

From: [REDACTED] <[REDACTED]>
To: Story Cowles <[REDACTED]>
Subject: Fwd: American Express Travel Reservation - Bangor, ME
Date: Thu, 21 Jul 2011 19:00:27 +0000

They were able to change it for me since I caught it right away!

Begin forwarded message:

From: American Express Travel Customer Support <service@americanexpress-travel.com>
Date: July 21, 2011 2:58:44 PM EDT
To: [REDACTED]
Subject: American Express Travel Reservation - Bangor, ME

<p>[REDACTED]</p> <p>Thank you for booking your travel with American Express Travel.</p> <p>You can view your Trip Details by logging onto American Express Travel</p>		<p>Your American Express Travel Trip ID is: [REDACTED]</p> <p>Online check-in Look-up flight status Contact Customer Service</p>										
<p> Important This is an e-ticket, so no paper ticket will be sent. What is an e-ticket? In addition, flight schedules may be changed by the airline.</p>												
<p>Flights</p> <p>2 One-Way Tickets</p> <p>All flight times are local to each city.</p> <p>Please check in with Us Airways Express on the day of departure for your boarding pass.</p> <p>Fri, Jul 22, 2011 Online check-in code: [REDACTED]</p> <table><tr><td>Depart: 07:00 pm</td><td>New York, NY (LGA)</td><td> US Airways, Flight 4238</td></tr><tr><td>Arrive: 09:03 pm</td><td>Bangor, ME (BGR)</td><td>Airw Operated by ays US AIRWAYS EXPRESS- PIEDMONT AIRLINES Non-stop</td></tr></table> <p>Travel time: 2 hrs 3 mins</p>							Depart: 07:00 pm	New York, NY (LGA)	US Airways, Flight 4238	Arrive: 09:03 pm	Bangor, ME (BGR)	Airw Operated by ays US AIRWAYS EXPRESS- PIEDMONT AIRLINES Non-stop
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Passengers	E-ticket Numbers	Frequent Flyer Information										

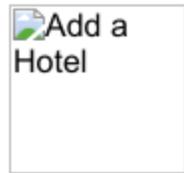
██████████
Story A Cowles

██████████
██████████

Add your number at the airport.
Add your number at the airport.

[Flight policies](#)

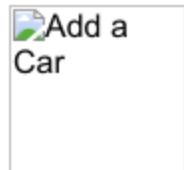
Complete Your Travel Plans for Bangor!



Add a Hotel

Book your hotel now and reserve a room that's just your style, in just the right spot.

[Find a hotel](#)

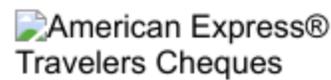


Add a Car

From compacts to SUVs, we've got cars well-suited for your time behind the wheel.

[Find a car](#)

Additional American Express Travel Services



American Express® Travelers Cheques - The Safety of Travelers Cheques.

[Order now](#)

Travel Insurance - Feel secure knowing you are protected if plans change or the unexpected happens. [Order Now](#)

Pricing

2 Adults: \$700.00 (\$350.00 per person)

Taxes & Fees: \$35.38

Total: \$735.38

We charged a total of \$735.38 to your American Express® Card xxxx-xxxx-xxxx-██████████.

- American Express Travel fees and airline charges will be shown as separate line items on your credit card statements.
- Your credit card statement may show separate airline charges to each passenger as listed: ██████████
██████████ ██████████ \$360.70 , Story A Cowles \$360.70

Additional Information

Please reference your American Express Travel Trip ID ██████████ anytime you call. There may be a penalty and/or charges for reservation changes.

Customer Support

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

Online Support

[View Frequently Asked Questions](#)

Travel Checklist

- **Printed itinerary** — Please print this information and take it with you on your trip.
- **Photo ID** — Every air passenger must have a valid government-issued photo ID (e.g. driver's license or passport). The name on the photo ID must match the passenger name in the reservation. Once the

ticket has been issued the name on the ticket cannot be changed.

- † **TSA Secure Flight Information** — Any information you provided has been added to your reservation. If you did not provide Transportation Security Administration (TSA) [Secure Flight](#) information for all travelers, be sure to contact the airline and give them this information before traveling.
- † **Flight information** — Check for [flight and gate updates](#) prior to your departure. Some airlines allow you to pre-print your boarding pass with an [online check-in](#) feature.
- † **Schedule changes** — The airline may change your flight itinerary at any time. If we are notified of an itinerary change, we will contact you by email and/or phone. If the airline has not provided you with an acceptable alternative itinerary, our agents will try to re-accommodate you according to the airline's policy and availability.
- † **Security Procedures** — Check the TSA Web site (www.tsa.gov) for the most up-to-date information about security procedures. If you are departing from a non-U.S. airport, be sure to check that airport's security policies and pack accordingly.
- † **Baggage guidelines** — Check with your airline for rules and prices for carry-on and checked baggage. Please review the carry-on baggage guidelines from the [TSA](#).

Policies

- † Ticket is **non-refundable**.
- † **Please review your itinerary immediately.** If any issues arise before or during your trip you must call us right away. Why? We work with our suppliers to resolve your concerns, so the only opportunity we have to help you is before your trip ends. If you wait until you return, it's too late.
- † There are times when we are unable to confirm a reservation. In the rare event that this occurs, we will attempt to reach you by phone and email so that we can re-accommodate you. You must call us back within 48 hours or we may not be able to honor your original booking price.
- † American Express Travel fees and airline charges will be shown as separate items on your credit card statement. Airline charges may also be listed separately for each passenger.

[General Policies](#)

[Change Policies](#)

[Domestic Flight Notice](#)

[International Flight \(Warsaw Convention\) Notice](#)

[View All Policies](#)

American Express Travel Confirmation Email

General Policies

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There are times when we are unable to confirm a reservation. In the rare event that this occurs, we will attempt to reach you by phone and email so that we can re-accommodate you. You must call us back within 48 hours or we may not be able to honor your original booking price.

American Express Travel fees and airline charges will be shown as separate items on your credit card statement. Airline charges may also be listed separately for each passenger.

Change Policies

Some tickets do not allow any changes. Ticket changes also have airline penalties and/or increased fares. If your ticket is changeable, any changes must be made prior to departure. Airlines will charge a fee to use your ticket as credit for a new ticket purchase. This fee varies by airline, market, and specific fare rules, and may be \$150 or more for domestic tickets and \$200 or more for international tickets.

If you fail to show up for any segment of your flight itinerary, the airline will automatically cancel the remainder of your flights and they will lose all monetary value. You will not be entitled to a refund for any unused portions of your flight travel.

Cancellation Policies

If you cancel you will not receive a refund. You must cancel your reservation prior to departure to retain any ticket value.

Depending on the airline and fare rules, the residual value that is remaining may be eligible to be applied to future travel, providing the cancellation, rebooking, and re-ticketing of your reservation is at least one day prior to your originally scheduled date of departure.

Airlines usually deduct \$150 or more for domestic tickets and \$200 or more for international tickets before determining if there is any value that can be applied toward future travel.

Domestic Flight Notice

Air transportation to be provided between points in the U.S. (including its overseas territories and possessions) is subject to the individual contract terms (including rules, regulations, tariffs and conditions) of the transporting air carriers, which are herein incorporated by reference and made part of the contract of carriage.

Where this coupon is issued for transportation or services other than air travel, specific terms and conditions may apply.

These terms and conditions may be included in the ticket set or may be obtained from the issuing company or agent.

Please make sure you have reviewed the important legal notice entitled "Conditions of Contract", "Notice of Incorporated Terms", "Notice of Baggage Liability Limitations", and "Notice of Overbooking" in [Terms & Conditions of Travel](#) or the specific terms and conditions relating to non-air transportation or services.

The [Terms & Conditions of Travel](#) will also be available at the airport prior to your flight departure.

International Flight (Warsaw Convention) Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and for the loss of or damage to baggage.
See also the notices entitled "Advice to International Passengers on Limitation of Liability" and "notice of Baggage Liability Limitations" in Terms & Conditions of Travel.