

To: Kathy Ruemmler [REDACTED]
From: [REDACTED]
Sent: Sat 1/2/2016 1:44:56 PM
Subject: Re: E-TICKET CONFIRMATION -7242138154254 - RUEMMLER/KATHRYNHELEN

Hi Kathy. It happens. SO very happy you are set with another flight! I will see what we can do about a credit for this Swiss air flight. Safe trip home

Sent from my iPhone

On Jan 2, 2016, at 6:25 AM, Kathy Ruemmler <[REDACTED]> wrote:

Hi [REDACTED]

Well, anytime you travel with Ariane and the girls, you run the risk of missing your flight. And, I missed my flight. The traffic from the Alps was absolutely horrendous. I was able to get a later flight on KLM through Amsterdam, so I am all squared away, but I hope you will be able to be reimbursed for the flight. Please let me know because, if not, I will reimburse Jeffrey. Also, if it would be helpful, I can talk to the Swiss airline staff here at the airport. (They were pretty unhelpful, however, when I tried to get my boarding pass, insisting that I was required to be at the airport 60 minutes prior to departure (even though I had no bags to check)).

I am very sorry for the inconvenience.

Kathy

Sent from my iPhone

On Jan 1, 2016, at 11:23 PM, [REDACTED] > wrote:

Sent from my iPhone

Begin forwarded message:

From: "Swiss International Air Lines"
<noreply@notifications.swiss.com>
Date: January 1, 2016 at 3:53:35 PM EST
To: [REDACTED]
Subject: E-TICKET CONFIRMATION -7242138154254 -
RUEMMLER/KATHRYNHELEN

Dear SWISS Customer,

Your e-ticket is attached in this PDF document. To successfully display your e-ticket, you will need Adobe Acrobat Reader version 6 or newer. If you do not have Adobe Acrobat, please use the URL below to download and install the Acrobat Reader free of charge:

<http://www.adobe.com/products/acrobat/readstep2.html>

Please print your travel itinerary and keep it with you throughout your trip.

Thank you for flying SWISS. We look forward to making you feel right at home.

We wish you a pleasant flight.

Sincerely,

Swiss International Air Lines Ltd.

Malzgasse 15, Basel/Schweiz

Registereintragung/Registration:

Handelsregisteramt des Kantons Basel-Stadt,

Registernummer CH-270.3.001.037-6

<e-ticket_7242138154254.pdf>