

**From:** Lesley Groff <[REDACTED]>

**To:** Consumer Travel Network Support <[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)>

**Subject:** Re: Jagland Party Updates / 12APR / Loc - KKVVCS [Email Ref: 140412-000806]

**Date:** Fri, 11 Apr 2014 21:20:03 +0000

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I see it now! so sorry... all is good...thanks so much for your help

On Apr 11, 2014, at 4:51 PM, Consumer Travel Network Support <[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

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

**Response (Centurion Travel Team) 04/11/2014 04:51 PM**

I Lesley,

I just sent it again.  
I do show the first one was delivered at 427p.  
Hanne is under the original record Locator - LNUYWE.

JoAnn

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]) 04/11/2014 04:36 PM**

Ok understood. I did not receive the new itinerary as of yet. Can you check on it? Or send again. It is getting late over in Frankfurt. Thanks. Lesley

Sent from my iPhone

On Apr 11, 2014, at 4:24 PM, Consumer Travel Network Support <[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

**Response (Centurion Travel Team) 04/11/2014 04:24 PM**

Hi Lesley,

There is no new ticket. We did not have to reissue....i did send a new itinerary.  
Her DL ticket was not dependent on Mr. Jaglands ticket.

Sincerely,  
JoAnn

Sincerely,

Your Centurion Travel Services Team Two

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**Customer ([REDACTED]) 04/11/2014 04:21 PM**

Ok great. And will you be sending me the new ticket for Hanne to travel?

Sent from my iPhone

On Apr 11, 2014, at 3:41 PM, Consumer Travel Network Support

<[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

**Response (Centurion Travel Team) 04/11/2014 03:41 PM**

Hi Lesley,

I have made the following changes.  
I had to divide Mr. Jagland from the reservation for Hanne.  
However, everything is cancelled in that new record - KKVCS.

So below are the details:

Loc - RDPBSM - 3 passengers  
Camilla Hakonsen  
Anders Jagland  
Henrik Jagland  
The AA flight Miami to St Thomas has been cancelled.  
There is no value to the tickets after the penalty fee.

Loc - LNUYWE  
Hanne Grotjord  
The AA flight Miami to St Thomas has been cancelled.  
After the 200.00 penalty there is a value of 139.50.  
It must be used before 11MAR 2015 and is valid for the name on the ticket only.

Loc - KKVCS  
Thorbjorn Jagland  
The AA flight Miami to St Thomas has been cancelled.  
After the 200.00 penalty there is a value of 139.50.  
It must be used before 11MAR 2015 and is valid for the name on the ticket only.  
The DL ticket looks like it is refundable with a penalty of 400.00 euro (550.00 usd) penalty.  
I will submit for refund of partial ticket.

Have a good weekend!

JoAnn

Sincerely,

Your Centurion Travel Services Team Two

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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 2014-04-11 16:51:04

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American Express a ajouté le commentaire suivant le 2014-04-11 16:51:04

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