

From: Lesley Groff <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: Re: Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17JAN17 [REDACTED]
Date: Fri, 23 Dec 2016 23:52:03 +0000

Hey [REDACTED]...the Amex rep just called me back...incredibly, to change the ticket to depart on the 16th now is \$1700 more! This can happen! He said it is possible the airline changes it back but you never know...there is limited availability and that has something to do with it...Not sure if you still want to change to the 16th? We could ask Jeffrey if ok to do if it is important? or we keep you on the 17th and look if the price goes back down in a week or so?

On Dec 23, 2016, at 6:27 PM, [REDACTED] <[REDACTED]> wrote:

Yes please :) let's change from the 17 to the 16. Thank you so much, [REDACTED]!

On Dec 23, 2016, at 6:20 PM, Lesley Groff <[REDACTED]> wrote:

correct...no charge to change to the exact same flight on the 16th to BOSTON...you want me to make this change? you are currently scheduled to fly to Boston on the 17th..

On Dec 23, 2016, at 6:19 PM, [REDACTED] <[REDACTED]> wrote:

Just to confirm, no charge at all to switch from the 17th to 16th?

On Fri, Dec 23, 2016 at 6:17 PM [REDACTED] <[REDACTED]> wrote:

Let's stick with the direct flight to Boston on the 16th then :) thank you so much Lesley!

On Fri, Dec 23, 2016 at 6:14 PM Lesley Groff <[REDACTED]> wrote:

ah...I did not realize you were talking about NY! that was the problem...It is more expensive to fly to NY...the flight to JFK is \$877 more for (CX846) and CX890 to NWK would be \$877 as well...but they are available...

On Dec 23, 2016, at 6:05 PM, [REDACTED] <[REDACTED]> wrote:

No worries at all! Sorry just want to figure out the options

On Fri, Dec 23, 2016 at 6:04 PM Lesley Groff <[REDACTED]> wrote:

hmmm... not sure..I called Amex Centurian Travel and trusted the representative I spoke with...I will call them back...! sorry

On Dec 23, 2016, at 6:02 PM, [REDACTED] <[REDACTED]> wrote:

Are flights CX846 or CX890 from HKG to NYC not avail on the 15th? Im seeing both flights on my computer but maybe they aren't available for exchange?

On Fri, Dec 23, 2016 at 5:55 PM Lesley Groff <[REDACTED]> wrote:

there are no direct flights on the 15th at all...you would have to connect...I didn't think you would want to do that so did not investigate...you could take the exact same flight you are currently scheduled for on the 16th and it would be an even exchange...

On Dec 23, 2016, at 5:50 PM, [REDACTED] <[REDACTED]> wrote:

Would it be the same exchange if I flew direct to New York on the 15th? Or is that a whole separate thing?

On Fri, Dec 23, 2016 at 5:46 PM Lesley Groff <[REDACTED]> wrote:

The ticket is fully refundable...We would just pay the difference in fare (if there is any)...no direct flights on the 15th...if you flew back on the 16th it would be an even exchange...there are seats available still in business class at the moment...

On Dec 23, 2016, at 2:00 PM, [REDACTED] <[REDACTED]> wrote:

Thank you so much! Sorry for the trouble.

On Fri, Dec 23, 2016 at 1:52 PM Lesley Groff <[REDACTED]> wrote:

Sure. Will find out.

Sent from my iPhone

On Dec 23, 2016, at 1:07 PM, [REDACTED] <[REDACTED]> wrote:

Hi Lesley,

I have a quick favor to ask. Is there any chance you could check for me if there would be any cost to change my flight to the 15th or the 16th of January? I'm not sure if I'll change it yet, but just wanted to know what would be the cost of doing so just in case.

Thank you so much!

On Fri, Oct 28, 2016 at 10:28 AM Lesley Groff <[REDACTED]> wrote:

Very welcome

Sent from my iPhone

On Oct 28, 2016, at 10:25 AM, [REDACTED] <[REDACTED]> wrote:

Thank you so much!

On Oct 28, 2016, at 9:53 AM, Lesley Groff <[REDACTED]> wrote:

Hi [REDACTED]...here is your ticket back to Boston from Hong Kong on Jan. 17th! Hope you have a great time. Please confirm back to me receipt of this ticket. Thanks, Lesley

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>

Subject: Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17JAN17

Date: October 28, 2016 at 8:41:54 AM EDT

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 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 and add link to your bookmarked favorites for easy access in the future:

[View your Digital Itinerary](#)

American Express Travel [REDACTED]
Record Locator

E-Ticket Number(s)

[REDACTED] Ticket [REDACTED]-28OCT

Tuesday 17 Jan 17

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	17 Jan 2017
Airline	Cathay Pacific
Airline Record Locator	[REDACTED]
Flight/Class	CX 812 Business Class
Origin	Hong Kong, Hong Kong International
Destination	Boston, Logan International
Departing	06:05 PM
Arriving	08:50 PM
Departure Terminal	Terminal 1
Arrival Terminal	Terminal E
Estimated Time	15 Hrs 45 Mins
Stops	Non-stop
Seats	12A

Confirmed

[Entry and Exit Information for Travel](#)

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