

**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] 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 receive 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.  
<[jeevacation@gmail.com](mailto:jeevacation@gmail.com)>  
wrote:

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

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please note

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