

Subject: My American Express Travel Itinerary

Date: Friday, 31 March 2017 at 8:36:46 AM Australian Eastern Standard Time

From: American Express Travel

To: gregoryerice@me.com

AMERICAN EXPRESS TRAVEL

FLIGHTS

HOTELS

VACATIONS

CARS

CRUISES

I just booked a trip with American Express Travel and I'd like to share it with you.

Online Travel Services

Thank you for booking with American Express Travel

You can view, manage, or cancel your trip by logging onto [American Express Travel](#).

Any questions? Please call customer service at the numbers below:

- Toll free within the United States **1-800-297-2977**

- Outside of the United States **1-312-980-7807**

Free 24 Hour Cancellation

Need to Cancel? You have 24 hours from the time of booking to cancel your trip. Call us at **1-800-297-2977**.

YOUR TRIP CONFIRMATION RECORD LOCATORS



LAN Airlines:

QOMZRE

QOMZRE

YOUR FLIGHT DETAILS



LAN
Airlines
0239
Operated
by LATAM
AIRLINES
CHILE

DEPARTURE FLIGHT ⌚ 1H 20M

[Baggage Fees](#)

Fri, Apr 21, 2017

Non-Stop | Economy

6:25pm Santiago, (SCL)

7:45pm Temuco, (ZCO)

Your Seats: **20C, 20J**



LAN
Airlines
0238
Operated
by LATAM
AIRLINES
CHILE

RETURN FLIGHT ⌚ 1H 20M

Sun, Apr 23, 2017

[Baggage Fees](#)

Non-Stop | Economy

8:30pm Temuco, (ZCO)

9:50pm Santiago, (SCL)

Your Seats: 20C, 20J

Additional airline baggage fees may apply. Prices include [Taxes & Airline/American Express Imposed Fees](#)

TICKET & TRAVELER INFORMATION

RECORD LOCATORS

LATAM Airlines Group QOMZRE

TRAVELERS

Passenger 1: GREGORY EDWARD RICE

Ticket Number: 0457960683777

Request: Accessibility - --
Meal - Standard

Loyalty Program:

Passenger 2: JULIE GAI RICE

Ticket Number: 0457960683778

Request: Accessibility - --
Meal - Standard

Loyalty Program:

BOOK A TRIP



Book a Hotel

[Book Now](#) →



Book a Car

[Book Now](#) →

PLAN FOR YOUR TRIP



Planning ahead so you'll know the things to do, see, and eat while you travel is the fun part, but don't forget to help protect your trip against unforeseen events. [Click here](#) for information on American Express Travel Insurance.



For peace of mind wherever you go, carry American Express Travelers Cheques. They never expire, and we'll refund them if lost or stolen. We also give you 24/7 customer support so you can get help when you need it. [See Terms](#) →



DON'T MISS OUT

Get exciting travel savings and inspiration in our emails.

[SIGN UP](#)

POLICIES, RULES AND RESTRICTIONS

* **Photo ID** - Every passenger must have a valid government-issued photo ID (such as a driver's license or passport). Please note that 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.**
- The trip cost includes your selected products/services and any applicable fees.
- You agree to the airline's ticket terms and conditions.
- Changes to this ticket, if permitted, will incur change fees.
- You agree to the fare rules and restrictions applicable for this fare.
- International trips require special travel documentation such as passport and visas for each traveler. It is the traveler's responsibility to obtain and travel with the required travel documents.
- Baggage fees are not charged at booking.
- This ticket may be non-refundable. Please read the airline fare rules and restrictions for more information.
- You acknowledge and agree that your bookings on this site are subject to the [Important Travel Notices, Terms and Conditions](#)

All services covered by this itinerary are subject to the terms and conditions specified by the travel suppliers. Customer agrees to the terms and conditions set forth on any brochures or advertisements describing any lodging, 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, representative or agent of American Express Travel Related Services Company, Inc. and its parent, subsidiaries or affiliates (collectively, "Amex") has authority to vary the terms and conditions. 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 at check-out. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

Optional travel insurance can be purchased at www.allianz.com. Please note, if you make any changes in the future to your travel plans, please be sure to update the insurance provider.

Travelers desiring transportation across any international boundary are responsible for obtaining all necessary travel documents and complying with all government travel requirements. You must present all exit, entry and other documents required by law. Amex shall not be responsible to you for any loss or expense due to your failure to comply with such requirements. Travel Suppliers reserve the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. It is your responsibility to research the travel documentation requirements applicable to your journey. Many countries require that your passport be valid for up to six (6) months from your date of entry or planned departure date from the foreign country. For U.S. passport holders, country-specific documentation and passport validity requirements are accessible at <http://travel.state.gov/content/passports/english/country.html>. Due to frequent changes, Amex cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on the foregoing website.

Air Transportation. Important airline ticket terms and conditions and other important notices apply to air transportation. Please visit <https://myamextravel.com/static/conditions> for more information.

Airline Notice on Hazardous Materials. Please note that U.S. Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative or visit https://www.faa.gov/about/initiatives/hazmat_safety/.

Liability Statement. You understand and agree that American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex"), when acting solely as a sales agent for travel suppliers, 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:

Upon cancellation of the transportation or travel services, where the passenger is not at fault and has not cancelled in violation of any terms and conditions previously clearly and conspicuously disclosed and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly reimbursed to the passenger. This provision does not apply where the seller of travel has remitted the payment from customer to another registered wholesale seller of travel or a carrier, without obtaining a refund and such other provider fails to provide the agreed-upon transportation or service. In this situation, the initial seller of travel must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the customer payment, and if disbursed to a registered wholesaler of travel, proof of current registration of that wholesaler. 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 the 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 the passenger when required. The maximum amount that 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 the 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 a TCRF claim is filed. A claim form may be requested by writing to: Travel Consumer Restitution Corporation; P.O. Box 6001; Larkspur, CA 94977-6001; or by visiting the TCRF's website at www.tcrfinfo.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.

HAWAII:

Please visit http://cca.hawaii.gov/pvl/files/2013/06/consumer_rights.pdf for information on Hawaii consumer rights. The name and address of the financial institution which maintains our travel agency trust account is Bank of Hawaii, Waikiki Branch, 2222 Kalakaua Avenue, Honolulu, HI 96815. The name of the trust account is a Client Trust Account.

California CST#1022318, Washington UBI#600-469-694, Iowa TA#669.

2X Points:

You will get 1 Membership Rewards® point for every eligible dollar you spend on your Membership Rewards program-enrolled American Express® Card. You will get 1 additional point (for a total of 2 points) for each dollar of eligible travel purchases made on amextravel.com. Eligible travel purchases include all travel purchases made with your Membership Rewards program-enrolled American Express® Card on amextravel.com, including air, prepaid hotels, The Hotel Collection prepaid bookings, vacation packages (flight + hotel packages) or cruise reservations, minus returns and other credits. Eligible travel purchases do **NOT** include car reservations, **FINE HOTELS & RESORTS bookings**, other non-prepaid hotels, ticketing service or other fees, or interest charges. Bonuses you may receive with your Card on other purchase categories or in connection with promotions or offers from American Express may not be combined with this offer. Any portion of a charge that you elect to cover through redemption of Membership Rewards points is not eligible to receive points. If you have an Amex EveryDay Card product, additional points awarded under this offer will not be included in the extra points benefit. Additional points will be credited to the Membership Rewards account 10-12 weeks after final payment is made.

See membershiprewards.com/terms for the Membership Rewards program terms and conditions.

Extra Points:

To earn one (1) extra point on each dollar of eligible purchases, you must charge air, prepaid hotel, Complete Trip (flight + hotel packages), American Express Vacations package or cruise reservations through amextravel.com to your Membership Rewards program-enrolled Card. Any portion of a charge that you elect to pay through redemption of Membership Rewards points is not eligible to earn points. **Bonus ID A2EM** (Air, Hotel, and Complete Trip); **Bonus ID 5432** (Cruise); **Bonus ID 6955** (American Express Vacations Packages). Bonus points will be credited to the Membership Rewards account 10-12 weeks after final payment is made.

See membershiprewards.com/terms for the Membership Rewards program terms and conditions.

Pay with Points:

To use Pay with Points, you must charge your purchase through amextravel.com to a Membership Rewards® program-enrolled American Express® Card. Points will be debited from your Membership Rewards account, and credit for corresponding dollar amount will be issued to the American Express Card account used. If points redeemed do not cover entire amount, the balance of purchase price will remain on the American Express Card account. Minimum redemption 5,000 points.

See membershipewards.com/terms for the Membership Rewards program terms and conditions.

If a charge for a purchase is included in a Pay Over Time feature balance on your Linked Account (for example, the Extended Payment Option), the statement credit associated with that charge may not be applied to that Pay Over Time feature balance. Instead the statement credit may be applied to your Pay in Full balance. If you believe this has occurred, please contact us by calling the number on the back of your card.

Lowest Hotel Rate Guaranteed:

If you book a qualifying prepaid hotel rate on amextravel.com and then find the same room, in the same hotel, for the same dates, the same number of children and adults, at a lower price online, before taxes and fees, we'll refund you the difference. Your claim must be submitted prior to cancellation and/or change fees coming into effect per the hotel's policies specific to the room you booked on amextravel.com. As an example, if a room rate is subject to cancellation fees starting 72 hours before check-in, the claim must be submitted prior to that time. The "Lowest Rate Guaranteed" policy applies only to online rates available to the general public and excludes (1) non-refundable rates (2) rates or discounts that are not available to the general public, including, but not limited to, corporate, group, charter, meeting/convention, AAA, government/military, and senior citizen rates/discounts; or (3) hotel rooms booked through or in combination with frequent stay, loyalty, points, coupon promotions, rooms won through contests or sweepstakes or transferred, or rooms booked on opaque websites that do not allow you to see the name of the hotel until your reservation is complete, and (4) rates booked through the Fine Hotels & Resorts program or The Hotel Collection. [Details](#)

***The Centurion® Lounge:**

If you have a Centurion card, please refer to the [Centurion Website](#) for specific T&Cs for The Centurion® Lounge.

For Platinum Card®, Business Platinum Card®, and Corporate Platinum Card® Members:

Platinum Card Members have unlimited complimentary access to The Centurion Lounge locations. Gold Card and Green Card Additional Cards on your Platinum Card account are not eligible for complimentary access. Card Members may bring immediate family (spouse or domestic partner and their children under 18) OR up to two (2) companions into The Centurion Lounge. To access The Centurion Lounge, the Card Member must present The Centurion Lounge agent with the following upon each visit: his or her valid Card, a boarding pass showing a confirmed reservation for same-day travel on any carrier and a government-issued I.D. Failure to present this documentation may result in access being denied. Card Members will not be compensated for changes in locations, rates or policies. A Card Member must be at least 18 years of age to enter without a parent or guardian. For lounges with a self-service bar, the Card Member must be 21 years of age to enter a lounge without a parent or legal guardian. Must be at least 21 years of age to consume alcoholic beverages. Please drink responsibly. Card Members are allowed access to The Centurion Lounge in all U.S. locations. American Express reserves the right to remove any person from a lounge for inappropriate behavior or failure to adhere to lounge rules, including, but not limited to, conduct that is disruptive, abusive or violent. Access is subject to space availability. The Centurion Lounge hours may vary by location and are subject to change. Amenities may vary among The Centurion Lounge locations and are subject to change. In-lounge services and amenities are complimentary, however you are responsible for any purchases and/or servicing charges you authorize our Member Services Professionals to perform on your behalf. Some American Express Cards are not eligible for all services provided by Member Services Desk. American Express will not be liable for any articles lost or stolen or damages suffered by the purchaser or visitor inside The Centurion Lounge. Use of The Centurion Lounge is subject to all rules and conditions set by American Express. American Express reserves the right to revise the rules at any time without notice. ©2015 American Express Travel Related Services Company, Inc. All rights reserved.

***Airport Club Access Program:**

The Card Member must present his or her valid Card, government-issued I.D., and same-day corresponding airline ticket to club agents. Code-share and affiliated lounge agreements may not apply to provide complimentary club access in all cases. Age requirements and policies for admittance to airport club lounges vary by airline and location. Card Members must adhere to all house rules of participating clubs. Participating airport clubs and locations subject to change without notice. Additional guest access and fees subject to terms and conditions of participating airport clubs.

**DISCOVER EXTRAORDINARY TRAVEL EXPERIENCES
AT AMERICAN EXPRESS TRAVEL**

