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**Cc:** Dickerson, Aaron[dickerson.aaron@epa.gov]; Davis, Gail[Davis.Gail@epa.gov]  
**From:** EPA@BCDTRAVEL.COM  
**Sent:** Wed 8/30/2017 2:00:51 AM  
**Subject:** Ticket Refund Notification for JACKSON/RYAN T - Record Locator [REDACTED]

Record Locator: Z5QX9E

JACKSON/RYAN T,

The following airline ticket(s) have been submitted to the airline(s) for credit:

Ticket [REDACTED] on Delta Air Lines in the amount of 8968.76 less a penalty of 600.00 on August 29, 2017.

Ticket [REDACTED] on Qantas Airways in the amount of 560.10 less a penalty of 600.00 on August 29, 2017.

Please allow 4-6 weeks for processing. All refunds are subject to airline audit. Credit will be applied to the original form of payment.

Please note that if a separate transaction fee was assessed for your ticket(s), that amount is not included in the refund request; it will require submission on your expense report. If transaction fees are billed centrally for your corporation, then no action is required.

Should you have additional questions or concerns, please contact your BCD Travel Department.

We appreciate your business.

BCD Travel acts only as an agent for the airlines, hotels, bus companies, railroads, tour operators, cruise lines, car rental companies, and other similar third parties providing accommodations, transportation, or other meeting and travel related services ("Suppliers"). Suppliers are independent and do not act for or on behalf of BCD Travel, are not employees of BCD Travel, and do not have a joint venture or partnership with BCD Travel. Suppliers have their own terms and conditions for the services they provide, and you agree to abide by the terms and conditions set forth in any and all documents for any such Supplier services, including, without limitation, all cancellation fees. By utilizing the services represented by this itinerary,

you agree to the foregoing and also agree that neither BCD Travel or its parent, affiliates, subsidiaries, partners, agents, and their respective officers, directors, employees, and representatives shall be or become liable for any loss, cost, expense, injury, accident, or damage to person or property resulting directly or indirectly from (i) the acts or omissions of Suppliers, including, but not limited to, delays or cancellation of services, cessation of operations, breakdown in machinery or equipment, or changes in fares, itineraries, or schedules; and/or (ii) acts of God, dangers incident to the sea, fires, acts of government or other authorities, wars, acts of terrorism, civil unrest, strikes, riots, thefts, pilferage, epidemics, quarantines, other diseases, climatic aberrations, or from any other cause beyond BCD Travel's control. Please see additional terms and conditions related to this itinerary at [Terms and Conditions](#).