

To: Lesley Groff [REDACTED]
From: [REDACTED]
Sent: Sat 9/27/2014 8:45:24 PM
Subject: Re: Valdson's seats...

Valdson told me that Amex booked two delight for them (on Thursday and Fridays) and AA cancelled both of the reservations.

Sent from my iPhone

> On Sep 27, 2014, at 10:57 AM, Lesley Groff [REDACTED] wrote:
>
> [REDACTED], we could only get them seat 28B (aisle) and 28E (middle seat in the middle of plane) Hopefully they can get the person on the end of the middle row to switch with them so they can sit together...they are holding an aisle seat on the same row just in the two seat side section ..they will need to speak to a flight attendant or the person sitting in the seat and ask to change..
>
> I will deal with Amex and American re getting our money back for this. I already have submitted a CSI-Customer Service Inquiry with Amex...