

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 8/16/2016 11:54:12 AM  
**Subject:** Can we change this return flight?

Hi Natasha...is it possible for you to change this return flight for all 3 passengers to depart Aug. 24? We did not do the original booking...I probably have to call Mango Tours...can you tell me if the same flights exist for Aug. 24th at least...I need to get these people back to NY!  
Thanks, [REDACTED]

Begin forwarded message:

**From:** Merwin Dela cruz [REDACTED]  
**Subject:** Fwd: Online Travel Reservation [REDACTED] | DELA CRUZ/MERWIN  
**Date:** August 15, 2016 at 10:54:28 PM EDT  
**To:** [REDACTED]

[REDACTED]  
Here is our original flight  
Information.

Thank you

Merwin Dela Cruz  
[REDACTED]

Begin forwarded message:

**From:** Merwin Dela cruz [REDACTED]  
**Date:** May 7, 2016 at 3:21:54 AM GMT+8  
**To:** HONEY [REDACTED]  
**Subject:** Fwd: Online Travel Reservation [REDACTED] | DELA CRUZ/MERWIN

Begin forwarded message:

**From:** "Mango Tours"  
<[reservations@mangotours.com](mailto:reservations@mangotours.com)>  
**Subject:** Online Travel Reservation  
(7556104838) | DELA CRUZ/MERWIN

**Date:** May 4, 2016 at 7:24:30 PM EDT

**To:** [REDACTED]

Dear Sir/Madam,

You have successfully booked your reservation. We recommend that you make a note of the booking reservation number or print this page.

**Mango Tours Control Number :** [REDACTED] **Total Cost :**  
USD 3258

1 (Round-trip) AIR Record Locator [REDACTED] - Ticketed  
PASSENGER DETAILS(1)

**Passenger(s) List**

DELA CRUZ / MERWIN MEDINA MR

DELA CRUZ / KARENHART FONTANILLA MS

DELA CRUZ / BRIANNA JULLIENNE MS

**Invoice Number(s)**

0360131087

0360131088

0360131089

**Ticket Number(s)**

180-7804401783

180-7804401784

180-7804401785

**Email Address:** [REDACTED]

**Contact Number:** [REDACTED]

**Other Number:** [REDACTED]

**Class of service:** Economy

**FLIGHT DETAILS(1)****Flight 1 (Booked)****Depart**

Thu, Aug 11

12:50 AM

**New York, New York USA**

John F Kennedy International Airport

Terminal 1

**Arrive**

Fri, Aug 12

4:10 AM

**Incheon [Seoul], South Korea**

Incheon International Airport

**Korean Air**

74H Aircraft

Flight No. 86

Booking Class: Q

Airline Ctrl No: KE-5UZNI6

**Flight 2 (Booked)****Depart**

Fri, Aug 12

8:00 AM

**Incheon [Seoul], South Korea**

Incheon International Airport

**Arrive**

Fri, Aug 12

10:50 AM

**Manila, Philippines**

Ninoy Aquino International Airport

**Korean Air**

Boeing 777-300

Flight No. 621

Booking Class: Q

Airline Ctrl No: KE-5UZNI6

**Flight 3 (Booked)****Depart**

Sat, Sep 3

12:20 PM

**Manila, Philippines**

Ninoy Aquino International Airport

Terminal 1

**Arrive**

Sat, Sep 3

5:15 PM  
**Incheon [Seoul], South Korea**  
Incheon International Airport

**Korean Air**

Boeing 777-300

Flight No. 622

Booking Class: U

Airline Ctrl No: KE-5UZNI6

**Flight 4 (Booked)**

**Depart**

Sat, Sep 3

7:30 PM

**Incheon [Seoul], South Korea**

Incheon International Airport

**Arrive**

Sat, Sep 3

8:45 PM

**New York, New York USA**

John F Kennedy International Airport

**Korean Air**

74H Aircraft

Flight No. 85

Booking Class: U

Airline Ctrl No: KE-5UZNI6

**BAGGAGE POLICY**

**Read baggage information at:**  
<https://bags.amadeus.com>

**GENERAL TERMS AND CONDITIONS  
FEES AND PENALTIES**

- Service fee of \$10.00 per passenger will be added on top of the fare cost if payment is made through any of our branches.
- Below are sample penalty fees. Fees may vary depending on which airline you booked.
- Date Changes: USD250 + Fare difference (if applicable)
- Name Corrections: USD50 (if allowed)
- Refunds: USD250+ (if allowed)
- Service Fees: USD50 on top of penalties
- Penalties apply for changes, no-shows, and full

refunds

- Tickets are non-refundable when partially used
- Other terms and conditions apply
- For Canadian credit card holders, foreign transaction and other applicable fees imposed by the credit card company may apply.

#### **CANCELLATION POLICY**

- Finalized and guaranteed bookings are good as SOLD. Guaranteed and No-show bookings are non-refundable.
- Revisions and/or changes in bookings should only be coursed through Mango Tours. Mango Tours will not be held responsible to any claims on services that will be arranged directly with the hotel/resort or airline.
- Revisions and/or changes in bookings are subject to penalty fees. For in-house guests who decide to shorten their stay, payment for the unused nights shall be non-refundable. Land arrangements based on promotional rates are arranged on BOOK & BUY basis (accommodation, tours and airport transfers); and are non-refundable.

#### **RESPONSIBILITY WAIVER**

Mango Tours will make its best efforts to ensure its services are of international standards. However, Mango Tours will not be responsible for any damage or loss of guests' personal property due to any mishaps or accidents beyond the company's control.

#### **FORCE MAJEURE**

Mango Tours will not be responsible to its clients for failure to abide by the terms and agreements due to circumstances beyond its control. If guests are stranded at the hotel/resort or any destination for any reason beyond its control (typhoons, natural disasters and calamities, political unrest, etc.), the guests may be required by the hotel/resort to shoulder charges to enable the property to cover costs.

#### **REFUND POLICY**

Tickets or any travel services purchased from Mango

Tours are subject for refund approval. All refund requests are subject to certain rules and conditions. Fees or penalties may apply to the refund.

For credit card payments, processing of refund may take six to eight weeks from the date of notice. The amount will be refunded to the credit card used for the transaction. For cash payments, processing of refund may take at least 30 days from the date of notice. Once the refund is processed, the client's itinerary will be cancelled.

NOTE: For important and urgent concerns, you may call Mango Tours at 1-866-2-MANILA (U.S. toll-free) or (639) 893-0002 if you're in the Philippines.

### **Reservation Office**

#### **Travel Consultant**

Online (Website)

#### **Mango Tours**

**(U.S.)**

870 Market Street, Suite 611 San Francisco, CA 94102

USA - United States

Telephone : **1-415-625-1298**

Toll Free : **1-866-2-MANILA (1-866-2-626452)**

**(Philippines)**

Unit 1506, 88 Corporate Center, 141 Valero Corner

Sedeno Sts., Salcedo Village, Makati City, Philippines

Telephone : **(632) 893-0002**

Mobile : **+63 917-886-3744 (Globe), +63 999-883-9588 (Smart), +63 922-862-6461 (Sun)**

**For inquiries, you may contact us at [reservations@mangotours.com](mailto:reservations@mangotours.com) or call U.S. toll-free 1-866-2-MANILA (1-866-2-626452).**

Thank you for choosing Mango Tours.



Scan Code

THE FARE(S) LISTED ON THIS ITINERARY ARE SUBJECT TO CHANGE PRIOR TO THE TIME YOU RECEIVE CONFIRMATION THAT YOUR CREDIT CARD HAS BEEN CHARGED. IF THERE IS AN UNFORESEEN CHANGE IN AIRFARE PRICE, MANGO TOURS WILL CONTACT YOU IMMEDIATELY.

PLEASE CHECK ALL TICKETS AND INVOICES UPON RECEIPT. MANGOTOURS WILL NOT BE RESPONSIBLE FOR ERRORS 12HRS AFTER TICKET ISSUANCE. TICKETS ARE VALID FOR ONE (1) YEAR FROM DATE OF ISSUE WITH EXCEPTION OF CERTAIN FARES THAT HAVE 2, 3, OR 6 MONTHS VALIDITY. PENALTIES APPLY ON NO-SHOWS / CHANGES / CANCELLATIONS / REFUNDS. A \$50.00 AGENCY SERVICE FEE APPLIES TO ALL REFUNDS, RE-ISSUANCE, NAME CHANGES AND VOIDED TICKETS ON TOP OF ALL AIRLINE FEES. TICKETS ARE NON-TRANSFERABLE AND MAY BE NON-REFUNDABLE. PASSENGERS ARE RESPONSIBLE FOR PASSPORT VALIDITY, VISAS AND/OR HEALTH REQUIREMENTS INCLUDING BAGGAGE POLICY OF THE AIRLINE THEY ARE TRAVELLING. MAKE SURE YOUR PASSPORT IS VALID FOR AT LEAST SIX (6) MONTHS BEYOND YOUR INTENDED RETURN. PLEASE BE AT THE AIRPORT THREE (3) HOURS BEFORE YOUR FLIGHT.

"THANK YOU FOR BOOKING WITH MANGOTOURS AND HAVE A SAFE AND PLEASANT JOURNEY."