



Travel  
Services

American Express

Centurion Travel Service

2421 West Peoria Avenue M/S AZ38-03-01

Phoenix, AZ 85029-4708

When Overseas Call Collect ( )

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Generated: April 9, 2012 03:35 PM

Agent ID : A5

Travel Arrangements for: [REDACTED] ELEN

Record Locator: [REDACTED]

\*\*\*Invoice\*\*\*

Ticket Information

Charges

Airline Name	[REDACTED]	Ticket Date	[REDACTED]	Ticket Base Fare	[REDACTED]
Ticket Number	[REDACTED]	Invoice	[REDACTED]	Ticket Tax Fare	[REDACTED]
Check Digit	4	Electronic	Yes	Total (USD) Ticket Amount	[REDACTED]
Total charged to American Express					[REDACTED]

Travel Details

CITIZENS OF BRAZIL MUST CARRY A VALID PASSPORT  
A VISA IS REQUIRED FOR ENTRY INTO UNITED STATES

Flight Information

Airline:	[REDACTED]	Equipment:	Boeing 757
Flight:	[REDACTED]	Estimated time:	4 HR 13 MIN
Departure:	[REDACTED]	Distance:	1,599 Miles
Arrival:	[REDACTED]	Meal:	Food for purchase
Arrival Terminal:	SOUTH TERMINAL		
Seat:	[REDACTED]		
Class:	Economy		

Flight Information

Airline:	[REDACTED]	Equipment:	Boeing 767-300
Flight:	[REDACTED]	Estimated time:	5 HR 12 MIN
Departure:	[REDACTED]	Distance:	1,946 Miles
Arrival:	[REDACTED]	Meal:	Refreshment
Departure Terminal:	SOUTH TERMINAL		
Arriving on:	April 11, 2012		
Arrival Terminal:	TERMINAL 5		
Seat:	[REDACTED]		
Class:	Economy		

Travel Details

THE BAGGAGE FEES/RULES OF DELTA AIR LINES INC/DELTA AIR LINES INC. APPLY TO THIS ITINERARY AND MAY BE ACCESSED BY  
VISITING [WWW.AEIRWEB.COM/MYTRAVELARRANGEMENTS/AIRLINEBAGGAGEPOLICIES.JSP](http://WWW.AEIRWEB.COM/MYTRAVELARRANGEMENTS/AIRLINEBAGGAGEPOLICIES.JSP)



EFTA\_R1\_02057008

EFTA02697925

**Airline Record Locators**

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Airline Reference

Carrier

**Additional Information****Additional Messages**

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RECONFIRM YOUR FLIGHTS AND VERIFY BAGGAGE  
ALLOWANCE/CHARGES 24 HOURS PRIOR TO DEPARTURE

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ANY CHANGE OR CANCELLATION OF THIS TICKET MAY RESULT  
IN AN INCREASE IN FARE OR ANY AIRLINE IMPOSED PENALTY  
PLEASE RECONFIRM YOUR FLIGHTS WITH THE AIRLINE DIRECTLY  
AS SCHEDULES MAY CHANGE  
24 HOURS PRIOR TO DEPARTURE FOR DOMESTIC FLIGHTS  
72 HOURS PRIOR TO DEPARTURE FOR INTERNATIONAL FLIGHTS  
AIRPORT CHECK-IN REQUIREMENTS -  
90 MINUTES PRIOR FOR DOMESTIC FLIGHTS  
3 HOURS PRIOR FOR INTERNATIONAL FLIGHTS  
PLEASE CHECK WITH CARRIER DIRECTLY FOR SPECIFIC  
AIRPORT CHECK IN TIMES

**Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**

All services covered by this itinerary are subject to the terms and conditions specified by the suppliers. Customer agrees to the terms and conditions set forth on any brochures or advertisements describing any tour, cruise, accommodations, transportation or other services, and to any and all conditions contained in documents for any such services including, without limitation, all cancellation and change fees. No employee of American Express and its affiliates, subsidiary companies or representatives has authority to vary the terms and conditions.

**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:** This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the seller of travel was registered and participating in the TCRF at the time of sale and the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount which may be paid by the TCRF to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation; P.O. Box 6001; Larkspur, CA 94977-6001; or by visiting TCRC's website at: [www.tcrinfo.org](http://www.tcrinfo.org).

**WASHINGTON:** If transportation or other services are canceled by the seller of travel, all sums paid to the seller of travel for services not performed in accordance with the contract between the seller of travel and the purchaser will be refunded within thirty (30) days of receiving the funds from the vendor with whom the services were arranged, or if the funds were not sent to the vendor, the funds shall be returned within fourteen (14) days after cancellation by the seller of travel to the purchaser unless the purchaser requests the seller of travel to apply the money to another travel product and/or date.

#### **NEVADA:**

##### **RECOVERY FUND FOR CONSUMERS DAMAGED BY SELLERS OF TRAVEL**

You may be eligible for payment from the Recovery Fund if you have paid money to a seller of travel registered in Nevada for the purchase of travel services or a vacation certificate and you have suffered certain financial damages as a result of the transaction. To obtain information relating to your rights under the Recovery Fund and the filing of a claim for recovery from the Recovery Fund, you may contact the Consumer Affairs Division of the Department of Business and Industry at the following locations:

SOUTHERN NEVADA: 1850 East Sahara Avenue, Suite 101, Las Vegas, Nevada 89104, Phone: 702.486.7355, Fax: 702.486.7371, e-mail: [ncad@fyiconsumer.org](mailto:ncad@fyiconsumer.org)

NORTHERN NEVADA: 4600 Kietzke Lane, Building B, Suite 113, Reno, Nevada 89502, Phone: 775.688.1800, Fax: 775.688.1803, e-mail: [ncad@fyiconsumer.org](mailto:ncad@fyiconsumer.org)

**Rhode Island Registration Number: ML#1192; Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency**