





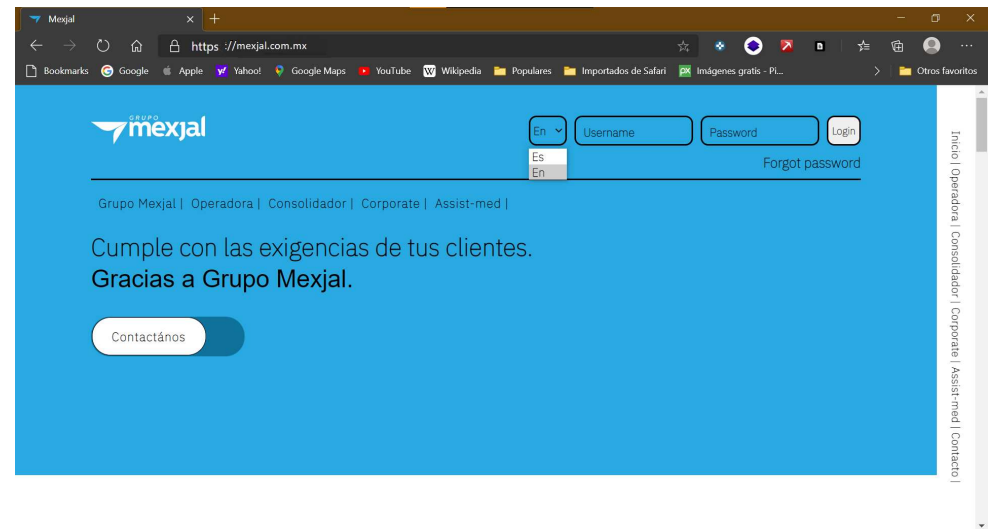
On-line user's guide

Reservations platform:
www.mexjal.com.mx



Main Page

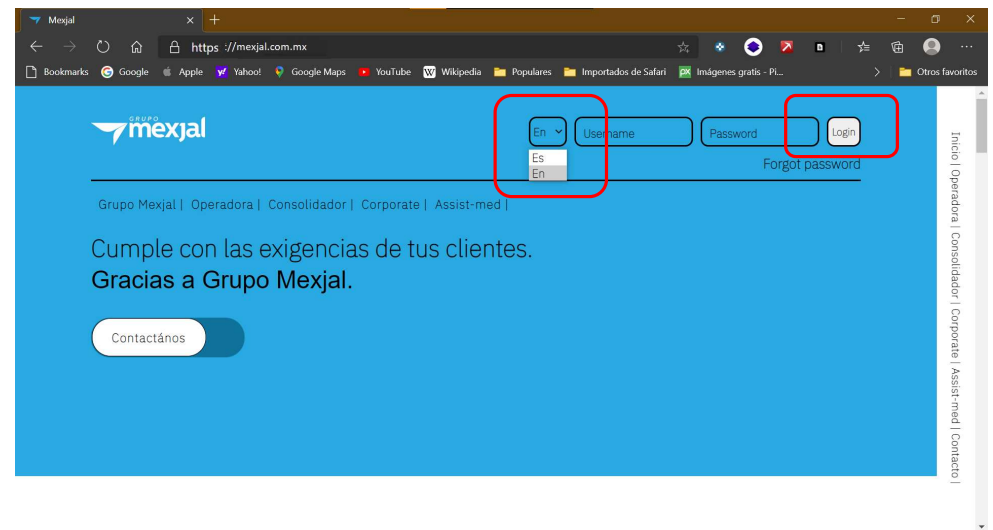
www.mexjal.com.mx





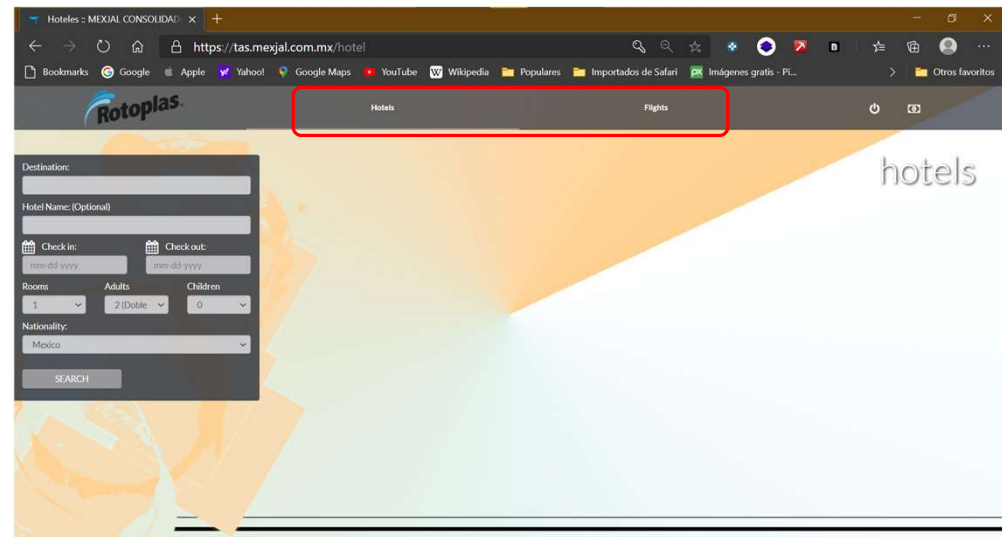
Log-In Page

Log-in with assigned username and password.



Reservations Screen

You will be redirected to the Main
Page for search of hotels and
flights



Hotel Search

Spell the City Name, then, select it correctly from the drop-down menu

The screenshot shows a web browser window with the URL <https://tas.mexjal.com.mx/hotel>. The page features the Rotoplas logo and a search form. A red box highlights the destination dropdown menu, which displays the following options:

- Mexico
- Mexico, U.S.A.
- Mexico City, Mexico

Below the dropdown menu, the search form includes fields for Check in, Check out, Rooms, Adults, Children, and Nationality, along with a SEARCH button.

Select Flights

Arrival (1) and departure (2) dates
in the shown calendars.

The screenshot shows the Rotoplas website interface for selecting flights. The browser address bar displays <https://tas.mexjal.com.mx/hotel>. The page features a search form with the following fields:

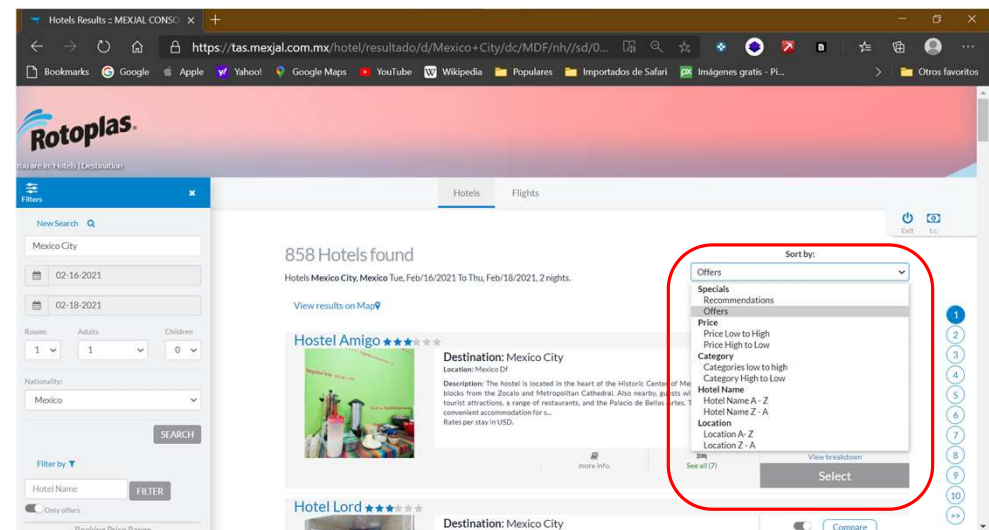
- Destination:** Mexico City
- Hotel Name: (Optional)**
- Check in:** (highlighted with a red box)
- Check out:** (highlighted with a red box)

The date pickers for 'Check in' and 'Check out' are open, showing the months of January and February. The 'Check in' calendar shows January 1st to 31st, and the 'Check out' calendar shows February 1st to 28th. The dates are highlighted in blue.



Once dates are selected

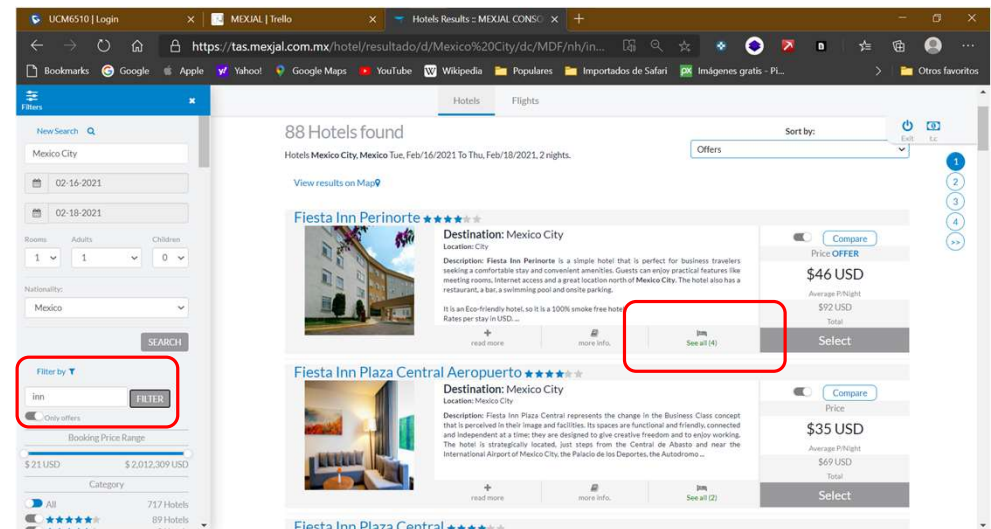
The system will provide you with several accommodation options. These can be arranged in the menú by Price, categories, special offers, etc.





Other filters

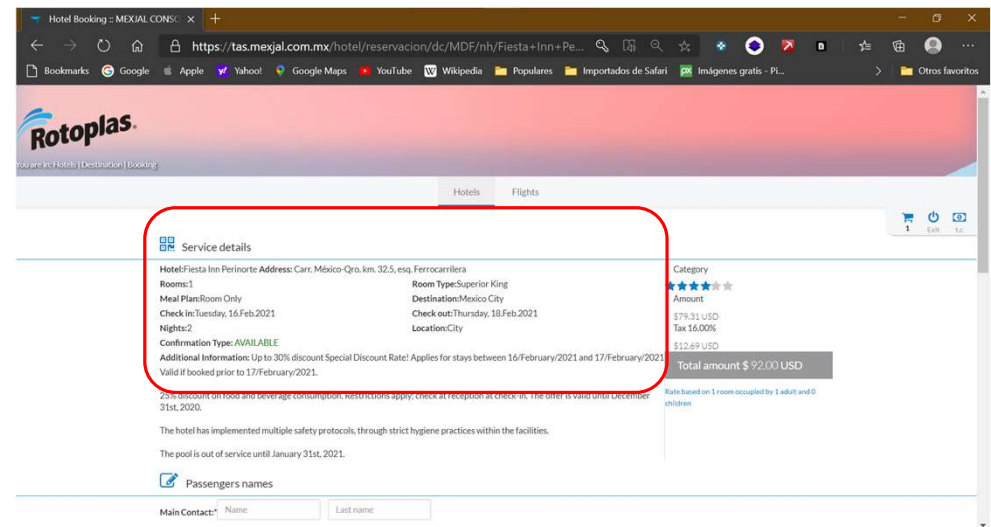
Use other filters, in the menú located at your left, filter by hotel chain or name. In this example we entered the “INN” Word and we selected “Fiesta Inn Perinorte”. With a click in “See All”, you may see all other room types available and options to select from.





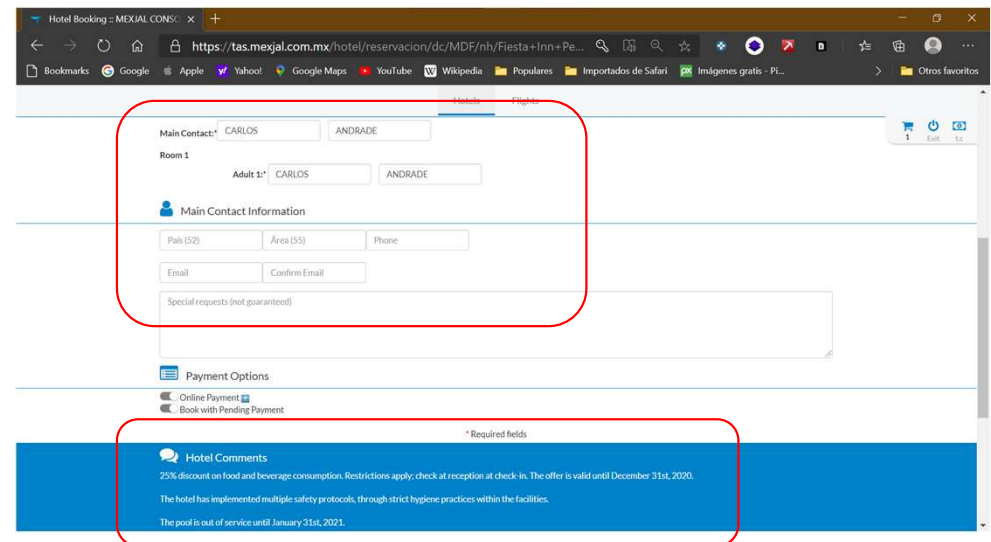
Once Hotel is selected

“Service Details” button will be shown for user’s final review. Also the total amount of user’s purchase is shown, taxes included. It’s the Best time to double check that the dates, room type and number of customers are shown as needed.



Proceed

To enter customer's information as requested. At this moment you may review the Hotel Policies. Having accepted, then click in the "BOOK" button.



Hotel Booking - MEXJAL CONSULTA

https://tas.mexjal.com.mx/hotel/reservacion/dc/MDF/nh/Fiesta+Inn+Pe...

Main Contact: CARLOS ANDRADE

Room 1

Adult 1*: CARLOS ANDRADE

Main Contact Information

Pais (52) Area (55) Phone

Email Confirm Email

Special requests (not guaranteed)

Payment Options

Online Payment Book with Pending Payment

Hotel Comments

25% discount on food and beverage consumption. Restrictions apply: check at reception at check-in. The offer is valid until December 31st, 2020.

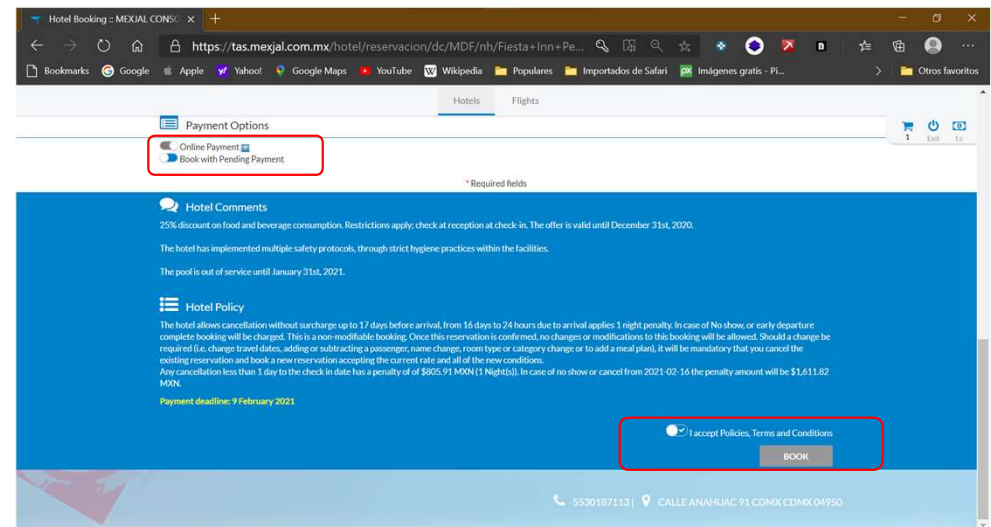
The hotel has implemented multiple safety protocols, through strict hygiene practices within the facilities.

The pool is out of service until January 31st, 2021.



Complete customer's data

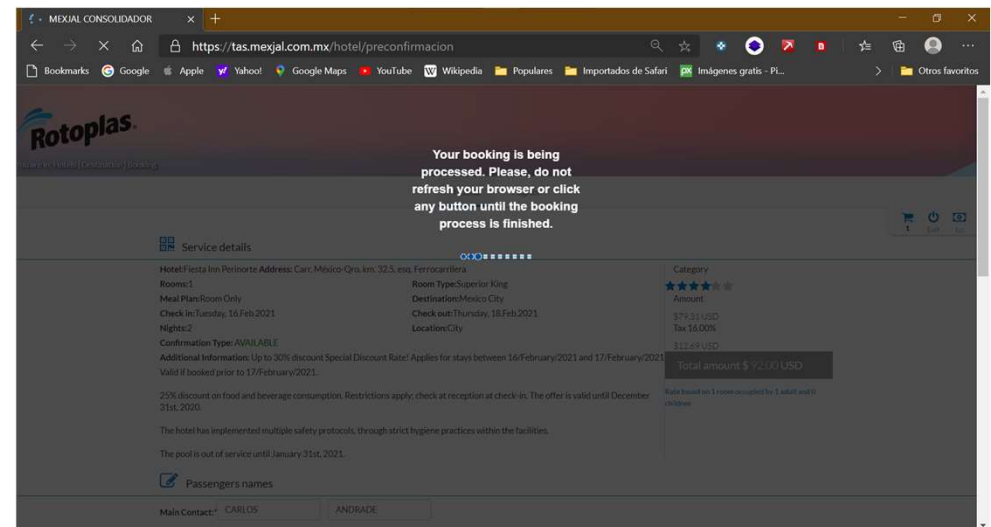
Then select “Book with pending payment”. Proceed to accept clicking in “Term and Conditions” button. Lastly click in the “BOOK” button.





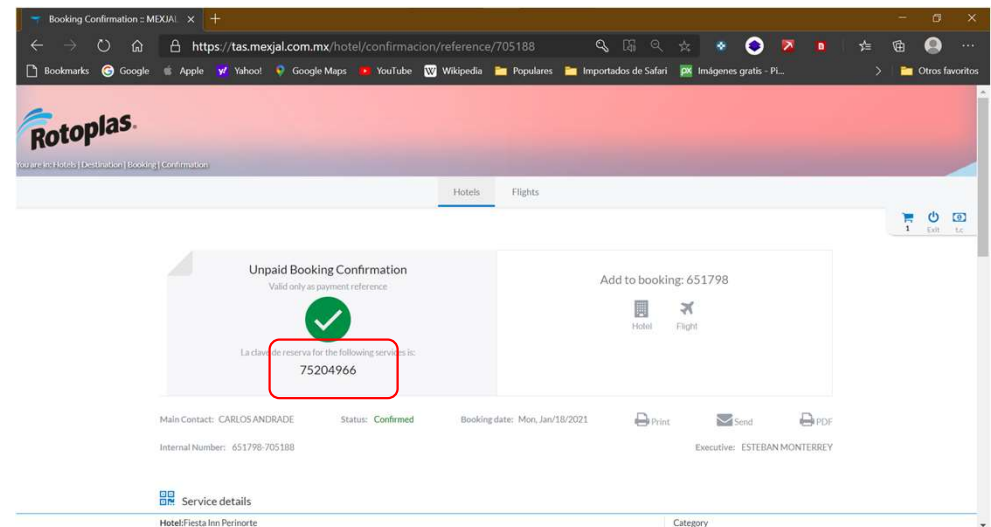
System will now start to process

The information. Follow screen instructions.



Once finalizing the process

A screen will show your confirmation number, same that Will be validated by our team, in order to provide you with the corresponding Hotel Voucher.





Now, an example of a hotel reservation

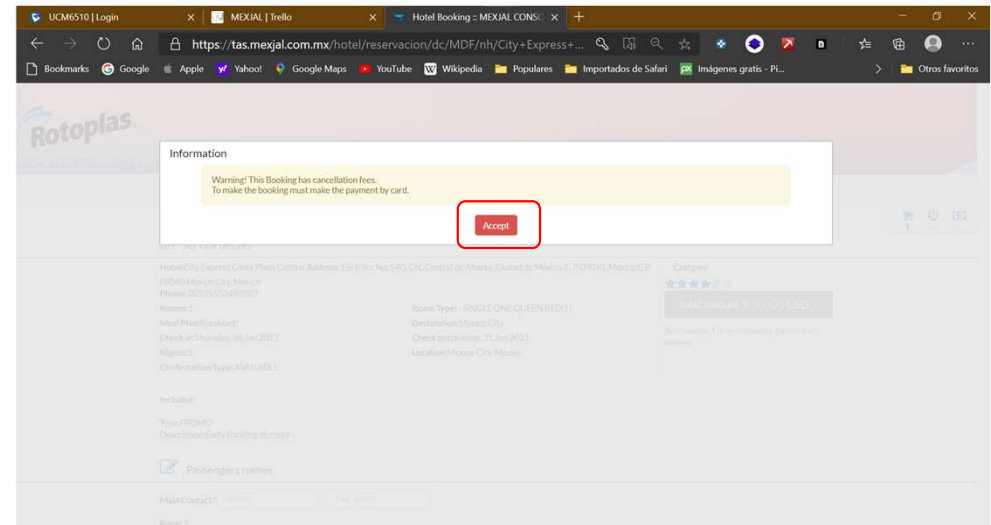
Wich requires immediate payment or “payment in full” and how to sort it out. When selecting certain hotel room type, the following advice may show:

The screenshot shows the Mexjal website interface for hotel reservations. The left sidebar contains filters for hotel name, price range (\$304 MXN to \$49,871,193 MXN), category (ranging from 4 to 326 hotels), and location (ranging from 13 to 140 hotels). The main content area displays hotel listings for Ciudad de Mexico. The first listing is for Hotel Pf, showing a price of \$1,269 MXN. The second listing is for Hotel Ritz Ciudad De México, showing a price of \$1,273 MXN. A red box highlights a specific room type under Hotel Ritz: 'Habitación con Dos Camas / Sólo Habitación / DISPONIBLE' for \$2,546 MXN. The third listing is for Pedregal Palace, showing a price of \$1,280 MXN.

Hotel	Room Type	Price (MXN)
Hotel Pf	Habitación con Dos Camas / Sólo Habitación / DISPONIBLE	\$2,546
Hotel Ritz Ciudad De México	Habitación con Dos Camas / Sólo Habitación / DISPONIBLE	\$2,546
Hotel Ritz Ciudad De México	Habitación con Dos Camas con Desayuno / Desayuno Incluido / DISPONIBLE	\$3,620
Hotel Ritz Ciudad De México	Habitación con Una Cama con Desayuno / Desayuno Incluido / DISPONIBLE	\$4,244
Pedregal Palace	Habitación con Dos Camas / Sólo Habitación / DISPONIBLE	\$1,280



With a WARNING message that indicates that the room Will incur in cancellation expenses if confirmed and that it requires full payment. DO NOT BOOK. Proceed to close the warning sign, then...

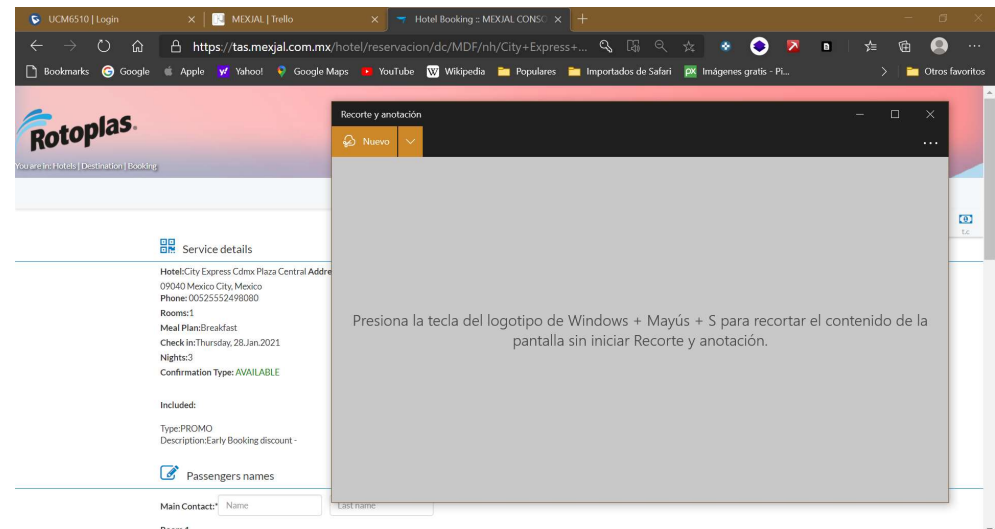




Make a Screen Shot

Of the required Hotel reservation, and send it to: support@mexjal.com.mx in order for our team to work on it.

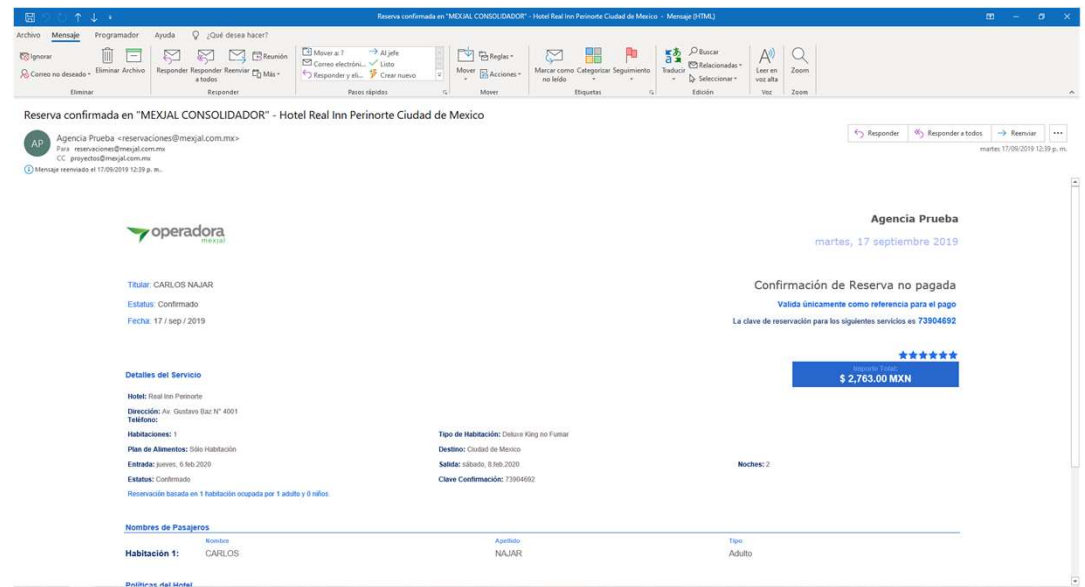
Please note: this Will also apply for Airlines, itineraries and hotels **not included** in our platform that may be needed to be confirmed.





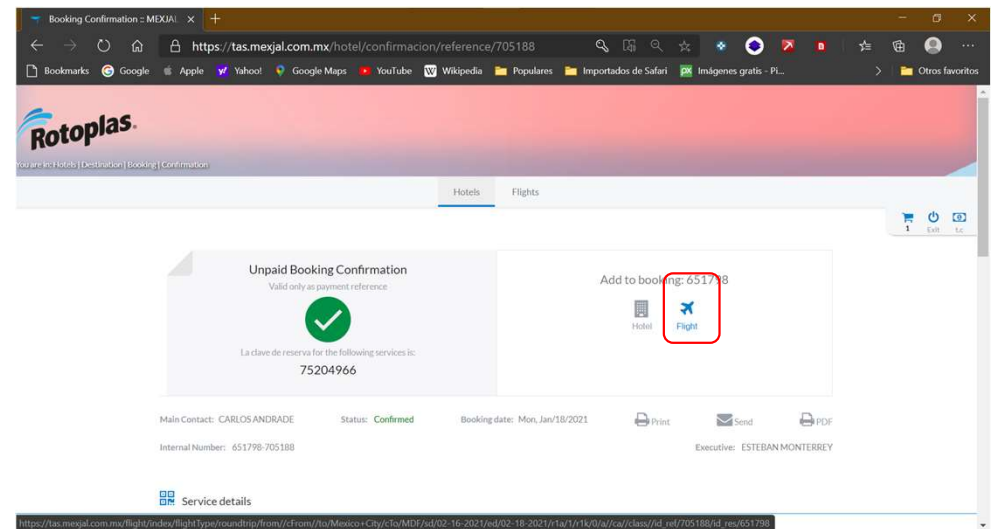
Sample

Of a confirmation message. Please note that this is NOT a hotel Voucher to be exchanged for room services yet.



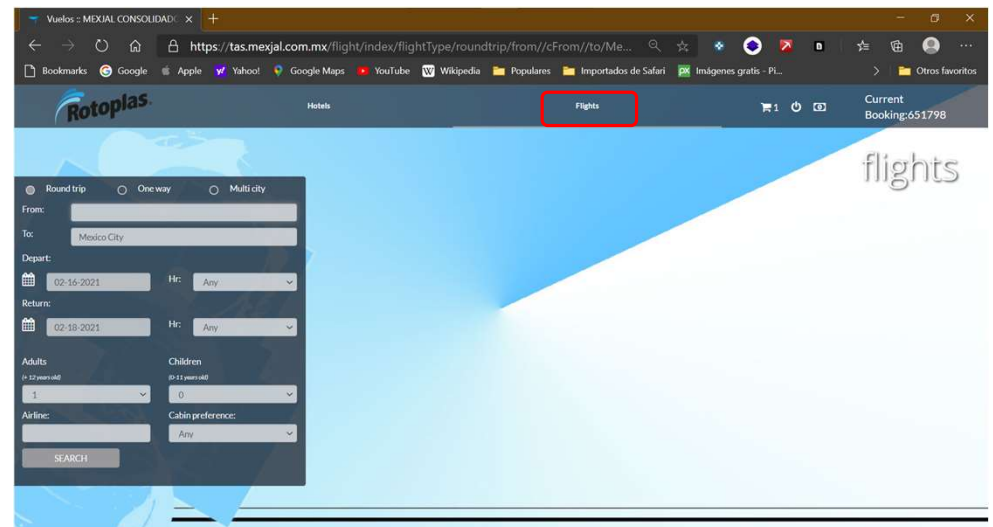
At this point

We can click on the “Flight” button to add this service to your confirmed hotel reservation.



Flight screen image

Shown to user when clicking the “Flight” button, or when clicking for flights reservations directly.



Same as in hotel reservation section

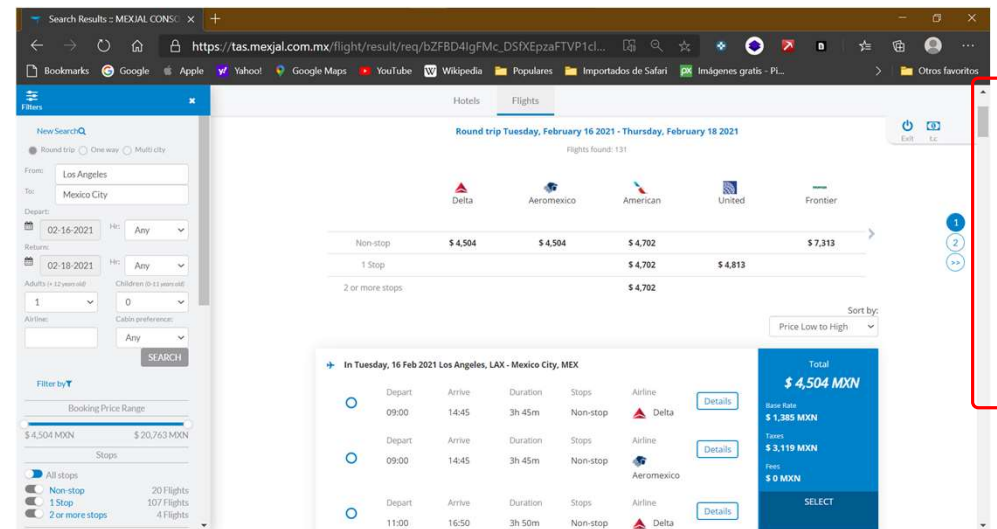
It is important to select your flight ORIGIN and DESTINATION, from the drop-down menú. Complete the required information.

The screenshot shows the Rotoplas website's flight booking section. A dropdown menu is open, displaying a list of flight options. The menu is titled "Round trip" and includes fields for "From:", "To:", "Depart:", and "Return:". The "From:" field is currently set to "Los Angeles". The "To:" field is set to "Los Angeles, U.S.A. (LAX)". The "Depart:" field is set to "02/23". The "Return:" field is set to "02/23". The dropdown menu lists several flight options, including "Los Angeles, U.S.A. (LAX)", "Bahia De Los Angeles, Mexico (BHL)", "Los Angeles, Chile (LSC)", "Los Angeles, Los Angeles Intl Apt, U.S.A. (LAX)", "Bahia De Los Angeles, Bahia De Los Angeles Apt, Mexico (BHL)", "Los Angeles, International Airport, U.S.A. (LAX)", "Los Angeles, International Airport, U.S.A. (LAX)", "Los Angeles, Warner Cntr Bus Plaza, U.S.A. (JWC)". The "Adults" field is set to "1" and the "Children" field is set to "0". The "Airline" field is set to "Any" and the "Cabin preference" field is set to "Any". A red box highlights the dropdown menu.



Response screen image

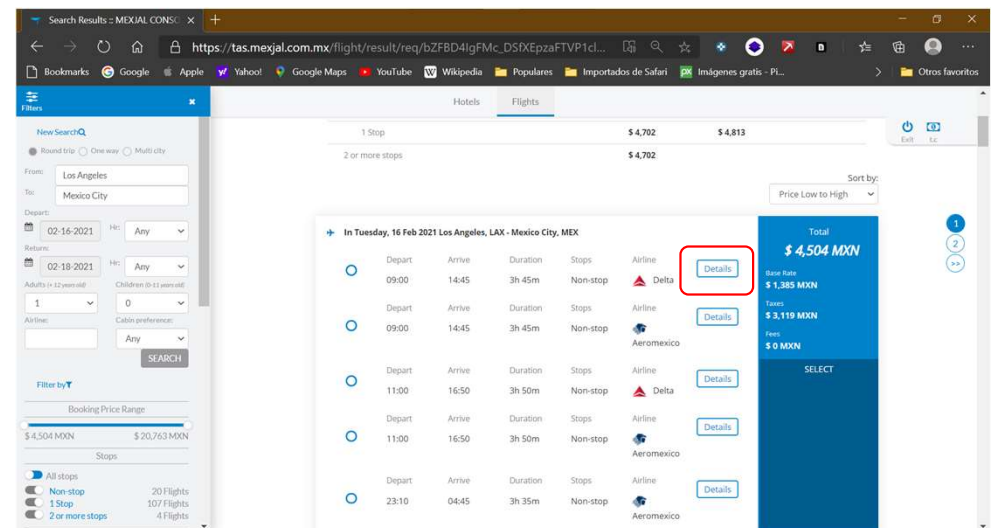
Of availability. Herein the user may scroll down to check different flight schedules and select their Best option.





“Details” button

User can be able to click this button to verify specifics of the chosen flight.





Once

Having chosen departure and arrival flights proceed to click on “SELECT” flights

The screenshot shows the Mexjal website's flight search results. On the left, a sidebar contains search filters for 'New Search', 'From: Los Angeles', 'To: Mexico City', 'Depart: 02-16-2021', 'Return: 02-19-2021', 'Adults: 1', 'Children: 0', and 'Airline: Any'. Below these are filters for 'Filter by' and 'Booking Price Range' (\$4,504 MXN to \$20,763 MXN). The main area displays flight results for 'Tuesday, 16 Feb 2021 Los Angeles, LAX - Mexico City, MEX'. It lists three flight options with columns for Depart, Arrive, Duration, Stops, and Airline. The first option is a Delta flight (Flight 631) with a duration of 3h 45m, departing at 09:00 and arriving at 14:45. A red box highlights the 'Details' button next to this flight. The second option is an Aeromexico flight (Flight 631) with a duration of 3h 45m, departing at 09:00 and arriving at 14:45. The third option is a Delta flight (Flight 631) with a duration of 3h 50m, departing at 11:00 and arriving at 16:50. On the right, a blue sidebar shows the total price of \$4,504 MXN and a 'SELECT' button.

Flight	Depart	Arrive	Duration	Stops	Airline	Details
Flight 631	09:00	14:45	3h 45m	Non-stop	Delta	Details
Flight 631	09:00	14:45	3h 45m	Non-stop	Aeromexico	Details
Flight 631	11:00	16:50	3h 50m	Non-stop	Delta	Details



On next screen shown

User must add requested Passenger(s) information from the selected COMBO flights.

The screenshot shows the Rotoplas website interface for flight reservations. The top navigation bar includes 'Hotels' and 'Flights' tabs. The main content area is divided into two sections: a summary on the left and a form on the right.

Summary Section:

- Total amount: \$4,504 MXN
- Base: \$1,385.00 MXN
- Adults (1): \$1,385.00 MXN
- Taxes: \$1,119.00 MXN
- Fees: \$0.00 MXN
- TOTAL: \$4,504.00 MXN

Flight Details:

- Airline: Delta
- Flight: 631
- Class: In
- Departure: Tuesday, 16 Feb 2021, 3h-45m
- Destination: Nonstop
- Depart from Los Angeles - 9:00 hrs
- Arrive at Mexico City - 2:45 hrs

Passenger Information Form:

Passengers

Please enter all passenger names as they appear on the passenger's government-issued photo identification. Most airlines do not allow changes to the names of the travelers originally booked.

Adults

Adult 1

Title: Name(s): Last name(s):

Date of birth: Day: Month: Year: Gender: Country:

Passport Data 1

Number: Expiration Date: Day: Month: Year:

Expedition Place:

Contact

Contact Information



Important

Even though phone number +52 is prefixed, user MUST digit their corresponding country code, to prevent an error response from the system.

Reservación Vuelo - MEXJAL CO. x

https://tas.mexjal.com.mx/flight/reservation/req_sj6qb3041qtm0d1...

Hotels Flights

originally booked.

Adults

Adult 1

Title Name(s) Last name(s)

Date of birth* Day Month Year Gender* Country*

Passport Data 1

Number* Expiration Date* Day Month Year

Expedition Place*

Contact

Contact Information

Please make sure that the information provided is mandatory for the holder passenger since the data will be used for notifications in case of changes and/or cancellations of flights by the airline.

E-mail (At which your electronic ticket will be sent)* Please, confirm your email*

Phone Mobile Pais* 52 Area Number*

[Add another phone number](#)

Payment Method

Payment Options

☐ Pago con tarjeta

Total amount

\$4,504 MXN

Base \$1,385.00 MXN

Details

Adults (1) \$1,385.00 MXN

Taxes \$3,119.00 MXN

Fees \$0.00 MXN

TOTAL \$4,504.00 MXN

Delta In

Tuesday, 16 Feb 2021 Flight: 631

3h 45m Non-stop

Depart from Los Angeles - 9:00 hrs

Arrive at Mexico City - 2:45 hrs

Delta Out

Thursday, 18 Feb 2021 Flight: 615

4h 07m Non-stop

Depart from Mexico City - 9:00 hrs

Arrive at Los Angeles - 11:07 hrs

Last Ticketing Date



Passenger's details screen

Please provide the FULL Passenger(s) given, and last name.

The screenshot shows the Mexjal flight reservation interface. On the left, a summary box displays the total amount of \$4,504 MXN and flight details for Delta flights 631 and 615. The main form area is titled 'Adults' and shows 'Adult 1' with the following details:

- Title: Mr (selected)
- Name(s): CARLOS
- Last name(s): ANDRADE

The name fields are highlighted with a red rectangle. Below these are fields for Date of birth, Gender (Male selected), and Country (Select). Further down are fields for Passport Data (Number, Expiration Date, Expedition Place) and Contact Information (E-mail, Phone, Mobile, País, Área, Number). The Payment Method section shows 'Pago con tarjeta' as the selected option.



Under “Passenger’s rate policies”

User will be able to check specifics of the flight rate chosen, such as penalty change fees, baggage fees and other details.

The screenshot shows a web browser window with the URL https://tas.mexjal.com.mx/flight/reservation/req/req_sj6qb3041qtm0d1.... The page displays flight reservation details for a Delta flight from Los Angeles to Mexico City. The total amount is \$4,504 MXN. The flight details include the date (Tuesday, 16 Feb 2021), flight number (631), departure time (3h 45m), and arrival time (2:45 hrs). The flight is non-stop. The fare policies are listed on the right side of the page, including a red box highlighting the "Fare Policies Adult" section.

Total amount
\$4,504 MXN

Base	\$1,385.00 MXN
Details	
Adults (1)	\$1,385.00 MXN
Taxes	\$3,119.00 MXN
Fees	\$0.00 MXN
TOTAL	\$4,504.00 MXN

Delta In
Tuesday, 16 Feb 2021 Flight: 631
3h 45m Non-stop
Depart from Los Angeles - 9:00 hrs
Arrive at Mexico City - 2:45 hrs

Delta Out
Thursday, 18 Feb 2021 Flight: 615
4h 07m Non-stop

Observations and Policies for Flight Bookings

- Todos las tarifas están sujetas a cambio y disponibilidad | No se garantiza la tarifa hasta que el boleto sea emitido

General Policies

- Each passenger must have an government-issued photo identification that contains the following information: name, date of birth and gender. The name on the ID must match the name in the reservation.
- Ticket changes may incur penalties and/or increased fares.
- Airline baggage fees may apply and may not be included in the price.
- Prices displayed are subject to change before final payment and post-purchase increases of government-imposed taxes or fees may apply.

Fare Policies Adult

- 16FEB21LAX DL MEX35.00DL LAX35.00USD70.00END
- NON-REFUNDABLE
- NONREF/NOCHGS NOPRE RSVSEAT-BG-DL
- SEE ADV PURCHASE
- FARE FAMILIES: ENTER FOP% FOR DETAILS, FXY FOR UPSELL
- FARE FAMILYFC1:1-BASICCON
- FARE FAMILYFC2:2-BASICCON
- NO BAG INCLUDED FOR AT LEAST ONE FLIGHT
- BG C0R-DL
- PRICED VC-DL- OTHER VC AVAILABLE-KL
- 18JAN21 PER GAF REQUIREMENTS FARE NOT VALID UNTIL TICKETED

I accept Policies, Terms and Conditions
Please accept **Terms and Conditions of payment**

RESERVAR

5530187113 | CALLE ANAHUAC 91 CDMX CDMX 04950



Next step

Is to click on “Acceptance of Terms and Conditions” to finally click the “BOOK” button.

The screenshot shows a web browser window with the URL <https://tas.mexjal.com.mx/flight/reservation/req/sj6qb3041qtmod1...>. The page displays flight reservation details for a round trip from Los Angeles to Mexico City.

Total amount: \$4,504 MXN

Item	Amount
Base	\$1,385.00 MXN
Adults (1)	\$1,385.00 MXN
Taxes	\$3,119.00 MXN
Fees	\$0.00 MXN
TOTAL	\$4,504.00 MXN

Flight Details:

Delta	In
Tuesday, 16 Feb 2021	Flight: 631
3h 45m	Non-stop
Depart from Los Angeles - 9:00 hrs	
Arrive at Mexico City - 2:45 hrs	

Delta	Out
Thursday, 18 Feb 2021	Flight: 615
4h 07m	Non-stop

Observations and Policies for Flight Bookings:

- Todos las tarifas están sujetas a cambio y disponibilidad | No se garantiza la tarifa hasta que el boleto sea emitido.
- General Policies
 - Each passenger must have an government-issued photo identification that contains the following information: name, date of birth and gender. The name on the ID must match the name in the reservation.
 - Ticket changes may incur penalties and/or increased fares.
 - Airline baggage fees may apply and may not be included in the price.
 - Prices displayed are subject to change before final payment and post-purchase increases of government-imposed taxes or fees may apply.
 - International Travel: Customs and Immigration require certain documents for travel to and from a foreign country. It is the traveler's responsibility to travel with the required documents. We are not responsible if improper documentation results in denied boarding or entry.
- Fare Policies Adult
 - 16FEB21LAX DL MEX35.00DL LAX35.00USD70.00END
 - NON-REFUNDABLE
 - NONREF/NOCHGS/NOFRE/RSVDSEAT -BG/DL
 - SEE ADV PURCHASE
 - FARE FAMILIES: (ENTER FQs FOR DETAILS, FXY FOR UPSSELL)
 - FARE FAMILYFC1:1-BASICCON
 - FARE FAMILYFC2:2-BASICCON
 - NO BAG INCLUDED FOR AT LEAST ONE FLIGHT
 - BG CDR-DL
 - PRICED VC-DL - OTHER VC AVAILABLE XL
 - 18JAN21 PER GAF REQUIREMENTS FARE NOT VALID UNTIL TICKETED.

☒ Accept Policies, Terms and Conditions

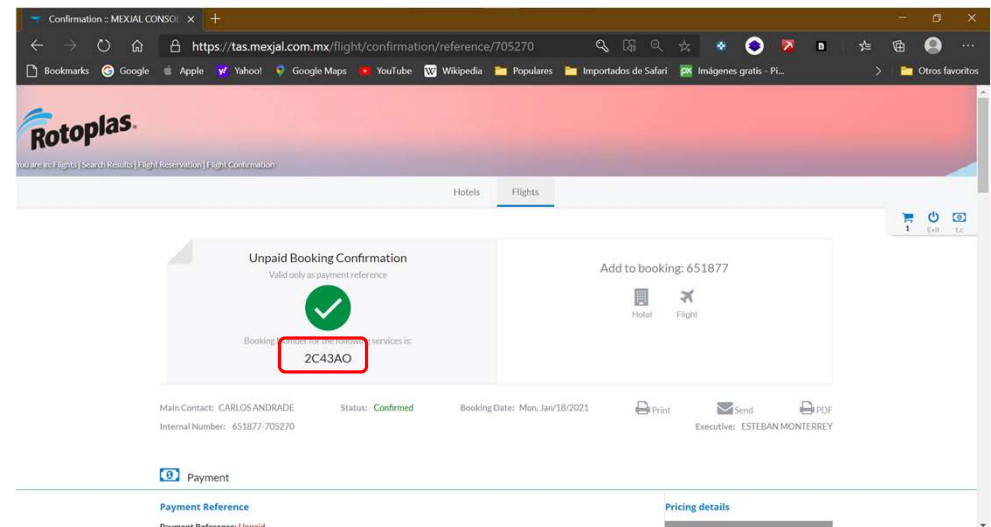
RESERVAR

5530187113 | CALLE ANAHUAC 91 CDMX CDMX 04950



Once the user has concluded the reservation process successfully

A confirmation number screen will show the confirmation details with “UNPAID CONFIRMATION” status shown. Next step is to contact your assigned Support team, which will provide you with your flight coupons ending the transaction cycle for you.





On-line reservations web page:

www.mexjal.com.mx

User:

Password:

Bando:



Contacts:

Ticket Support contact (via E-mail): support@mexjal.com.mx

*** Office hours from Mon – Fri | 08:00 AM – 08:00 PM *** English Spoken ***

*** Sat | 10:00 AM – 02:00 PM *** English Spoken ***

Out of office hours service (via E-mail): support@mexjal.com.mx

*** Support from Mon – Fri | 08:00 PM – 11:00 PM *** English Spoken ***

*** Sat | 02:00 PM – 11:00 PM *** Sun | 10:00 AM – 08:00 PM ***

*** Holidays | 10:00 AM – 08:00 PM ***

Support team members:

❖ Alejandra López & Rocío Bañuelos

Ph. 1 469 242 3562 (Dallas area code)



Thank You

Information by: Grupo Mexjal