

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Tue 10/16/2018 4:18:07 PM
Subject: Re: Help! Can we get some money back from Four Season s?

not your fault. appreciate you trying.

On Oct 16, 2018, at 12:09 PM, [REDACTED] [REDACTED]
<[REDACTED]> wrote:

I am really sorry.

Regards,
[REDACTED] ([REDACTED]) [REDACTED]
Centurion Relationship Manager
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thank you for trying

I spoke to accounting - per their policy - no show - no refunds. I am sorry.

Regards,
[REDACTED] ([REDACTED]) [REDACTED]
Centurion Relationship Manager
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, darn...let me know...hoping we can get one night back!

I doubt it, it was not even cancellation, it was no show, will try, but have a feeling answer will be no.

Regards,
[REDACTED] ([REDACTED]) [REDACTED]
Centurion Relationship Manager
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi [REDACTED]...As it turns out, [REDACTED] did NOT go on the Disney trip....would it be possible to see if we can get looking very closely at all his Amex charges and saw we were charged for the hotel...I don't know how many

could you see what you can do for us?

American Express Travel [REDACTED]
Record Locator

Saturday 06 Oct 18

Hotel Information

| | |
|---------------------|--|
| Hotel | FOUR SEASONS WALT DISNEY WORLD |
| Address | 10100 Dream Tree Blvd ORLANDO FL 32836 |
| Telephone | [REDACTED] |
| Check In Date | Sat 06 Oct 2018 |
| Check Out Date | Mon 08 Oct 2018 |
| Confirmation Number | [REDACTED] |
| Base Rate | USD 949.00 / per night May be subject to local taxes, service charges, and daily resort fees if applicable |
| Cancellation Policy | Cancel 5 Days Prior To Arrival |
| Confirmed | |

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