

To: [REDACTED]
From: Consumer Travel Network Support
Sent: Fri 4/11/2014 9:27:55 PM
Subject: Jagland Party Updates / 12APR / Loc - KKVCS [Email Ref: 140412-000806]

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

Response (Centurion Travel Team) 04/11/2014 05:27 PM

No worries.....Have a good weekend!

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 08:00am-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] 04/11/2014 05:20 PM

I see it now! so sorry... all is good...thanks so much for your help

On Apr 11, 2014, at 4:51 PM, Consumer Travel Network Support [REDACTED] wrote:

Response (Centurion Travel Team) 04/11/2014 04:51 PM

I [REDACTED]

I just sent it again.

I do show the first one was delivered at 427p.

Hanne is under the original record Locator - LNUYWE.

JoAnn

Sincerely,

Your Centurion Travel Services Team Two

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Customer [REDACTED] 04/11/2014 04:36 PM

Ok understood. I did not receive the new itinerary as of yet. Can you check on it? Or send again. It is getting late over in Frankfurt. Thanks. [REDACTED]

Sent from my iPhone

On Apr 11, 2014, at 4:24 PM, Consumer Travel Network Support
<[REDACTED]> wrote:

Response (Centurion Travel Team) 04/11/2014 04:24 PM

Hi [REDACTED]

There is no new ticket. We did not have to reissue....i did send a new itinerary.
Her DL ticket was not dependent on Mr. Jaglands ticket.

Sincerely,
JoAnn

Sincerely,

Your Centurion Travel Services Team Two

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Customer [REDACTED] 04/11/2014 04:21 PM

Ok great. And will you be sending me the new ticket for Hanne to travel?

Sent from my iPhone

On Apr 11, 2014, at 3:41 PM, Consumer Travel Network Support
<[REDACTED]> wrote:

Response (Centurion Travel Team) 04/11/2014 03:41 PM

Hi Lesley,

I have made the following changes.
I had to divide Mr. Jagland from the reservation for Hanne.
However, everything is cancelled in that new record - KKVVCS.

So below are the details:

Loc - RDPBSM - 3 passengers
Camilla Hakonsen
Anders Jagland
Henrik Jagland
The AA flight Miami to St Thomas has been cancelled.
There is no value to the tickets after the penalty fee.

Loc - LNUYWE
Hanne Grotjord
The AA flight Miami to St Thomas has been cancelled.

After the 200.00 penalty there is a value of 139.50.
It must be used before 11MAR 2015 and is valid for the name on the ticket only.

Loc - KKVCS

Thorbjorn Jagland

The AA flight Miami to St Thomas has been cancelled.

After the 200.00 penalty there is a value of 139.50.

It must be used before 11MAR 2015 and is valid for the name on the ticket only.

The DL ticket looks like it is refundable with a penalty of 400.00 euro (550.00 usd) penalty.

I will submit for refund of partial ticket.

Have a good weekend!

JoAnn

Sincerely,

Your Centurion Travel Services Team Two

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American Express made the following annotations on 2014-04-11 17:27:55

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American Express a ajouté le commentaire suivant le 2014-04-11 17:27:55

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<https://www.americanexpress.com/messagecenter> Merci."