

To: Dubin, Glenn [REDACTED]
From: Jeffrey
Sent: Wed 6/27/2012 6:23:43 PM
Subject: Re: Sensitive Issue - European Travel

There by the grace of god

Sorry for all the typos .Sent from my iPhone

On Jun 27, 2012, at 8:21 PM, "Dubin, Glenn" [REDACTED] wrote:

I thought you'd enjoy this....

From: Ames, Brenda
Sent: Wednesday, June 27, 2012 1:52 PM
To: Dubin, Glenn
Subject: Sensitive Issue - European Travel

Glenn – when Landvetter was selected for arrival on July 3rd and departure on July 11th, the aviation team asked Eva if she wanted the \$500 VIP facilitation service for private aircraft and she said no. When the service was fully understood by Dave, he felt it was necessary for smooth arrival and departure, but Eva reiterated an unwillingness to pay the fee.

Because it impacts you, I thought it was important to describe the service upon departure: a representative will coordinate with ground transportation, meet the family and take you directly to the aircraft. If no service, you will have to go through main terminal for departure where a handler will meet you – you must arrive about 40-60 min prior to departure in order to get through the main terminal. Dave feels strongly that the time savings for the family plus improved communications made the \$500 fee reasonable and he is concerned that the lack of our ability to control the process upon departure could cause frustration for both family and crew.

Do you want to leave it as planned with no support OR should I let Eva know that the service is mandated by EJM for its private aircrafts flying in and out of Landvetter due to delays encountered in the past?

In terms of the future, I will instruct the aviation team that communication of airport fees to Eva should not be done until there is an understanding of the service provided in order to allow for a fair cost versus services analysis (ie, VIP service is misleading in this case – it should be called private aircraft fee).

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