

From: Lesley Groff <[REDACTED]>
To: Karyna Shuliak <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: Itinerary INCL TICKETNO for SHULIAK/KARYNA 24DEC16 [REDACTED]
Date: Wed, 21 Dec 2016 14:57:26 +0000

voiding ticket from yesterday and buying Economy Comfort today.
will ask from now on out for this if I am purchasing you a ticket.

On Dec 20, 2016, at 8:48 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi [REDACTED]

FYI: I was on the phone with delta and was told that they no longer allow upgrades to economy comfort by paying 50 something dollars (the way I always did it before when checking in online). In order for me to upgrade, they would have to change the entire ticket and include the cancellation fee, which would be more then \$300 dollars per person they said. they consider delta comfort as a separate class of ticket now. Could you please check with American express if they could do economy comfort for me and [REDACTED] sitting together? If not, then leave it for now, but please do book economy comfort in the future, as otherwise it will be impossible for us to change.

Thanks so muck,
Karyna

On Dec 20, 2016, at 8:48 PM, Lesley Groff <[REDACTED]> wrote:

Are you ok with getting an Uber to the airport? Or do we need to hire Citicar?

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for SHULIAK/KARYNA 24DEC16 [REDACTED]
Date: December 20, 2016 at 12:17:18 PM EST
To: [REDACTED]

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.

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to the 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 and add link to your bookmarked favorites for easy access in the future:

View your Digital Itinerary

Travel Arrangements for
SHULIAK/KARYNA

American Express Travel
Record Locator

E-Ticket Number(s)

SHULI/K Ticket DL [REDACTED]-20DEC

SILIN/Y Ticket DL [REDACTED]-20DEC

Saturday 24 Dec 16

Flight Information

Date	24 Dec 2016
Airline	Delta Air Lines
Airline Record Locator	[REDACTED]
Flight/Class	DL 1442 M Economy Class
Origin	New York La Guardia, La Guardia
Destination	West Palm Beach, Palm Beach International
Departing	12:00 PM
Arriving	03:11 PM
Departure Terminal	Terminal D
Estimated Time	3 Hrs 11 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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.

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.

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.

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.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

<SHULIAK_KARYNA- >