

To: [REDACTED]
From: Lesley Groff
Sent: Wed 4/4/2018 11:23:52 PM
Subject: Re: Eurostar Issues-I worry about [REDACTED] new ticket!

ok good :)

On Apr 4, 2018, at 7:22 PM, [REDACTED] wrote:

Definitely, I m sure that she can change it in any Eurostar counter .

Envoyé de mon iPhone

Le 5 avr. 2018 à 01:20, Lesley Groff <[REDACTED]> a écrit :

EXACTLY! it is the WORST website EVER! and you cannot speak to anyone! I have been lamenting over this all day...just horrible. She needs to take care of it herself in the morning...

On Apr 4, 2018, at 7:16 PM, [REDACTED]
[REDACTED] wrote:

I tried to make it online but it's impossible . <image1.jpeg>
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Le 5 avr. 2018 à 01:09, Lesley Groff <[REDACTED]> a écrit :

It will be much easier for her to just change what she has! Lets see what happens tomorrow...I will get a credit for my new ticket if she is able to just change what she has. Please talk to her and help her.

On Apr 4, 2018, at 7:07 PM,
[REDACTED]
[REDACTED] wrote:

Thank you Lesley . I know that she can change her ticket by herself tomorrow in any Eurostar office . I think she has to pay 30 pounds or even nothing because it's a business ticket . But you purchased a new one

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Le 5 avr. 2018 à 00:56, Lesley Groff <[REDACTED]> a écrit :

Want to give you the heads up: My account rep, Natasha, is on holiday. She purchases our rail tickets through an account she has, which no one else apparently has access to. I booked [REDACTED] a new ticket myself on line and received a booking number [REDACTED] but she must print the ticket herself at a kiosk at the station OR go to the window and speak with an agent. She is to take the 7:55am train arriving Paris 11:17am.

...I worry however
...I don't know if
she needs the card
it was purchased on
(the website
doesn't state so,
but...??) I did
received an email
stating it takes 2
business days for
the credit card to be
reviewed and ticket
finalized (?) Yet it
accepted the date

of travel as
tomorrow. **She
needs to take
money with her to
the train station in
case she needs to
purchase a new
ticket or pay a
change fee. I have
told her to take
money and a
credit card!**

On Apr
4,
2018,
at 5:04
PM,
jeffrey
E.
<jeeva
cation
@gmai
l.com>
wrote:

les send victoria her new train ticket for friday
mornin
g thx

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