

From: Lesley Groff <[REDACTED]>
To: "American Express Travel" <AmericanExpressTravel@trondent.com>
Subject: Ticket on HOLD for you Oct. 15th
Date: Thu, 10 Oct 2013 17:36:05 +0000

Below ticket is on HOLD for you...I asked Amex to hold until midnight on Oct.14th...the rep requested, but says the airline itself can cancel the reservation if it they want. Do you want me to call British Air and purchase with them? I have been told in the past if you are holding 2 confirmed, paid for tickets, the airlines have the right to cancel both.

Also, the Amex rep was able to 'trick' the computer and she is holding a fully refundable biz class ticket for [REDACTED] also! It is just on another Rec. Loc. Number.

On Oct 10, 2013, at 1:26 PM, "American Express Travel" <AmericanExpressTravel@trondent.com> wrote:

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>
> 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.
>
>
> 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 October 14, or this entire reservation will automatically cancel.
>
> Record Locator: VCRGJB
> Traveler: JEFFREY E EPSTEIN
>
>
> Flight Information:
> Reserved: BRITISH AIRWAYS 8001
> OPERATED BY OPENSKIES
> Class: Business
> Seats: 02D
> Departs: Paris Orly, FRANCE - ORY
> Date: Oct 15,2013 Time: 10:45 AM
> Arrives: Newark, NJ - EWR
> Date: Oct 15,2013 Time: 1:20 PM
>
> Airline Confirmation Numbers:
> BRITISH AIRWAYS 2EM4VU
>

> NEED PASSPORT OR VISA SERVICES?

>

> As a service to our customers, American Express has partnered with VisaCentral for visa and passport services.

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> To learn what documents may be required for your international destination, or to obtain visa or passport services, go to <http://visacentral.com/amex> to access the online services of VisaCentral and to receive discounted rates on travel document services. To contact VisaCentral by phone, call 866-529-6553.

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> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.

>

> See attached itinerary PDF or link for full terms and conditions.

>

> PDF itinerary attachment:

> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

>

> <http://www.adobe.com/products/acrobat/readstep.html>

>

> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> 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 to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex 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.

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> 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.

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> California State Seller of Travel Registration Number: 1022318-10. Washington State Seller of Travel Registration Number: UBI#600469694. Rhode Island Registration Number: ML#1192; Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> <Airmail.pdf>