

From: Lesley Groff <[REDACTED]>
To: Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com>
Subject: Re: Hertz Car Rental In Warwaw Poland for Ms. [REDACTED] [Email Ref: 140828-000217]
Date: Wed, 27 Aug 2014 18:20:12 +0000

Charo, could you please investigate the cost of a rental from Avis and Enterprise as well? Jeffrey says we could possibly have Ms. [REDACTED] put on her on credit card and we would then reimburse her...so he would like to know the prices from Avis and Enterprise as well. Thanks! Lesley

On Aug 27, 2014, at 1:41 PM, Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com> wrote:

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

Response (Centurion Travel Team) 08/27/2014 01:41 PM

Hello Lesley:

Called Hertz International and they may cancel this reservation anytime. They do not offer long term rentals in Poland.

Called Avis and Enterprise and the person who picks up the vehicle has to be the same person who pays for the rental.

Sixt Car Rental only allows pre-payment in their web site, but it is too late, they require 5 days prior

Auto Europe, has availability through Thrifty, for an intermediate car, similar to a Toyota Venice, with a/c and automatic, including only basic insurance (liability and fire, no collision nor damage waiver), with taxes and fees for \$3130.73, 33 days, pick up is noon, return is noon, 30Aug/02Oct

Let me know...

Charo Gordillo, Team II
Ext 57112

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]) 08/27/2014 12:11 PM

Please go ahead and extend the rental. I will let Ms. Idzkowska know she must go to the Hertz office and re-check out the vehicle...can she go to any Hertz rental center? or does it have to be the one at the airport?

On Aug 27, 2014, at 11:13 AM, Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com> wrote:

Response (Centurion Travel Team) 08/27/2014 11:13 AM

Hello Lesley:

I called Hertz International to extend Ms. [REDACTED]'s car rental to October 2nd, and they had to make a new reservation.

We have to alert Ms. [REDACTED] to go to the Hertz office on August 30th and re-check the vehicle.

New prepaid rate from August 30th (around noon local time) to October 2nd (3pm local time) for same type of vehicle she has, is \$4099.20 including all taxes, fees, and mandatory insurance required.

I have this reservation on hold until you let me know....

Regards,

Ms. Charo Gordillo, Team II
Ext 57112

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.

American Express made the following annotations on 2014-08-27 13:41:35

"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 2014-08-27 13:41:35

"Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et peuvent renfermer des renseignements confidentiels et privilégiés. Si vous n'êtes pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous avez reçu cette communication par erreur, veuillez nous en aviser par courrier et détruire immédiatement le courrier et les pièces jointes. Veuillez ne pas répondre à cet email avec l'information identifiable personnelle. Si vous devez fournir des informations identifiables personnelles, vous pouvez nous contacter par l'intermédiaire de notre centre bloqué de message en cliquant sur sur le lien suivant : <https://www.americanexpress.com/messagecenter> Merci."