

Travel Arrangements for BACH/JOSCHA

American Express Travel Record Locator **PFBIAX**

Agent Details

American Express Travel Services
Toll Free 1-866-901-1234
When Overseas Call Collect 602-537-4000

This itinerary is a reservation only. This reservation will not be ticketed or price guaranteed until ticketing authorization is received. Please contact your travel office by 11:59 PM on July 18, or this entire reservation will automatically cancel.

Travel Details

Wednesday 17 Aug 16

Other Information

CITIZENS OF GERMANY MUST CARRY A VALID PASSPORT

Flight Information

Airline Record Locator	Y5STL6		Confirmed	
Airline	Lufthansa		Estimated Time	1 Hr 10 Mins
Flight	LH 177		Equipment	Airbus Industrie A321
Origin	Berlin,	Berlin-Tegel / Otto Lilienthal	Meal	Snack
Destination	Frankfurt,	Frankfurt International	Number of Stops	Non-stop
Departing	08:45 AM		Baggage	1PC
Arriving	09:55 AM			
Arrival Terminal	Terminal 1			
Class	V Economy Class			
Seats	Unassigned			

Flight Information

Airline Record Locator	Y5STL6		Confirmed	
Airline	Condor		Estimated Time	9 Hrs 45 Mins
Flight	DE 2438		Equipment	Boeing 767-300
Origin	Frankfurt,	Frankfurt International	Number of Stops	Non-stop
Destination	Calgary,	Calgary International Airport	Baggage	1PC
Departing	11:30 AM			
Arriving	01:15 PM			
Departure Terminal	Terminal 1			
Class	K Economy Class			
Seats	Unassigned			



Travel Details

Monday 22 Aug 16

Flight Information

Airline Record Locator	QNVDUL	Confirmed	
Airline	Westjet	Estimated Time	3 Hrs 43 Mins
Flight	WS 656	Equipment	Boeing 737-800
Origin	Calgary,	Number of Stops	Non-stop
Destination	Toronto,	Baggage	NIL
Departing	07:00 AM		
Arriving	12:43 PM		
Arrival Terminal	Terminal 3		
Class	G Economy Class		
Seats	Unassigned		

Flight Information

Airline Record Locator	QNVDUL	Confirmed	
Airline	Westjet	Estimated Time	1 Hr 42 Mins
Flight	WS 3604	Equipment	De Havilland Dhc-8 400 Series
Origin	Toronto,	Number of Stops	Non-stop
Destination	Boston,	Baggage	NIL
Departing	02:05 PM		
Arriving	03:47 PM		
Departure Terminal	Terminal 3		
Arrival Terminal	Terminal A		
Class	G Economy Class		
Seats	Unassigned		
Operated By	Westjet Encore		

Additional Messages

ANY CHANGE OR CANCELLATION OF THIS TICKET MAY RESULT IN A PENALTY UP TO 100 PERCENT AND BE SUBJECT TO AN INCREASE IN FARE.

TICKETS ARE NON-TRANSFERABLE

FARE IS NOT GUARANTEED UNTIL TICKET IS PURCHASED.

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

Travel Information

All services covered by this itinerary are subject to the terms and conditions specified by the travel suppliers. Customer agrees to the terms and conditions set forth on any brochures or advertisements describing any lodging, 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, representative or agent of American Express Travel Related Services Company, Inc. and its parent, subsidiaries or affiliates (collectively, "Amex") 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 at check-out. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.



Optional travel insurance can be purchased at www.allianz.com. Please note, if you make any changes in the future to your travel plans, please be sure to update the insurance provider.

International Travel Documentation and Information:

Travelers desiring transportation across any international boundary are responsible for obtaining all necessary travel documents and complying with all government travel requirements. You must present all exit, entry and other documents required by law. Amex shall not be responsible to you for any loss or expense due to your failure to comply with such requirements. Travel Suppliers reserve the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. It is your responsibility to research the travel documentation requirements applicable to your journey. Many countries require that your passport be valid for up to six (6) months from your date of entry or planned departure date from the foreign country. For U.S. passport holders, country-specific documentation and passport validity requirements are accessible at <http://travel.state.gov/content/passports/english/country.html>. Due to frequent changes, Amex cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on the foregoing website.

- **Air Transportation**
Important airline ticket terms and conditions and other important notices apply to air transportation. Please visit <https://myamextravel.com/static/conditions> for more information.
- **Airline Notice on Hazardous Materials**
Please note that U.S. Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative or visit https://www.faa.gov/about/initiatives/hazmat_safety/.
- **Liability Statement**
You understand and agree that American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex"), when acting solely as a sales agent for travel suppliers, 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.

State-Specific Disclosures:

- **CALIFORNIA:** Upon cancellation of the transportation or travel services, where the passenger is not at fault and has not cancelled in violation of any terms and conditions previously clearly and conspicuously disclosed and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly reimbursed to the passenger. This provision does not apply where the seller of travel has remitted the payment from customer to another registered wholesale seller of travel or a carrier, without obtaining a refund and such other provider fails to provide the agreed-upon transportation or service. In this situation, the initial seller of travel must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the customer payment, and if disbursed to a registered wholesaler of travel, proof of current registration of that wholesaler. 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 the 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 the passenger when required. The maximum amount that 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 the 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 a TCRF claim is filed. A claim form may be requested by writing to: Travel Consumer Restitution Corporation; P.O. Box 6001; Larkspur, CA 94977-6001; or by visiting the TCRF's website at 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.
- **HAWAII:** Please visit http://cca.hawaii.gov/pvl/files/2013/06/consumer_rights.pdf for information on Hawaii consumer rights. The name and address of the financial institution which maintains our travel agency trust account is Bank of Hawaii, Waikiki Branch, 2222 Kalakaua Avenue, Honolulu, HI 96815. The name of the trust account is a Client Trust Account.



