

## American Express Travel Record Locator:

## Travel Arrangements for:

Agent ID: MX

## INVOICE

Generated: May 9, 2013 10:40 AM

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## TICKET INFORMATION:

Airline Name: DELTA AIR LINES Ticket Date: 5/9/2013  
Ticket Number: Invoice:  
Check Digit: 6 Electronic: Yes

## CHARGES

|                                   |        |
|-----------------------------------|--------|
| Total charged to American Express | 194.90 |
| Ticket Base Fare:                 | 171.16 |
| Gov't Taxes/Airline Imposed Fees: | 23.74  |
| Total (USD) Ticket Amount:        | 194.90 |

## Travel Details:

Tuesday May 14, 2013

THE BAGGAGE FEES/RULES OF DELTA AIR LINES INC/DELTA AIR LINES INC. APPLY TO THIS ITINERARY AND MAY BE ACCESSED BY VISITING [WWW.AEAIWEB.COM/MYTRAVELARRANGEMENTS/AIRLINEBAGGAGEPOLICIES.JSP](http://WWW.AEAIWEB.COM/MYTRAVELARRANGEMENTS/AIRLINEBAGGAGEPOLICIES.JSP)

## FLIGHT INFORMATION

Airline: DELTA AIR LINES  
Flight: 2395  
Departure: 8:05 am New York Lagaardia, NY  
Arrival: 11:03 am West Palm Beach, FL

Departure Terminal: TERMINAL D  
Seat: AIRPORT CHECK IN  
Class: Economy

|                        |               |
|------------------------|---------------|
| Airline Record Locator |               |
| Equipment:             | Airbus A320   |
| Estimated Time:        | 2 HR 58 MIN   |
| Distance:              | 1,035 Miles   |
| Meal:                  | Refrshmnt/pur |

## LOYALTY PROGRAMS

|                 |         |          |
|-----------------|---------|----------|
| Vendor          | Account | Traveler |
| DELTA AIR LINES |         |          |

## Additional Information:

## ADDITIONAL MESSAGES

RECONFIRM YOUR FLIGHTS AND VERIFY BAGGAGE  
ALLOWANCE/CHARGES 24 HOURS PRIOR TO DEPARTURE

ANY CHANGE OR CANCELLATION OF THIS TICKET MAY RESULT  
IN AN INCREASE IN FARE OR ANY AIRLINE IMPOSED PENALTY  
PLEASE RECONFIRM YOUR FLIGHTS WITH THE AIRLINE DIRECTLY  
AS SCHEDULES MAY CHANGE  
24 HOURS PRIOR TO DEPARTURE FOR DOMESTIC FLIGHTS  
72 HOURS PRIOR TO DEPARTURE FOR INTERNATIONAL FLIGHTS  
AIRPORT CHECK-IN REQUIREMENTS -  
90 MINUTES PRIOR FOR DOMESTIC FLIGHTS  
3 HOURS PRIOR FOR INTERNATIONAL FLIGHTS  
PLEASE CHECK WITH CARRIER DIRECTLY FOR SPECIFIC  
AIRPORT CHECK IN TIMES

THE AMOUNT OF GOVERNMENT TAXES/AIRLINE-IMPOSED FEES SET FORTH ON THIS  
INVOICE MAY INCLUDE AIRLINE-IMPOSED FUEL SURCHARGES; CUSTOMERS CAN  
CONTACT THEIR TRAVEL COUNSELOR(S) FOR AN ITEMIZED BREAKDOWN OF THIS  
AMOUNT.

## AGENT REMARKS



HAPPY TO RECONIRM THIS BOOKING  
IT APPEARS FARE HAS GONE UP 5 DOLLARS  
OVERNIGHT. MY APOLOGIES.  
PLEASE REVIEW ALL INFORMATION FOR ACCURACY.  
BEST REGARDS  
MIKE X 50568

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If you need hotel accommodations during your trip, we are pleased to offer you the following hotels, which are members of the Fine Hotels & Resorts program - an exclusive benefit for Centurion Card members.

When you reserve your stay through Centurion Travel Service, you will receive the following program amenities: A room upgrade at check-in, when available; Continental breakfast for two each day of your stay; 4pm late check-out; and a special amenity that varies by property.

|                                      |                                                                   |
|--------------------------------------|-------------------------------------------------------------------|
| Brazilian Court Hotel and Beach Club | 301 Australian Avenue<br>Palm Beach, FL 33480, United States      |
| Four Seasons Resort Palm Beach       | 2800 South Ocean Boulevard<br>Palm Beach, FL 33480, United States |
| The Breakers Palm Beach              | One South County Road<br>Palm Beach, FL 33480, United States      |
| The Ritz-Carlton, Palm Beach         | 100 South Ocean Boulevard<br>Manalapan, FL 33462, United States   |

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**Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**

All services covered by this itinerary are subject to the terms and conditions specified by the suppliers. Customer agrees to the terms and conditions set forth on any brochures or advertisements describing any tour, cruise, accommodations, transportation or other services, and to any and all conditions contained in documents for any such services including, without limitation, all cancellation and change fees. No employee of American Express and its affiliates, subsidiary companies or representatives has authority to vary the terms and conditions. Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

**Air Transportation.** Important airline ticket terms and conditions and other important notices apply to air transportation. For more information, please visit: [TICKET TERMS AND CONDITIONS AND OTHER IMPORTANT NOTICES](#).

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

**CALIFORNIA:** This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the seller of travel was registered and participating in the TCRF at the time of sale and the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount which may be paid by the TCRF to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation; P.O. Box 6001; Larkspur, CA 94977-6001; or by visiting TCRF's website at: [www.tcrfinfo.org](http://www.tcrfinfo.org).

**WASHINGTON:** If transportation or other services are canceled by the seller of travel, all sums paid to the seller of travel for services not performed in accordance with the contract between the seller of travel and the purchaser will be refunded within thirty (30) days of receiving the funds from the vendor with whom the services were arranged, or if the funds were not sent to the vendor, the funds shall be returned within fourteen (14) days after cancellation by the seller of travel to the purchaser unless the purchaser requests the seller of travel to apply the money to another travel product and/or date.

#### **NEVADA:**

##### **RECOVERY FUND FOR CONSUMERS DAMAGED BY SELLERS OF TRAVEL**

You may be eligible for payment from the Recovery Fund if you have paid money to a seller of travel registered in Nevada for the purchase of travel services or a vacation certificate and you have suffered certain financial damages as a result of the transaction. To obtain information relating to your rights under the Recovery Fund and the filing of a claim for recovery from the Recovery Fund, you may contact the Consumer Affairs Division of the Department of Business and Industry at the following locations:

SOUTHERN NEVADA: 1850 East Sahara Avenue, Suite 101, Las Vegas, Nevada 89104, Phone: 702.486.7355, Fax: 702.486.7371, e-mail: [ncad@fyiconsumer.org](mailto:ncad@fyiconsumer.org)

NORTHERN NEVADA: 4600 Kietzke Lane, Building B, Suite 113, Reno, Nevada 89502, Phone: 775.688.1800, Fax: 775.688.1803, e-mail: [ncad@fyiconsumer.org](mailto:ncad@fyiconsumer.org)

California CST#1022318-10, Rhode Island ML#1192, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126.