May 14, 2013

Unfortunately this trip update does not have great news, but I know it would be much better for you to get the details from me and not be taken by surprise by the email you will be receiving..

For our group- I do want to give you a heads up that now as we are at the 45 days mark we have the final fuel surcharge direct from the airline which is being assessed. Even though we did increase the departure fees earlier there is a charge for your group of $49 per person.  ACIS has tried to be clear with all travelers to expect this final bill 45 days prior to departure and have listed this in the registration booklet and on every invoice they have received from ACIS as a reminder it would be coming, hopefully you noticed this yourself.  The horrible reality is that jet fuel has jumped dramatically again in the last year since we made our best estimates of what we thought fuel charges might be and airlines will not absorb this cost and ACIS cannot either.

I / We deeply regret having to make this adjustment and sincerely apologize for any inconvenience.  If any of your travelers have questions they can contact our Client Services department at 877-795-0813.

Sincerely,

Señora Kelley