

**From:** [REDACTED] [REDACTED] <[REDACTED]>  
**To:** Lesley Groff <[REDACTED]>  
**Subject:** Re: Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17JAN17 [REDACTED]  
**Date:** Sat, 24 Dec 2016 17:57:01 +0000

---

14, 15, and 16 to NY or Boston would all be good options to check for

On Sat, Dec 24, 2016 at 11:40 AM Lesley Groff <[REDACTED]> wrote:  
yes! for sure!

On Dec 23, 2016, at 6:54 PM, [REDACTED] [REDACTED] <[REDACTED]> wrote:

Yes let's keep for the 17th and just keep monitoring flights on the 15th and 16th to both NY and Boston if that's okay? Thank you!!

On Fri, Dec 23, 2016 at 6:52 PM Lesley Groff <[REDACTED]> wrote:

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] <[REDACTED]> wrote:

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

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] <[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] <[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] <[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, [REDACTED]

Begin forwarded message:

**From:** "American Express Travel" <[REDACTED]>  
**Subject:** Itinerary INCL TICKETNO for [REDACTED]/[REDACTED] 17JAN17  
[REDACTED]  
**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 CX 1607874163099-28OCT

**Tuesday 17 Jan 17**

#### Other Information

---

[REDACTED]

#### Flight Information

---

Date	17 Jan 2017
Airline	<b>Cathay Pacific</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>CX 812</b>   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
<b>Confirmed</b>	

## Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://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.

