

To: lesley.jee@gmail.com [REDACTED]
From: Consumer Travel Network Support
Sent: Tue 11/4/2014 5:42:16 PM
Subject: AMEX Record Locator [REDACTED] November 18, 2014 [Email Ref: 141105-000067]

<===== DO NOT REPLY BELOW THIS LINE
=====>

Response (Centurion Travel Team) 11/04/2014 12:42 PM

Lesley,

No problem, just don't forget the reservation is still live.

Andrew Scott
American Express Centurion Travel
Jacksonville FL
x 57226

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 09:00am-08:00pm M-F and 09:00am-05:30pm Sat-Sun.

If you need immediate assistance outside of these hours of operations, please call 1-877-877-0987, prompt "1" for the next Centurion Travel Consultant.

Customer [REDACTED] 11/04/2014 11:25 AM

Thank you for this Andrew! I will get back to you on what we wish to do.

Sent from my iPhone

On Nov 4, 2014, at 10:52 AM, Consumer Travel Network Support
[REDACTED] wrote:

Response (Centurion Travel Team) 11/04/2014 10:52 AM

Lesley,

To be honest with you, I can't remember if I disclosed the information obtain regarding Maria's ticket.

[REDACTED]

RE-ROUTES ARE ALLOWED - but the destinations would have to stay the same.

This means, she could use this ticket from anywhere in the 48 states (does not include Alaska nor Hawaii) to Poland.

If the new ticket included a price increase, we would have to collect the difference in fare.

The fare would have to be equal or greater than the original ticket, meaning we would be able to book a lower fare, in hopes of getting a refund.

If you have any questions or concerns, please feel free to call or E-mail me and I will be more than happy to help you.

Andrew Scott
American Express Centurion Travel
Jacksonville FL
x 57226

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American Express made the following annotations on 2014-11-04 12:42:16

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American Express a ajouté le commentaire suivant le 2014-11-04 12:42:16

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