

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 8/16/2016 1:12:44 PM
Subject: Can we change this return flight? [Incident: 160816-0 01831]

Title: American Express ®

To: [REDACTED]
Subject: Can we change this return flight?
From: Natalia Molotkova
Sent: 08/16/2016 09:12 AM

Yes, [REDACTED] sorry, we don't own this reservation, can't change it, sorry.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/16/2016 09:04 AM

Morning, sure, let me have a look..

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/16/2016 07:57 AM

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 (7556104838) | DELA CRUZ/MERWIN
Date: August 15, 2016 at 10:54:28 PM EDT
To: Lesley Groff [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 (7556104838) | DELA CRUZ/MERWIN

Begin forwarded message:

From: "Mango Tours" <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 : 7556104838 Total

Cost : USD 3258

1 (Round-trip) AIR Record Locator (5UZNI6) - 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-5UZN16

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-5UZN16

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-5UZN16

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

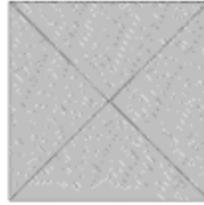
Sedeno Sts., Salcedo Village, Makati City, Philippines

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 or call U.S. toll-free 1-866-2-MANILA (1-866-2-626452).

Thank you for choosing Mango Tours.



Scan Code

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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."

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