

From: [REDACTED] <[REDACTED]>
To: Story Cowles [REDACTED]
Subject: Fwd: American Express Travel flight schedule/number change - New York, NY
Date: Wed, 11 May 2011 21:03:39 +0000

Begin forwarded message:

From: American Express Travel Customer Support [REDACTED]
Date: May 11, 2011 1:42:41 PM EDT
To: [REDACTED]
Subject: American Express Travel flight schedule/number change - New York, NY



Flight change for your 7/5/2011 trip.

We have learned that the airline has changed the flight numbers for your trip on July 5, 2011 to New York.

Your updated flight itinerary is provided below for your review. **There is no need for you to call American Express Travel at this time.**

You can also review your itinerary on your Trip Details page, which is available online by logging on to [My Travel Account](#). It includes the most current flight itinerary and all accommodation information.

We strongly recommend that you review your Trip Details 24 hours prior to departure in the U.S. and Canada and 48 hours prior to departure for international flights for any last-minute changes.

Your Trip ID is: [REDACTED]

Updated Flight Itinerary

All flight times are local to each city.

Please check in with **Shuttle America** on the day of departure for your boarding pass. For your boarding pass, use reference code [REDACTED] or [online](#) or airport checkin.

Tue, Jul 5, 2011 Bangor, (BGR) to New York La Guardia Airport, (LGA)

Depart: 05:05 PM	Bangor, ME (BGR)	Delta Air Lines
Arrive: 06:48 PM	New York, NY (LGA)	Flight 5979 operated by SHUTTLE AMERICA - DELTA CONNECTION (on Embraer E70 Jet)

Requested Seats: 5D, 5C

Total Travel Time: 1 hr 43 mins

Passenger Name [REDACTED]

Frequent Flyer Information

You can add your frequent flyer number at the airport.

Ticket Number [REDACTED]

Customer Support

In the US	1-800-297-2977	24 hours a day/7 days a week
Outside the US	1-210-582-2716	24 hours a day/7 days a week

Online Support: [Search or browse our FAQs](#)

Please refer to Trip [REDACTED] when calling American Express Travel's Customer Support Center.

Note: If you choose to change this flight itinerary, there may be a penalty and/or charges.

Additional Information**Tools**

- [Online check-in](#)
- [Look up flight status](#)

Travel Checklist

- Print this page for use as a reference and receipt of the trip
- A valid photo ID is required for hotel check-in
- A valid credit card is required for hotel check-in

Policies

- The total price includes [Taxes & Fees](#)
- A Government-issued photo ID is required at the hotel and for additional services
- All Activities and Services booked are non-refundable and non-transferable
- Your credit card will be charged in full at the time of booking
- Changes to the name on the reservation are not permitted after the booking is completed.

[Hotel Policies](#)

[Activity/Service Policies](#)

[Cancellations and Refunds](#)

[View All Policies](#)

General Policies

The total price includes Taxes & Fees

A Government-issued photo ID is required at the hotel and for additional services

All Activities and Services booked are non-refundable and non-transferable

Your credit card will be charged in full at the time of booking

Changes to the name on the reservation are not permitted after the booking is completed.

Hotel Policies

Guests must be at least 18 to 21 years of age at time of check-in (dependent on individual hotel policy) unless accompanied by a parent or guardian.

You may be required to present a valid credit (not debit) card or cash deposit at check in or incidentals. Examples:

Parking, phone calls, room service, or energy surcharges.

Your hotel reservation is guaranteed for late arrival. Your hotel reservation is generally ineligible for hotel award points or airline mileage.

If you are reserving multiple rooms at the same hotel for the same dates, you must use a different name for each reservation.

Using the same name for multiple reservations may cause the hotel to cancel reservations that appear to be duplicates.

No refunds for unused nights, including those resulting for delayed check-in or early check-out, will be given.

Activity/Service Policies

All Activities and Services booked are non-refundable and non-transferable.

Vouchers will be created after booking and are required for presentation at the supplier location. Please print the vouchers.

Only one voucher will be created per product for all travelers.

Cancellations and Refunds

Cancellation fees and other charges are assessed based on the departure date of your trip, and the date you initiate the cancel.

Vouchers will be created after booking and are required for presentation at the supplier location. Please print the vouchers

and take them with you to the destination for redemption.

The departure date is considered to be Tue, Jul 5, 2011, 05:05 PM Central Standard Time. Days are defined as 24-hour periods completed between the date of your trip cancellation and the departure date.

Your selected reservation is non-changeable, however, you may cancel your entire trip in accordance with the policies noted below. A new reservation can be purchased for your desired travel.

All Activities and Services booked are non-refundable and non-transferable.

This trip is non-refundable on or after Tue, Jul 5, 2011.

[Contact Customer Service](#) [Privacy Statement](#) [Add Us to Your Address Book](#)

This **customer service e-mail** was sent to you by American Express. You may receive customer service e-mails even if you have requested not to receive marketing e-mails from American Express.

For details on important travel notices, terms and conditions, [Click Here](#).

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