

Delta KLM Air France
Americas
AME

USA/Mexico/Canada

COURTESY TRAVEL INC
SUITE 101
1329 W. CHELTENHAM AVE
19027 MELROSE PARK

Attention of: GRACE LEE

Your contact: MARIE ANTIONETTE MOORE
Phone: 1-800-337-4777 Fax: .
E-mail: JVGROUPS6@DELTA.COM

GROUP SALES AGREEMENT

N° A 4125080 -1/1 agreed upon for minimum 10 passengers

GROUP HANA GROUP 30 passengers

DEPOSIT

- **3 000.00 USD** required before **07 February 2017**.
- Payable by non-commissionable MCO/VMPD through BSP/ARC. This deposit will be refunded less any applicable penalty, after the group's departure (Enclose a refund request if applicable).
- Your confirmation and/or the receipt of the above payment indicates that the terms and conditions of this Agreement have been read, understood, and agreed upon by you. Late payment of the above sum will result in automatic cancellation of the seats reserved by virtue of this agreement without further notification.
- A single form of payment is required for the initial deposit.
- Travel agency credit cards not accepted.
- See "Payment Location" section of this agreement for mailing and bank account information.

PASSENGER NAME LIST

The complete Passenger Name List must be entered by yourselves no later than **30** days before departure date, which is **06 August 2017**.

Any reserved seat with no allocated name will be automatically cancelled without notification (subject to applicable penalties).

Name Submission Instructions

Passenger Names and TSA Secure Flight Passenger Data (SFPD) is required for ticketing.

Please note: In order to process your name list, we must have complete Secure Flight Passenger Data (SFPD) for each passenger.

The Transportation Security Agency's (TSA) Secure Flight Program requires that Air France / Delta / KLM collect the following additional information from passengers when making a reservation to fly within, into or out of the United States and reservations for point-to-point international flights operated by U.S.-based airlines:

- (1) Full Name (required), as it appears on government-issued I.D. approved for use when traveling.
- (2) Date of Birth (required)
- (3) Gender (required)
- (4) Redress number (optional)

Your reservation may be cancelled if the reservation does not include the required Secure Flight Passenger Data (full name, date of birth, and gender) at least 72 hours prior to your scheduled departure. This cancellation policy applies to all Delta / Air France / KLM tickets, including tickets for our codeshare partners' flights.

Note: Those who believe they have been mistakenly matched to a name on the watch list are invited to apply for Redress through DHS TRIP. For more information on the redress process visit www.dhs.gov/trip.

For Travel Agency bookings equipped with TigreWeb, please enter names via the AFKL.biz website.

For non Travel Agency bookings, you will receive a separate email approximately 7 days prior to your ticketing deadline with instructions for submitting names and SFPD information.

FINAL PAYMENT AND TICKETING

All tickets must be paid in full and issued no later than **30** days before departure date, which is **06 August 2017**. The tickets are changeable and non refundable after they have been issued (except otherwise specified).

Travel Agency Bookings:

Travel agents must issue their own tickets.

Fare: Tickets must be issued as "BULK". Commission box: Zero

Endorsement: Valid DL KL AF ONLY / NONREF / NONEND

FOID-Mandatory for E-T PNR using group7digits file number e.g.: SR FOID AF-IDTIGREXXXXXX

Flight coupons must be used in order of issuance or lose validity.

Non-Travel Agency Bookings:

-Wire Transfer

-Credit Card, ***please note that debit cards are not accepted.***

Failure to send payment to the correct address or bank account in its entirety could result in the cancellation of the group should payment not be received. Air France, Delta Air Lines or KLM assumes no liability, including the reinstatement of the group space or waiver of any fare increase that might result, for incorrectly addressed mail, bank account information or failure to identify the group sales agreement number on the wire transfer.

Payment Location:

For payments other than credit card, be sure to include your record locator or group sales agreement number and group name.

MCO Deposits:

Delta Air Lines

7500 Air Line Drive C655

Minneapolis, MN 55450-1101

Wire Transfer Instructions:

Beneficiary Bank: JPMorgan Chase Bank, N.A.

Address: 1 Chase Manhattan Plaza New York, NY 10005

Swift: CHASUS33

ABA: 021000021

A/C Name: Delta Air Lines, Inc.

Address: 1030 Delta Boulevard Atlanta, GA 30354-1989

A/C Number: 964258255

Reference: Group Sales Agreement Number or Record Locator

CHANGES

Any change requested by you regarding the date of travel, itinerary or flight, for one or more of the passengers will be subject to a revised fare at our sole discretion.

Your group may book deviations/changes from the original group as follows:

- Ninety (90) days or more prior to departure, an unlimited number of passengers may make changes to their group itinerary on either the outbound or the return at the applicable fare for no fee. The definition of a group must be maintained.
- Once the group is within 90-day utilization, and a deposit is on file, a maximum of 30% of the group may deviate on the outbound or return at the applicable fare for a 50.00 USD per person non-refundable deviation fee. The definition of a group must be maintained. The percentage of passengers who may deviate is based on the total number of seats held by the group at day 90.
- A credit card is the only acceptable form of payment for deviations and is required at the time the deviation is booked
- Feeders (passengers wishing to travel from a different city into the U.S. gateway) are not included in this limitation and may be done at any time prior to ticketing at the applicable fare for the new itinerary.
- After Ticketing: Changes may be made after ticketing with the appropriate ticket reissue fee and any difference in fare.
- Name Changes:
One free name change is permitted for 50% of the group up to 48 hours prior to departure, \$150.00 USD fee for each additional name change will apply and subject to change.
- Once travel has commenced one itinerary change will be permitted with the appropriate ticket reissue fee and any difference in fare.

TOTAL CANCELLATION

- Up to 90 days prior to departure: No penalty.
- From 89 to 31 days prior to departure: Penalty of **100 USD** per cancelled seat.
- From 30 days prior to departure : Penalty of **100%** of the fare.
- After ticket issue: tickets are non refundable.

PARTIAL CANCELLATION

- Up to 90 days prior to departure: No penalty.
- From 89 to 31 days prior to departure: **10%** of seats booked at the origin can be cancelled without penalty. Over and above: penalty of **100 USD** per cancelled seat.
- From 30 days prior to departure : Penalty of **100%** of the fare per cancelled seat.
- After ticket issue: tickets are non refundable.

In the event your group does not meet the minimum of 10, or individual members do not travel with the group, passengers will be considered individual travelers and must be ticketed at the applicable fare. If the group number falls below 10 within the specified utilization date the entire deposit will be forfeited.

GENERAL TERMS AND CONDITIONS OF TRANSPORT

Travel on our flights is subject to the airline's applicable contract of carriage and general terms and conditions governing passengers and baggage and all applicable fare rules and restrictions.

The information regarding this group is considered to be confidential between the travel agent or group leader and the Group and Specialty Sales Center. Therefore, no information will be given to, nor changes made on behalf of individual group members.

Specialty Fare Programs Update: Adjustments to SkyMiles Mileage Accrual

Effective for tickets issued on or after September 1, 2012, Delta will adjust its policy for SkyMiles mileage accrual earned on select unpublished Specialty fares. For more details regarding these changes, please copy the link http://www.delta.com/skymiles/ways_to_get_miles/unpublished/index.jsp into your web browser.

Group tickets are not eligible for upgrades.

Childrens' discounts do not apply for group travel.

Each Carrier reserves the right to change equipment or schedules without notice. The Carriers assume no responsibility or liability for delays or cancellations due to weather, or any other cause beyond Carrier's control. Carrier's sole liability to ticketed passengers for delays or cancellations due to weather, or any other cause beyond Carrier's control is to refund the ticket in the original form of payment. If the delay or cancellation results from factors within Carrier's control, we will transport your ticketed group to their destination on our next flight on which seats are available in the class of service originally purchased. Passengers may also be entitled to a partial refund or certain other amenities in some cases. Carrier assumes no liability for delays or cancellations of flights for groups that have reserved but not yet ticketed seats, although we will attempt to accommodate these groups as well. For additional information on our policy, please contact the Group and Specialty Sales Center.

You are also responsible for compliance with any applicable laws or regulations in the discussion of these fares with your customers.

SPECIAL SERVICES: Notification to the Group and Specialty Sales Center no later than D-45 to obtain clearance for acceptance including and not limited to medical, sporting, music equipment, oversized bags and wheelchairs

DETAILS OF YOUR RESERVATION

Group reference 1 : 2QTKVM			30 passengers		HANA GROUP	
Net fare per passenger (excluding carrier-imposed international surcharge and taxes)					420.00 USD	
Carrier-imposed international surcharge YR per passenger					200.00 USD	
Taxes per passenger (subject to change at date of ticketing)					85.75 USD	
Ticketing fee per passenger					0.00 USD	
Flight	Class	Date	Origin	Destination	Departure time	Arrival time
DL 411	V	09/05/17	NEW YORK JOHN F. KENNEDY INTERNATIONAL AIRPORT 4	PRAGUE PRAGUE RUZYNE AIRPORT 1	21:41	11:55 09/06/17
DL 211	V	09/15/17	PRAGUE PRAGUE RUZYNE AIRPORT 1	NEW YORK JOHN F. KENNEDY INTERNATIONAL AIRPORT 4	13:40	16:50

TOTAL TO DATE

Total amount excluding carrier-imposed international surcharge and taxes:	12 600.00 USD
Total amount of carrier-imposed international surcharge YR :	6 000.00 USD
Total amount of taxes (subject to change at date of ticketing) :	2 572.50 USD
Total amount including carrier-imposed international surcharge and taxes:	21 172.50 USD
Total amount of ticketing fees:	0.00 USD
Total amount including ticketing fees	21 172.50 USD

For new bookings created on or after January 23rd, 2014, both **Carrier-imposed international surcharges Q and YR** will **be guaranteed** at the time the group reservation is confirmed and the contract is sent.

Only the **Carrier-imposed international surcharge YR** is **guaranteed for** bookings created between August 1st, 2013 and January 22nd, 2014.

Any voluntary changes to a group reservation will result, in a renegotiation of the fare and would be subject to the new base fare and applicable carrier-imposed international surcharge(s) YR (and Q) at the time the modified reservation is confirmed.

TICKETING INSTRUCTIONS:

Fare Basis: Fare basis code is (class of service)GROUP, for example, KGROUP.

Ticket Designator: Please show as follows: /GRPJV

Note: Improper placement of the fare basis/ticket designator code will result in a debit memo per ticket.

All tickets must be issued using 006 ticket stock.

Tour Conductor Policy:

Tour conductor tickets are not offered as part of the fare negotiation. Tour conductors will be considered based on the following:

1 Tour Conductor per 30 paid tickets.

Tour Conductors are offered upon request only. Travel agents must also issue Tour Conductor tickets. The Tour Conductor

is required to pay applicable taxes. The Tour Conductor may deviate from the group based on the deviation policy previously noted. Tour Conductors must travel in coach

USA/Mexico/Canada, 24 January 2017

Delta KLM Air France,
MARIE ANTIONETTE MOORE

COURTESY TRAVEL INC
GRACE LEE