

**To:** Consumer Travel Network Support[REDACTED]  
**From:** Lesley Groff  
**Sent:** Sat 1/18/2014 5:16:52 PM  
**Subject:** Re: [REDACTED] [REDACTED] [REDACTED] PARIS TO ST THOMAS [Email Ref: [REDACTED]]

How nice!! Thanks for letting me know Larry. I will forward to our Accounting dept!

Sent from my iPhone

On Jan 18, 2014, at 12:06 PM, Consumer Travel Network Support  
<[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

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

**Response (Centurion Travel Team) 01/18/2014 12:06 PM**

You are welcome Lesley

P.S. Also wanted to let you know in researching record locator [REDACTED] I spoke with  
Aeroflot Airlines for passenger [REDACTED] [REDACTED]

although the value of the ticket was totally non refundable Aeroflot was able to refund the  
taxes of the fare which is 331.50. This is unusual

however for this particular flight and this particular fare basis were able to get a partial  
refund.

Have a great weekend,

Larry G

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] 01/18/2014 11:25 AM**

Thanks Larry. ...and [REDACTED] does have a visa! Thanks

Sent from my iPhone

On Jan 18, 2014, at 10:56 AM, Consumer Travel Network Support  
<[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

**Response (Centurion Travel Team) 01/18/2014 10:56 AM**

Hi Leslie, I have electronic ticketed non refundable coach round trip fare 1480.00. In regards to cancellation penalty or change fee if make a change

before the departure flight there is a 180.00EUR charge plus any difference in air fare. If call to make change after departure is made would not be able to

make change due to departure base fare is in euros and if change return the base fare would be US Dollars and cannot change the two fares. If return

flight is changed would have to be as a new one way ticket. You could exchange however would have to depart from Paris.

If any questions please call Larry.

Have a good day,

Larry G.

Sincerely,

Your Centurion Travel Services Team Two

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American Express made the following annotations on 2014-01-18 12:06:42

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American Express a ajouté le commentaire suivant le 2014-01-18 12:06:42

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