

IN THE CIRCUIT COURT OF THE 11TH
JUDICIAL CIRCUIT IN AND FOR
MIAMI-DADE COUNTY, FLORIDA

In re:

COMPLEX BUSINESS LITIGATION
DIVISION

CRYSTAL CRUISES LLC, a California
limited liability company,

Case No. 2022-002742-CA-01
Lead Case

CRYSTAL HOLDINGS U.S., LLC, a
Delaware limited liability company,

Case No. 2022-002757-CA-01

CRYSTAL AIRCRUISES, LLC, a Florida
limited liability company, and

Case No. 2022-002758-CA-01

Assignors,
To:

(Jointly Administered Cases)

MARK C. HEALY,

Assignee.
_____ /

ASSIGNEE'S OBJECTION TO CLAIM OF INTEREXPRESS S.A.

NOTICE OF OPPORTUNITY TO OBJECT AND REQUEST FOR HEARING

PLEASE TAKE NOTICE that, Pursuant to section 727.111(4), Florida Statutes, the assignee may disallow improper claims of creditors, and the Court may consider these actions without further notice or hearing unless a party in interest files an objection within 21 days from the date this paper is served. If you object to the relief requested in this paper, you must file your objection with the Clerk of the Court of Miami-Dade County at 73 W. Flagler Street, Room 133, Miami, FL 33130, and serve a copy on the assignee's attorney, Paul N. Mascia, Esq., Nardella & Nardella, PLLC, 135 W. Central Blvd., Ste. 300, Orlando, FL 32801, and any other appropriate person.

If you file and serve an objection within the time permitted, the Court shall schedule a hearing and notify you of the scheduled hearing.

If you do not file an objection within the time permitted, the assignee and the Court will presume that you do not oppose the granting of the relief requested in the paper.

COMES NOW, Mark C. Healy, Assignee in the above-captioned Assignment proceeding (the “Assignee”), pursuant to Section 727.113 and 727.109(4), files this Objection to Claim of Interexpress S.A. (“Interexpress” or “Claimant”), and asserts as follows:

BACKGROUND

1. On February 10, 2022, the Crystal Cruises, LLC (the “Assignor”) executed and delivered, and the Assignee accepted, an irrevocable Assignment for the benefit of creditors to the Assignee (the “Assignment”). On February 11, 2022, a *Petition Commencing Assignment for the Benefit of Creditors* was filed by the Assignee for the Assignor, thereby commencing the following assignment for the benefit of creditors case pursuant to Chapter 727 of the Florida Statutes, in this Court: *In re Crystal Cruises LLC*, Case No. 2022-002742-CA-01 (the “Assignment Case”).

2. Prior to the Assignment, Assignor engaged in the business of travel and entertainment business, including operating ocean, river, and expedition cruises and conducting related activities around the world (the “Business”).

3. The Assignee's address and telephone number are c/o Paul N. Mascia, Esq., Nardella & Nardella, PLLC, 135 W. Central Boulevard, Orlando, Florida 32801 and (407) 966-2680.

4. Pursuant to § 727.112(2), *Florida Statutes*, all proofs of claims shall be filed by delivering the claims to the Assignee within 120 days from the filing of the Assignment.

5. In this case, all claims were required to be filed by June 11, 2022 (the “Bar Date”).

6. This Honorable Court has the power to allow or disallow claims against the estate and determine their priority. *See* § 727.109(4), *Florida Statutes*.

OBJECTION TO CLAIM

7. Interexpress delivered Claim No. 094 in the amount of U.S. Dollars \$119,033.42 (the “Claim”) via U.S. Mail to the Assignee on March 18, 2022, a true and correct copy of which Claim is attached hereto as **Exhibit “A”**.

8. Assignee has reviewed the claim and all documentation provided by the Claimant. This Claim is related to consumers and as such is being handled by paying the consumers directly. This is a duplicate claim, to those claims already made by consumers. As such, Assignee objects to this Claim.

WHEREFORE, the Assignee respectfully requests the Court enter an order sustaining his Objection to Ruis’ Claim, DENYING the Claim in full and granting any such further relief that this Court may deem just and proper.

DATED this 20th day of December 2023.

NARDELLA & NARDELLA, PLLC
Co-General Counsel for Assignee
135 W. Central Blvd., Ste. 300
Orlando, FL 32801
(407) 966-2680

By: /s/ Paul N. Mascia

Michael A. Nardella, Esq.

Florida Bar No. 051265

Paul N. Mascia, Esq.

Florida Bar No. 0489670

mnardella@nardellalaw.com

pmascia@nardellalaw.com

kcooper@nardellalaw.com

CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing was served via the Florida Court's e-Filing Portal on December 20, 2023, which will serve upon all parties and interested persons of record in this action; on claimant Interexpress S.A., Enrique Foster Norte 80 Zócalo, Las Condes, Santiago, Chile; and via email to sac@interexpress.cl and cbl44@jud11.flcourts.org pursuant to CBL Rule 2.2.

By: /s/ Paul N. Mascia
Paul N. Mascia

EXHIBIT “A”

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT,
IN AND FOR MIAMI-DADE COUNTY, FLORIDA

In Re:

094

CRYSTAL CRUISES, LLC
a California Limited Liability company.

Assignor,

Case No.: 2022-002742 CA 01

To:

MARK C. HEALY,

Assignee,

PROOF OF CLAIM

TO RECEIVE ANY DIVIDEND IN THIS PROCEEDING, YOU MUST COMPLETE THIS PROOF OF CLAIM AND DELIVER IT TO THE ASSIGNEE NO LATER THAN:

JUNE 11, 2022

THE ASSIGNEE'S NAME AND ADDRESS ARE AS FOLLOWS:

Mark C. Healy, Assignee
MICHAEL MOECKER & ASSOCIATES, INC.
1885 Marina Mile Blvd., Suite 106
Fort Lauderdale, FL 33315
(954) 252-1560 • (954) 252-2791 Fax No.
Info@Moecker.com

1. CREDITOR NAME (Your name):
ADDRESS:

Interexpress

Enrique Foster Norte 80, Las Condes

7550163 / Santingo - Chile

+56227546863

sac@interexpress.cl

Please be sure to notify us if you have a change of address.

TELEPHONE NUMBER:
E-MAIL ADDRESS:

2. BASIS FOR CLAIM:

Goods Sold

Wages, Salaries and Compensations

Secured Creditor

Services Performed

Taxes

Money Loaned

Shareholder

Other: Consumers payment to Interexpress for the following

bookings: 2193835 - 2213117 - 2263092 - 2224261 - 2322997 - 2328136 - 2331380 - 2308010 - 2308015 - 2203868 - 2213895 - 2301086 - 2320147

3. DATE DEBT WAS INCURRED:

4. AMOUNT OF CLAIM:

119,033.42

5. SUPPORTING DOCUMENTS: Attach copies of supporting documents, such as promissory notes, purchase order, invoices, itemized statement of running accounts, court judgments, or evidence of security interests. If the documents are not available, explain. If the documents are voluminous, attach a summary.

6. SIGNATURE: Sign and print name and title, if any, of the creditor or other person authorized to file this claim:

DATED: 03/18/2022 _____

BY: _____

Signature of Claimant or Representative

Barbara Uzua - General Manager

Print Name and Title Here



CRUISE RESERVATION NUMBER: 2322997

Advisor Copy , Issued: Jan 07, 2022

MEDITERRANEAN VISTAS
OCS220510-07
7 days on board Crystal Symphony
Trieste to Rome/Civitavecchia
May 10, 2022 through May 17, 2022

INTEREXPRESS S.A
IATA NUMBER: C0000026
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

Thank you for choosing Crystal Cruises.

This reservation is subject to the terms and conditions. Please refer to the applicable Crystal Cruises brochure or Crystal Cruises website for additional terms and conditions that apply to your booking including the legally binding Guest Ticket Contract.

Crystal requires that all guests who are eligible for the COVID-19 vaccine to be fully inoculated at least 14 days prior to boarding the ship (including those sailing out of Florida). This update is in line with the company's policy for other departure ports in the U.S. and around the world. Travelers unable to show proof of vaccination will be unable to sail.

If a visa/s is required for any destination/s on your itinerary, it is your responsibility to obtain it/them; this must be done prior to cruise departure. Please make arrangements with any visa agency of your choice, or through the local embassy or consulate of the countries you will be visiting. Failure to comply with all visa requirements may result in refusal of passage by Customs and Immigration authorities; you may be denied boarding, or you may be disembarked during the voyage. Additionally, any costs associated with these actions will be your responsibility.

GUESTS / STATEROOM

Mr Alejandro Arze
CLIENT ID: 3277158, CRYSTAL KEY: JNS7V1

9117 (A1) Deluxe Stateroom with Verandah

Miss Carolina Sumar
CLIENT ID: 3277159, CRYSTAL KEY: JNS7V2

9117 (A1) Deluxe Stateroom with Verandah

TOP 10 REASONS TO SAIL WITH CRYSTAL CRUISES

- 1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa's only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

CRUISE FARE CALCULATION (USD)

Table with 4 columns: Description, ALEJANDRO ARZE, CAROLINA SUMAR, TOTAL. Rows include Regular Cruise Fare, Book Now Savings, Book Now Cruise Fare, Early Payment Savings, Cruise Fare After Discounts, Taxes, Fees And Port Charges, and Your Client's Crystal Cruise Fare.

PAYMENTS AND BALANCE

Payment received \$6,709.92
Net Balance Due \$0.00
Gross Balance Due \$1,816.08

DID YOU KNOW YOU CAN MAKE PAYMENTS ONLINE?

You can also manage your client's booking, check availability, and more by using our booking engine, CruiseBuilder. For fast, convenient service log on today at book.crystalcruises.com - accessible 24 hours a day, 7 days a week.

CRUISE PROTECTION

MR ALEJANDRO ARZE Not Selected
MISS CAROLINA SUMAR Not Selected

*Cruise Protection Program "Travel Insurance" is available for purchase through Final Payment. Crystal highly recommends the purchase of travel insurance. For your convenience, we offer the Cruise Protection Program, which provides cancellation benefits and coverage while traveling. To obtain your state-specific Certificate of Insurance that contains the complete terms, conditions, limitations and exclusions of the Certificate, visit Crystal's Cruise Protection Program.

COMMISSION INFORMATION (U.S. DOLLARS)

FULL PAYMENT	-\$46.46
SAVINGS	-\$2,092.54
BOOK NOW	-\$230.00
CRUISE FARE	\$4,185.08
COMMISSIONS TOTAL	\$1,816.08

CANCELLATION POLICY (PER PERSON)

Mar 11, 2022-Apr 09, 2022	25%
Apr 10, 2022-May 02, 2022	50%
May 03, 2022-May 10, 2022	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

In response to ongoing health concerns, Crystal has undertaken enhanced health and safety measures in an effort to mitigate the risk of exposure to COVID-19 and protect both our guests and crew members. Please carefully review and follow all posted instructions while boarding, onboard, and during your off-ship excursions.

Despite these measures, you should be aware that there is an inherent risk of exposure to COVID-19 and other contagious diseases in any public place where people are in close proximity. As a result, Crystal cannot guarantee that you will not become exposed to or infected with COVID-19 or any other contagious disease at any stage of your trip with Crystal. By choosing to cruise or fly with us, you voluntarily assume all risks related to exposure to COVID-19 or any other contagious disease.

AIR

Crystal is pleased to offer guests the option to purchase air through our Personal Select Air Program. Personal Select Air rates include transfers between the airport and pier on embarkation/disembarkation dates as well as shoreside support in the event of unanticipated airline or cruise schedule changes or delays that may impact travel plans. The Personal Select Air Program is available for purchase through Final Payment. Please contact Crystal's Air department at 1-800-446-6620 (prompt 7) or email airservices@crystalcruises.com

EMBARKATION & DEBARKATION INFORMATION

EMBARKATION	DEBARKATION
Trieste	Rome/Civitavecchia
1PM-7PM	
Pier Name and Address	Pier Name and Address
TBA	TBA

CRUISE ITINERARY

A passport is required for all guests and must be valid for six months after the end of the cruise.

DATE	LOCATION	ARRIVE*	DEPART*	DOCKING MODE	DRESS CODE
Tue, May 10	Trieste, Italy	Embark from 12:00 PM	Overnight	Dock	Crystal Casual
Wed, May 11	Trieste, Italy		06:30 PM	Dock	Crystal Casual
Thu, May 12	Split, Croatia	09:00 AM	06:00 PM	Dock	Crystal Casual
Fri, May 13	Kotor, Montenegro	08:00 AM	06:00 PM	Dock	Crystal Casual
Sat, May 14	Corfu (Kérkira), Greece	08:30 AM	04:00 PM	Dock	Crystal Casual
Sun, May 15	Naxos (Taormina), Sicily, Italy	08:00 AM	06:00 PM	Tender	Crystal Casual
Mon, May 16	Sorrento, Italy	07:30 AM	06:00 PM	Tender	Crystal Casual
Tue, May 17	Rome/Civitavecchia, Italy	06:00 AM	Disembark AM/Morning	Dock	Crystal Casual

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

CUSTOMIZE YOUR CRYSTAL EXPERIENCE AT THE PRIORITY CHECK-IN AND PLANNING CENTER

Crystal's Priority Check-in & Planning Center (PCPC) is available online until seven days prior to cruise departure date. Upon making final cruise payment and the initial online check-in process is complete, use this center to pre-reserve specialty dining evenings, Crystal Life Spa appointments, Crystal Destination Discoveries™ shore excursions, and more.

SHORE EXCURSIONS | CRYSTAL DESTINATION DISCOVERIES™

Tap your inner explorer to engage in enriching, active, and even leisurely shore excursions around the globe. With optional and complimentary options, Crystal's Destination Discoveries provide immersive exploration into the places you'll visit. You may also take advantage of Crystal Extended Land Programs and Hotel Programs before and after your cruise. Gain insight from our teams of local travel experts ashore and stay in some of the world's most luxurious properties—each selected for its location, level of service, ambience and attention to detail. Online reservations must be made on PCPC no later than May 03, 2022.

All Crystal Destination Discoveries™ are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice. Due to the current global health situation, certain elements of our established Crystal Destination Discoveries programming may not be fully available and/or may be altered at time of service. For all brand experiences – Ocean, River, Yacht and Expedition – guests wishing to explore a destination must participate in one of Crystal's organized shore excursions. All itineraries, ports, programs and policies are subject to change without notice at the discretion of Crystal. Crystal Cruises reserves the right to correct errors or omissions. © Crystal Cruises, LLC. For more information please visit Crystal Destination Discoveries Disclaimer page.

DINING | SPECIALTY RESTAURANTS

Our ships feature a tempting variety of open-seating dining options. In addition, aboard Crystal Symphony, Crystal Serenity and Crystal Endeavor guests may enjoy specialty dining at Umi Uma & Sushi Bar as well as Prego for Italian fare. Our specialty restaurants are meant to be enjoyed equally by all our guests. In order to ensure that each guest has a chance to dine at Prego and Umi Uma & The Sushi Bar at least once during their voyage, a maximum of one reservation per specialty restaurant will be confirmed per booking via PCPC.

Please ensure your online reservations are made by May 03, 2022. All additional reservations or visits for these venues will be confirmed on board on a space-available basis for a nominal fee of \$30 per person.

Note: All Crystal Endeavor guests, as well as Crystal Symphony/Crystal Serenity guests in categories PH, SH and above are entitled to unlimited complimentary Specialty Restaurant reservations; however, the same one (1) PCPC pre-reservation per restaurant restriction as noted above will apply.

SPA | CRYSTAL LIFE SPA & SALON

The Crystal Life Spa and Salon offers a full-service menu of beauty and spa treatments for ladies and gentlemen, performed by professionals trained by the experts at Steiner Leisure. Featured services include haircuts, hairstyling, coloring, facials and skin analysis, teeth whitening, manicures and pedicures, and classic barbershop services for men.

The Crystal Life Spa and Salon is open every day of the cruise and online reservations must be made no later than May 03, 2022.

Crystal Cruises • 1900 Biscayne Blvd., Suite 504, Miami, FL 33132
Tel: (305) 971-1100 • www.crystalcruises.com



PAYMENT CONFIRMATION

CRUISE RESERVATION NUMBER: 2308010

Issued: Aug 27, 2021

NORTHERN EUROPE EMBRACE & THE MILITARY TATTOO
OCS220810-11
11 days on board Crystal Symphony
Copenhagen (København) to Reykjavík
August 10, 2022 through August 21, 2022

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
08/27/21	\$2,574.00				
08/27/21	\$9,110.42		Transfer		

Crystal Cruises • 1501 Biscayne Boulevard, Suite 700, Miami, Florida 33134
Tel (786) 971-1100 • www.crystalcruises.com



PAYMENT CONFIRMATION
CRUISE RESERVATION NUMBER: 2308015
Issued: Aug 27, 2021

NORTHERN EUROPE EMBRACE & THE MILITARY TATTOO
OCS220810-11
11 days on board Crystal Symphony
Copenhagen (København) to Reykjavík
August 10, 2022 through August 21, 2022

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
08/27/21	\$2,600.00				
08/27/21	\$7,057.78		Transfer		

Crystal Cruises • 1701 Biscayne Boulevard, Suite 501, Miami, Florida 33132
Tel (786) 975-1100 • www.crystalcruises.com



PAYMENT CONFIRMATION

CRUISE RESERVATION NUMBER: 2328136

Issued: Nov 29, 2021

ROMANTIC RHINE
RDB220328-07
7 days on board Crystal Debussy
Amsterdam to Basel
March 28, 2022 through April 04, 2022

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: Fabiana Ipinza

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
11/29/21	\$7,502.46	Credit Card		378799xxxx4002	AMEX

Crystal Cruises • 1501 Biscayne Boulevard, Suite 401, Miami, Florida 33132
Tel (986) 676-1100 • www.crystalcruises.com



PAYMENT CONFIRMATION

CRUISE RESERVATION NUMBER: 2263092

Issued: Sep 03, 2021

TREASURES OF THE DANUBE
RRV211010-10
10 days on board Crystal Ravel
Roundtrip Vienna (Wien), Austria
October 10, 2021 through October 20, 2021

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: FRANCISCA ABARCA

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
09/01/21	\$4,209.62				
09/01/21	\$6,831.50		Transfer		
07/09/20	\$500.00				
07/09/20	\$500.00				
07/09/20	\$3,307.50		Transfer	3787*****4002	AMEX

Crystal Cruises • 1701 Biscayne Boulevard, Suite 501, Miami, Florida 33132
Tel: (+56) 91-1190 • www.crystalcruises.com



CRUISE RESERVATION NUMBER: 2203868

AGENCY COPY

OCS200714-11 TSARS & SCANDINAVIAN SPLENDOR

11 DAYS ON BOARD THE CRYSTAL SYMPHONY

Stockholm, Sweden to Dover, London/Dover, United Kingdom

July 14, 2020 through July 25, 2020

INTEREXPRESS S.A

ISSUED: 09/04/2019

IATA Number: C0000026

Enrique Foster Norte 80, Piso 1

Las Condes

Santiago

ATTN: ANDREA NUNEZ

Thank you for choosing Crystal Cruises. Crystal highly recommends the purchase of travel insurance. For your convenience we offer the Cruise Protection Program, which provides cancellation benefits and coverage while traveling. To obtain your state-specific Certificate of Insurance that contains the complete terms, conditions, limitations and exclusions of the certificate, visit [Crystal's Cruise Protection Program](#). Please take a moment to review this [Important Reservation Advice](#) information to make the cruise planning process as efficient and easy as possible.

This reservation is subject to the [terms and conditions](#). Please refer to the applicable Crystal Cruises brochure or [Crystal Cruises website](#) for additional terms and conditions that apply to your booking including the legally binding Guest Ticket Contract.

Guests / Stateroom

Miss ANAIS OLIVIA JOUANNET
Client ID: 3193295

5011 (D)
Deluxe Stateroom with Large Picture Window

Crystal Key: AYNCU1

Miss MARIA TERESA MUNOZ
Client ID: 3193296

5011 (D)
Deluxe Stateroom with Large Picture Window

Crystal Key: AYNCU2

For security purposes your surname (last name) on the cruise reservation must be an exact match with the surname shown on your passport.

Surname Guest 1: JOUANNET

Surname Guest 2: MUNOZ

Cruise Fare Calculation (USD)

	ANAI JOUANNET	MARIA MUNOZ	Total
Regular Cruise Fare	\$6,599.00	\$6,599.00	\$13,198.00
Book Now Savings	-\$1,200.00	-\$1,200.00	-\$2,400.00
Book Now Cruise Fare	\$5,399.00	\$5,399.00	\$10,798.00
New To Crystal Discount	-\$108.00	-\$108.00	-\$216.00
Cruise Fare After Discounts	\$5,291.00	\$5,291.00	\$10,582.00
Taxes, Fees And Port Charges	\$528.00	\$528.00	\$1,056.00
Your Client's Crystal Cruise Fare	\$5,819.00	\$5,819.00	\$11,638.00

Payments and Balance

Net Balance Due \$9,204.14

Gross Balance Due \$11,638.00

Balance due if paid in full by Oct 18, 2019 \$9,000.86

(includes \$264.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

Payment Schedule

FIRST DEPOSIT of \$2,909.50 due on Sep 09, 2019

FINAL PAYMENT of \$8,728.50 due on Mar 16, 2020

Commission Information (U.S. Dollars)

SAVINGS	-\$3,035.54
BOOK NOW	-\$552.00
CRUISE FARE	\$6,071.08
NEW TO CRYSTAL	-\$49.68
COMMISSIONS TOTAL	\$2,433.86

Top 10 Reasons to sail with Crystal Cruises

1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa's only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

Cancellation Policy

	Per Person
Non-refundable Administrative Fee prior to Mar 16, 2020	\$100
Mar 16, 2020-Apr 14, 2020	25%
Apr 15, 2020-May 14, 2020	50%
May 15, 2020-Jun 13, 2020	75%
Jun 14, 2020-Jul 14, 2020	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

Dining

Miss ANAIS OLIVIA JOUANNET
Miss MARIA TERESA MUNOZ

Open Dining

Embarkation Information

Port: Stockholm

Pier Name and Address:

Debarkation Information

Port: London/Dover

Pier Name and Address:
Dover Cruise Terminal 2
Western Docks, Dover, Kent CT17 9DQ England

Cruise Itinerary

A passport is required for all guests and must be valid for six months after the end of the cruise. If an entry fee or visa is required for U.S. citizens on this cruise, detailed information will be available 90 days prior to cruise departure.

All US citizens require visas for entry into the Russian Federation

Non-US citizens should contact local authorities or a local visa service to determine individual requirements for ALL ports. Please visit the [Guide Book](#) for information regarding visas and inoculations.

Date	Location	Arrive*	Depart*	Docking Mode	Dress Code
Tue, Jul 14	Stockholm, Sweden	Embark from 12:00 PM	Overnight	Dock	Crystal Casual
Wed, Jul 15	Stockholm, Sweden		05:00 PM	Dock	Crystal Casual
Thu, Jul 16	Tallinn, Estonia	08:00 AM	06:00 PM	Dock	Black Tie Optional
Fri, Jul 17	Helsinki (Helsingfors), Finland	08:00 AM	06:00 PM	Dock	Crystal Casual
Sat, Jul 18	St. Petersburg, Russian Federation	07:00 AM	Overnight	Dock	Crystal Casual
Sun, Jul 19	St. Petersburg, Russian Federation		Overnight	Dock	Crystal Casual
Mon, Jul 20	St. Petersburg, Russian Federation		07:00 PM	Dock	Crystal Casual
Tue, Jul 21	Cruising the Baltic Sea				Black Tie Optional
Wed, Jul 22	Gdynia, Poland	07:00 AM	04:00 PM	Dock	Crystal Casual
Thu, Jul 23	Copenhagen (København), Denmark	08:00 AM	05:00 PM	Dock	Crystal Casual
Fri, Jul 24	Cruising the North Sea				Crystal Casual
Sat, Jul 25	London/Dover, United Kingdom	06:00 AM	Disembark AM/MORNING	Dock	Crystal Casual

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

* All times listed are approximate.

Customize your Crystal Experience at the Priority Check-in and Planning Center



Reserve Shore Excursions

Experience local culture and breathtaking sights through Crystal Adventure Shore.



Pamper yourself

Make appointments at the Crystal Life Spa & Salon for rejuvenating massages and beauty treatments.



Make dinner reservations

Dine at Prego for authentic Italian cuisine, or one of our other specialty restaurants.



PAYMENT CONFIRMATION FOR 2213117



OCY200823-07 MEDITERRANEAN ISLES

7 DAYS ON BOARD THE CRYSTAL SERENITY

Rome (Roma), Rome/Civitavecchia, Italy to Barcelona, Spain

August 23, 2020 through August 30, 2020

INTEREXPRESS S.A
IATA Number: C0000026
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago

ISSUED: 07/07/2020

ATTN: TATIANA CASAS

Guests / Stateroom

Mr Mario Miyazawa
Crystal Society #: 459784
OCY200823-07 Mediterranean Isles on Crystal Serenity

Crystal Key: UEWJ61

SH - Seabreeze Penthouse with Verandah

Mrs Cristina Nakano
Crystal Society #: 459785
OCY200823-07 Mediterranean Isles on Crystal Serenity

Crystal Key: UEWJ62

SH - Seabreeze Penthouse with Verandah

Cruise Important Information: PAYMENTS (U.S. Dollars)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
12/02/19	\$5,940.42	WIRE TRANSFER	Payment		
10/14/19	\$2,887.00	Credit Card	Payment	3787*****4002	AMEX

Crystal Cruises • 1000 Bluebird • Suite 201 • Miami, Florida 33132
Tel: (305) 972-0000 • www.crystalcruises.com



PAYMENT CONFIRMATION
CRUISE RESERVATION NUMBER: 2301086
Issued: Mar 03, 2022

GRAND JOURNEY: EUROPE
OCS220731-71
71 days on board Crystal Symphony
Stockholm to Trieste
July 31, 2022 through October 10, 2022

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
07/14/21	\$300.00	Credit Card	Payment	371690xxxxx3000	AMEX
07/14/21	\$9,395.00	Credit Card	Payment	371690xxxxx3000	AMEX



PAYMENT CONFIRMATION FOR 2193835



OCS200619-14 NORTH CAPE BRILLIANCE

14 DAYS ON BOARD THE CRYSTAL SYMPHONY

Dover, London/Dover, United Kingdom to Copenhagen (København), Denmark

June 19, 2020 through July 03, 2020

INTEREXPRESS S.A
IATA Number: C0000026
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago

ISSUED: 07/07/2020

ATTN: TATIANA CASAS

Guests / Stateroom

Mr Werner Stehr Wilckens
Crystal Society #: 530500
 OCS200619-14 North Cape Brilliance on Crystal Symphony

Crystal Key: F9WEQ1
C2 - Deluxe Forward Stateroom with Large Picture Window

Mrs Patricia Gesche Reinking
Crystal Society #: 530501
 OCS200619-14 North Cape Brilliance on Crystal Symphony

Crystal Key: F9WEQ2
C2 - Deluxe Forward Stateroom with Large Picture Window

Cruise Important Information: PAYMENTS (U.S. Dollars)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
06/18/20	\$3,703.22		Payment		
06/18/20	-\$1,652.00	Credit Card	Refund (Pending)	3787*****4002	AMEX
12/16/19	\$3,796.28	WIRE TRANSFER	Payment		
10/07/19	\$5,000.00	Credit Card	Payment	3787*****4002	AMEX
08/14/19	\$4,166.50	Credit Card	Payment	3787*****4002	AMEX



CRUISE RESERVATION NUMBER: 2320147
Advisor Copy , Issued: Oct 28, 2021

FABLED LANDS & VINEYARDS
OCS220707-12
12 days on board Crystal Symphony
Lisbon (Lisboa) to London/Dover
July 07, 2022 through July 19, 2022

INTEREXPRESS S.A
IATA NUMBER: C0000026
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

Thank you for choosing Crystal Cruises.

This reservation is subject to the terms and conditions. Please refer to the applicable Crystal Cruises brochure or Crystal Cruises website for additional terms and conditions that apply to your booking including the legally binding Guest Ticket Contract.

Crystal requires that all guests who are eligible for the COVID-19 vaccine to be fully inoculated at least 14 days prior to boarding the ship (including those sailing out of Florida). This update is in line with the company’s policy for other departure ports in the U.S. and around the world. Travelers unable to show proof of vaccination will be unable to sail.

If a visa/s is required for any destination/s on your itinerary, it is your responsibility to obtain it/them; this must be done prior to cruise departure. Please make arrangements with any visa agency of your choice, or through the local embassy or consulate of the countries you will be visiting. Failure to comply with all visa requirements may result in refusal of passage by Customs and Immigration authorities; you may be denied boarding, or you may be disembarked during the voyage. Additionally, any costs associated with these actions will be your responsibility.

GUESTS / STATEROOM

Ms Katherine Slater Greve CRYSTAL SOCIETY #: 515593, CRYSTAL KEY: AJZNN1	8006 (B2) Deluxe Forward Stateroom with Verandah
Mr Luis Palacios Martine CRYSTAL SOCIETY #: 515592, CRYSTAL KEY: AJZNN2	8006 (B2) Deluxe Forward Stateroom with Verandah

CRUISE LEVEL

Ms Katherine Slater Greve	2 *Completed voyage credits
Mr Luis Palacios Martine	2 *Completed voyage credits

TOP 10 REASONS TO SAIL WITH CRYSTAL CRUISES

1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa’s only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

CRUISE FARE CALCULATION (USD)

	KATHERINE SLATER GREVE	LUIS PALACIOS MARTINE	TOTAL
Regular Cruise Fare	\$6,649.00	\$6,649.00	\$13,298.00
Book Now Savings	-\$600.00	-\$600.00	-\$1,200.00
Book Now Cruise Fare	\$6,049.00	\$6,049.00	\$12,098.00
Crystal Society Savings	-\$151.00	-\$151.00	-\$302.00
Voucher	-\$1,424.50	-\$1,424.50	-\$2,849.00
Cruise Fare After Discounts	\$4,473.50	\$4,473.50	\$8,947.00
Taxes, Fees And Port Charges	\$600.00	\$600.00	\$1,200.00
Your Client's Crystal Cruise Fare	\$5,073.50	\$5,073.50	\$10,147.00

PAYMENTS AND BALANCE

Payment received \$1,994.70

Net Balance Due \$6,094.50

Gross Balance Due \$8,152.30

Balance due if paid in full by Feb 07, 2022 \$5,868.10

(includes \$294.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

PAYMENT SCHEDULE

FIRST DEPOSIT of \$1,522.05 due on Oct 22, 2021

FINAL PAYMENT of \$8,624.95 due on Mar 09, 2022

DID YOU KNOW YOU CAN MAKE PAYMENTS ONLINE?

You can also manage your client's booking, check availability, and more by using our booking engine, CruiseBuilder. For fast, convenient service log on today at book.crystalcruises.com - accessible 24 hours a day, 7 days a week.

CRUISE PROTECTION

MS KATHERINE SLATER GREVE Not Selected

MR LUIS PALACIOS MARTINE Not Selected

*Cruise Protection Program "Travel Insurance" is available for purchase through Final Payment. Crystal highly recommends the purchase of travel insurance. For your convenience, we offer the Cruise Protection Program, which provides cancellation benefits and coverage while traveling. To obtain your state-specific Certificate of Insurance that contains the complete terms, conditions, limitations and exclusions of the Certificate, visit Crystal's Cruise Protection Program.

COMMISSION INFORMATION (U.S. DOLLARS)

CRUISE FARE	\$2,057.80
COMMISSIONS TOTAL	\$2,057.80

CANCELLATION POLICY (PER PERSON)

Mar 09, 2022-Apr 07, 2022	25%
Apr 08, 2022-May 07, 2022	50%
May 08, 2022-Jun 06, 2022	75%
Jun 07, 2022-Jul 07, 2022	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

In response to ongoing health concerns, Crystal has undertaken enhanced health and safety measures in an effort to mitigate the risk of exposure to COVID-19 and protect both our guests and crew members. Please carefully review and follow all posted instructions while boarding, onboard, and during your off-ship excursions.

Despite these measures, you should be aware that there is an inherent risk of exposure to COVID-19 and other contagious diseases in any public place where people are in close proximity. As a result, Crystal cannot guarantee that you will not become exposed to or infected with COVID-19 or any other contagious disease at any stage of your trip with Crystal. By choosing to cruise or fly with us, you voluntarily assume all risks related to exposure to COVID-19 or any other contagious disease.

AIR

Crystal is pleased to offer guests the option to purchase air through our Personal Select Air Program. Personal Select Air rates include transfers between the airport and pier on embarkation/disembarkation dates as well as shoreside support in the event of unanticipated airline or cruise schedule changes or delays that may impact travel plans. The Personal Select Air Program is available for purchase through Final Payment. Please contact Crystal's Air department at 1-800-446-6620 (prompt 7) or email airservices@crystalcruises.com

EMBARKATION & DEBARKATION INFORMATION

EMBARKATION

Lisbon (Lisboa)

Pier Name and Address

TBA

DEBARKATION

London/Dover

Pier Name and Address

Dover Cruise Terminal 2
Western Docks, Dover, Kent CT17 9DQ England

CRUISE ITINERARY

A passport is required for all guests and must be valid for six months after the end of the cruise.

DATE	LOCATION	ARRIVE*	DEPART*	DOCKING MODE	DRESS CODE
Thu, Jul 07	Lisbon (Lisboa), Portugal	Embark from 12:00 PM	06:00 PM	Dock	
Fri, Jul 08	Leixões, Portugal	08:00 AM	06:00 PM	Dock	
Sat, Jul 09	Ferrol, Spain	08:30 AM	06:00 PM	Dock	
Sun, Jul 10	Cruising the Bay of Biscay				
Mon, Jul 11	Bordeaux, France	06:30 AM	Overnight	Dock	
Tue, Jul 12	Bordeaux, France		Overnight	Dock	
Wed, Jul 13	Bordeaux, France		07:00 AM	Dock	
Thu, Jul 14	Lorient, France	08:00 AM	05:00 PM	Dock	
Fri, Jul 15	Saint-Malo, France	07:45 AM	06:30 PM	Tender	
Sat, Jul 16	Guernsey/St. Peter Port, Guernsey	07:00 AM	05:00 PM	Tender	
Sun, Jul 17	Honfleur, France	06:00 AM	Overnight	Dock	
Mon, Jul 18	Honfleur, France		05:15 PM	Dock	
Tue, Jul 19	London/Dover, United Kingdom	06:00 AM	Disembark AM/Morning	Dock	

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

CUSTOMIZE YOUR CRYSTAL EXPERIENCE AT THE PRIORITY CHECK-IN AND PLANNING CENTER

Crystal's Priority Check-in & Planning Center (PCPC) is available online until seven days prior to cruise departure date. Upon making final cruise payment and the initial online check-in process is complete, use this center to pre-reserve specialty dining evenings, Crystal Life Spa appointments, Crystal Destination Discoveries™ shore excursions, and more.

SHORE EXCURSIONS | CRYSTAL DESTINATION DISCOVERIES™

Tap your inner explorer to engage in enriching, active, and even leisurely shore excursions around the globe. With optional and complimentary options, Crystal's Destination Discoveries provide immersive exploration into the places you'll visit. You may also take advantage of Crystal Extended Land Programs and Hotel Programs before and after your cruise. Gain insight from our teams of local travel experts ashore and stay in some of the world's most luxurious properties—each selected for its location, level of service, ambience and attention to detail. Online reservations must be made on PCPC no later than June 30, 2022.

All Crystal Destination Discoveries™ are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice. Due to the current global health situation, certain elements of our established Crystal Destination Discoveries programming may not be fully available and/or may be altered at time of service. For all brand experiences – Ocean, River, Yacht and Expedition – guests wishing to explore a destination must participate in one of Crystal's organized shore excursions. All itineraries, ports, programs and policies are subject to change without notice at the discretion of Crystal. Crystal Cruises reserves the right to correct errors or omissions. © Crystal Cruises, LLC. For more information please visit [Crystal Destination Discoveries Disclaimer page](#).

DINING | SPECIALTY RESTAURANTS

Our ships feature a tempting variety of open-seating dining options. In addition, aboard Crystal Symphony, Crystal Serenity and Crystal Endeavor guests may enjoy specialty dining at Umi Uma & Sushi Bar as well as Prego for Italian fare. Our specialty restaurants are meant to be enjoyed equally by all our guests. In order to ensure that each guest has a chance to dine at Prego and Umi Uma & The Sushi Bar at least once during their voyage, a maximum of one reservation per specialty restaurant will be confirmed per booking via PCPC.

Please ensure your online reservations are made by June 30, 2022. All additional reservations or visits for these venues will be confirmed on board on a space-available basis for a nominal fee of \$30 per person.

Note: All Crystal Endeavor guests, as well as Crystal Symphony/Crystal Serenity guests in categories PH, SH and above are entitled to unlimited complimentary Specialty Restaurant reservations; however, the same one (1) PCPC pre-reservation per restaurant restriction as noted above will apply.

SPA | CRYSTAL LIFE SPA & SALON

The Crystal Life Spa and Salon offers a full-service menu of beauty and spa treatments for ladies and gentlemen, performed by professionals trained by the experts at Steiner Leisure. Featured services include haircuts, hairstyling, coloring, facials and skin analysis, teeth whitening, manicures and pedicures, and classic barbershop services for men.

The Crystal Life Spa and Salon is open every day of the cruise and online reservations must be made no later than June 30, 2022.

Crystal Cruises • 1000 Westwood Boulevard, Suite 200, Miami, Florida 33132
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PAYMENT CONFIRMATION

CRUISE RESERVATION NUMBER: 2213895

Issued: May 24, 2021

BALTIC PALACES & PANORAMAS
OCS200703-11
11 days on board Crystal Symphony
Copenhagen (København) to Stockholm
July 03, 2020 through July 14, 2020

INTEREXPRESS S.A
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: Valeria Andaur

CRUISE PAYMENTS (U.S. DOLLARS)

DATE	AMOUNT	PAYMENT TYPE	TRANS TYPE	CREDIT CARD NUMBER	CREDIT CARD TYPE
07/08/20	-\$1,056.00	Credit Card	Refund (Pending)	5348*****8329	MASTER
03/05/20	\$12,334.96	WIRE TRANSFER			
10/22/19	\$5,813.50	Credit Card		5348*****8329	MASTER

Crystal Cruises • 1501 Biscayne Boulevard, Suite 501, Miami, Florida 33132
Tel: (786) 971-1100 • www.crystalcruises.com

Norma Castellon

From: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
Sent: Friday, July 15, 2022 5:17 PM
To: Norma Castellon
Cc: Barbara Urzua; Fabiana Ipinza
Subject: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress
Attachments: POC-Vendor-Crystal-final - Interexpress Summary.pdf; POC - Crystal Cruises-Consumer 2213895 UPDJUL15.pdf

Follow Up Flag: Flag for follow up
Flag Status: Flagged

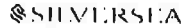
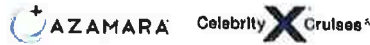
Dear Norma, hope this email finds you well. Attached you will find:

- New vendor claim including all payments made to Crystal by Interexpress which correspond to consumer bookings paid through Interexpress. Also a list of the bookings included in this vendor claim:

Booking	Name	Amount
2193835	Werner Stehr	12.962,78
2213117	Mario Miyazawa	8.827,42
2263092	Patricio Garcia	15.348,62
2224261	Cristian Bartos	8.238,30
2322997	Alejandro Arze	6.709,92
2328136	Cristian Fabres	7.502,46
2331380	Celestino Suppo	2.227,20
2308010	Juan Mayol	11.684,42
2308015	Juan Mayol	9.657,78
2203868	Anais Jouannet	9.000,86
2213895	Liliana Montoya	12.334,96
2301086	Carlos Peralta	9.695,00
2320147	Katherine Slater	4.843,70
Total		119.033,42

- New Consumer Claim for consumer Montoya as she had 2 payment methods: credit card directly to Crystal and the other was through a wire transfer to Interexpress. This claim is for what she paid directly to Crystal.

Patricio De la Sotta
Gerente General
Enrique Foster Norte 80 Piso 1
Tel. (562) 27546872
patricio.delasotta@interexpress.cl



De: Norma Castellon <ncastellon@moecker.com>
 Enviado el: miércoles, 13 de julio de 2022 11:59
 Para: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
 Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Patricio – you can call me.
 Regards,

Norma Castellon

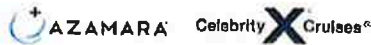
**MICHAEL
 MOECKER**
 &

1885 Marina Mile Blvd., Suite 103, Fort Lauderdale, FL 33315
 Phone: 954-252-1560 -Fax: 954-252-2791

From: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
 Sent: Tuesday, July 12, 2022 10:40 AM
 To: Norma Castellon <ncastellon@moecker.com>
 Subject: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Norma. I called just now but you were out of the office. Please let me know when can I call you.
 Thanks

Patricio De la Sotta
 Gerente General
 Enrique Foster Norte 80 Piso 1
 Tel. +56977096277
patricio.delasotta@interexpress.cl



De: Norma Castellon <ncastellon@moecker.com>
 Enviado el: viernes, 08 de julio de 2022 16:24

Para: Patricio De La Sotta <patricio.delasotta@interexpress.cl>

Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Patricio – call me when you get a chance.

Regards,

Norma Castellon

**MICHAEL
MOECKER**
& ASSOCIATES

1885 Marina Mile Blvd., Suite 103, Fort Lauderdale, FL 33315
Phone: 954-252-1500 -Fax: 954-252-2791

From: Patricio De La Sotta <patricio.delasotta@interexpress.cl>

Sent: Friday, July 08, 2022 1:33 PM

To: Norma Castellon <ncastellon@moecker.com>; Barbara Urzua <Barbara.Urzua@interexpress.cl>

Subject: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Norma, thanks for your clarification. Unfortunately we misunderstood this and most of the consumer claims we presented are wrong. Should we present them again under one vendor claim including all the bookings?

Also, much appreciate your feedback on Barbara's question:

Also, do you have an idea of approximately when this case will be closing? 6 months? A year? We understand that there is a US \$13,000,000 offer for the brand, data base, URLs, and other assets. Can you tell us if this 13M transaction would cover the debt or what percentage?

Regards,

Patricio De la Sotta

Gerente General

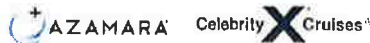
Enrique Foster Norte 80 Piso 1

Tel. (562) 27546872

patricio.delasotta@interexpress.cl



Paul Gauvain



De: Norma Castellon <ncastellon@moecker.com>

Enviado el: viernes, 08 de julio de 2022 9:39

Para: Barbara Urzua <Barbara.Urzua@interexpress.cl>

CC: Patricio De La Sotta <patricio.delasotta@interexpress.cl>

Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Barbara – as I have stated previously at least twice, if Interexpress is the one that made the payment, it is an unsecured claim. It can't be consumer. Interexpress is not a "person or individual". If the passengers paid Interexpress, they are your consumers, not Crystal Cruises. WE don't make the laws we just apply them as per the Florida Statute 727. No matter how you ask the question, if your company is the one that made the financial transaction, YOU ARE NOT CONSUMER. The answer will continue to be the same.

Regards,

Norma Castellon

**MICHAEL
MOECKER**
&

1885 Marina Mile Blvd., Suite 103, Fort Lauderdale, FL 33315
Phone: 954-252-1560 - Fax: 954-252-2791

From: Barbara Urzua <Barbara.Urzua@interexpress.cl>
Sent: Friday, July 08, 2022 12:19 AM
To: Norma Castellon <ncastellon@moecker.com>
Cc: Patricio De La Sotta <patricio.delasotta@interexpress.cl>; Barbara Urzua <Barbara.Urzua@interexpress.cl>
Subject: RV: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Thanks for your email Norma.

Yes, we meant consumer claims. It happens that part of our role as a General Sales Agent is to collect payments from the consumers and remit them to the cruise lines. In most of the consumer claims we presented the consumer paid us and we paid Crystal. A minor portion of the consumer claims were payments done by the consumer directly to Crystal. Also, we have 1 booking where the consumer paid with different payment methods for a same booking: credit card directly to Crystal and wire transfer to us and then we remitted to Crystal.

As you can see the money remitted to Crystal belongs entirely to the consumers. These amounts claimed do not include any commission.

Much appreciate your comments on the consumer claims we presented.

Also, do you have an idea of approximately when this case will be closing? 6 months? A year? We understand that there is a US \$13,000,000 offer for the brand, data base, URLs, and other assets. Can you tell us if this 13M transaction would cover the debt or what percentage?

Regards and many thanks for your help.

Bárbara Urzúa

President

Enrique Foster Norte 80 Piso 1, Las Condes

Santiago, Chile

Tel. +56 997891351

barbara.urzua@interexpress.cl



De: Norma Castellon <ncastellon@moecker.com>
Enviado el: jueves, 07 de julio de 2022 15:03
Para: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
CC: Barbara Urzua <Barbara.Urzua@interexpress.cl>
Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Hi Patricio & Barbara - I am assuming when you state "clients" you mean "consumer" claims. By definition "Consumers" cannot be a company. Consumers are passengers that paid Crystal directly. If the Crystal transaction was done with a company, it becomes an unsecured creditor. If a passenger paid you, the transactional relationship is between you and the passenger. If you refer to my email to you (Barbara) dated March 8th, 2022, I addressed that and it states that you and I also discussed it on the phone previously.

As to your second question about refunds – distributions are done upon closing of the case and are directly dependent on a) liquidation proceeds (funds available for distribution) and b) the priority of the individual claims as per the Florida Statute 727. Distributions are not guaranteed. This case is in its initial stages and will not be closing any time soon.
Regards,

Norma Castellon

**MICHAEL
MOECKER
&**

1885 Marina Mile Blvd., Suite 103, Fort Lauderdale, FL 33315
Phone: 954-252-1560 -Fax: 954-252-2791

From: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
Sent: Thursday, July 07, 2022 2:06 PM
To: Norma Castellon <ncastellon@moecker.com>

Cc: Barbara Urzua <Barbara.Urzua@interexpress.cl>

Subject: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Norma, thanks much for your confirmation.

Need your clarification regarding the "Clients" claims. We presented several claims that correspond to clients that booked and paid through us. The sum of these claims is \$129.514.02. Much appreciate if you could confirm this is the same amount on your records. Also, need to know how refunds will be processed? Back to the same form of payment? Directly to the clients through check?

In advance thanks much,

Patricio De la Sotta
Gerente General
Enrique Foster Norte 80 Piso 1
Tel. (562) 27546872
patricio.delasotta@interexpress.cl



De: Norma Castellon <ncastellon@moecker.com>

Enviado el: miércoles, 06 de julio de 2022 15:18

Para: Barbara Urzua <Barbara.Urzua@interexpress.cl>

CC: Patricio De La Sotta <patricio.delasotta@interexpress.cl>

Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Good Afternoon Patricio and Barbara – Your claim has been filed for \$20, 039.84with a filing date of May 13th, 2022 based on your 4 original emails. Have a great day!

Regards,

Norma Castellon

**MICHAEL
MOECKER
&**

1885 Marina Mile Blvd., Suite 103, Fort Lauderdale, FL 33315
Phone: 954-252-1560 - Fax: 954-252-2791

From: Barbara Urzua <Barbara.Urzua@interexpress.cl>

Sent: Wednesday, July 06, 2022 12:24 AM

To: Norma Castellon <ncastellon@moecker.com>

Cc: Patricio De La Sotta <patricio.delasotta@interexpress.cl>; Barbara Urzua <Barbara.Urzua@interexpress.cl>

Subject: Fwd: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Hello Norma,
Much appreciate your reply confirming that all is Ok. Thanks and regards

Barbara Urzua
Sent from my iPhone

Inicio del mensaje reenviado:

De: Patricio De La Sotta <patricio.delasotta@interexpress.cl>
Fecha: 30 de junio de 2022, 16:44:52 CLT
Para: Fabiana Ipinza <Fabiana.Ipinza@interexpress.cl>, ncastellon@moecker.com
Cc: Barbara Urzua <Barbara.Urzua@interexpress.cl>
Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Norma, hope this email finds you well. Much appreciate if you could confirm that the submitted form is as you requested.

Regards,

Patricio De la Sotta
Gerente General
Enrique Foster Norte 80 Piso 1
Tel. (562) 27546872
patricio.delasotta@interexpress.cl



De: Fabiana Ipinza <Fabiana.Ipinza@interexpress.cl>
Enviado el: miércoles, 29 de junio de 2022 9:48
Para: ncastellon@moecker.com
CC: Patricio De La Sotta <patricio.delasotta@interexpress.cl>; Barbara Urzua <Barbara.Urzua@interexpress.cl>
Asunto: RV: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Good Morning Norma,

According your last conversation with Patricio, attached you will find form on single claim as requested.

This is the summary of what we are sending:

Booking	Name	Amount
2133344	TOMMY C SCHWARZKOPF	3.421,00

2235434	GUILLERMO MANNS	3.541,54
2235439	ENRIQUE REDLICH	3.541,54
2249496	MARTIN MELI	3.290,15
2249497	SOFIA MELI	3.290,15
2249498	JAIME PAREDES	2.620,16
MARKETING INVOICE		335,30
Total		20.039,84

Please acknowledge.

Best Regards,

Fabiana Ipinza

Jefe de Soporte y Grupos
 Enrique Foster Norte 80 Zócalo, Las Condes
 Santiago, Chile
 Tel. (56-2) 2754 6803
Fabiana.ipinza@interexpress.cl



De: Norma Castellon <ncastellon@moecker.com>

Enviado el: lunes, 27 de junio de 2022 14:04

Para: Barbara Urzua <Barbara.Urzua@interexpress.cl>

Asunto: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Barbara – please combine all your claims and resubmit as ONE SINGLE CLAIM with its supporting documents. Your claims HVE NOT BEEN FILED!

Regards.

Norma Castellon



1885 Marina Mile Blvd , Suite 103, Fort Lauderdale, FL 33315
 Phone: 954-252-1560 -Fax: 954-252-2791

From: Barbara Urzua <Barbara.Urzua@interexpress.cl>

Sent: Tuesday, March 08, 2022 5:22 PM

To: Norma Castellon <ncastellon@moecker.com>

Subject: Re: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Many thanks Norma

Really appreciate your email.

Regards

BU
Sent from my iPhone

El 08-03-2022, a la(s) 19:14, Norma Castellon <NCastellon@moecker.com> escribió:

Hi Barbara – the website is up. It is crystalcruiseclaims.com. Your customers should have received an email with the claim form. You can share the website with them and they would click on the consumer tab to download the proof of claim. Likewise you can go on the vendor tab and do the same. I encourage you to go to the FAQ tab (Frequently Asked Questions) for more information.

Regards,

Norma Castellon
**MICHAEL
MOECKER**

1883 Marina Mile Blvd, Suite 106
Fort Lauderdale, FL 33315
Phone: 954-252-1560
Fax: 954-252-2791
www.moecker.com

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From: Norma Castellon
Sent: Tuesday, March 08, 2022 9:31 AM
To: Barbara Urzua <Barbara.Urzua@interexpress.cl>
Subject: RE: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Good Morning Barbara – as I explained to you during our previous phone call, this is not an automatic. As per your below email, your “understanding” that **we have first priority and will be paid in full** is not accurate.

You are correct in the sense that Consumers/pasengers are our main concern, but nothing is guaranteed and nothing is automatic or quick. I still don't have the claim form or you would have received it. I will be getting an update sometime this morning as far as the claim forms. Also, I am also not sure what you mean by “WE”. If I am not mistaken, YOU are a vendor. You need to be patient and let the process payout. If you haven't received or heard from us by Friday, please reach out to me and I Will update you on the claim form.

Regards,

Norma Castellon
**MICHAEL
MOECKER**

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WE

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From: Barbara Urzua <Barbara.Urzua@interexpress.cl>
Sent: Monday, March 07, 2022 6:04 PM
To: Norma Castellon <ncastellon@moecker.com>
Cc: Barbara Urzua <Barbara.Urzua@interexpress.cl>; Patricio De La Sotta <patricio.delasotta@interexpress.cl>
Subject: RV: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Dear Norma,

I am contacting you again as I spoke to you and wrote you on February 18 and have not heard back from you.

The list contained in the attached has many cases of monies that are in the “reserve account with the credit cards.” We need to know if we can start with those claims which we understand have first priority and will be paid in full. When we spoke you mentioned that you would send me

sometime of form, or that I could have access to same in the web. Unfortunately neither have occurred, thus I very much appreciate your reply. Many thanks,

Bárbara Urzúa

President

Enrique Foster Norte 80 Piso 1, Las Condes
Santiago, Chile

Tel. +56 2 2754 6812

barbara.urzua@interexpress.cl



De: Norma Castellon <NCastellon@moecker.com>

Enviado el: viernes, 18 de febrero de 2022 18:54

Para: Barbara Urzua <Barbara.Urzua@interexpress.cl>

Asunto: Crystal Cruises - GSA Chile for Crystal - Barbara Urzua - vendor - Interexpress

Barbara – as per our conversation

Norma Castellon

**MICHAEL
MOECKER**

1883 Marina Mile Blvd, Suite 106

Fort Lauderdale, FL 33315

Phone: 954-252-1560

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CRUISE RESERVATION NUMBER: 2331380
Advisor Copy , Issued: Jan 04, 2022

TREASURES OF SOUTHEAST EUROPE (SOUTHBOUND)
RRV220515-07
7 days on board Crystal Ravel
Budapest to Giurgiu
May 15, 2022 through May 22, 2022

INTEREXPRESS S.A
IATA NUMBER: C0000026
Enrique Foster Norte 80, Piso 1
Las Condes
Santiago
ATTN: ANDREA NUNEZ

Thank you for choosing Crystal Cruises.

This reservation is subject to the **terms and conditions**. Please refer to the applicable Crystal Cruises brochure or Crystal Cruises website for additional terms and conditions that apply to your booking **including the legally binding Guest Ticket Contract**.

All guests sailing on Crystal River Cruises must be fully inoculated with a COVID-19 vaccine (with both doses if recommended by the manufacturer) at least 14 days prior to boarding the ship and will be asked to provide proof of vaccination before embarkation.

If a visa/s is required for any destination/s on your itinerary, it is your responsibility to obtain it/them; this must be done prior to cruise departure. Please make arrangements with any visa agency of your choice, or through the local embassy or consulate of the countries you will be visiting. Failure to comply with all visa requirements may result in refusal of passage by Customs and Immigration authorities; you may be denied boarding, or you may be disembarked during the voyage. Additionally, any costs associated with these actions will be your responsibility.

More important information can be found in the digital **Vacation Guide** including destination travel protocols, before-you-go travel preparations, onboard health and safety practices and protocols designed to protect you on your shoreside excursions.

GUESTS / STATEROOM

MR CELESTINO L SUPPO CRYSTAL SOCIETY #: 368416, CRYSTAL KEY: VB8V21	210 (S2) Deluxe Suite with Panoramic Balcony-Window
MRS MARIA C MAURO CRYSTAL SOCIETY #: 368417, CRYSTAL KEY: VB8V22	210 (S2) Deluxe Suite with Panoramic Balcony-Window

CRUISE LEVEL

MR CELESTINO SUPPO	2 *Completed voyage credits
MRS MARIA MAURO	2 *Completed voyage credits

TOP 10 REASONS TO SAIL WITH CRYSTAL RIVER CRUISES

1. All-Inclusive, All-suite ships with king-size beds
2. European butler service in every room category
3. The largest suites on Europe's rivers
4. Twice the number of crew per guest than the industry average
5. The most spacious ships carrying 45% fewer guests
6. Michelin-inspired cuisine—fresh lobster, Dover Sole—prepared à la minute, plus caviar
7. Flexible open-seating dining in multiple restaurants plus 24-hour room service
8. An abundant choice of shore excursion options in every port
9. Private luxury motor coaches with free Wi-Fi
10. The youngest fleet in the river cruise industry

CRUISE FARE CALCULATION (USD)

	CELESTINO SUPPO	MARIA MAURO	TOTAL
Regular Cruise Fare	\$7,449.00	\$7,449.00	\$14,898.00
Book Now Savings	-\$50.00	-\$50.00	-\$100.00
Book Now Cruise Fare	\$7,399.00	\$7,399.00	\$14,798.00
Crystal Society Savings	-\$185.00	-\$185.00	-\$370.00
Cruise Fare After Discounts	\$7,214.00	\$7,214.00	\$14,428.00
Taxes, Fees And Port Charges	\$210.00	\$210.00	\$420.00
Your Client's Crystal Cruise Fare	\$7,424.00	\$7,424.00	\$14,848.00

PAYMENTS AND BALANCE

Payment received \$2,227.20

Net Balance Due \$9,302.36

Gross Balance Due \$12,620.80

Balance due if paid in full by Feb 14, 2022 \$9,025.16

(includes \$360.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

PAYMENT SCHEDULE

FIRST DEPOSIT of \$2,227.20 due on Jan 04, 2022

FINAL PAYMENT of \$12,620.80 due on Mar 16, 2022

DID YOU KNOW YOU CAN MAKE PAYMENTS ONLINE?

You can also manage your client's booking, check availability, and more by using our booking engine, CruiseBuilder. For fast, convenient service log on today at book.crystalcruises.com - accessible 24 hours a day, 7 days a week.

CRUISE PROTECTION

MR CELESTINO SUPPO

Not Selected

MRS MARIA MAURO

Not Selected

*Cruise Protection Program "Travel Insurance" is available for purchase through Final Payment. Crystal highly recommends the purchase of travel insurance. For your convenience, we offer the Cruise Protection Program, which provides cancellation benefits and coverage while traveling. To obtain your state-specific Certificate of Insurance that contains the complete terms, conditions, limitations and exclusions of the Certificate, visit Crystal's Cruise Protection Program.

COMMISSION INFORMATION (U.S. DOLLARS)

SAVINGS	-\$3,426.54
BOOK NOW	-\$23.00
CRUISE FARE	\$6,853.08
CRYSTAL SOCIETY	-\$85.10
COMMISSIONS TOTAL	\$3,318.44

CANCELLATION POLICY (PER PERSON)

Mar 16, 2022-Apr 14, 2022	25%
Apr 15, 2022-May 07, 2022	50%
May 08, 2022-May 15, 2022	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

In response to ongoing health concerns, Crystal has undertaken enhanced health and safety measures in an effort to mitigate the risk of exposure to COVID-19 and protect both our guests and crew members. Please carefully review and follow all posted instructions while boarding, onboard, and during your off-ship excursions.

Despite these measures, you should be aware that there is an inherent risk of exposure to COVID-19 and other contagious diseases in any public place where people are in close proximity. As a result, Crystal cannot guarantee that you will not become exposed to or infected with COVID-19 or any other contagious disease at any stage of your trip with Crystal. By choosing to cruise or fly with us, you voluntarily assume all risks related to exposure to COVID-19 or any other contagious disease.

AIR

Crystal is pleased to offer guests the option to purchase air through our Personal Select Air Program. Personal Select Air rates include transfers between the airport and pier on embarkation/disembarkation dates as well as shoreside support in the event of unanticipated airline or cruise schedule changes or delays that may impact travel plans. The Personal Select Air Program is available for purchase through Final Payment. Please contact Crystal's Air department at 1-800-446-6620 (prompt 7) or email airservices@crystalcruises.com

EMBARKATION & DEBARKATION INFORMATION

EMBARKATION	DEBARKATION
Budapest	Giurgiu
12:00 PM - 6:00 PM	
Pier Name and Address	Pier Name and Address
Budapest Pontoons	TBA

CRUISE ITINERARY

A passport is required for all guests and must be valid for six months after the end of the cruise.

DATE	LOCATION	ARRIVE*	DEPART*	DOCKING MODE	DRESS CODE
Sun, May 15	Budapest, Hungary	Embark from 12:00 PM	Overnight	Dock	Crystal Casual
Mon, May 16	Budapest, Hungary		02:00 AM	Dock	Crystal Casual
	Mohács, Hungary	01:00 PM	09:00 PM	Dock	Crystal Casual
Tue, May 17	Vukovar, Croatia	05:00 AM	09:30 AM	Dock	Crystal Casual
	Ilok, Croatia	11:30 AM	12:30 PM		Crystal Casual
	Novi Sad, Serbia	03:00 PM	Overnight	Dock	Crystal Casual
Wed, May 18	Novi Sad, Serbia		03:00 AM	Dock	Crystal Casual
	Belgrade (Beograd), Serbia	08:00 AM	11:00 PM	Dock	Crystal Casual
Thu, May 19	Cruising Iron Gates				Crystal Casual
	Vidin, Bulgaria	09:00 PM	Overnight		Crystal Casual
Fri, May 20	Vidin, Bulgaria		02:30 PM		Crystal Casual
Sat, May 21	Giurgiu, Romania	08:00 AM	Overnight		Crystal Casual
Sun, May 22	Giurgiu, Romania		Disembark AM/Morning		Crystal Casual

CUSTOMIZE YOUR CRYSTAL EXPERIENCE AT THE PRIORITY CHECK-IN AND PLANNING CENTER

Crystal's Priority Check-in & Planning Center (PCPC) is available online until seven days prior to cruise departure date. Upon making final cruise payment and the initial online check-in process is complete, use this center to pre-reserve Crystal Destination Discoveries™ shore excursions, and more.

SHORE EXCURSIONS | CRYSTAL DESTINATION DISCOVERIES™

Tap your inner explorer to engage in enriching, active, and even leisurely shore excursions around the globe. With optional and complimentary options, Crystal's Destination Discoveries provide immersive exploration into the places you'll visit. You may also take advantage of Crystal Extended Land Programs and Hotel Programs before and after your cruise. Gain insight from our teams of local travel experts ashore and stay in some of the world's most luxurious properties—each selected for its location, level of service, ambience and attention to detail. Online reservations must be made on PCPC no later than May 08, 2022.

All Crystal Destination Discoveries™ are capacity-controlled, subject to availability and may be withdrawn or changed at any time without notice. Due to the current global health situation, certain elements of our established Crystal Destination Discoveries programming may not be fully available and/or may be altered at time of service. For all brand experiences – Ocean, River, Yacht and Expedition – guests wishing to explore a destination must participate in one of Crystal's organized shore excursions. All itineraries, ports, programs and policies are subject to change without notice at the discretion of Crystal. Crystal Cruises reserves the right to correct errors or omissions. © Crystal Cruises, LLC. For more information please visit [Crystal Destination Discoveries Disclaimer page](#).



CRUISE RESERVATION NUMBER: 2224261

AGENCY COPY

RRV200515-07 DELIGHTFUL DANUBE (EASTBOUND)

7 DAYS ON BOARD THE CRYSTAL RAVEL

Regensburg, Germany to Budapest, Hungary

May 15, 2020 through May 22, 2020

INTEREXPRESS S.A

IATA Number: C0000026

Enrique Foster Norte 80, Piso 1

Las Condes

Santiago

ISSUED: 12/06/2019

Thank you for choosing Crystal Cruises. Please take a moment to review this [Important Reservation Advice](#) information to make the cruise planning process as efficient and easy as possible.

This reservation is subject to the [terms and conditions](#). Please refer to the applicable Crystal Cruises brochure or [Crystal Cruises website](#) for additional terms and conditions that apply to your booking including the legally binding Guest Ticket Contract.

Guests / Stateroom

Mr Cristian Bartos Client ID: 3209886	229 (S5) Petite Suite with Panoramic Balcony-Window	Crystal Key: EV4GU1
Mrs Andrea Bartos Client ID: 3209887	229 (S5) Petite Suite with Panoramic Balcony-Window	Crystal Key: EV4GU2

For security purposes your surname (last name) on the cruise reservation must be an exact match with the surname shown on your passport.

Surname Guest 1: BARTOS

Surname Guest 2: BARTOS

Cruise Fare Calculation (USD)

	Cristian Bartos	Andrea Bartos	Total
Regular Cruise Fare	\$5,699.00	\$5,699.00	\$11,398.00
Book Now Savings	-\$500.00	-\$500.00	-\$1,000.00
Book Now Cruise Fare	\$5,199.00	\$5,199.00	\$10,398.00
New To Crystal Discount	-\$104.00	-\$104.00	-\$208.00
Cruise Fare After Discounts	\$5,095.00	\$5,095.00	\$10,190.00
Taxes, Fees And Port Charges	\$196.00	\$196.00	\$392.00
Your Client's Crystal Cruise Fare	\$5,291.00	\$5,291.00	\$10,582.00

Payments and Balance

Net Balance Due \$8,238.30

Gross Balance Due \$10,582.00

Payment Schedule

FIRST DEPOSIT of \$2,645.50 due on Dec 10, 2019

FINAL PAYMENT of \$7,936.50 due on Jan 16, 2020

Commission Information (U.S. Dollars)

SAVINGS	-\$2,621.54
BOOK NOW	-\$230.00
CRUISE FARE	\$5,243.08
NEW TO CRYSTAL	-\$47.84
COMMISSIONS TOTAL	\$2,343.70

Top 10 Reasons to sail with Crystal River Cruises

1. All-Inclusive, All-suite ships with king-size beds
2. European butler service in every room category
3. The largest suites on Europe's rivers
4. Twice the number of crew per guest than the industry average
5. The most spacious ships carrying 45% fewer guests
6. Michelin-inspired cuisine—fresh lobster, Dover Sole—prepared à la minute, plus caviar
7. Flexible open-seating dining in multiple restaurants plus 24-hour room service
8. An abundant choice of shore excursion options in every port
9. Private luxury motor coaches with free Wi-Fi
10. The youngest fleet in the river cruise industry

Cancellation Policy

	Per Person
Non-refundable Administrative Fee prior to Jan 16, 2020	\$500
Jan 16, 2020-Feb 14, 2020	25%
Feb 15, 2020-Mar 15, 2020	50%
Mar 16, 2020-Apr 14, 2020	75%
Apr 15, 2020-May 15, 2020	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

Dining

Mr Cristian Bartos
Mrs Andrea Bartos

Open Dining

Embarkation Information

Port: Regensburg
12 PM - 6 PM

Pier Name and Address: Regensburg

Debarcation Information

Port: Budapest
6 AM - 10 AM

Pier Name and Address: Budapest Pier

Cruise Itinerary

A passport is required for all guests and must be valid for six months after the end of the cruise. If an entry fee or visa is required for U.S. citizens on this cruise, detailed information will be available 90 days prior to cruise departure.

Non-US citizens should contact local authorities or a local visa service to determine individual requirements for ALL ports. Please visit the [Guide Book](#) for information regarding visas and inoculations.

Date	Location	Arrive*	Depart*	Docking Mode	Dress Code
Fri, May 15	Regensburg, Germany	Embark from 12:00 PM	Overnight	Dock	Crystal Casual
Sat, May 16	Regensburg, Germany		08:00 PM	Dock	Crystal Casual
Sun, May 17	Passau, Germany	09:00 AM	07:00 PM	Dock	Crystal Casual
Mon, May 18	Cruising Danube Wachau Valley				Crystal Casual
	Melk, Austria	09:00 AM	01:00 PM	Dock	Crystal Casual
	Dürnstein, Austria	03:00 PM	11:59 PM	Dock	Crystal Casual
Tue, May 19	Vienna (Wien), Austria	07:00 AM	Overnight	Dock	Crystal Casual
Wed, May 20	Vienna (Wien), Austria		04:00 PM	Dock	Crystal Casual
Thu, May 21	Budapest, Hungary	09:00 AM	Overnight	Dock	Crystal Casual
Fri, May 22	Budapest, Hungary		Disembark AM/MORNING	Dock	Crystal Casual

* All times listed are approximate.

Norma Castellon

From: Fabiana Ipinza <Fabiana.Ipinza@interexpress.cl>
Sent: Tuesday, September 06, 2022 4:33 PM
To: Jack Pitcher
Cc: Norma Castellon; SAC
Subject: RE: Crystal Cruise Claim 094
Attachments: 094.pdf; CrystalCruises_paymentconfirmation_2193835.pdf_070720150711.pdf; CrystalCruises_paymentconfirmation_2213117.pdf_070720150748.pdf; CrystalCruises_paymentconfirmation_2263092.pdf_090321090901.pdf; CrystalCruises_agentbookingconfirmation_2224261.pdf; CrystalCruises_agentbookingconfirmation2322997.pdf_010722050156.pdf; CrystalCruises_paymentconfirmation_2328136.pdf_112921101128.pdf; CrystalCruises_agentbookingconfirmation_2331380.pdf_010422090146.pdf; CrystalCruises_paymentconfirmation_2308010.pdf_082721070822.pdf; CrystalCruises_paymentconfirmation_2308015.pdf_082721070855.pdf; CrystalCruises_agentbookingconfirmation_2203868.pdf; CrystalCruises_paymentconfirmation_2213895.pdf_052421140519.pdf; CrystalCruises_paymentconfirmation_2301086.pdf_030322070319.pdf; CrystalCruises_agentbookingconfirmation_2320147.pdf_102821061003.pdf

Good afternoon Jack,

Sure, attached I send you the documents that we managed to gather for these cases.

Booking	Name	Amount
2193835	Werner Stehr	12.962,78
2213117	Mario Miyazawa	8.827,42
2263092	Patricio Garcia	15.348,62
2224261	Cristian Bartos	8.238,30
2322997	Alejandro Arze	6.709,92
2328136	Cristian Fabres	7.502,46
2331380	Celestino Suppo	2.227,20
2308010	Juan Mayol	11.684,42
2308015	Juan Mayol	9.657,78
2203868	Anais Jouannet	9.000,86
2213895	Liliana Montoya	12.334,96
2301086	Carlos Peralta	9.695,00
2320147	Katherine Slater	4.843,70
Total		119.033,42

Please let us know if you need more information.

Best Regards,

Fabiana Ipinza

Jefe de Soporte y Grupos
Enrique Foster Norte 80 Zócalo, Las Condes
Santiago, Chile
Tel. (56-2) 2754 6803

Fabiana.ipinza@interexpress.cl

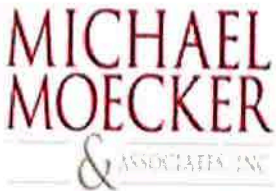


De: Jack Pitcher [mailto:jpitcher@moecker.com]
Enviado el: martes, 06 de septiembre de 2022 16:38
Para: SAC <SAC@interexpress.cl>
CC: Norma Castellon <ncastellon@moecker.com>
Asunto: Crystal Cruise Claim 094

Good afternoon, Patricio. I was reviewing the attached claim. Would you mind replying to all and attaching any documentation you would have of payments being made to Crystal Cruises?

Thank you,

Jack Pitcher



841 Prudential Drive
Jacksonville, FL 32207
Fax: 954-252-2791
Cell: 904-631-6346
www.Moecker.com

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