

To: Bella Klein[REDACTED]
From: Lesley Groff
Sent: Sat 1/18/2014 5:17:21 PM
Subject: Fwd: [REDACTED] [REDACTED] [REDACTED] PARIS TO ST THOMAS [Email Ref: [REDACTED]]

See below. We will receive a little credit on a ticket I had to cancel for [REDACTED]!

Sent from my iPhone

Begin forwarded message:

From: Consumer Travel Network Support
<[REDACTED]>
Date: January 18, 2014, 12:06:42 PM EST
To: [REDACTED]
Subject: [REDACTED] [REDACTED] [REDACTED] PARIS TO ST THOMAS [Email Ref: [REDACTED]]

<===== 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

<[REDACTED]> 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

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Please do not respond to this email with personal identifiable information. If you need to provide personal identifiable information, you may contact us via our Secure Message Center by clicking on the following link: <https://www.americanexpress.com/messagecenter> Thank you."

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

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