Sales Office: NYC GP LH Sales

Users

Phone: 9544768

Email: groupsales@dlh.de

SHAUN CHO SKYSTUB

Office ID/ PCC: 2ex3-1V

Email: SHAUN@IHANATOUR.COM

Date: 21-Sep-2023

Dear Sir, Madam,

Thank you for your group booking on BookaGroup. Please find below all details regarding your group booking.

Group File ID: 3YY1EJRZ

Request Date: 21-Aug-2023

Group Name: HANA CROATIA

Routing Type: Multi-Stop

Validation Carrier: OS

STANDARD Contract Type:

Group Details

27 passengers (0 children) - Travel purpose: Leisure - Customer ID:

Additional requirements

Itinerary and Pricing Information

| PNR | Flights | Routing | Date | Departure | Operated By | Fare Basis | Travel | Status |
|-----------|---------|---------|------|-----------|--------------------|-------------------|--------|--------|
| Reference | | | | time | | Code | Class | |

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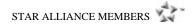
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Amtsgericht Köln HRB 2168









| VO4A75 | OS090 | EWR-VIE | 30-Apr-2024 | 1740 | Austrian Airlines | TK257NCV/ | ECONOMY | Confirmed |
|--------|-------|---------|-------------|------|-------------------|-----------|---------|-----------|
| | | | | | | GR | | |
| | OS683 | VIE-ZAG | 01-May-2024 | 1010 | Austrian Airlines | TK257NCV/ | ECONOMY | Confirmed |
| | | | | | | GR | | |
| | OS732 | DBV-VIE | 08-May-2024 | 1300 | Austrian Airlines | TK257NCV/ | ECONOMY | Confirmed |
| | | | | | | GR | | |
| | OS087 | VIE-JFK | 08-May-2024 | 1630 | Austrian Airlines | TK257NCV/ | ECONOMY | Confirmed |
| | | | | | | GR | | |

Price Information

| Description | Adult | Child | Infant |
|----------------------|------------|-------|--------|
| Number of pax | 27 | - | - |
| Fare per passenger | 491 USD | - | - |
| YQ / YR | 400.01 USD | - | - |
| DCC (to be collected | 24.00 USD | - | - |
| as addition YR tax) | | | |
| Stopover Surcharge | 0 USD | - | - |
| Q surcharge | 0 USD | - | - |
| Price | 915.01 USD | - | - |
| Total | | | |

Displayed fares are guaranteed at time of booking (excluding Fees and Taxes) . Fees and Taxes must be calculated at time of ticket issuance.

Please note that displayed prices applies to adults. Prices for children will be calculated at time of ticketing.

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Conditions

1.0 Fare Guarantee

| Contract Type | Fare (incl possible Q and SO surcharges) | International Surcharges and Distribution Cost Charge | Airport Taxes |
|---------------|---|---|-------------------------|
| Standard | time of booking | time of booking | time of ticket issuance |

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The fare guarantee does not apply if the original booking is modified.

In the event original booking is modified, the fare and international / domestic surcharge (YQ/YR) shall be recalculated at the time of the modification request.

Amadeus Nego Space Allotments are excluded from this process and always need to be issued with the fare, the international / domestic surcharge (YQ/YR) and all additional taxes/fees applicable at the time of ticket issuance, considering the originally booked fare product.

Non respect of Fare Guarantee

Should the tickets at the time of issuance not show the applicable fares, international / domestic surcharge (YQ/YR) and additional surcharges/taxes as agreed above, then the LHG airlines reserve the right to collect these afterwards via *Agent Debit Memo (ADM)* to the IATA number of the issuing agent.

2.0 Booking Option

A booking option, during which the entire group booking can still be cancelled free of charge, is granted for all group bookings including LHG airlines segments or flight segments operated by other airlines, which the Lufthansa Group is authorized to request on behalf of the travel agency.

The booking option starts after confirmation of all booked segments that were included in the initial group booking request, but is however limited to the start of the penalty period. For bookings made within the Penalty period a shortened booking option will be granted.

In case segments that are not part of the original group request are added later to the original group booking (e.g. feeder flights), or in case of additions to the initial group size "Increases", no further booking option will be granted.

| Contract Type | before start of Penalty Period | after Start of Penalty Period | |
|---------------|--------------------------------|-------------------------------|--|
| Standard | 120 days | 72 hours | |

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3.0 Reservation Fee

For any total cancellation after the end of the booking option but before the start of the penalty period a reservation fee is due.

| Contract Type | Ad-hoc bookings | Serial Bookings | |
|---------------|-----------------|-----------------|--|
| Standard | 100 USD | 100 USD | |

A group booking is fully cancelled when all booked seats within a group file ID are cancelled. For serial bookings fee applies per cancelled departure date.

LHG airlines will send an agent debit memo (ADM) or invoice to the contracting agent.

4.0 Name Options and Ticketing Time Limits

In general, unless specified differently in the group reservation, following Name Options and Ticket Time Limits do apply:

| Contract Type | Name Option | Ticketing Deadline | Needed percentage of Names and Ticket numbers |
|---------------|--------------------------|--------------------------|---|
| Standard | 30 days before departure | 30 days before departure | 100% |

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Please note that Group Space shall automatically be cancelled if name lists or ticket numbers are not received by the requisite deadlines. Space cancelled due to late submission of names or ticket numbers will be re-instated, based on actual availability and price.

In case of Amadeus Nego Space allotments the reduction dates for name options are replaced by the Expiry date of the respective Nego Space Owner Code. As soon as an individual booking is created out of an Amadeus Nego Space allotment the fare related ticket time limits apply.

In case an OAL is part of the group booking different name options and ticket time limits might apply and have to be observed. Those different name options will be visible in the respective PNR.

4.1 Shortened Name Option

For all bookings identified as a Standard or Medium Contract the standard name option can be shortened. In this case the entire booking will be changed into a High contract subject to the terms and conditions thereof.

5.0 Name Changes (before and after ticketing)

| KONT/Intercont travel | Fare Product Type | before ticketing | after ticketing |
|-----------------------|--------------------------------------|--------------------------|--|
| KONT Travel | Light Fares | permitted free of charge | no change permitted |
| KONT Travel | Business Saver | permitted free of charge | no change permitted |
| KONT Travel | Touroperator Special (K/CL TO Fares) | permitted free of charge | permitted against 100 USD per passenger and transaction |
| KONT Travel | Classic Fares | permitted free of charge | permitted against 100 USD per passenger and transaction |
| KONT Travel | Flex Fares | permitted free of charge | permitted against 100 USD per passenger and transaction |
| KONT Travel | Business Class Fares | permitted free of charge | permitted against 100 USD per passenger and transaction |
| KONT Travel | Touroperator Fares | permitted free of charge | permitted against 100 USD per passenger and transaction |
| KONT Travel | Cruise Fares | permitted free of charge | permitted against 100 USD per passenger and transaction |

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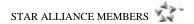
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| Interkont Travel | all published and unpublished IK fares | permitted free of charge | permitted against 100 USD per passenger and transaction |
|------------------|--|--------------------------|--|
|------------------|--|--------------------------|--|

Name change is permitted if the traveling person remains the same provided transportation is solely on AC, LH, LX, OS, SN or UA operated flights.

Before ticketing: unlimited

After Ticketing:

Name changes (replacement of one passenger by another) are permitted free of charge for up to 50% of the group and/or completed up to 48 hours before departure. Name changes of more than 50% of the group or done less than 48 hours prior to departure permitted for \$100 fee per ticket. (tickets of original passenger will be refunded minus \$100 fee being withheld.) This is only applicable to group itineraries booked on AC, OS,SN,LH,LX,UA metal. If the group travel includes carriers other then flights operated by AC, OS, SN,LH,LX,UA, name changes are not allowed. Please note, refunding of non refundable tickets is only permitted in case of name changes.

5.1 Name Corrections after Ticketing

Name corrections (no change of passenger) are permitted for the purpose of matching with Passport data (e.g. after marriage or similar). Travel agents are requested to contact their local Lufthansa team for prior authorization.

Copy of passport or any other official document must be provided for acceptance of the case.

Name correction is permitted if the traveling person remains the same provided transportation is solely on AC, LH, LX, OS, SN or UA operated flights

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Before ticketing:

Unlimited

After ticketing:

Name corrections (no change of passenger) are permitted for the purpose of matching for the purpose of Passport data. Upon receipt of a waiver, tickets can be reissued. Copy of passport or any other official document must be provided for the acceptance of the case.

5.2 General Information concerning Name Changes or Name Corrections after Ticketing

In case of a full name change (meaning from one passenger to another different passenger) or name correction, the ticket of the initial ticketed passenger can be refunded. For name changes the refund conditions from the original issued ticket are to be waived and are replaced by the name change fee. It is agent obligation to contact local LHG sales Office for a waiver.

A new ticket with the corrected name needs to be issued afterwards.

Local LHG sales office has to register the waiver for the refund transaction of the original issue including in the waiver note the information about name change and information about new ticket number. A ticket exchange/reissue from one passenger to another passenger is strictly not permitted.

6.0 Cancellation

In case of cancellation penalties as decribted do apply:

The requested realization rate refers to the amount of seats down to which you can reduce free of charge, during the defined period. Any cancellations below the guarantee percentage are charged with the applicable penalty amounts per pax.

TRAVEL EX CANADA: Please note the stated higher seat cancellation penalty of 100% of the sum of fare plus YQ is valid for travel originating in Canada (PoC CA) and applicable to STANDARD contract types only.

| Kont Travel / Intercont Travel | Contract Type | ss of transporta | Start of penalty Period | Penalty Periods | Requested Realization rate | applicable penalty per pax |
|--------------------------------|------------------|------------------|-------------------------------|--------------------|----------------------------------|----------------------------------|
|--------------------------------|------------------|------------------|-------------------------------|--------------------|----------------------------------|----------------------------------|

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| IKONT Travel | STANDARD | Economy | 90 days BEFORE DEPARTURE | 90 - 0 days BEFORE DEPARTURE | 90% | 100 USD |
|--------------|----------|--------------------|-----------------------------|-------------------------------------|-----|---------------------------------|
| IKONT Travel | STANDARD | Premium Economy | 90 days BEFORE DEPARTURE | 90 - 0 days BEFORE DEPARTURE | 90% | 100 USD |
| IKONT Travel | STANDARD | Business Class | 90 days BEFORE DEPARTURE | 90 - 0 days BEFORE DEPARTURE | 90% | 200 USD |
| IKONT Travel | STANDARD | First Class | 90 days BEFORE DEPARTURE | 90 - 0 days BEFORE DEPARTURE | 90% | 200 USD |
| IKONT Travel | STANDARD | Economy | 90 days BEFORE DEPARTURE | 90 - 31 days BEFORE DEPARTURE | 80% | 100 % of the sum of fare and YQ |

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| IKONT Travel | STANDARD | Premium Economy | 90 days BEFORE DEPARTURE | 90 - 31 days BEFORE DEPARTURE | 80% | 100 % of the sum of fare and YQ |
|--------------|----------|--------------------|-----------------------------|-------------------------------------|-----|---------------------------------|
| IKONT Travel | STANDARD | Business | 90 days BEFORE DEPARTURE | 90 - 31 days BEFORE DEPARTURE | 80% | 100 % of the sum of fare and YQ |
| IKONT Travel | STANDARD | First Class | 90 days BEFORE DEPARTURE | 90 - 31 days BEFORE DEPARTURE | 80% | 100 % of the sum of fare and YQ |

For confirmed seats with mixed booking classes (combination of First-, Business Premium Economy and/or Economy class segments) or a combination of different fare elements or contract types: The highest applicable fee of all used classes/contract types per passenger applies.

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