

From: Lesley Groff <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: Fwd: eTicket Itinerary and Receipt for Confirmation [REDACTED]
Date: Wed, 13 Nov 2013 15:56:35 +0000

Here is [REDACTED] new ticket to travel from Aspen to NY (LGA) on Nov. 26th One way. They charged you \$200 change fee (I put on your CC), but you also get a \$319.80 credit in the form of a voucher. The voucher number you must save in order to use the money is: [REDACTED]. KEEP this number in a safe place. You can use this money for travel for yourself or anyone you want to give it to. It is good for one year. Do you need Jojo to pick her up from the airport?

Begin forwarded message:

From: "United Airlines, Inc." <[REDACTED]>
Subject: eTicket Itinerary and Receipt for Confirmation [REDACTED]
Date: November 13, 2013 10:52:00 AM EST
To: [REDACTED]



Confirmation:
 [REDACTED]
[Check-In >](#)

Issue Date: November 13, 2013

| Traveler | eTicket Number | Frequent Flyer | Seats |
|------------|----------------|----------------|---------|
| [REDACTED] | [REDACTED] | [REDACTED] | ---/--- |

| Day, Date | Flight | Class | Departure City and Time | Arrival City and Time | Aircraft | Meal |
|---|--------|-------|-----------------------------|---|----------|----------|
| Tue, 26NOV13 | UA5605 | U | ASPEN, CO (ASE) 12:29 PM | DENVER, CO (DEN) 1:21 PM | CRJ-700 | |
| Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS. | | | | | | |
| Tue, 26NOV13 | UA754 | U | DENVER, CO (DEN) 3:00 PM | NEW YORK, NY (LGA - LAGUARDIA) 8:29 PM | 757-200 | Purchase |

FARE INFORMATION

| | | |
|----------------------------------|-----------|-------------------------|
| Fare Breakdown | | Form of Payment: |
| Airfare: | 452.09USD | VISA |
| U.S. Federal Transportation Tax: | 33.91 | Last Four Digits 3874 |
| U.S. Flight Segment Tax: | 7.80 | |
| September 11th Security Fee: | 5.00 | |
| U.S. Passenger Facility Charge: | 9.00 | |
| Per Person Total: | 507.80USD | |

eTicket Total: 507.80USD

The airfare you paid on this itinerary totals: 452.09 USD

The taxes, fees, and surcharges paid total: 55.71 USD

Fare Rules: Additional charges may apply for changes in addition to any fare rules listed.
 NONREF/0VALUAFTDPT/CHGFEE
 Cancel reservations before the scheduled departure time or TICKET HAS NO VALUE.

Additional Charges: Wed., Nov. 13, 2013/Visa 3874 was charged 200.00 USD for the following: Change Penalty Fee / EDD 01629297624905
 Fri., Sep. 27, 2013/Visa 3874 was charged 69.00 USD for the following: Economy Plus Seat / EDD 01629261571545

Baggage allowance and charges for this itinerary.

Baggage fees are per traveler

| Origin and destination for checked baggage | 1 st bag | 2 nd bag | Max wt / dim per piece |
|--|---------------------|---------------------|--|
| 11/26/2013 Aspen, CO (ASE) to New York, NY (LGA - LaGuardia) | 25.00 USD | 35.00 USD | 50.0lbs (23.0kg) - 62.0in (157.0cm) |

Additional Baggage Information

Carry-on baggage information

United accepts one carry-on item of no more than 45 linear inches or 114 linear centimeters in the aircraft cabin, along with one personal item (such as a shoulder or laptop bag).

Due to FAA regulations, operating carriers may have different carry-on requirements.

Please check with the operating carrier for more information or go to united.com.

General Baggage Information

First and second bag service charges do not apply to active-duty members of the U.S. military and their accompanying dependents. For additional information regarding baggage charges allowances, weight/size restrictions, exceptions or embargoes, or charges for overweight, oversized, excess, odd-sized baggage, special items or sporting equipment, visit united.com/baggage.

eTicket Reminders

 **Check-in Requirement** - Bags must be checked and boarding passes obtained at least 30 minutes prior to scheduled departure. Baggage will not be accepted and advance seat assignments may be cancelled if this condition is not met.

EXCEPTION:when departing from Anchorage, Atlanta, Chicago, Cincinnati, Cleveland, Denver, Honolulu, Houston, Indianapolis, Jacksonville, Kahului, Kona, Las Vegas, Los Angeles, Maui, Miami, Newark, Orange County (SNA), Orlando, Philadelphia, Phoenix, Reno, San Francisco, San Juan, PR, St. Louis, Seattle, Tampa or Washington, DC (both IAD and DCA), the check in requirement time for Passengers and Bags is 45 minutes.

 **Boarding Requirement** - Passengers must be prepared to board at the departure gate with their boarding pass at least 15 minutes prior to scheduled departure.

 Failure to meet the **Boarding Requirements** may result in cancellation of reservations, denied boarding, removal of checked baggage from the aircraft and loss of eligibility for denied boarding compensation.

 Bring your boarding pass or this eTicket Receipt along with [photo identification](#) to the airport.

 The FAA now restricts carry-on baggage to one bag plus one personal item (purse, briefcase, laptop computer, etc.) per passenger.

 For up to the minute flight information, sign-up for your Flight Status E-mail at united.com or call 1-800-824-6200; in Spanish 1-800-426-5561.

 If flight segments are not flown in order, your reservation will be cancelled. Rebooking will be subject to the fare rules governing your ticket.

 For the most current status of your reservation, flights and other important policies, go to united.com.

 Your eTicket is non transferable and valid for 1 year from the issue date unless otherwise noted in the fare rules above.

Customer Care Contact Information

We welcome your compliments, comments or complaints regarding United or a United travel experience.

You may contact us using our Customer Care contact form at united.com

Proud Member of Star Alliance

We are making connections so you make yours. You can earn and redeem miles on 28 member airlines offering 21,900 daily flights and over 1100 destinations worldwide.

Go to www.staralliance.com to find out more. You've earned it.

Food for Purchase Now Available

Satisfy your cravings with something tasty from our new In-Flight Menu. Snacks or freshly prepared selections are available for purchase on most flights between two and a half and six and a half hours.

Split terminal operations

While we continue combining our airline, some stations will operate in multiple terminals. Be sure to check your flight status to ensure you arrive at the right terminal before your flight. You can check flight status and gate information at united.com or on the go with mobile.united.com or the United App.

Our operations locations are split in the following airports: London Heathrow, England; New York LaGuardia, NY and Boston, MA.

See united.com for where to check in at each airport

IMPORTANT CONSUMER NOTICES

Incorporated Terms - Your travel is subject to United's Contract of Carriage terms. The Contract is available for inspection at any UA ticketing facility, united.com or by calling 1-800-UNITED-1. Passengers have the right to receive the full text of the terms incorporated by reference free of charge by mail or other delivery service. The Contract terms include rules about limits on liability for personal injury or death and for loss, damage, or delay of goods and baggage, check-in times, overbooking, security issues, reservations, denial of carriage, refunds, claims limits and restrictions, including time limitations for filing a claim or lawsuit, and schedule changes and irregularities. The [Contract of Carriage](#) contains further detail of these terms.

 **Additional Terms** - Depending on the rules applicable to the fare paid, one or more restrictions including, but not limited to one or more of the following, may apply to your travel: (1) the ticket may not be refundable but may be exchangeable for a fee with another restricted fare ticket meeting all the rules/restrictions of the original ticket (including the payment of any difference in fares); (2) a fee may apply for changing/canceling reservations; or (3) travel may be restricted to specific flights and/or times and minimum and/or maximum stay may be required.

 **Baggage Liability** - On domestic flights, United's maximum liability limit for checked baggage is \$3400 USD per passenger and United excludes liability for all unchecked baggage. For travel within the U.S., United excludes liability for fragile, valuable or perishable items carried in all baggage including jewelry, computers, cash, camera equipment and similar valuables. If any of these items are lost, damaged or delayed, you will not be entitled to any reimbursement. You can declare excess valuation on certain baggage at the airport, additional fees will apply.

 **ADVICE TO INTERNATIONAL PASSENGERS ON CARRIER LIABILITY** - Passengers on a journey involving an ultimate destination or stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including special contracts of carriage embodied in applicable tariffs, governs and may limit the liability of the Carrier in respect of death of or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

 **Notice—Overbooking of Flights** - Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline which are available upon request from the air carrier, persons denied boarding involuntarily are entitled to compensation. *The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.*

 **Personal Health** - For important health tips before your flight, including information on a serious condition called [Deep Vein Thrombosis](#), please go to [united.com](#).

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For assistance, please contact United Airlines via telephone or via e-mail.2013