED] - [REDACTED] >