

To: [REDACTED] [REDACTED] [REDACTED]@centurion.com]
From: Lesley Groff
Sent: Thur 9/6/2018 1:26:04 PM
Subject: Re: Change Ticket for [REDACTED] [REDACTED] to Depart Sept. 17 ! (PYRPUD)

Did the fare go up tremendously for the 19th?

Sent from my iPhone

On Sep 6, 2018, at 9:16 AM, [REDACTED] [REDACTED] <[REDACTED]@centurion.com> wrote:

Lesley, fare of 882.21 for September 19 departure expired today, you emailed me at 9pm, I was already gone, fare can't be guaranteed till ticket is issued. To get fare of \$882.21, now it has to be September 20 departure.

Regards,

[REDACTED] (Natasha) [REDACTED]

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...please issue the tickets for departure on Sept. 19th!

Ok. Let me ask him what to do. Thank you!

Sent from my iPhone

Yes, cheaper to fly to London on September 19th:

BA 112 19SEP JFK LHR 630P 630A 20SEP
BA 115 28SEP LHR JFK 225P 520P /DCBA

Add collect is \$278.60

Regards,

[REDACTED] (Natasha) [REDACTED]

Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

ok, so is another day (the 18th or 19th better to fly out on?) JE might not care about the cost but I know [REDACTED] wants to stay longer....

What makes it so much is outbound date (not time), not return.

Regards,

[REDACTED] (Natasha) [REDACTED]

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ugh..really? is there another flight during the day that would cost less? and return anytime that is cheap? or you searched all possibilities and this is best?

Will be \$912.60 add collect.

Regards,

[REDACTED] (Natasha) [REDACTED]

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we need to change [REDACTED] departure date to Sept. 17th...it does not matter the return date....we only did a return to get the price of the ticket down...you can use any date that make the price difference the least amount as possible or maybe even less! Let me know options...same flight on 17th late would be great if available...

[View your Trips](#)

**American Express Travel PYRPUD
Record Locator**

E-Ticket Number(s)

 Ticket BA 1257174841943-22AUG

Monday 10 Sep 18

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Other Information

CITIZENS OF UNITED STATES MUST CARRY A VALID PASSPORT

Flight Information

Date	10 Sep 2018
Airline	British Airways
Airline Record Locator	RJOWYA
Flight/Class	BA 182 N Economy Class
Origin	New York, John F Kennedy International
Destination	London, London Heathrow
Departing	11:00 PM
Arriving	11:05 AM / 11 Sep 2018
Departure Terminal	Terminal 7
Arrival Terminal	Terminal 5
Estimated Time	7 Hrs 5 Mins
Stops	Non-stop
Seats	28A
Confirmed	

Thursday 20 Sep 18

Flight Information

Date	20 Sep 2018
Airline	British Airways
Airline Record Locator	RJOWYA
Flight/Class	BA 115 V Economy Class
Origin	London, London Heathrow
Destination	New York, John F Kennedy International
Departing	02:30 PM
Arriving	05:25 PM
Departure Terminal	Terminal 5
Arrival Terminal	Terminal 7
Estimated Time	7 Hrs 55 Mins
Stops	Non-stop
Seats	31K

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 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.

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

