

From: [REDACTED] <[REDACTED]>
To: bellaklein <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: Citicar Confirm #2408
Date: Fri, 25 Jul 2014 14:24:08 +0000

I will. Thank you Bella.
Yes, they are rude and sometimes very unprofessional.

Envoyé de mon iPhone

On Jul 25, 2014, at 10:07 AM, bellaklein <[REDACTED]> wrote:

Hi [REDACTED],
Next time when problem please let us know and I will dispute charge. They are very rude. Just tried to dispute your pick up and they answered that THEY WILL SEND THE AIRLINE RECORDING...
Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jul 24, 2014, at 6:14 PM, [REDACTED] <[REDACTED]> wrote:

The flights was 3h late and there was no cancelation. I only called during the emergency stop to tell them what happened - they were supposed to monitor the flight and it appears they didn't - the driver was at the airport when I was in CT.

It's not the first time they make major mistakes - they were supposed to pick up [REDACTED] [REDACTED] on Friday with a name on a paper. The driver was more than 40 min late, couldn't speak English. When I called Citycar looking for him, they told me he was inside. However, he was outside "looking for a parking."

I think we need to send a formal complaint to Citycar - they keep messing things up.

Envoyé de mon iPhone

On Jul 24, 2014, at 6:06 PM, bellaklein <[REDACTED]> wrote:

Their respond was that Airline told them the flight is on time. Can't be true but how can I proof?will try tomorrow again..

Thank you,

Bella

On Jul 24, 2014, at 5:59 PM, [REDACTED] <[REDACTED]> wrote:

My flight had an emergency stop in Ct (I suppose Citycar is responsible for monitoring the flights as I am on the plane and can't update them) and was 3h late. During the stop I called them and told them what was going on.

Envoyé de mon iPhone

On Jul 24, 2014, at 3:55 PM, [REDACTED] <[REDACTED]> wrote:

i know nothing about it...you will have to take it up with [REDACTED].

On Jul 24, 2014, at 3:54 PM, bellaklein <[REDACTED]> wrote:

I was told by Citicar that [REDACTED] flight made an emergency stop in CT and Citicar was rebooked...for 3 hrs later

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jul 24, 2014, at 3:39 PM, [REDACTED] <[REDACTED]> wrote:

you will have to ask [REDACTED] what happened...i was never asked to cancel Citicar ...only to book it!
[REDACTED]...?

On Jul 24, 2014, at 3:37 PM, bellaklein <[REDACTED]> wrote:

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Hi [REDACTED],
Did we forget to cancel Citicar for [REDACTED]?

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Jul 2, 2014, at 1:16 PM, [REDACTED] <[REDACTED]> wrote:

done. Confirm #2408. they will meet you outside.

On Jul 2, 2014, at 12:00 PM, [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Would you please book a Citycar for us tonight - my calls are not going through cause we are abroad. Thank you

Sent from my iPhone

Begin forwarded message:

From: "American Express Travel" <AmericanExpressTravel@trondent.com>
Date: July 1, 2014 at 12:48:39 PM EDT
To: [REDACTED]
Subject: Travel arrangements for [REDACTED] [REDACTED] traveling on 07/02/2014

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details: <https://www.aeairweb.com/Mytravelarrangements/index.jsp>

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
<https://www.aeairweb.com/Mytravelarrangements/AirlineBaggagePolicies.jsp>

First time user? Refer to instructions when accessing the above website. Enter your email address and temporary password to gain access to the website. You will receive your temporary password in a separate email.

Record Locator: [REDACTED]
Traveler: [REDACTED]
Traveler: [REDACTED]

Flight Information:
Reserved: DELTA AIR LINES 372
Class: Economy
Seats: [REDACTED]
Departs: Nassau, BAHAMAS - NAS
Date: Jul 02,2014 Time: 6:05 PM
Arrives: New York JFK, NY - JFK
Date: Jul 02,2014 Time: 9:02 PM

Airline Confirmation Numbers:
DELTA AIR LINES [REDACTED]

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