

**FW: Yasmeen Statement**

3 messages

Eman Nossir <emy@emysvacations.com>
 To: Mohamed Mokhtar <mmokhtar01@gmail.com>

Mon, Jun 8, 2020 at 6:30 PM

Dear Mr. Mohamed,

Below is the full Yasmeen Statement with all refunds and penalties.

Installments	Paid	CC Fees 4.5%	Net Received	Activity	Cost	Fines from Supplier	net after all reimbursement
1st Installment	5,050.00	227.25	4,822.75	3 Bedroom Townhouse with WIFI/Gym/Pool	1,610.00	322	
2nd Installment	1,610.00	72.45	1,537.55	Airline Tickets United/Lufthansa	5,050.00	951.85	
3rd Installment	1,822.00	81.99	1,740.01	Car Rental Medium SUV	1,120.00	224	
4th Installment	1,822.00	81.99	1,740.01	Disney Parks (4)+ 3 Fast Pass each Park	2,447.00	489.4	
			-	Universal Parks (3)	1,400.00	0	
			-	SeaWorld Parks 2 Parks	500.00	0	
			-	Seat Reservation	-	0	
				Emy's Fees		500	
Total	10,304.00	463.68	9,840.32		12,127.00	2487.25	7,353.07

Thanks,



Eman Nossir

President and Co-Owner

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Mohamed Mokhtar <mmokhtar01@gmail.com>

Mon, Jun 22, 2020 at 8:37 AM

To: Eman Nossir <emy@emysvacations.com>

Dear Madam,

I need a scan copy of all invoices and refunds related to all reservations (Air tickets ,Disney ,house and car) to start my negotiation with each supplier to refund the penalties.

Appreciate your fast reply and support.

Thanks,

[Quoted text hidden]

Mohamed Mokhtar <mmokhtar01@gmail.com>

Tue, Jun 23, 2020 at 2:50 PM

To: Eman Nossir <emy@emysvacations.com>

Dear Madam Eman,

I didn't receive your reply till now.

Please explain the attachments refund receipt by United Airlines ???!!!

As per your email that net received amount for Air tickets = \$ 4822.75

And as per the attached refund form by united airlines total refunds (with ZERO penalties) = \$ 4759.25

i believe that Lufthansa didn't deduct any penalties as i have an official email from them (Attached) that the tickets are United Airlines stock not related to LH.

So ,please explain to me what happened exactly ,and why you deduct \$ 951.85 as air tickets refund penalties??? in case that there is any error ,please transfer the amount to my bank account as well.

And I need the support refund documents for all trip elements (Disney tickets & Car rental and House rental) to be audited by me as a customer.

Please consider this email with a high priority and I need your reply ASAP.

Thanks and appreciated.

[Quoted text hidden]

6 attachments

Refund form _ United Airlines - Passanger Eyad Helmy.pdf

72K



Refund form _ United Airlines - Passanger Jana Mashaly.pdf

72K



Refund form _ United Airlines - Passanger Mohamed Mashali.pdf

72K



Refund form _ United Airlines - Passanger Yassmin Moustafa.pdf

72K



Refund form _ United Airlines - Passanger Adham Mashaly.pdf

72K



LH reply on refund.pdf

52K