

**From:** [Virgin America](#)  
**To:** [clerk@asamanagement.com](mailto:clerk@asamanagement.com)  
**Subject:** SPAM -> Virgin America Reservation QCJFTF  
**Date:** Wednesday, May 13, 2015 12:45:21 PM

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Virgin America Reservation



Here's your flight itinerary. Please retain this confirmation code to reference your booking. We look forward to seeing you onboard.



Your Confirmation Code: **QCJFTF**



**Los Angeles CA (LAX) to New York NY (JFK)**

**Date:** 30May2015  
**Flight:** VX404  
**Depart:** 07:30AM  
**Arrive:** 03:55PM  
**Stops:** 0

**New York NY (JFK) to Los Angeles CA (LAX)**

**Date:** 01Jun2015  
**Flight:** VX411  
**Depart:** 01:00PM  
**Arrive:** 04:05PM  
**Stops:** 0



**Traveler 1: TIMOTHY TORTORA**

**Frequent Flyer:** [Add Elevate Number](#)  
**Seats:** [3A](#)



#### Total for 1 traveler(s) in US Dollars

<b>Base Fare (x1):</b>	<b>\$1170.24</b>
Federal Tax:	\$87.76
<b>Domestic Taxes and Fees:</b>	
Passenger Facility Tax	\$9.00
Security Fee	\$11.20
Segment Fee	\$8.00
U.S. Customs User Fee	\$0.00
Travel Insurance Fee	\$0.00
<b>Fare</b>	<b>\$1286.20</b>
*Special Service Requests	\$0.00
<b>TOTAL</b>	<b>\$1286.20</b>



Earn 3 points per \$1 spent and take up to 35% off.



Earn 3 points per \$1 spent and take up to 30% off.



#### Baggage Information

Guests are welcome to bring aboard one personal item and one carry on item that does not exceed 30 pounds. All checked bags may have a maximum size of 62 linear inches, which is calculated by adding the length plus the width plus the height.

Main Cabin Guests are invited to check up to ten (10) bags up to 50 pounds for a fee of \$25 each. Main Cabin Select Guests and Guests who purchase the fully refundable Main Cabin fare are invited to check one (1) bag up to 50 pounds free of charge and nine (9) more up to 50 pounds for a fee of \$25 each. First Class Cabin guests are welcome to check two (2) bags up to 50 pounds free of charge and eight (8) more up to 50 pounds for \$25 each.

**Extra charges will apply for heavier or larger bags in addition to the checked bag fees**

above.

Qualifying Elevate Gold and Elevate Silver members are eligible for certain baggage fee [waivers](#). For further details on baggage charges, allowances, weight/size restrictions, exceptions, or charges for oversize, overweight or excess bags or sporting equipment, click [here](#).

#### **Rules & Restrictions**

For all fares levels, upgrade charges are inclusive of applicable taxes and fees. Fares and availability are not guaranteed until purchase. Security regulations may require us to provide government agencies access to data you disclose to us. Fares may include a surcharge.

If you need to adjust your schedule, you can make changes and cancellations via our website until 90 minutes prior to departure time or contact our call center anytime until departure. If you think you'll miss your flight or simply need to cancel, you have until your flight's departure time to notify us and get a credit minus a cancel fee or a refund if a refundable fare was purchased. If you don't contact our call center or inform our ticket counter that you will miss your flight, we will enforce our no-show policy. Upon failure to check in, Virgin America will cancel that flight reservation and all subsequent segments for continuing or return flights. Change/cancel fees may apply.

#### **Main Cabin Non-Refundable Fare**

This ticket is non-refundable and non-transferable. Name changes are not allowed after purchase. Flight and/or date changes or cancellations for tickets purchased on or after December 12, 2014 will result in a \$100.00 fee per guest for travel solely between the Western Region (within LAS/LAX/PDX/PSP/PVR/SAN/SEA/SFO/SJC/SJD only) or a \$150 fee per guest for travel to/from all other locations. This fee applies for all changes or cancellations made through all channels including the Virgin America website, through the call center or at the airport. Flight and/or date changes or cancellations for tickets purchased between February 7, 2014 and December 11, 2014 will result in a \$75.00 fee per guest in the Western Region (LAS/LAX/PDX/PSP/PVR/SAN/SEA/SFO/SJC/SJD only) and all other tickets will result in a \$150 fee per guest made through all channels including the call center, Virgin America website or at the airport. Flight and/or date changes or cancellations for tickets purchased on or before February 6, 2014 will result in a \$100 fee per person made through all channels including the call center, Virgin America website or at the airport. Any applicable fare difference will be credited or collected. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.

#### **Main Cabin Refundable Fare**

Fully refundable fares allow for changes, cancellations and name changes. Flight and/or date changes or cancellations will incur no change fee, but any applicable fare difference will be collected or refunded. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.

#### **Main Cabin Select Non-Refundable Fare**

This ticket is non-refundable and non-transferable. Name changes are not allowed after purchase. Flight and/or date changes or cancellations for tickets purchased on or after December 12, 2014 will result in a \$100.00 fee per guest for travel solely between the Western Region (within LAS/LAX/PDX/PSP/PVR/SAN/SEA/SFO/SJC/SJD only) or a \$150 fee per guest for travel to/from all other locations. This fee applies for all changes or cancellations made through all channels including the Virgin America website, through the call center or at the airport. Flight and/or date changes or cancellations for tickets purchased between February 7, 2014 and December 11, 2014 will result in a \$75.00 fee per guest in the Western Region (LAS/LAX/PDX/PSP/PVR/SAN/SEA/SFO/SJC/SJD only) and all other tickets will result in a \$150 fee per guest made through all channels including the call center, Virgin America website or at the airport. Flight and/or date changes or cancellations for tickets purchased on or before February 6, 2014 will result in a \$100 fee per person made through all channels

including the call center, Virgin America website or at the airport. Any applicable fare difference will be credited or collected. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.

#### **Main Cabin Select Refundable Fare**

Refundable fares allow for changes, cancellations and name changes. Flight and/or date changes or cancellations will incur no change fee, but any applicable fare difference will be collected or refunded. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.

#### **First Class Non-Refundable Fare**

This ticket is non-refundable and non-transferable. Name changes are not allowed after purchase. Flight and/or date changes and cancellations will incur no change fee, but any applicable fare difference will be collected or credited. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.







#### **First Class Refundable Fare**

Fully refundable fares allow for changes, cancellations and name changes. Flight and/or date changes or cancellations will incur no change fee, but any applicable fare difference will be collected or refunded. Changes or cancellation of flights booked with Elevate points will incur a \$100 redeposit fee for points to be restored to your Elevate account.

Special Request Fees include additional services that were requested, such as: seat upgrades on day of departure, additional baggage, unaccompanied minors, pets, etc. For applicable fees please see our [website](#).

#### **Consumer Notices**

**Notice of Incorporated Terms of Contract:** Carriage, whether international, domestic or a domestic portion of an international journey, is subject to the individual terms of transporting air carriers, which are incorporated herein by reference and made part of the contract of carriage. Incorporated terms include, but are not limited to:

-  1. Limits of liability for personal injury or death of passengers.
-  2. Limits on liability for loss, damage to, or delayed delivery of passenger baggage, including fragile or perishable goods.
-  3. Claims restrictions, including time periods in which a passenger must file a claim or bring an action against the carrier for its acts or omissions or those of its agents.
-  4. Rights of the carrier to change terms of the contract.
-  5. Rules on reconfirmation of reservations, check-in times, refusal to carry, and smoking.
-  6. Rights of the carrier and limitations concerning delay or failure to perform service, including schedule changes, substitution of alternate air carrier or aircraft, and rerouting.

You can obtain additional information on items (1) through (6) at any U.S. location where the transporting air carrier's tickets are sold. You have the right to inspect the full text of each transporting air carrier's terms at its U.S. airport and city ticket offices. You also have the right, upon request, to receive free of charge the full text of the applicable terms incorporated by reference from each of the transporting carriers. Information on ordering the full text of each carrier's terms is available at any U.S. location where the air carrier's tickets are sold, or you can click on the Contract of Carriage links below.

#### **Notice—Overbooking of Flights:**

Airline flights may be overbooked, and there is a slight chance that a seat will not be available

on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline which are available upon request from the air carrier, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. **Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.**

**Domestic Baggage Liability:** For travel entirely within the United States, Virgin America's maximum liability for checked baggage is \$3,400 per passenger, and Virgin America assumes no responsibility for fragile, irreplaceable or perishable items.

**Advice to International Passengers on Carrier Liability:** Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments (the Warsaw Convention system), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier in respect of death or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

For Guests traveling domestically, please see Virgin America's [Contract of Carriage](#).

For Guests traveling internationally, please see Virgin America's [International Contract of Carriage](#).

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Virgin America Inc. 555 Airport Blvd. Burlingame, CA 94010

**Contact Us**  
Guests may send comments or concerns to Virgin America via our website, U.S. Mail, telephone or facsimile:

**Online:**

<http://virginamerica.custhelp.com/>

**US Mail:**

Virgin America Guest Relations  
555 Airport Blvd. Burlingame, CA 94010

**Telephone:**

1.877.FLY.VIRGIN (877.359.8474) within the United States  
001.877.359.8474 in Mexico  
+1 650 762 7005 if calling from other countries.

**Facsimile:**

650.648.0493 Attn: Guest Relations

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