

From: American Express Travel Customer Support <service@americanexpress-travel.com>
Subject: **American Express Travel Reservation**
Date: October 13, 2011 12:29:16 PM EDT
To: JJDEVENUTA@GMAIL.COM



TRAVEL

[FLIGHTS](#)[HOTELS](#)[CARS](#)[CRUISES](#)[VACATIONS](#)[OFFERS](#)

Joseph,

Thank you for booking your travel with American Express Travel.

You can view your Trip Details by logging onto [American Express Travel](#)

Your American Express Travel Trip ID is: 5128 6998 4028

Your phone number for this trip: 646-397-8802

Hotel

1 Room, 3 Nights

Confirmation number: C145175384

[Sheraton Needham Hotel](#)

100 CABOT STREET
NEEDHAM MA US 02494
Needham, MA 02494
1.781.444.1110
[Hotel policies](#)

Contact: joseph devenuta

Check in: Tue, Oct 18, 2011

Check out: Fri, Oct 21, 2011

Room 1: 1 King Accessible Non-Smoking Non Refundable (1 adult)

Book Now and Save 20%

Attention - Hotel Front Desk

This is a pre-paid reservation. Please check your reservation system for payment information. Pre-paid amount may not include extra fees payable to the hotel at check out.

Complete Your Travel Plans for Needham!



Add a Car

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

[Find a car](#)



Add a Flight

Roundtrip, one-way or multi-destination. We're flush with flight options at your fingertips. Save 15% or more by booking today.

[Find a flight](#)

Pricing

Room: 1 King Accessible Non-Smoking Non Refundable (1 adult) 3 Nights

Book Now and Save 20%

Tue, Oct 18	\$228.09	\$182.47
Wed, Oct 19	\$228.09	\$182.47
Thu, Oct 20	\$228.09	\$182.47
Sum of nightly rates	\$684.27	\$547.41
<u>Tax Recovery Charge & Service Fees</u>		\$66.21

Total: **\$613.62**

We charged a total of \$613.62 to your American Express® Card xxxx-xxxx-xxxx-1001.

Additional Information

Please reference your American Express Travel Trip ID 5128 6998 4028 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**—A valid photo ID is required for hotel check-in.
- **Credit card**—A valid credit (not debit) card may need to be presented at check in for incidentals. Examples: Parking, phone calls, room service, or energy surcharges.

Policies

- We know that sometimes you have to change your plans, which is why we do not charge any cancel or change fees. We do, however, have to pass along any change or cancel fees that come directly from the travel provider(s).
- Changes to the name on the reservation are not permitted after the booking is completed.
- **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.
- If you experience an issue during your trip, you must call us immediately so that we can assist you in resolving your problem. Any portion of your trip that has been used is non-refundable. We are not responsible for any modifications you make to your trip without our assistance.
- No refunds for unused nights will be given, including those resulting from delayed check-in, no shows, or early checkout.
- Bed types, smoking preference, and in-room amenities are subject to hotel availability. Additional fees may apply to some hotel amenities.

[General Policies](#)

[Hotel Policies](#)

[Change and Cancellation Policies](#)

[View All Policies](#)

General Policies

We know that sometimes you have to change your plans, which is why we do not charge any cancel or change fees. We do, however, have to pass along any change or cancel fees that come directly from the travel provider(s).

Changes to the name on the reservation are not permitted after the booking is completed.

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.

If you experience an issue during your trip, you must call us immediately so that we can assist you in resolving your problem. Any portion of your trip that has been used is non-refundable. We are not responsible for any modifications you make to your trip without our assistance.

No refunds for unused nights will be given, including those resulting from delayed check-in, no shows, or early checkout.

Hotel Policies

Guests must be at least 18 to 21 years of age at time of check-in (dependent on individual hotel policy) unless accompanied by a parent or guardian.

Your hotel reservation is guaranteed for late arrival.

If you are reserving multiple rooms at the same hotel for the same dates, you must use a different name for each reservation. Using the same name for multiple reservations may cause the hotel to cancel reservations that appear to be duplicates.

Bed types, smoking preference, and in-room amenities are subject to hotel availability. Additional fees may apply to some hotel amenities.

Change and Cancellation Policies

If a promo code was used, that code is only good once and cannot be used again. Any discount taken will be lost and is non-refundable (i.e., it has no cash value).

Any changes to your reservation may result in hotel fees up to the full cost of your stay. Change fees, cancellation fees, and other charges are assessed based on the original departure date of your trip, and the date you change or cancel.

Call us to make any changes to your reservation. Please do not call the travel provider(s) directly to make changes or cancel this reservation, as their agents will not be able to change or issue refunds for these specially negotiated rates.

Your check in date is considered to be Tue, Oct 18, 2011, 12:01am Central Standard Time. Days are defined as 24-hour periods completed between the date of your trip change and the check in date.

Room Policies

Room 1 - 1 King Accessible Non-Smoking Non Refundable

The reservation is non-refundable.