

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 8/16/2016 5:52:42 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 01:52 PM

ACCORDING TO THE ITINERARY YOU SENT TO ME, UT WAS JUST A STOP, CONNECTION:

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

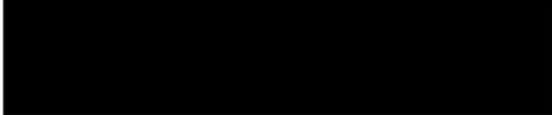
Booking Class: U

Airline Ctrl No: KE-5UZNI6

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: [Redacted]
Sent: 08/16/2016 01:51 PM

They do not need to go to Seoul. I'm sure it was just less expensive. Let me show jeffrey and get back to you. Is the round trip less expensive by any chance?

Sent from my iPhone

On Aug 16, 2016, at 1:46 PM, Natalia Molotkova [Redacted] wrote:

To: [Redacted]
Subject: Can we change this return flight?
From: Natalia Molotkova
Sent: 08/16/2016 01:46 PM

Do they need to go via Seoul, they are not staying there?

I can book them one way - best coach fare - from Manila via Taipei to NYC= with EVA AIRWAYS.

1 BR 272 24AUG MNL TPE 1240P 0255P
1 BR 32 24AUG TPE JFK 0710P 1005P
1ADT 1265.06 3795.18
TOTAL FARE - USD 3795.18

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: Lesley Groff
Sent: 08/16/2016 01:42 PM

It looks like from Manila to Seoul? Then Seoul on to JFK. I attached their current ticket.

Sent from my iPhone

On Aug 16, 2016, at 1:33 PM, Natalia Molotkova wrote:



To: [Redacted]
Subject: Can we change this return flight?
From: Natalia Molotkova
Sent: 08/16/2016 01:33 PM

What city they are flying from? Seoul or Manila?

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager



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

From: Natalia Molotkova
Sent: 08/16/2016 01:31 PM

OK, checking..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: [Redacted]

Sent: 08/16/2016 01:18 PM

Hi Natasha. I need to get this family back to NY Aug 24. Can you please find any carrier to get them here? If we need to do round trip because it costs less that is fine. Let me know what you can find and what the price is. They need to depart on aug 24th which I believe will have them arrive on 24th as well. Please let me know. Thanks.

Sent from my iPhone

On Aug 16, 2016, at 9:04 AM, Natalia Molotkova [Redacted] wrote:

From: [Redacted]

Sent: 08/16/2016 09:33 AM

Ok. Thx

Sent from my iPhone

On Aug 16, 2016, at 9:12 AM, Natalia Molotkova [Redacted] wrote:

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 Natashais it possible for you to change this return flight for all 3 passengers to depart Aug. 24? We did not do the original bookingI probably have to call Mango Tourscan you tell me if the same flights exist for Aug. 24th at leastI 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

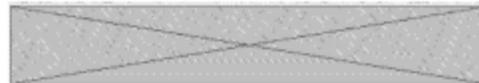
Merwin Dela Cruz
[REDACTED]

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"
[REDACTED]
Subject: Online Travel Reservation
[REDACTED] 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

Contact Num

Other Number

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-5UZN16

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

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7:30 PM

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Arrive

Sat, Sep 3
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New York, New York USA

John F Kennedy International Airport

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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 clients itinerary will be cancelled.

NOTE: For important and urgent concerns, you may call Mango Tours at [REDACTED] U.S. toll-free) or [REDACTED] you're in the Philippines.

**Reservation Office
Travel Consultant**

Online (Website)
Mango Tours

(U.S.)

[REDACTED]

Telephone [REDACTED]

Toll Free [REDACTED]
(Philippines)

[REDACTED]

For inquiries, you may contact us at [REDACTED] U.S. toll-

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."

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Ref# 160816-001831

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



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

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Sent: 08/16/2016 09:04 AM

Morning, sure, let me have a look..

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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

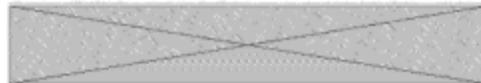
Merwin Dela Cruz
[REDACTED]

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

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From: "Mango Tours"
[REDACTED]
Subject: Online Travel Reservation [REDACTED]
| 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]

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FLIGHT DETAILS(1)

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12:50 AM

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Terminal 1

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Fri, Aug 12

4:10 AM

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Incheon International Airport

Korean Air

74H Aircraft

Flight No. 86

Booking Class: Q

Airline Ctrl No: KE-5UZN16

Flight 2 (Booked)

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Fri, Aug 12

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Incheon [Seoul], South Korea

Incheon International Airport

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Fri, Aug 12

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Sat, Sep 3
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Korean Air
74H Aircraft
Flight No. 85
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notice. Once the refund is processed, the clients itinerary will be cancelled.

NOTE: For important and urgent concerns, you may call Mango Tours at [REDACTED] (U.S. toll-free) or [REDACTED] if you're in the Philippines.

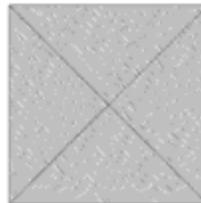
Reservation Office
Travel Consultant

Online (Website)
Mango Tours

(U.S.)



Thank you for choosing Mango Tours.



Scan Code

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To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

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When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

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Ref# 160816-001831

From: Natalia Molotkova
Sent: 08/16/2016 01:33 PM

What city they are flying from? Seoul or Manila?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: Natalia Molotkova
Sent: 08/16/2016 01:31 PM

OK, checking..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



[REDACTED]

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

From: [REDACTED]
Sent: 08/16/2016 01:18 PM

Hi Natasha. I need to get this family back to NY Aug 24. Can you please find any carrier to get them here? If we need to do round trip because it costs less that is fine. Let me know what you can find and what the price is. They need to depart on aug 24th which I believe will have them arrive on 24th as well. Please let me know. Thanks.

Sent from my iPhone

On Aug 16, 2016, at 9:04 AM, Natalia Molotkova wrote: [REDACTED]

From: [REDACTED]
Sent: 08/16/2016 09:33 AM

Ok. Thx

Sent from my iPhone

On Aug 16, 2016, at 9:12 AM, Natalia Molotkova wrote: [REDACTED]

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,

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Centurion Relationship Manager

[REDACTED]

[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 Natashais it possible for you to change this return flight for all 3 passengers to depart Aug. 24? We did not do the original bookingI probably have to call Mango Tourscan you tell me if the same flights exist for Aug. 24th at leastI 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: [REDACTED]

[REDACTED]

Here is our original flight Information.

Thank you

Merwin Dela Cruz
[REDACTED]

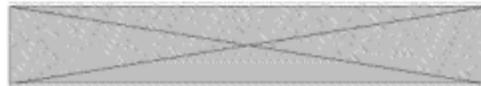
[REDACTED]

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"
[REDACTED]
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: M_DELACRUZ68@YAHOO.COM

Contact Number: 9176070626

Other Number: 9176076014

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-5UZN16

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.
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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.

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For credit card payments, processing of refund may

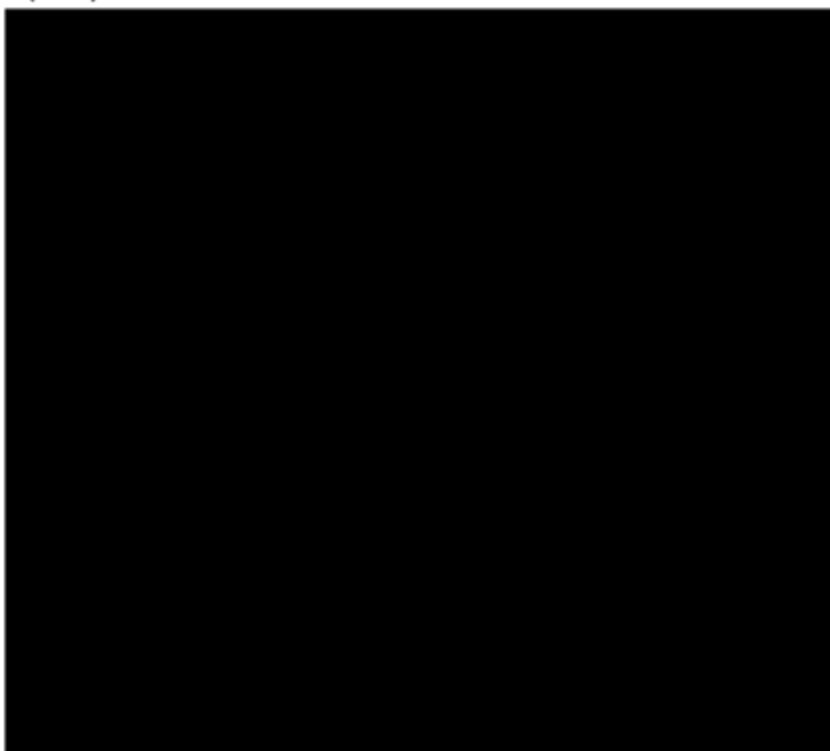
take six to eight weeks from the date of notice. The amount will be refunded to the credit card used for the transaction. For cash payments, processing of refund may take at least 30 days from the date of notice. Once the refund is processed, the clients itinerary will be cancelled.

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.

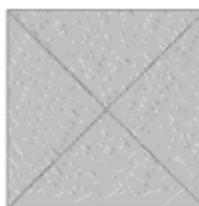
Reservation Office
Travel Consultant

Online (Website)
Mango Tours

(U.S.)



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."

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Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

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Ref# 160816-001831

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



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



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

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Thanks, [REDACTED]

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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]

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

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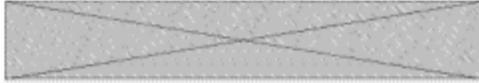
From: "Mango Tours"

Subject: Online Travel Reservation (7556104838)

| DELA CRUZ/MERWIN

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DELA CRUZ / BRIANNA JULLIENNE MS

Invoice Number(s)

0360131087

0360131088

0360131089

Ticket Number(s)

180-7804401783

180-7804401784

180-7804401785

Email Address:

Contact Number:

Other Number:

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-5UZN16

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

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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.)

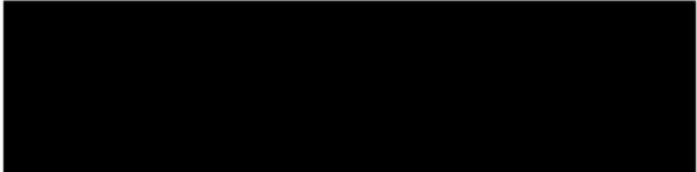


USA - United States

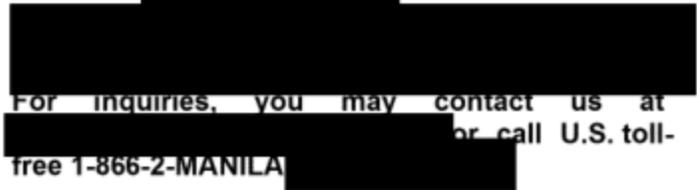
Telephone

Toll Free

(Philippines)

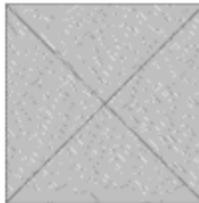


Telephone



For inquiries, you may contact us at
or call U.S. toll-free 1-866-2-MANILA

Thank you for choosing Mango Tours.



Scan Code

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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.
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Ref# 160816-001831

From: Natalia Molotkova
Sent: 08/16/2016 01:46 PM

Do they need to go via Seoul, they are not staying there?

I can book them one way - best coach fare - from Manila via Taipei to NYC= with EVA AIRWAYS.

1 BR 272 24AUG MNL TPE 1240P 0255P
1 BR 32 24AUG TPE JFK 0710P 1005P
1ADT 1265.06 3795.18
TOTAL FARE - USD 3795.18

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: [Redacted]
Sent: 08/16/2016 01:42 PM

It looks like from Manila to Seoul? Then Seoul on to JFK. I attached their current ticket.

Sent from my iPhone

On Aug 16, 2016, at 1:33 PM, Natalia Molotkova [Redacted] wrote:

To: [REDACTED]
Subject: Can we change this return flight?
From: Natalia Molotkova

Sent: 08/16/2016 01:33 PM

What city they are flying from? Seoul or Manila?

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 01:31 PM

OK, checking..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

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

From: [REDACTED]
Sent: 08/16/2016 01:18 PM

Hi Natasha. I need to get this family back to NY Aug 24. Can you please find any carrier to get them here? If we need to do round trip because it costs less that is fine. Let me know what you can find and what the price is. They need to depart on aug 24th which I believe will have them arrive on 24th as well. Please let me know. Thanks.

Sent from my iPhone

On Aug 16, 2016, at 9:04 AM, Natalia Molotkova wrote:

[REDACTED]

From: [REDACTED]
Sent: 08/16/2016 09:33 AM

Ok. Thx

Sent from my iPhone

On Aug 16, 2016, at 9:12 AM, Natalia Molotkova wrote:

[REDACTED]

[REDACTED]
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.

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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

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Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

—

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

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Thanks, [REDACTED]

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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]



Here is our original flight
Information.

Thank you

Merwin Dela Cruz



Begin forwarded message:

From: Merwin Dela cruz [REDACTED]
Date: May 7, 2016 at 3:21:54 AM GMT+0
To: HONEY [REDACTED]
Subject: Fwd: Online Travel Reservation [REDACTED] | DELA
CRUZ/MERWIN

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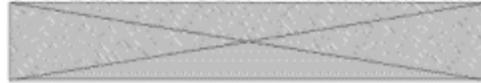
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Subject: Online Travel Reservation (7556104838)

| DELA CRUZ/MERWIN

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Mango Tours Control Number : 7556104838

Total Cost : USD 3258

1 (Round-trip) AIR Record Locator (5UZNI6) - Ticketed
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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:

Contact Number:

Other Number:

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-5UZN16

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-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 clients 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.)

USA - United States

Telephone

Toll Free

(Philippines)

Telephone :

For inquiries you may contact us at
or call U.S. toll-free

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."

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Ref# 160816-001831

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



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



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: [REDACTED]

Les,
Here is our original flight
Information.

Thank you

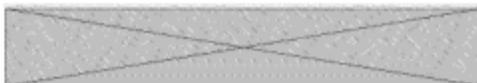
Merwin Dela Cruz
[REDACTED]

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"
[REDACTED]
Subject: Online Travel Reservation [REDACTED]
| 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 (5UZN16) - 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: M_DELACRUZ68@YAHOO.COM

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-5UZN16

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)

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Sat, Sep 3
12:20 PM

Manila, Philippines
Ninoy Aquino International Airport
Terminal 1

Arrive

Sat, Sep 3
5:15 PM

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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

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- Name Corrections: USD50 (if allowed)
- Refunds: USD250+ (if allowed)
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Reservation Office

Travel Consultant

Online (Website)

Mango Tours

(U.S.)



USA - United States

Telephone



Toll Free



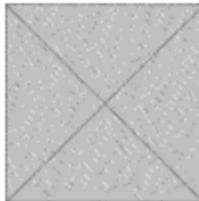
(Philippines)



Telephone : [REDACTED]

For inquiries, you may contact us at [REDACTED] or call U.S. toll-free 1-800-2-MANTRA (1-800-2-626452).

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."

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Ref# 160816-001831

From: Natalia Molotkova
Sent: 08/16/2016 01:33 PM

What city they are flying from? Seoul or Manila?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: Natalia Molotkova
Sent: 08/16/2016 01:31 PM

OK, checking..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

From: [Redacted]
Sent: 08/16/2016 01:18 PM

Hi Natasha. I need to get this family back to NY Aug 24. Can you please find any carrier to get them here? If we need to do round trip because it costs less that is fine. Let me know what you can find and what the price is. They need to depart on aug 24th which I believe will have them arrive on 24th as well. Please let me know. Thanks.

Sent from my iPhone

On Aug 16, 2016, at 9:04 AM, Natalia Molotkova [Redacted] wrote:

From: [REDACTED]
Sent: 08/16/2016 09:33 AM

Ok. Thx

Sent from my iPhone

On Aug 16, 2016, at 9:12 AM, Natalia Molotkova [REDACTED] wrote:

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

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Thanks, [REDACTED]

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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: [REDACTED]

Les,
Here is our original flight
Information.

Thank you

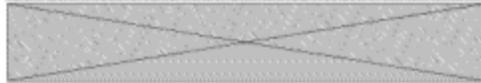
Merwin Dela Cruz
[REDACTED]

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"
[REDACTED]
Subject: Online Travel Reservation [REDACTED]
| 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:

Contact Number

Other Number

Class of service: Economy

FLIGHT DETAILS(1)

Flight 1 (Booked)

Depart

Thu, Aug 11

12:50 AM

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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-5UZN16

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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
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Booking Class: Q
Airline Ctrl No: KE-5UZN16

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Sat, Sep 3
12:20 PM
Manila, Philippines
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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

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(accommodation, tours and airport transfers);
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Mango Tours

(U.S.)

USA - United States

Telephone

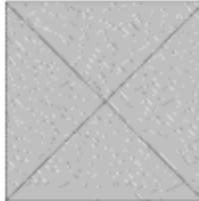
[REDACTED]

[REDACTED]

Telephone [REDACTED]

[REDACTED]

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

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Ref# 160816-001831

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



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



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, Lesley

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

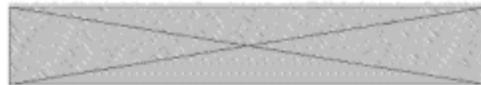
Merwin Dela Cruz
[REDACTED]

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 (7556104838) | DELA CRUZ/MERWIN

Begin forwarded message:

From: "Mango Tours" [REDACTED]
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 (5UZN16) - 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

Contact Number

Other Number

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.)



Telephone 1-115-885-1888

Toll Free

(Philippines)

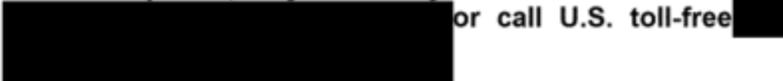


Telephone

Mobile

(Smart)

For inquiries, you may contact us at
or call U.S. toll-free



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