



SENT VIA E-MAIL

October 16th, 2019.

UNITED NATIONS

Office of the United Nations High Commissioner for Human Rights

Special Procedures Sub-division

Att: Beatriz Balbin, Chief.

Cc: David Kaye, Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression; Clement Nyaletsossi Voule, Special Rapporteur on Rights to Freedom of Peaceful Assembly and Association; Michel Forst, Special Rapporteur on the Situation of Human Rights Defenders y Felipe González Morales, Special Rapporteur on the Human Rights of Migrants.

Ref: Response to Communication AL OTH 43/2019

Dear All,

On behalf of Aruba Airlines, we hereby take this opportunity to respond to the communication signed under code AL OTH 43/2019, sent by the Office of the High Commissioner for Human Rights on September 4th, 2019. In this way, we proceed to make the corresponding clarifications regarding the complaints of human rights violations that have been received in the United Nations Human Rights Council, regarding the "harassment, threats and forced expatriations from Cuba of human rights defenders, journalists and social and political activists" and our supposed implication in two (2) specific cases.

In the first case, it has been denounced that, on February 21, 2019, Eliécer Góngora Izaguirre was taken to the airport by force, and later was forced to take an Aruba Airlines plane to Guyana, without having a reservation or having bought a ticket. According to this complaint, Aruba Airlines issued a boarding pass one hour before the passenger boarded. Likewise, it is falsely alleged that the *modus operandi* of said expatriation was through a conversation between the Cuban Police and the crew of Aruba Airlines to enter the passenger on flight AG 902 that departs from Havana, Cuba

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to Georgetown, Guyana. Similarly, Cuban Prisoners Defender's claim refers to Aruba Airlines making use of the Crew Manifesto as an instrument to bring this passenger into Georgetown, declaring him a member of the crew.

First of all, it is important to point out that this flight was not made on an Aruba Airlines aircraft nor was it operated by the crew of our airline, since, at that time, Aruba Airlines was carrying out this route under the figure of an ACMI Lease Agreement

with WOW Airlines. Therefore, the reference made previously about a conversation between the Cuban Police and the crew of Aruba Airlines is not possible since, for the date, our crew was not operating these flights.

Likewise, we must clarify that Eliécer Góngora Izaguirre's ticket was purchased February 20, 2019 at 1:28 pm, at a promotional cost of CUC 580. Ticket number is 2090340112122 and the Reservation Code is EPISKK. Also, the passenger performed the Check In procedure at the counter without presenting any irregularity, receiving his boarding pass like the rest of the passengers, in order to go through the airport security checkpoints. Therefore, the allegations described above cannot be true, as they do not concur with the documentation we have regarding this case, nor with the standard aeronautic procedures used to accept a passenger to board a flight. As evidence of the above, we attach as Annex 1 to this document, the ticket issued, the history of the Reservation, the files received from the Check In RESIBER System (IBERIA MADRID) and the manifesto of the crew that was declared in Georgetown.

Regarding the second case, passenger Daniel Llorente Miranda has testified that Cuban State Security coercively introduced him to an Aruba Airlines agency in Cuba, bought his ticket and took him to the airport passing directly to the runway where the aircraft was located where he was introduced against his will.

Passenger Daniel Llorente Miranda's ticket was purchased at a commercial office located in Havana, Cuba. The ticket number is 2090820003424 and the Reservation Code is YWMHFH. This ticket was purchased at 3:27 p.m. on May 15, 2019, at a cost of CUC 670. Unlike the previous case, this flight was operated by Aruba Airlines because by that date, the ACMI Lease Agreement with the airline WOW Airlines had been terminated. However, it is not possible to enter directly to the runway without going through all the security controls of the Airport nor is it possible to

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enter an aircraft without a boarding pass, which is obtained by doing the Check In procedure at the Airline counter. As proof of our statements, we attach as Annex 2 of this document, the issued ticket and the history of the Reserve, the files received by the Check In RESIBER System (IBERIA MADRID) of Terminal 2 of José Martí Airport in Havana Cuba and the Crew Manifesto.

As can be seen from the foregoing, both passengers presented themselves at the Aruba Airlines counter at José Martí Airport in Havana, Cuba, with an issued ticket and without being accompanied by any government authority or officers of the Cuban Police. They also carried out their Check In process on a regular basis like the other passengers through the local system of Terminal 2 of the José Martí Airport (RESIBER) and received their boarding passes, to proceed to go through the airport security controls. It should be noted that airport agents and officials must require a valid passport in order to issue a boarding pass, as well as to enter the boarding lounges.

In Annex 3 you will find a copy of the files received from the IBERIA - RESIBER system used for the reconciliation of flown passengers with our ticket system. Once the flight is closed at the counter, an automatic file is generated by this system that travels directly to an email with the integrated information. In the Annex, you will be able to see the file in its original format, PRL format and Multipart format. We have also attached the Advance Passenger Information (API) for both passengers. All these documents are in their original version, which are completely verifiable if required.

It is important to point out, that, our ground assistance personnel, as well as our pilots and flight attendants, did not receive at any time any notification from authorities of the Cuban Government regarding expatriate citizens, nor any information that could indicate that they were in the presence of human rights violations. Airlines personnel is trained and capable of detecting irregularities or suspicious behaviors that could endanger the security of the operation. Therefore, there were no indications that would let WOW Airlines or Aruba Airlines personnel thought that these passengers were subject to any illegal procedure, nor any information directly from the passengers indicating the reason for their trip.

Regarding the e-mail sent to Javier Larrondo by lawyer [REDACTED] we would like to clarify that through this e-mail -also sent to [REDACTED] - a Cease and Desist Letter was sent with respect to the defamations carried out in audiovisual media and social networks against Aruba

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Airlines, falsely accusing us, unfairly and without evidence, of having collaborated with the Cuban regime to carry out forced expatriations in violation of all legal norms and human rights.

These defamations include, for example, statements made by [REDACTED] on the television channel Univisión, accusing us of being complicit in these acts, as well as "tweets" on the social network "Twitter" of the Cuban Prisoners Defenders account, accusing Aruba Airlines of being a company owned by [REDACTED] and of being implicated in forced expatriations in Cuba.

Aruba Airlines is an air carrier incorporated in Aruba with its principal place of business in Aruba. The last beneficiary of the shares is Esteban Juvenal Valles, an American citizen who has no ties with the Venezuelan government or the Cuban government.

These allegations, without foundation or motivation, have caused serious damage to the reputation and business of Aruba Airlines, and are considered defamatory under Florida State Law in the United States. Therefore, in the interest of defending our airline and compensating for the damages caused, we turned to the counsel of [REDACTED] in Miami, who drafted a letter requesting the cease and desist of these defamatory actions, as well as demanding an apology and public retraction of the accusations made against us. Certainly, it is stated in the letter that if our claims are not met, we will evaluate the possibility of initiating a legal procedure for defamation in search of compensation for damages caused. Attached as Annex 4 is the aforementioned letter of Cease and Desist by attorney [REDACTED].

We would like to point out also, the damages to which we refer, in order to really measure and quantify the damages caused by the complaints made by Cuban Prisoners Defenders and UnPaCu, organizations, both led by Javier Larrondo, as well as by [REDACTED], a lawyer hired to interview two political dissidents - one of them Eliécer Góngora Izaguirre - and to prepare a legal report on human rights violations in Cuba.

We must highlight the fees of lawyers hired in Aruba and Miami, to advise us from the legal point of view in these jurisdictions and to evaluate the possibility of taking legal action to mitigate the impact that these accusations had on public opinion, as well as to compensate for the damages caused by these false accusations that damaged the image of our airline.

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Likewise, given the scandal that occurred on the Island of Aruba in relation to these complaints, both commercially with our customers and suppliers, as well as politically with government authorities and agencies, we were obliged to hire a public relations specialist to prepare a formal press release in Papiamentu - local language - English and Spanish, clarifying the situation and denying these false accusations.

Similarly, our Legal Department was fully committed to coordinate and cooperate in carrying out these activities, as well as to answer and handle all the questions and concerns of the government authorities of Aruba (attached as Annex 5) which meant an investment of considerable time and human resources that could be allocated to other tasks.

By way of illustration, we attach as Annex 6 a list of these expenses supported with invoices for your review.

We would like to point out that, as the flagship airline of the island of Aruba, we have a high sense of responsibility in the exercise of our main activity, which is the passenger air transport service. Therefore, the accusations made against our airline are found to be offensive and dishonest, coupled with the fact that they are not based on any kind of evidence rather than baseless words. We have been unjustly accused of placing our Airline at the service and order of the Cuban State to carry out forced and illegal expatriations under coercive conditions. Likewise, they have exposed us without any type of evidence before the public opinion, which includes our image towards our passengers and clients, our suppliers and before the aeronautical and governmental authorities of the island of Aruba. It is truly regrettable that this situation has occurred damaging our reputation as an airline and also Aruba as a popular tourist destination.

We can confirm that Aruba Airlines values good relations with its passengers, suppliers, regulatory agencies and authorities, and conducts its operations in compliance with applicable local and international laws, as well as the aeronautical regulations governing International Civil Aviation. Similarly, we reiterate that Aruba Airlines has not been and will not be complicit in acts that infringe or violate the Human Rights of its passengers or third parties, or any acts that contravene local laws and international regulations.

It is worth mentioning at this point, that there are other airlines that also operate the route between Havana and Georgetown, such as [REDACTED], to name a few. However,

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of the 77 cases mentioned in the complaint by Cuban Prisoners Defenders, in only two (2) of them, they mention a specific transport company: Aruba Airlines. We are struck by the fact that our airline is the only transport company mentioned in this complaint only because of two cases, while there is no reference of another airline or other means of transport through which these forced expatriations could have been carried out.

It is evident that we have been the victim of a smear campaign against our airline and our island, at the same time that we have been used without any reason, as a vehicle to assert the claims of the Cuban dissidents.

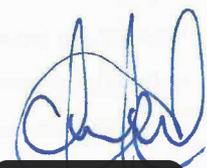
We firmly reiterate that we are the only local airline on the island of Aruba, and that we are faithfully committed to offering a high-level commercial air transport service for passengers in compliance with applicable local and international law, as well as the Guiding Principles on Business and Human Rights. Likewise, we reaffirm that we have no ties or agreements with the Cuban Government or its authorities to carry out this type of practices that violate not only Human Rights, but also International Civil Aviation Laws.

We remain at your entire disposal for any further information, hoping that we have responded satisfactorily to your concerns.

Kind regards,


[Redacted]
Accountable Manager


Esteban J. Valles
CEO


[Redacted]
Legal Director



Annex 1

Eliezer Gongora Izaguirre Files

Includes:

- E-Ticket
- RESIBER System Files
- Reserve History
- API (RESIBER)
- Manifesto of the Crew



ELECTRONIC TICKET

PASSENGER ITINERARY RECEIPT
RECIBO DE ITINERARIO DE PASAJEROS

TICKET NBR: **2090340112122**
BOLETO NRO:

SERVICEMIA CORP

8181 NW 36TH STREET.SUITE # 5B
FL 33166
FLORIDA, UNITED STATES
OFFICE ID: US-16744-0
TELEPHONE/TELEFONO: 3057706009
MAIL INFO: COMERCIAL@SERVICEMIA.COM

ISSUE DATE/FECHA DE EMISION: 20 FEB 2019

ISSUE AGENT/AGENTE EMISOR: MIAO5920B

NAME/NOMBRE: **GONGORA IZAGUIRE/EL**

FOID/D.IDENTIDAD: [REDACTED]

ISSUING AIRLINE/LINEA AEREA EMISORA : ARUBAANSE LUCHTVAARTMAATSCHAPPIJ
ADDRESS/DIRECCION : CUMANA 69
KVK : 34436.0
TICKET NUMBER/NRO DE BOLETO : 209-0340112122

BOOKING REF./CODIGO DE RESERVA: C1/**EPISKK**

FROM/TO DESDE/HACIA	FLIGHT CL VUELO	DATE FECHA	DEP HORA	FARE BASIS BASE TARIFARIA	NVB	NVA	BAG EQP.	ST ESTATUS
HAVANA	AG 902 Y	21FEB	0630	YHAVGEO			20K	FLOWN
GEORGETOWN								
GEORGETOWN	AG 903 Y	28FEB	1515	YHAVGEO			20K	OK
HAVANA								

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

PASSENGERS EMBARKING UPON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT THE PROVISIONS OF AN INTERNATIONAL TREATY (THE WARSAW CONVENTION, THE 1999 MONTREAL CONVENTION, OR OTHER TREATY), AS WELL AS A CARRIERS OWN CONTRACT OF CARRIAGE OR TARIFF PROVISIONS MAY BE APPLICABLE TO THEIR ENTIRE JOURNEY, INCLUDING ANY PORTION ENTIRELY WITHIN THE COUNTRIES OF DEPARTURE AND DESTINATION. THE APPLICABLE TREATY GOVERNS AND MAY LIMIT THE LIABILITY OF CARRIERS TO PASSENGERS FOR DEATH OR PERSONAL INJURY, DESTRUCTION OR LOSS OF, OR DAMAGE TO, BAGGAGE, AND FOR DELAY OF PASSENGERS AND BAGGAGE ADDITIONAL PROTECTION CAN USUALLY BE OBTAINED BY PURCHASING INSURANCE FROM A PRIVATE COMPANY. SUCH INSURANCE IS NOT AFFECTED BY ANY LIMITATION OF THE CARRIERS LIABILITY UNDER AN INTERNATIONAL TREATY. FOR FURTHER INFORMATION PLEASE CONSULT YOUR AIRLINE OR INSURANCE COMPANY REPRESENTATIVE.

ENDORSEMENTS/ENDOSOS-RESTRICCIONES : NON END/NON REF/PENALTY APPLY FOR CHANGES
TOUR CODE :
FORM OF PAYMENT/FORMA DE PAGO : CASH

FARE CALC./CALCULO DE TARIFA: HAV AG GEO 290.00 AG HAV 290.00NUC0.00END ROE1.00000(ADT)

AIR FARE/TARIFA : USD 580.00
TAX/IMPUESTOS : USD
TOTAL : USD 580.00

TICKET CONDITIONS:

NON-REFUNDABLE. NON-TRANSFERABLE. NON-ENDORSABLE. CHANGES TO THE ITINERARY
MAY BE SUBJECT TO DIFFERENCE IN FARE AND A PENALTY OF 40.00 - 250.00. DEPARTURE
TAXES/TAXES/FEES FROM VLN, MAR, MIA, AUA, BON ARE INCLUDED. AUA ARRIVAL TAX ALSO INCLUDED. DEPARTURE TAXES FROM CUR NOT INCLUDED.
VALID FOR A YEAR FROM ITS ISSUED DATE. TICKETS REFUND WILL PROCEED ON EXCEPTIONAL CIRCUMSTANCES AT
DISCRETION OF THE AIRLINE SUCH AS SERIOUS ILLNESS THAT MAKE IMPOSSIBLE TO TRAVEL
OR IN CASE OF DEATH. SOME TAXES AND FEES WILL NOT BE REFUNDABLE BY THE COUNTRY OF DESTINATION.
RATES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE, CONDITIONS AND RESTRICTIONS APPLY. SOME CONDITIONS AND
RESTRICTIONS MAY APPLY TO SPECIAL RATES.

CARRIER CONDITIONS:

YOU MUST BE AT THE AIRPORT 04 HOURS (MIA, AUA, VZLA) OR 03 HOURS (CUR, BON, SXM) BEFORE THE DEPARTURE OF YOUR FLIGHT. CHECKED
BAGGAGE: 23KG AND 62 INCHES MAX (01 PIECES) CARRY ON 8KG AND 9 X 15.5 X 21.5 MAX. FOR
CUR AND BON, ONLY 01 PIECE OF BAGGAGE (23 KG) AND 01 CARRY ON (8KG) ALLOWED. MAXIMUM OF TWO (2)
EXTRA BAGS. EXTRA BAGS ARE 50.00 FOR OUR DESTINATIONS.
THE COMPANY IS NOT RESPONSIBLE FOR LOST CONNECTIONS WITH OTHER
AIRLINES THAT ARE NOT REFLECTED IN THIS TICKET. PASSENGERS WHO ARE NOT CITIZENS OF
THE COUNTRY OF DESTINATION MUST HAVE A ROUND TRIP TICKET. FOR SECURITY REASONS,
THE COMPANY SHALL NOT ADMIT INTO THE FLIGHT WOMEN WITH MORE THAN 27 WEEKS OF
PREGNANCY. FOR MORE INFORMATION, PLEASE VISIT:WWW.ARUBAAIRLINES.COM
THE PURCHASER OF THE TICKET IS RESPONSIBLE FOR THE PROVIDED DATA OF THE PASSENGER.
NAME: _____ SIGNATURE: _____

Subject: PRL AG902/21FEB HAV PART1



[Redacted]

Thu, Feb 21, 7:17 AM



You are viewing an attached message. Aruba Airlines Mail can't verify the authenticity of attached messages.



PRL
AG902/21FEB HAV PART1
-AUA000Y
-GEO199Y

[Redacted]

Advance Passenger Information System

Today is: 21/02/2019 04:28

The message AG902_190221_HAVAUA_190221_052836.txt: WAS RECEIVED

Passenger Data

Passenger Information		Baggage
General Information:		
Seq No: 66	Verified ID: <input checked="" type="checkbox"/>	Security No: <input type="text"/>
UID: AG902190221110066	PNR: FM1ILY	
Traveler No: <input type="text"/>	Redress No: <input type="text"/>	
PNL Name: GONGORA IZAGUIRRE / ELIECER		
Booking No: <input type="text"/>		
Last Name: GONGORA IZAGUIRRE		
First Name: ELIECER		
Middle Name: <input type="text"/>		
Birth Date: <input type="text"/>	Age: 51	Type: A
Gender: Male	Weight (kgs): 0	
Nationality: CUB, CU, CUBA		
Residence: CUB, CU, CUBA		
SSRs: <input type="text"/>		
Ticket No: <input type="text"/>	Fare Class: <input type="text"/>	
Freq. Flyer: <input type="text"/>		
Remarks:		
<input type="text"/>		
Travel Document 1:		
Doc Type: <input type="text"/>		
Doc No: <input type="text"/>		
Expiry Date: <input type="text"/>	Issued By: CUB	
Travel Document 2:		
Doc Type: <input type="text"/>		
Doc No: <input type="text"/>		
Expiry Date: mm/dd/yyyy	Issued By: <input type="text"/>	
Destination Address		Home Address
<input type="checkbox"/> In-Transit		
Street: <input type="text"/>		
City: <input type="text"/>		
State: <input type="text"/>	Zip: <input type="text"/>	Country: <input type="text"/>
Routing Details:		
Origin: AUA	City: ORANJESTAD	
Onto Flights:	Flight No: <input type="text"/>	Origin: GEO
	Date: 2/21/2019	Dest: <input type="text"/>
	<input type="text"/>	<input type="text"/>
Destination: GEO	City: GEORGETOWN	
Clearance: GEO	City: GEORGETOWN	

tmatic AutoCheck



Save (F2)



Cancel

Instructions:

- please input data for all passengers and crew
 - shaded fields are mandatory

[Send API to Cuba Customs](#)

FLIGHT DETAILS

Flight Number or Aircraft Registration	Type of Flight	Departure Airport	Arrival Airport	Local Departure Date	Local Departure Time	Local Arrival Date	Local Arrival Time
AG902	COMMERCIAL (FLIGHT NUMBER)	HAV	AUA	2019-02-21	06:30	2019-02-21	10:15

CONTACT DETAILS

Contact Name	Contact Tel No	Contact Fax No	Contact Email

PASSENGERS

Last Name (1er.Apellido)	First Name (Nombre)	Second Name (2do. Nombre)	Gender	Date of Birth	Nationality	Document Type	Document Id	Document Expiry Date	Document Issue Country	Embark Airport	Disembark Airport
Add new passenger		Add 10 new passenger									

CREWS

Last Name (1er.Apellido)	First Name (Nombre)	Second Name (2do. Nombre)	Gender	Date of Birth	Nationality	Document Type	Document Id	Document Expiry Date	Document Issue Country	Embark Airport	Disembark Airport
Add new crew member		Add 10 new crew members									

[Revision of data](#)
[Save of data](#)
[Counting passengers and crews](#)
[Send API to Cuba Customs](#)
[Manifest of Passengers](#)
[Manifest of Crews](#)
[Generating PNL message](#)

Help: Codes of countries

Cuba - CUB

Annex 2

Daniel Llorente Miranda Files

Includes:

- E-Ticket
- RESIBER System Files
- Reserve History
- API (RESIBER)
- Manifesto of the Crew



ELECTRONIC TICKET

PASSENGER ITINERARY RECEIPT
RECIBO DE ITINERARIO DE PASAJEROS

TICKET NBR: **2090820003424**
BOLETO NRO:

TAKE-OFF S.A

23#64 ENTRE P Y MALECON, RAMPA
LA HABANA
CUBA, CUBA
OFFICE ID: CU-18873-0
TELEPHONE/TELEFONO: +53 78333678
MAIL INFO: VENTAS.HAVANA297@GMAIL.COM

ISSUE DATE/FECHA DE EMISION: 15 MAY 2019

ISSUE AGENT/AGENTE EMISOR: HAVQ05009

NAME/NOMBRE: **LLORENTE MIRANDA/DAN**

FOID/D.IDENTIDAD: [REDACTED]

ISSUING AIRLINE/LINEA AEREA EMISORA : ARUBAANSE LUCHTVAARTMAATSCHAPPIJ
ADDRESS/DIRECCION : CUMANA 69
KVK : 34436.0
TICKET NUMBER/NRO DE BOLETO : 209-0820003424

BOOKING REF./CODIGO DE RESERVA: C1/**YWMHFH**

FROM/TO DESDE/HACIA	FLIGHT CL VUELO	DATE FECHA	DEP HORA	FARE BASIS BASE TARIFARIA	NVB	NVA	BAG EQP.	ST ESTATUS
HAVANA	AG 902 B	16MAY	0730	HAVGEO4			20K	FLOWN
GEORGETOWN								
GEORGETOWN	AG 901 B	29MAY	1515	HAVGEO4			20K	OK
HAVANA								

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

PASSENGERS EMBARKING UPON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT THE PROVISIONS OF AN INTERNATIONAL TREATY (THE WARSAW CONVENTION, THE 1999 MONTREAL CONVENTION, OR OTHER TREATY), AS WELL AS A CARRIERS OWN CONTRACT OF CARRIAGE OR TARIFF PROVISIONS MAY BE APPLICABLE TO THEIR ENTIRE JOURNEY, INCLUDING ANY PORTION ENTIRELY WITHIN THE COUNTRIES OF DEPARTURE AND DESTINATION. THE APPLICABLE TREATY GOVERNS AND MAY LIMIT THE LIABILITY OF CARRIERS TO PASSENGERS FOR DEATH OR PERSONAL INJURY, DESTRUCTION OR LOSS OF, OR DAMAGE TO, BAGGAGE, AND FOR DELAY OF PASSENGERS AND BAGGAGE. ADDITIONAL PROTECTION CAN USUALLY BE OBTAINED BY PURCHASING INSURANCE FROM A PRIVATE COMPANY. SUCH INSURANCE IS NOT AFFECTED BY ANY LIMITATION OF THE CARRIERS LIABILITY UNDER AN INTERNATIONAL TREATY. FOR FURTHER INFORMATION PLEASE CONSULT YOUR AIRLINE OR INSURANCE COMPANY REPRESENTATIVE.

ENDORSEMENTS/ENDOSOS-RESTRICCIONES : NON END/NON REF/PENALTY APPLY FOR CHANGES
TOUR CODE :
FORM OF PAYMENT/FORMA DE PAGO : CASH

FARE CALC./CALCULO DE TARIFA: HAV AG GEO 335.00 AG HAV 335.00NUC670.00END ROE1.000000 (ADT)

AIR FARE/TARIFA : CUC 670.00
TAX/IMPUESTOS : CUC
TOTAL : CUC 670.00

TICKET CONDITIONS:

NON-REFUNDABLE. NON-TRANSFERABLE. NON-ENDORSABLE. CHANGES TO THE ITINERARY MAY BE SUBJECT TO DIFFERENCE IN FARE AND A PENALTY OF 40.00 - 250.00. DEPARTURE TAXES/TAXES/FEES FROM VLN, MAR, MIA, AUA, BON ARE INCLUDED. AUA ARRIVAL TAX ALSO INCLUDED. DEPARTURE TAXES FROM CUR NOT INCLUDED. VALID FOR A YEAR FROM ITS ISSUED DATE. TICKETS REFUND WILL PROCEED ON EXCEPTIONAL CIRCUMSTANCES AT DISCRETION OF THE AIRLINE SUCH AS SERIOUS ILLNESS THAT MAKE IMPOSSIBLE TO TRAVEL OR IN CASE OF DEATH. SOME TAXES AND FEES WILL NOT BE REFUNDABLE BY THE COUNTRY OF DESTINATION. RATES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE, CONDITIONS AND RESTRICTIONS APPLY. SOME CONDITIONS AND RESTRICTIONS MAY APPLY TO SPECIAL RATES.

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NAME: _____ SIGNATURE: _____

----- * * * START CODE (YWMHFH) * * *

SEND HISTORY ON 01JUN2019

RP/HAVQ0500 - TAKE-OFF S.A

1.LLORENTE MIRANDA/DANIEL [REDACTED]

NO ITIN

TKT/TIME LIMIT

1 TKT/OK * 15MAY19/HAV1000-09

2 TKT/ET 2090820003424 * 15MAY19/HAV1000-09 - LLORENTE MIRAND/D.

CONTACTS

1-HAV 53341607

SSR

1 DOCS AG HK1/P/CU/K093284/CU/22OCT63/M/03JAN25/LLORENTE MIRANDA/DANIEL-1LLORENTE
MIRANDA/DANIEL

RECEIVED FROM - LC

HAV.HAV1000-09 1238/15MAY19 *YWMHFH

* * * PNR HISTORY * * *

AN 1LLORENTE MIRANDA/DANIEL [REDACTED]

XN 1LLORENTE MIRANDA/DANIEL

ASR DOCS AG HK1/P/CU/K093284/CU/22OCT63/M/03JAN25/LLORENTE MIRANDA/DANIEL-
1LLORENTE MIRANDA/DANIEL

RF LC

HAV.HAV1000-09 1527/15MAY19

XTL TX HAV 1838/15MAY-WED

TL TX HAV 1838/15MAY-WED

AT FC WK*FCA/Y Â»OnLine /Z0011826666

ATT OK * 15MAY19/HAV1000-09

ATK 2090820003424 * 15MAY19/HAV1000-09 - LLORENTE MIRAND/D.

HAV.HAV1000-09 1528/15MAY19

XS AG902 B 16MAY TH HAVGEO HK1 0730 1345

SYS-EX 0000/18MAY19

XS AG901 B 29MAY WE GEOHAV HK1 1515 2000

SYS-TX 2242/29MAY19

----- * * * END CODE (YWMHFH) * * *

Passenger Data

Passenger Information **Baggage**

General Information:

Seq No: 89 Verified ID: Security No:
 UID: AG902190516111589 PNR: YWMHFH
 Traveler No: Redress No:

PNL Name: LLORENTE MIRANDA / DANIEL 
 Booking No:
 Last Name: LLORENTE MIRANDA
 First Name: DANIEL
 Middle Name:
 Birth Date: Age: 55 Type: A
 Gender: Male Weight (kgs): 0
 Nationality: CUB, CU, CUBA
 Residence: CUB, CU, CUBA

SSRs:
 Ticket No: Fare Class:
 Freq. Flyer:

Remarks:

Travel Document 1:

Doc Type:
 Doc No:
 Expiry Date: Issued By: CUB

Travel Document 2:

Doc Type:
 Doc No:
 Expiry Date: mm/dd/yyyy Issued By:

Destination Address **Home Address**

In-Transit

Street:
 City:
 State: Zip: Country:

Routing Details:

Origin: AUA City: ORANJESTAD
 On to Flights: Flight No: Origin: GEO 
 Date: 5/16/2019 Dest:  
 Destination: GEO City: GEORGETOWN
 Clearance: GEO City: GEORGETOWN

timaticAutoCheck  Save (F2)  Cancel

TRAF 5000640659 618366

Numero No.: 030000004180125
 Titulo: COMERCIAL TAKE OFF SA

Desglose por denominación

Cantidad	Denominación	Cantidad	Denominación	Sub Total:
21	1.00	4		7540.00
28				4.00
180				
33				
19				
5				
3.00				
Sub Total:				TOTALS 7544.00

Entregado por: *Trasval*

Nombre y Apellido: *Canet Santos* Nombre y Apellido: *Trasval*
 Firma: *Canet* Firma: *Trasval*
 Fecha entrega: *10-3* Fecha: *10-3*

CLOSED AT - CLIC

E-TICKET DISPLAY

TKTT-2090820003424
 OD-HAVHAV POI-HAV DOI-15MAY19 IOI-CUI88730 0 0 CI/YMHFH I/
 ED-NON END/NON REF/PENALTY APPLY FOR CHANGES
 1 LLORENTE MIRANDA/DANIEL ADT
 FOID: PPK093284 VAT:
 ✓.24 1 HAV AG 902 B 16MAY 0730 OK HAVGEO4 FLOWN
 2 GEO AG 901 B 29MAY 1515 OK HAVGEO4 OPEN FOR USE * NO SHOW *
 HAV
 FARE USD 670.00 BSR 1.00000
 EQUIV CUC 670.00
 TAX CUC
 TOTAL CUC 670.00
 TOUR CODE :
 COMMISSION : -46.90 [7.00%]
 ✓/FC HAV AG GEO 335.00 AG HAV 335.00NUC670.00END ROE1.000000
 POP: 670.00 CASH

Close All

Close

A2	Flight	Dates	Depart.	Arriv.	Type	Received at	Pax	Crew	Pax	Crew	Pax	Crew
1	AG ARU0902	16/05/2019 07:30 - 16/05/2019 10:15	HAV	AUA	API	16/05/2019 05:40	0	6	0	0	0	6
2	AG ARU0903	16/05/2019 15:15 - 16/05/2019 19:59	GEO	HAV	API	16/05/2019 05:40	0	7	0	7	0	0
3	AG ARU0930	16/05/2019 10:15 - 16/05/2019 12:45	HAV	AUA	API	16/05/2019 05:48	0	7	0	0	0	7
4	AG ARU0931	16/05/2019 18:15 - 16/05/2019 20:15	MGA	HAV	API	16/05/2019 05:48	0	7	0	7	0	0

Aruba

SALES REPORT No- 104

AGENCY NO - 00118701
DATE - 15 MAY 2011

ISS NO	TICKET	FARE	TAX	FEE	COMM	NET	FF	TRANS	SELOC	TRAV NAME	OPERATION
***** TICKET ISSUED (TKTT) *****											
00002	2090820003407	599.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
00003	2090820003408	599.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
00004	2090820003409	599.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
00005	2090820003410	599.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
00006	2090820003415	670.00	0.00	0.00	-46.90	623.10	CA	TKTT	TINBU	WAGNER	
00007	2090820003418	670.00	0.00	0.00	-46.90	623.10	CA	TKTT	TINBU	WAGNER	
00008	2090820003419	670.00	0.00	0.00	-46.90	623.10	CA	TKTT	TINBU	WAGNER	
00009	2090820003424	670.00	0.00	0.00	-46.90	623.10	CA	TKTT	TINBU	WAGNER	
00010	2090820003425	699.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
00011	2090820003426	699.00	0.00	0.00	-48.93	650.07	CA	TKTT	TINBU	WAGNER	
	2090820003427	670.00	0.00	0.00	-46.90	623.10	CA	TKTT	TINBU	WAGNER	
=====											
GRAND TOTAL	ITEMS										
CASH	11	7544.00	0.00	0.00	-528.08	7015.92					
CHECK	#										
CREDIT CARD	#										
DEBIT CARD	#										
INVOICE	#										
OTHERS	#										
EXCHANGE	#						CUC			7015.92	
VOID	#										
=====											
OPENED AT - 0900/15MAY						CLOSED AT -					
# END OF REPORT #											

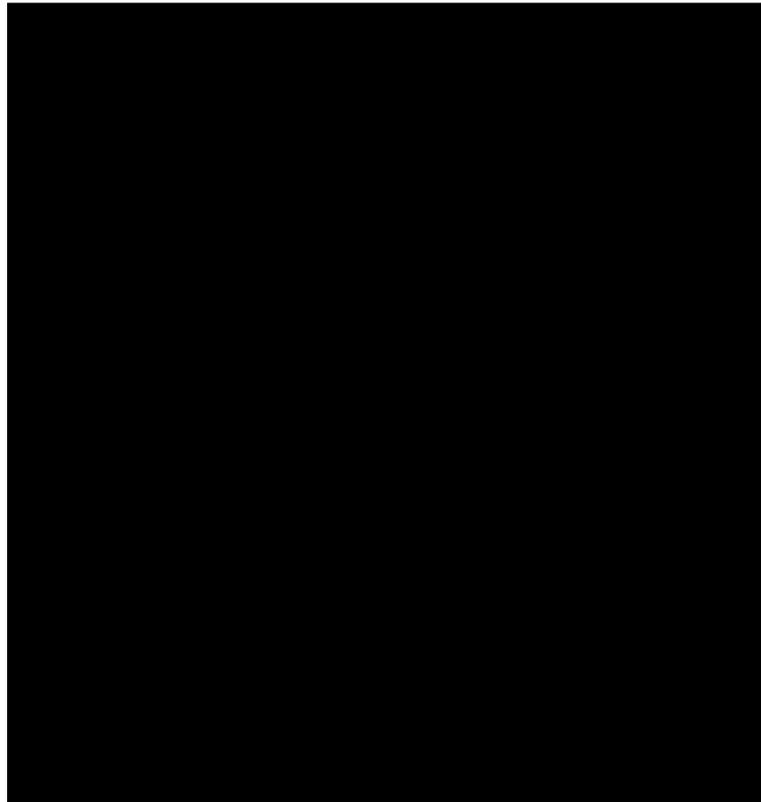
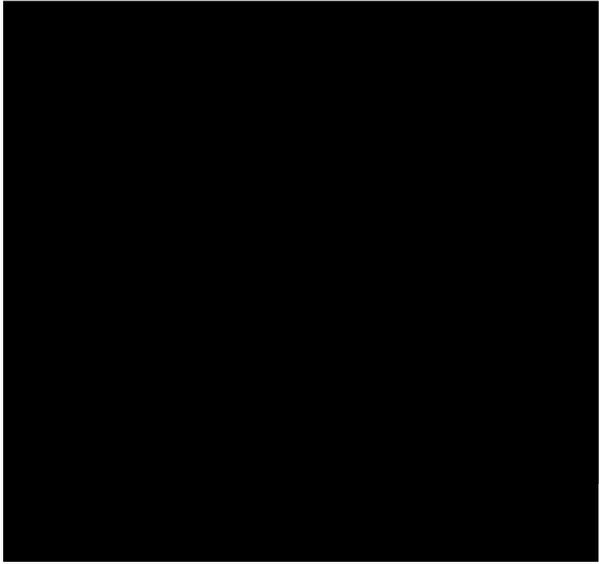
Cuba Customs - Submission of API via Email & Web Site (VUA)					Version 4.4							
Instructions: - please input data for all passengers and crew - shaded fields are mandatory									Send API to Cuba Customs			
FLIGHT DETAILS												
Flight Number or Aircraft Registration	Type of Flight	Departure Airport	Arrival Airport	Local Departure Date	Local Departure Time	Local Arrival Date	Local Arrival Time					
AG902	COMMERCIAL (FLIGHT NUMBER)	HAV	AUA	2019-05-16	07:30	2019-05-16	10:15					
CONTACT DETAILS												
Contact Name	Contact Tel No	Contact Fax No	Contact Email									
PASSENGERS												
Last Name (1er.Apellido)	First Name (Nombre)	Second Name (2do. Nombre)	Gender	Date of Birth	Nationality	Document Type	Document Id	Document Expiry Date	Document Issue Country	Embark Airport	Disembark Airport	
Add new passenger		Add 10 new passenger										
CREWS												
Last Name (1er.Apellido)	First Name (Nombre)	Second Name (2do. Nombre)	Gender	Date of Birth	Nationality	Document Type	Document Id	Document Expiry Date	Document Issue Country	Embark Airport	Disembark Airport	
Add new crew member		Add 10 new crew members										
Revision of data		Save of data		Counting passengers and crews		Send API to Cuba Customs		Manifest of Passengers		Manifest of Crews		Generating PNL message
Help: Codes of countries												
Cuba - CUB												

Annex 3
RESIBER System Files

Includes:

- RESIBER System PRL Format for Flight on February 21st and May 16th, 2019.

[REDACTED]

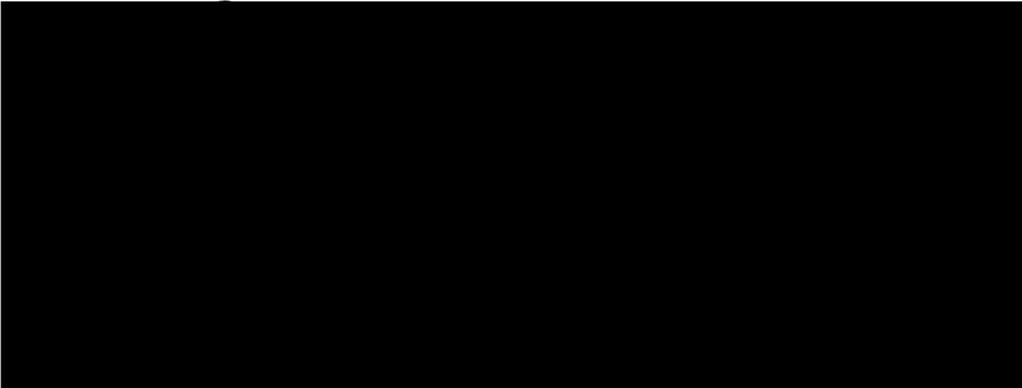


Annex 4

Cease and Desist Letter

Includes:

- Cease and Desist Letter signed by [REDACTED] in representation of Aruba Airlines to Javier Larrondo and [REDACTED]



Via E-Mail:
info@prisonersdefenders.org
info@unpacu.org

Re: Defamation of Aruba Airlines and Esteban J. Valles

 Cuban Prisoners Defenders (“CPB”), and La Unión Patriótica de Cuba (“UnPaCu”):

Please be advised that I represent Aruba Airlines and Esteban J. Valles, its Chief Executive Officer. , Cuban Prisoners Defenders, and UnPaCu have been defaming these clients, making false allegations regarding the purported forced expatriation or deportation of two individuals from Cuba to Guyana, and claiming that Aruba Airlines and/or Mr. Valles cooperated and coordinated such acts with the communist regime in Cuba, a violation of law.

These false and defamatory statements include, but are not limited to, appearances by  on the Univision television network, and “tweets” on the “Twitter” social media internet platform from the CPB account (@CubanDefenders), including but not limited to this July 13, 2019 tweet (found at <https://twitter.com/CubanDefenders/status/1150158787300462592>):

Aruba Airlines, compañía de Maduro -Esteban Vallés, Víctor Clark- con sede en Países Bajos (esto violaría legislación de Aruba), implicada en Expatriaciones Forzadas #Cuba. Países Bajos, muy serios, actuando diligentes sobre abrumadora denuncia:

Following the above tweet text is a link to a video, with similar content, posted to the Youtube social media internet platform, which video was in turn posted the same date by UnPaCu, at the following uniform resource locator (URL) or web address: <https://www.youtube.com/watch?v=bVhmMVBnrZo> .

Whatever the Cuban government may have done or not done with respect to the two persons purportedly forcibly expatriated, contrary to the claims of CPD and UnPaCu, neither Aruba Airlines nor Mr. Valles cooperated or coordinated with the communist regime in Cuba, nor otherwise broke any law. The facts and documentation surrounding both of these passengers totally refute the false claims made by CPD, and UnPaCu.

Specifically, Aruba Airlines and/or Mr. Valles has been falsely accused of participating in the forcible and illegal expatriation of two Cuban citizens, Eliecer Gongora Izaguirre and Daniel Llorente Miranda. In the first case, it has been claimed that Eliecer Gongora Izaguirre was compulsorily taken to the airport without an issued ticket. Likewise, it has been falsely alleged that the modus operandi of said expatriation was through a conversation between Cuban police officers with the crew of Aruba Airlines, to place the passenger on Flight AG 902 from Havana, Cuba to Georgetown, Guyana. In addition to this, my clients are accused of having treated the passenger in a discriminatory manner from the rest of the passengers, that he was supposedly not offered any type of drink or food and that he even fainted on the plane, due to the torture and intentional neglect that he allegedly suffered in his detention in Cuba.

I must note that Eliecer Gongora Izaguirre's ticket was purchased by a travel agent in Cuba, through a call center in Miami. The ticket number is 2090340112122 and the Reservation Code is EPISKK. This ticket was purchased at 1:28 pm on February 20th, 2019, with a promotional cost of CUC 580. Also, it is important to make clear that the flight **was not operated by Aruba Airlines aircraft or crew**, since on that date Aruba Airlines were operating that route under an ACMI Lease Agreement with WOW Airlines. Therefore, the reference made about Cuban police having a conversation with Aruba Airlines crew is not possible, since an Aruba Airlines crew was not operating that flight. Also, the passenger refers to Aruba Airlines and the use of the crew manifest as an instrument of his entry into Georgetown, as part of the crew of Aruba Airlines. However, this is also a false allegation, since the crew is always truthfully and accurately declared in all our manifests.

As explained above, the airline requires that a passenger presents his or her Reservation, Ticket and Boarding Pass to board a plane; therefore, the above allegations do not comply with our procedures in the acceptance of the passenger for boarding. Please find as an attachment to this letter, the Ticket and history of the Reservation, the files received by the airlines' check-in system, of the terminal 2 RESIDER (IBERIA MADRID) and the delivered Declaration.

In the second case, regarding passenger Daniel Llorente Miranda, it has also been stated that in his allegedly forced expatriation, Cuban State Security brought him, against his will, to the Aruba Airlines agency in Cuba, bought his ticket, took him to the airport, violating all applicable security controls, and illegally gained access directly to the runway, and surreptitiously placed him on the airplane. Contrary to what has been reported, Daniel Llorente Miranda's ticket was acquired in the commercial office that we have in

Havana, Cuba. The ticket number is 2090820003424 and the Reservation Code is YWMHFH. This ticket was purchased at 3:27 pm on May 15, 2019 with a cost of CUC 670. Unlike the earlier flight, this flight was operated by Aruba Airlines due to the termination of the ACMI Lease Agreement with WOW Airlines. However, the illegal above-described boarding never happened, nor could it have.

Please find attached hereto the Ticket and history of the Reservation, the files received by the check-in system of the terminal 2 RESIDER (IBERIA MADRID) and the delivered declaration.

In both cases, these passengers **voluntarily presented themselves to the counter** without being accompanied by any government officer, agent, or authority, did their check-in process in a regular way as the other passengers, and received their boarding passes. They were then checked through the local dispatch system of terminal 2 of the Jose Marti International Airport. Airport Agents for Aviation Security must request a valid passport in order to issue a boarding pass.

Attached hereto are the files received by the IBERA - RESIBER system for the reconciliation of passengers flown with the airlines' ticket system. The automated archive generated by the IBERIA dispatch system in service for the company "Cubana de Aeropuertos y Servicios Aeronauticos", travels directly to the airline via emails with information in an integrated manner. Please refer to the attachments for a copy of the automated emails sent by the system at the closure of the counter in its original format and the PRL in MULTIPART format. I have also attached the Advanced Passenger Information collected at the airport for both passengers. All documents attached are in the systems with the original sources which are verifiable.

It is important to point out that neither Aruba Airlines ground staff, pilots, and flight attendants, nor Mr. Valles, did **not** receive any notification from **any** Cuban Government authorities regarding expatriated citizens, nor **any** information that would indicate that the airline were in the presence of a passenger whose human rights were possibly being violated. There were **no** irregularities, occurrences, or behaviors that could have led Aruba Airlines personnel to suspect that these passengers had been subjected to any illegal procedure, nor **any** information provided by the passenger to the personnel or to Mr. Valles, indicating the purpose of these trips.

As the flagship airline of Aruba, Aruba Airlines has a high sense of responsibility concerning our air transport, service and the allegations and accusations made by these passengers, and republished by ██████████, CPD, and UnPaCu are false, and are belied by the documentary proof attached hereto. Aruba Airlines and Mr. Valle have been falsely accused of placing their air transport service at the order of the Cuban Government to carry out these purported forced expatriations, under illegal and coercive conditions. Aruba Airlines and Mr. Valle did not engage in any kind of complicity with the Cuban government, nor with its police or security forces. Aruba Airlines carries out its duties in compliance with all local and international regulations, and the false allegations



to the contrary have caused serious damage to the reputation and business of both Aruba Airlines and of Mr. Valle personally. These false accusations are defamatory under Florida law.

The common law recognized a cause of action for libel, consisting of a false and unprivileged written publication that exposes a person to distrust, hatred, contempt, ridicule or obloquy, which causes such person to be avoided, or which has the tendency to injure such person in his office, occupation, business or employment. *LRX, Inc. v. Horizon Assocs. Joint Venture ex rel. Horizon-ANF, Inc.*, 842 So.2d 881 (Fla. 4th DCA 2003). If the accusations were orally communicated, such statements would constitute slander, and together libel and slander are the two types of tortious statements making up "defamation." To establish a cause of action for defamation, a plaintiff must show that (1) the defendant published a *false and defamatory statement about the plaintiff* (2) to a third party, and (3) the publication caused injury to the plaintiff. See, e.g., *Thomas v. Jacksonville Television, Inc.*, 699 So.2d 800 (Fla. 1st DCA 1997); *Bass v. Rivera*, 826 So.2d 534 (Fla. 2d DCA 2002); *Razner v. Wellington Regional Medical Center, Inc.*, 837 So.2d 437 (Fla. 4th DCA 2002).

More recent cases state the elements of this tort in terms of the following: (1) an *unprivileged* publication to a third party of (2) a false defamatory statement concerning the plaintiff, (3) as a result of fault amounting at least to negligence on the part of the publisher, and (4) either actionability of the statement irrespective of special harm, or the existence of special harm caused by the publication. See, *Rapp v. Jews for Jesus, Inc.*, 944 So.2d 460, 464-65 (Fla. 4th DCA 2006); *American Airlines, Inc. v. Geddes*, 960 So.2d 830 (Fla. 3d DCA 2007).

Under common-law principles regarding defamation, certain types of statements (such as these, accusing the plaintiff of both a crime, and of conduct unbecoming a person in the plaintiff's business or profession) were regarded to be defamatory *per se*. Such a classification was significant for two reasons: (1) because statements defamatory *per se* did not require allegation and proof of inducement and innuendo (circumstances surrounding the making of the statement which give it the meaning attributed to it by the person to whom the statement was made), such as was required in the case of other defamatory statements, and (2) in the case of statements that were defamatory *per se*, it was not necessary to prove actual compensatory damages ("special damages") insofar as general damage to the plaintiff's reputation could be presumed. See, *Scott v. Busch*, 907 So.2d 662, 667 (Fla. 5th DCA 2005); *Boyles v. Mid-Florida Television Corp.*, 431 So.2d 627 (Fla. 5th DCA 1983), *approved*, *Mid-Florida Television Corp. v. Boyles*, 467 So.2d 282 (Fla. 1985).

Thus, under the common law, some words were considered actionable *per se*, while others required allegation and proof of special damages (*i.e.*, *per quod*). See, e. g., *Shiver v. Apalachee Pub. Co.*, 425 So.2d 1173 (Fla. 1st DCA 1983); *Hood v. Connors*, 419 So.2d 742 (Fla. 5th DCA 1982). In the case of words that are actionable *per se*, their



injurious character is a fact of common notoriety, established by general consent, and the court consequently will take judicial notice of the fact; special damages need not be shown in order to maintain the action. See, e.g. *Caldwell v. Crowell-Collier Pub. Co.*, 161 F.2d 333 (5th Cir. 1947); *Boyles v. Mid-Florida Television Corp.*, *supra*. As to damages, malice is presumed as a matter of law in such cases, easing the burden of proof with regard to establishing **punitive damages**. See, e.g. *Myers v. Hodges*, 53 Fla. 197, 44 So. 357 (1907); *Matthews v. Deland State Bank*, 334 So.2d 164 (Fla. 1st DCA 1976).

Therefore, in suing CPD, and UnPaCu for defamation, my clients will not have to prove actual damages in the instant case, because of the false accusations of criminal conduct, and conduct unbecoming an airline or airline executive. Cf., *Shafran v. Parrish*, 787 So.2d 177 (Fla. 2d DCA 2001) (letter forwarded to prosecutor accusing recipient of criminal extortion); *Spears v. Albertson's, Inc.*, 848 So.2d 1176 (Fla. 1st DCA 2003) (store employee accused of stealing and falsely arrested); *Myers v. Jim Russo Prison Ministries, Inc.*, 3 So.3d 411 (Fla. 2d DCA 2009) (former participant in "life skills" program alleged to have stolen television and "VCR"). Although such actual damages do exist here. Further, defamation being an intentional tort, supports a punitive damage award as well:

[A]s the court explained in *Brown v. Fawcett Publications, Inc.*, 196 So.2d 465, 473 (Fla. 2d DCA 1967), with reference to express malice sufficient to award punitive damages:

If malice necessary to warrant exemplary damages had to be Express, such as 'I hate you', or 'I'm going to ruin your character even if I have to lie about you to do it', it would reduce the law of punitive damages in libel actions to a farce and a mockery. People just don't advertise their libels in advance.

Asinmaz v. Semrau, 42 So.3d 955, 959 (Fla. 4th DCA 2010) (bracketed material in original).

In this case, CPD, and UnPaCu have all recklessly republished the false accusations of the passengers as true, with no way of knowing whether the accusations were true, and when a simple request for documentation from Aruba Airlines would have shown the accusations to be false. This clearly meets the above standard for punitive damages. In *Asinmaz* the tortfeasor went to the police with allegations against the defamation plaintiff, a jeweler, under circumstances where there was **no way that the tortfeasor could know** if her allegations were true:

The evidence in this case available to Asinmaz and his attorney was Ms. Semrau's **completely unjustified**



accusation that Asinmaz switched the ring's real diamonds for artificial stones. They had a vehement exchange over it at his shop. A day later, **without any proof whatsoever** of any such activity other than her **completely unfounded belief**, she reported it as a theft to the police. She then sent the ring to the Colorado jeweler who informed her that no such stone-switching had occurred. Only then did she tell the police that she was mistaken.

Express malice may be inferred from the unreasonableness of her conduct in accusing Asinmaz of stealing her diamonds and then, **without ever investigating something over which she had absolutely no expertise**, filing a report with the police. At the time she filed the report accusing Asinmaz of theft, she **was aware that she did not actually know whether her accusation was true**, as she intended to send her ring to the original jeweler to ascertain whether the diamonds had been switched. We think that it can be a reasonable inference that she intended to harm Asinmaz by getting the police involved, perhaps because of their heated exchange the day before. Her later recantation becomes part of the totality of circumstances from which a jury may determine that she did not act with malice.

42 So.3d at 959 (emphasis added).

In light of the above facts and law, my clients demand that [REDACTED] Cuban Prisoners Defenders, and UnPaCu all immediately cease and desist in their false and defamatory statements regarding my clients. In order to partially ameliorate the very serious actual damages my clients have suffered as a direct and proximate result of the false and defamatory statements already published by [REDACTED] Cuban Prisoners Defenders, and UnPaCu, my clients also demand public apologies and retractions of the defamation, to be published in the same media in which the defamatory statements were uttered. Failure to comply with such demands will result in a defamation suit seeking actual and punitive damages.

[REDACTED] please inform me if you represent either Cuban Prisoners Defenders or UnPaCu, or if you know, who might represent them. If so, of course all further correspondence will be directed to their attorney(s). If you have an attorney to represent you [REDACTED] on this defamation claim, also let me know, and any correspondence regarding your liability will go to that attorney. Similarly, CPD and UnPaCu should inform me of the identities of their attorney(s), if any, if [REDACTED] does not, and I will direct any and all further correspondence regarding them to that/those attorney(s).

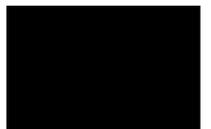


I look forward to hearing that you will be issuing apologies and retractions as demanded above. If not, please GOVERN YOURSELVES ACCORDINGLY.

Very truly yours,



Cc: Aruba Airlines
Esteban J. Valles



TICKET AND RESERVATION HISTORY

ELIECER GONGORA IZAGUIRRE



ELECTRONIC TICKET

PASSENGER ITINERARY RECEIPT
RECIBO DE ITINERARIO DE PASAJEROS

TICKET NBR: 2090340112122
BOLETO NRO:

SERVICSMIA CORP

8181 NW 36TH STREET.SUITE # 5B
FL 33166

FLORIDA, UNITED STATES

OFFICE ID: US-16744-0

TELEPHONE/TELEFONO: 3057706009

MAIL INFO: COMERCIAL@SERVICSMIA.COM

ISSUE DATE/FECHA DE EMISION: 20 FEB 2019

ISSUE AGENT/AGENTE EMISOR: MIAO5920B

NAME/NOMBRE: GONGORA IZAGUIRRE/EL

FOID/D.IDENTIDAD: [REDACTED]

ISSUING AIRLINE/LINEA AEREA EMTSORA : ARUBAANSE LUCHTVAARTMAATSCHAPPIJ
ADDRESS/DIRECCION : CUMANA 69
KVK : 34436.0
TICKET NUMBER/NRO DE BOLETO : 209-0340112122

BOOKING REF./CODIGO DE RESERVA: C1/EPISKK

FROM/TO DESDE/HACIA	FLIGHT CL VUELO	DATE CL	DEP FECHA	FARE BASIS BASE TARIFARIA	NVB	NVA	BAG EQP.	ST ESTATUS
HAVANA	AG 902	Y	21FEB 0630	YHAVGEO			20K	FLOWN
GEORGETOWN GEORGETOWN HAVANA	AG 903	Y	28FEB 1515	YHAVGEO			20K	OK

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

PASSENGERS EMBARKING UPON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT THE PROVISIONS OF AN INTERNATIONAL TREATY (THE WARSAW CONVENTION, THE 1999 MONTREAL CONVENTION, OR OTHER TREATY), AS WELL AS A CARRIERS OWN CONTRACT OF CARRIAGE OR TARIFF PROVISIONS MAY BE APPLICABLE TO THEIR ENTIRE JOURNEY, INCLUDING ANY PORTION ENTIRELY WITHIN THE COUNTRIES OF DEPARTURE AND DESTINATION. THE APPLICABLE TREATY GOVERNS AND MAY LIMIT THE LIABILITY OF CARRIERS TO PASSENGERS FOR DEATH OR PERSONAL INJURY, DESTRUCTION OR LOSS OF, OR DAMAGE TO, BAGGAGE, AND FOR DELAY OF PASSENGERS AND BAGGAGE ADDITIONAL PROTECTION CAN USUALLY BE OBTAINED BY PURCHASING INSURANCE FROM A PRIVATE COMPANY. SUCH INSURANCE IS NOT AFFECTED BY ANY LIMITATION OF THE CARRIERS LIABILITY UNDER AN INTERNATIONAL TREATY. FOR FURTHER INFORMATION PLEASE CONSULT YOUR AIRLINE OR INSURANCE COMPANY REPRESENTATIVE.

ENDORSEMENTS/ENDOSOS-RESTRICCIONES : NON END/NON REF/PENALTY APPLY FOR CHANGES
TOUR CODE :
FORM OF PAYMENT/FORMA DE PAGO : CASH

FARE CALC./CALCULO DE TARIFA: HAV AG GEO 290.00 AG HAV 290.00NJC0.00END ROE1.00000(ADT)

AIR FARE/TARIFA : USD 580.00
TAX/IMPUESTOS : USD
TOTAL : USD 580.00

TICKET CONDITIONS:

NON-REFUNDABLE. NON-TRANSFERABLE. NON-ENDORSABLE. CHANGES TO THE ITINERARY MAY BE SUBJECT TO DIFFERENCE IN FARE AND A PENALTY OF 40.00 - 250.00. DEPARTURE TAXES/TAXES/FEES FROM VLN, MAR, MIA, AUA, AUA, BON ARE INCLUDED. AUA ARRIVAL TAX ALSO INCLUDED. DEPARTURE TAXES FROM CUR NOT INCLUDED. VALID FOR A YEAR FROM ITS ISSUED DATE. TICKETS REFUND WILL PROCEED ON EXCEPTIONAL CIRCUMSTANCES AT DISCRETION OF THE AIRLINE SUCH AS SERIOUS ILLNESS THAT MAKE IMPOSSIBLE TO TRAVEL OR IN CASE OF DEATH. SOME TAXES AND FEES WILL NOT BE REFUNDABLE BY THE COUNTRY OF DESTINATION. RATES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE, CONDITIONS AND RESTRICTIONS APPLY. SOME CONDITIONS AND RESTRICTIONS MAY APPLY TO SPECIAL RATES.

CARRIER CONDITIONS:

YOU MUST BE AT THE AIRPORT 04 HOURS (MIA, AUA, VZLA) OR 03 HOURS (CUR, BOM, SXH) BEFORE THE DEPARTURE OF YOUR FLIGHT. CHECKED BAGGAGE: 23KG AND 62 INCHES MAX (01 PIECES) CARRY ON 8KG AND 9 X 15.5 X 21.5 MAX. FOR CUR AND BOM, ONLY 01 PIECE OF BAGGAGE (23 KG) AND 01 CARRY ON (8KG) ALLOWED. MAXIMUM OF TWO (2) EXTRA BAGS. EXTRA BAGS ARE 50.00 FOR OUR DESTINATIONS. THE COMPANY IS NOT RESPONSIBLE FOR LOST CONNECTIONS WITH OTHER AIRLINES THAT ARE NOT REFLECTED IN THIS TICKET. PASSENGERS WHO ARE NOT CITIZENS OF THE COUNTRY OF DESTINATION MUST HAVE A ROUND TRIP TICKET. FOR SECURITY REASONS, THE COMPANY SHALL NOT ADMIT INTO THE FLIGHT WOMEN WITH MORE THAN 27 WEEKS OF PREGNANCY. FOR MORE INFORMATION, PLEASE VISIT:WWW.ARUBAAIRLINES.COM THE PURCHASER OF THE TICKET IS RESPONSIBLE FOR THE PROVIDED DATA OF THE PASSENGER.
NAME: _____ SIGNATURE: _____

* * * START CODE (EPISKK) * * *
SEND HISTORY ON 03MAR2019

RP/MIA05920 - SERVICESMIA CORP

1.1GONGORA IZAGUIRRE/ELIECER * 

NO ITIN

TKT/TIME LIMIT

1 TKT/OK * 20FEB19/MIA1000-0B

2 TKT/ET 2090340112122 * 20FEB19/MIA1000-0B - GONGORA IZAGUIR/E.

CONTACTS

1-MIA 3057706009

2- MAILTO:TOURS@SERVICESMIA.COM

SSR

1 DOCS AG HK1/P/CUB/J195713/CUB/06MAR68/M/09OCT22/GONGORA IZAGUIRRE/
ELIECER-1GONGORA IZAGUIRRE/ELIECER

RECEIVED FROM - NERY

MIA.MIA1000-04 1942/19FEB19 *EPISKK

* * * P N R H I S T O R Y * * *

XTL TX MIA 1442/20FEB-WED

TL TX MIA 1442/20FEB-WED

AT FC WK*FCA/Y »OnLine /Z0011501490

ATT OK * 20FEB19/MIA1000-0B

ATK 2090340112122 * 20FEB19/MIA1000-0B - GONGORA IZAGUIR/E.

MIA.MIA1000-0B 1328/20FEB19

XS AG902 Y 21FEB TH HAVGEO HK1 0630 1345

SYS-EX 2300/22FEB19

XS AG903 Y 28FEB TH GEOHAV HK1 1515 1900

SYS-TX 0030/01MAR19

General Information:

Seq No: 66 Verified ID: Security No:
 UID: AG902190221110066 PNR: FMJILY
 Traveler No: Redress No:

PNL Name: GONGORA IZAGUIRRE / ELIECER 

Booking No:
 Last Name: GONGORA IZAGUIRRE
 First Name: ELIECER

Middle Name:
 Birth Date: Age: 51 Type: A
 Gender: Male Weight (kgs): 0
 Nationality: CUB, CU, CUBA
 Residence: CUB, CU, CUBA

SSRs:
 Ticket No: Fare Class:
 Freq. Flyer:

Remarks:

Travel Document 1:

Doc Type: Passport
 Doc No:
 Expiry Date: Issued By: CUB

Travel Document 2:

Doc Type:
 Doc No:
 Expiry Date: mm/dd/yyyy Issued By:

Destination Address Home Address
 In-Transit
 Street:
 City:
 State: Zip: Country:

Routing Details:

Origin: AUA City: CRANJESTAD
 Onto Flights: Flight No: Origin: GEO
 Date: 2/21/2019 Dest:
 Destination: GEO City: GEORGETOWN
 Clearance: GEO City: GEORGETOWN



Save (F2)

Cancel

TICKET AND RESERVATION HISTORY

DANIEL LLORENTE MIRANDA



ELECTRONIC TICKET

PASSENGER ITINERARY RECEIPT
RECIBO DE ITINERARIO DE PASAJEROS

TICKET NBR: 2090820003424
BOLETO NRO:

TAKE-OFF S.A

23#64 ENTRE P Y MALECON,RAMPA
LA HABANA
CUBA, CUBA

ISSUE DATE/FECHA DE EMISION: 15 MAY 2019
ISSUE AGENT/AGENTE EMISOR: HAVQ05009

NAME/NOMBRE: LLORENTE MIRANDA/DAN

FOID/D. IDENTIDAD: [REDACTED]

OFFICE ID: CU-18873-0
TELEPHONE/TELEFONO: +53 78333678
MAIL INFO: VENTAS.HAVANA297@GMAIL.COM

ISSUING ATRITNE/ITINRA AEREA EMISORA : ARUBAANSE LUCHTVAARTMAATSCHAPPIJ
ADDRESS/DIRECCION : CUMANA 69
KVK : 34436.0
TICKET NUMBER/NRO DE BOLETO : 209-0820003424

BOOKING REF./CODIGO DE RESERVA: C1/YWMHFH

Table with columns: FROM/TO, FLIGHT CL, DATE, DEP, FARE BASIS, NVB, NVA, BAG ST, DESDE/HACIA, VUELO, CL, FECHA, HORA, BASE TARIFARIA, EQP. ESTATUS. Rows include HAVANA GEORGETOWN and GEORGETOWN HAVANA.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

PASSENGERS EMBARKING UPON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT THE PROVISIONS OF AN INTERNATIONAL TREATY (THE WARSAW CONVENTION, THE 1999 MONTREAL CONVENTION, OR OTHER TREATY), AS WELL AS A CARRIERS OWN CONTRACT OF CARRIAGE OR TARIFF PROVISIONS MAY BE APPLICABLE TO THEIR ENTIRE JOURNEY, INCLUDING ANY PORTION ENTIRELY WITHIN THE COUNTRIES OF DEPARTURE AND DESTINATION. THE APPLICABLE TREATY GOVERNS AND MAY LIMIT THE LIABILITY OF CARRIERS TO PASSENGERS FOR DEATH OR PERSONAL INJURY, DESTRUCTION OR LOSS OF, OR DAMAGE TO, BAGGAGE, AND FOR DELAY OF PASSENGERS AND BAGGAGE ADDITIONAL PROTECTION CAN USUALLY BE OBTAINED BY PURCHASING INSURANCE FROM A PRIVATE COMPANY. SUCH INSURANCE IS NOT AFFECTED BY ANY LIMITATION OF THE CARRIERS LIABILITY UNDER AN INTERNATIONAL TREATY. FOR FURTHER INFORMATION PLEASE CONSULT YOUR AIRLINE OR INSURANCE COMPANY REPRESENTATIVE.

ENDORSEMENTS/ENDOSOS-RESTRICCIONES : NON END/NON REF/PENALTY APPLY FOR CHANGES
TOUR CODE :
FORM OF PAYMENT/FORMA DE PAGO : CASH

FARE CALC./CALCULO DE TARIFA: HAV AG GEO 335.00 AG HAV 335.00NUC670.00END ROE1.000000 (ADT)

AIR FARE/TARIFA : CUC 670.00
TAX/IMPUESTOS : CUC
TOTAL : CUC 670.00

TICKET CONDITIONS:
NON-REFUNDABLE. NON-TRANSFERABLE. NON-ENDORABLE. CHANGES TO THE ITINERARY MAY BE SUBJECT TO DIFFERENCE IN FARE AND A PENALTY OF 40.00 - 250.00. DEPARTURE TAXES/TAXES/FEES FROM VLN, MAR, MIA, AUA, BON ARE INCLUDED. AUA ARRIVAL TAX ALSO INCLUDED. DEPARTURE TAXES FROM CUR NOT INCLUDED. VALID FOR A YEAR FROM ITS ISSUED DATE. TICKETS REFUND WILL PROCEED ON EXCEPTIONAL CIRCUMSTANCES AT DISCRETION OF THE AIRLINE SUCH AS SERIOUS ILLNESS THAT MAKE IMPOSSIBLE TO TRAVEL OR IN CASE OF DEATH. SOME TAXES AND FEES WILL NOT BE REFUNDABLE BY THE COUNTRY OF DESTINATION. RATES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE, CONDITIONS AND RESTRICTIONS APPLY. SOME CONDITIONS AND RESTRICTIONS MAY APPLY TO SPECIAL RATES.

CARRIER CONDITIONS:
YOU MUST BE AT THE AIRPORT 04 HOURS (MIA, AUA, VZLA) OR 03 HOURS (CUR, BON, SXM) BEFORE THE DEPARTURE OF YOUR FLIGHT. CHECKED BAGGAGE: 23KG AND 62 INCHES MAX (01 PIECES) CARRY ON 8KG AND 9 X 15.5 X 21.5 MAX. FOR CUR AND BON, ONLY 01 PIECE OF BAGGAGE (23 KG) AND 01 CARRY ON (8KG) ALLOWED. MAXIMUM OF TWO (2) EXTRA BAGS. EXTRA BAGS ARE 50.00 FOR OUR DESTINATIONS. THE COMPANY IS NOT RESPONSIBLE FOR LOST CONNECTIONS WITH OTHER AIRLINES THAT ARE NOT REFLECTED IN THIS TICKET. PASSENGERS WHO ARE NOT CITIZENS OF THE COUNTRY OF DESTINATION MUST HAVE A ROUND TRIP TICKET. FOR SECURITY REASONS, THE COMPANY SHALL NOT ADMIT INTO THE FLIGHT WOMEN WITH MORE THAN 27 WEEKS OF PREGNANCY. FOR MORE INFORMATION, PLEASE VISIT:WWW.ARUBAAIRLINES.COM THE PURCHASER OF THE TICKET IS RESPONSIBLE FOR THE PROVIDED DATA OF THE PASSENGER. NAME: SIGNATURE:

----- * * * START CODE (YWMHFH) * * *
SEND HISTORY ON 01JUN2019

RP/HAVQ0500 - TAKE-OFF S.A
1.1LLORENTE MIRANDA/DANIEL [REDACTED]
NO ITIN
TKT/TIME LIMIT
1 TKT/OK * 15MAY19/HAV1000-09
2 TKT/ET 2090820003424 * 15MAY19/HAV1000-09 - LLORENTE MIRAND/D.
CONTACTS
1-HAV 53341607
SSR
1 DOCS AG HK1/P/CU/K093284/CU/220CT63/M/03JAN25/LLORENTE MIRANDA/
DANIEL-1LLORENTE MIRANDA/DANIEL
RECEIVED FROM - LC
HAV.HAV1000-09 1238/15MAY19 *YWMHFH

* * * P N R H I S T O R Y * * *

AN 1LLORENTE MIRANDA/DANIEL [REDACTED]
XN 1LLORENTE MIRANDA/DANIEL
ASR DOCS AG HK1/P/CU/K093284/CU/220CT63/M/03JAN25/LLORENTE MIRANDA/
DANIEL-1LLORENTE MIRANDA/DANIEL
RF LC
HAV.HAV1000-09 1527/15MAY19
XTL TX HAV 1838/15MAY-WED
TL TX HAV 1838/15MAY-WED

AT FC WK*FCA/Y »OnLine /Z0011826666
ATT OK * 15MAY19/HAV1000-09
ATK 2090820003424 * 15MAY19/HAV1000-09 - LLORENTE MIRAND/D.
HAV.HAV1000-09 1528/15MAY19
XS AG902 B 16MAY TH HAVGEO HK1 0730 1345
SYS-EX 0000/18MAY19
XS AG901 B 29MAY WE GEOHAV HK1 1515 2000
SYS-TX 2242/29MAY19

----- * * * END CODE (YWMHFH) * * *

General Information:

Seq No: 89 Verified ID: Security No:
 UID: AG90219051611589 PNR: YWMHFH
 Traveler No: Redress No:

PNL Name: LLORENTE MIRANDA / DANIEL 
 Booking No:
 Last Name: LLORENTE MIRANDA
 First Name: DANIEL
 Middle Name:
 Birth Date: Age: 55 Type: A
 Gender: Male Weight (kgs): 0
 Nationality: CUB, CU, CUBA
 Residence: CUB, CU, CUBA

SSRs:
 Ticket No: Fare Class:
 Freq. Flyer:

Remarks:

Travel Document 1:

Doc Type: Passport
 Doc No:
 Expiry Date: Issued By: CUB

Travel Document 2:

Doc Type:
 Doc No:
 Expiry Date: mm/dd/yyyy Issued By:

Destination Address

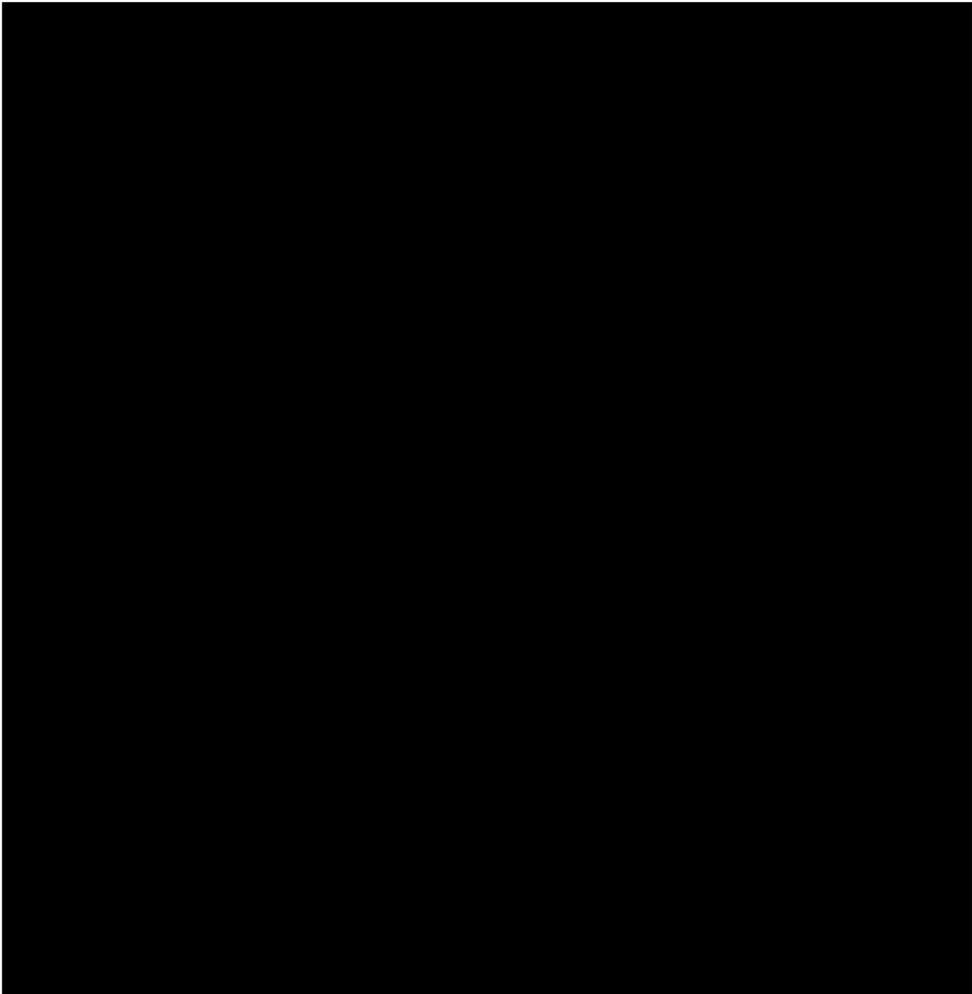
In-Transit
 Street:
 City:
 State: Zip: Country:

Home Address

Routing Details:

Origin: AJA City: CRANJESTAD
 Onto Flights: Flight No: Origin: GEO
 Date: 5/16/2019 Dest:
 Destination: GEO City: GEORGETOWN
 Clearance: GEO City: GEORGETOWN

IBERA - RESIBER FILES



A2	Flight	Dates	Depart.	Arriv.	Type	Received at	Pax	Crew	Pax	Crew	Pax	Crew
1	AG ARU0902	16/05/2019 07:30 - 16/05/2019 10:15	HAV	AUA	API	16/05/2019 05:40	0	6	0	0	0	6
2	AG ARU0903	16/05/2019 15:15 - 16/05/2019 19:59	GEO	HAV	API	16/05/2019 05:40	0	7	0	7	0	0
3	AG ARU0930	16/05/2019 10:15 - 16/05/2019 12:45	HAV	AUA	API	16/05/2019 05:48	0	7	0	0	0	7
4	AG ARU0931	16/05/2019 18:15 - 16/05/2019 20:15	MGA	HAV	API	16/05/2019 05:48	0	7	0	7	0	0

Advance Passenger Information System

Today is: 21/02/2019 04:28

The message AG902_190221_HAVAUA_190221_052836.txt: WAS RECEIVED

COPY



Department Civil Aviation of Aruba
Ing. [REDACTED]
Director
Sabana Berde 73-B
Oranjestad, Aruba

Aruba 12 July, 2019

Our ref: ACM 07-12-19/FRA-049

Subject: Meeting follow-up



Dear [REDACTED]

We hereby would like to respond to your communication dated July 8th, 2019 regarding the specific actions taken or planned to be taken by Aruba Airlines, with respect to the false accusations in the international press about our involvement in the “illegal expatriation of Cuban citizens”

In order to defend ourselves against these false allegations, on June 26th, 2019, we provided a complete explanation as to why the accusations that were unjustly made against Aruba Airlines are false and without any factual basis, through a letter addressed to the Minister of Transport, Communication and Primary Sector, Mr. C.V.J. Romero. The same letter was sent that day to the president of the Parliament (*Staten*) of Aruba, Mr. J.E. Thijsen. A copy is attached as **Annex 1** to this letter.

The letter attached as Annex 1, explains in detail the procedures that were followed in the two incidents that have been the reason for the false allegations, therefore, we have attached to the Annex 1, all the evidence that supports our position and demonstrates the regular process of the purchase of the tickets and check in process of the above mentioned passengers.

Also, enclosed please find the following documents that support other actions we have taken to demonstrate these are false accusations:



1. A copy of Aruba Airlines letter requesting our local handling company in Havana, Commercial Take Off, to provide us a with a complete file and a statement detailing the facts surrounding this matter attached as **Annex 2.**
2. A copy of Aruba Airlines letter requesting our local handling company in Georgetown, Roraima Airways, to provide us a with a complete file and a statement detailing the facts surrounding this matter thereof is attached as **Annex 3.**
3. A copy of Aruba Airlines letter requesting ECASA (Empresa Cubana de Aeropuertos y Servicios Aeronáuticos S.A.) the company operating in José Martí International Airport, in Havana, which responsibilities include air traffic control, aviation safety, check-in and baggage handling, to provide the cameras videotapes of the days and times the passengers Eliecer Gongora Izaguirre and Daniel Llorente Miranda completed their check in process in order to embark the flight to Georgetown as **Annex 4.**
4. In furtherance of what we agreed in our meeting the following wording has been added in the electronic ticket: “The purchase of this ticket has been made voluntarily by the passenger. Additionally, we have added: “After signing of this ticket, passenger also confirms to accept our Contract of Carriage described in our web page: <http://www.arubaairlines.com/p/policy>” A copy of the corrected electronic ticket is attached as **Annex 5.**
5. Additionally, we have included in the Contract of Carriage the following statement: “The purchase of the ticket is made only under the free will of the passenger” A copy the is attached as **Annex 6.**

Further, Aruba Airlines will be releasing a press statement on short notice through both its Aruba and Miami offices to address this matter and to strongly dispute the false and baseless accusations made against us. A copy of the press statement will also be provided to you as soon as it is available.

Also, please find attached a Letter from our local counsel confirming Aruba Airlines legal actions taken and to be taken to defend ourselves against these false accusations.



It is unfortunate, that this situation has occurred and has damage our reputation, but it is beyond our control as to what irresponsible individuals can say in the media. In any event, Aruba Airlines truly regrets the inconveniences that this matter has caused to the DCA and to Aruba as a tourist destination.

Aruba Airlines values good relations with its passengers, regulatory agencies and authorities and strives at all time to provide the highest degree of satisfaction possible. It is our gold and desire that this kind of situations do not occur, and we expect not to face any more misunderstandings threatful to our reputation as one of the leading air carriers of the Caribbean region.

Entrusted to have informed you accordingly, I remain,

A handwritten signature in blue ink, which appears to be "M. Mueschler", is written over a blacked-out redacted area. To the right of the signature is the Aruba Airlines logo, consisting of the word "Aruba" in blue cursive and "AIRLINES" in blue sans-serif below it, with a blue star above the 'A'.

Deputy Accountable Manager
Aruba Airlines

CC: Mr. Esteban Valles-President/GEO, Managing Director



RECEIVED JUN 28 2019

[Handwritten signature]

COPY

June 26th, 2019

**Minister of Transport, Communications and Primary Sector
Mr. Crispin V. J. Romero
L.G. Smith Boulevard 76
Oranjestad, Aruba,**

**Re: Aruba Airlines Communication Regarding
Cuban Passengers Accusations**

His Excellency Mr. Crispin V. J. Romero

The purpose of this communication is to defend ourselves against the false accusations made against Aruba Airlines, about our involvement and complicity with the Cuban Government for the forced expatriation of Cuban citizens. Specifically, we have been accused of participating in the forcible and illegal expatriation of two Cuban citizens, as in the case of **Eliécer Gongora Izaguirre** and **Daniel Llorente Miranda**.

In the first case, it has been denounced that **Eliécer Góngora Izaguirre** was compulsorily taken to the airport without an issued ticket. Likewise, it has been falsely alleged that the modus operandi of said expatriation was through a conversation between Cuban police officers with the crew of Aruba Airlines to enter the passenger on the flight AG 902 from Havana, Cuba to Georgetown, Guyana.

In addition to this, we are accused of having treated the passenger in a discriminatory manner with the rest of the passengers, that he was not offered any type of drink or food and that he even fainted on the plane due to the torture and famine that he passed in his days of detention.

We must note that, **Eliécer Góngora Izaguirre's** ticket, was purchased by a travel agent in Cuba, through a call center in Miami. The ticket number is 2090340112122 and the Reservation Code is EPISKK. This ticket was purchased at 1:28 pm on February 20th, 2019 with a promotional cost of CUC 580. Also, it is important to make clear that the flight was not operated by Aruba Airlines aircraft or crew since in that date we were operating that route under an ACMI Lease Agreement with WOW Airlines. Therefore, the reference made about



STATEN VAN ARUBA

COPY

Ingek: 27 JUN 2019

Voignr:

June 26th, 2019

Parliament of Aruba
His Excellency Mr. Juan Edberto Thijsen
President Parliament of Aruba
L.G. Smith Boulevard 76
Oranjestad, Aruba

**Re: Aruba Airlines Communication Regarding
Cuban Passengers Accusations**

Dear Mr. Thijsen,

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under an ACMI Lease Agreement with WOW Airlines. Therefore, the reference made about having a conversation with Aruba Airlines crew is not possible since our crew was not operating those flights. Also, the passenger refers to Aruba Airlines and the use of the crew manifest as an instrument of entry into Georgetown as a crew of Aruba Airlines, however, this is also a false allegation since the crew is always declared in all our destinations.

As explained above, the passenger presents Reservation, Ticket and Boarding Pass, therefore, the above allegations do not agree with our procedures in the acceptance of the passenger for boarding.

Please find as an Annex, the Ticket and history of the Reservation, the files received by the check-in system of the terminal 2 RESIBER (IBERIA MADRID) and the delivered declaration.

In the second case, the passenger **Daniel Llorente Miranda**, has also testified that for his forced expatriation, the State Security introduced him in a coercive way into the agency of Aruba Airlines in Cuba, bought his ticket took him to the airport, violating all types of security controls in order to access directly to the runway and enter him into the airplane.

Contrary to what has been reported, **Daniel Llorente Miranda's** ticket was acquired in the commercial office that we have in Havana, Cuba. The ticket number is 2090820003424 and the Reservation Code is YWMHFH. This ticket was purchased at 3:27 pm on May 15, 2019 with a cost of CUC 670. This flight was operated by Aruba Airlines due to the termination of the ACMI Lease Agreement with WOW Airlines. Please find in the Annex the Ticket and history of the Reservation, the files received by the check-in system of the terminal 2 RESIBER (IBERIA MADRID) and the delivered declaration.

These passengers voluntarily presented themselves to the counter without being accompanied by any government officer or authority, did their check-in process in a regular way as the other passengers, and received their boarding passes and were checked through the local



dispatch system of terminal 2 of the Jose Marti International Airport. Airport Agents for Aviation Security must request a valid passport in order to issue a boarding pass.

In the Annex, are attached the files received by the IBERA - RESIBER system for the reconciliation of passengers flown with our ticket system. The automated archive generated by the IBERIA dispatch system in service for the company "Cubana de Aeropuertos y Servicios Aeronáuticos", travels directly to our emails with information in an integrated manner. Please refer to the Annex for a copy of the automated emails sent by the system at the closure of the counter in its original format and the PRL in MULTIPART format. We have also attached the Advanced Passenger Information collected at the airport for both passengers. All documents attached are in the systems with the original sources which are verifiable if required.

It is important to point out that our ground staff, pilots or flight attendants did not receive any notification from any Cuban Government authorities regarding expatriate citizens nor any information that would indicate that we were in the presence of a passenger who was in a violation of their human rights. There were no irregularities or behaviors that could lead Aruba Airlines personnel to suspect these passengers were subject of an illegal procedure, nor any information provided by the passenger to the personnel indicating the cause of their trip.

As the flagship airline of Aruba, we have a high sense of responsibility with our air transport service and certainly the allegations and accusations made by these passengers are dishonest and do not rely on any proof. We have been accused of placing our air transport service at the order of the Cuban Government to carry out these forced expatriations under coercive and coercive conditions. We can confirm, Aruba Airlines did not incur in any kind of complicity to perform such acts, and that Aruba Airlines carries out its duties in compliance to Local and International regulations.



been the victim of a smear campaign and we have been used as a vehicle to assert the pretensions of the dissidence of the Government of Cuba.

For all the above, we reaffirm that we are an Aruban airline, committed to the commercial service of air passenger transport and that we do not have any kind of agreement with the Cuban Government or its authorities to carry out this type of practices that would be in a violation of all applicable civil aviation laws.

Yours sincerely,

A handwritten signature in black ink, appearing to be "E. Valles".

Esteban J. Valles
CEO



A handwritten signature in black ink, which is mostly obscured by a black redaction box.

Accountable Manager

Cc: Parliament Members of Aruba



Oranjestad, 20 de junio de 2019.

COMMERCIAL TAKE OFF S.A.

Calle 23 No. 113, esquina a O, Vedado, Plaza de la Revolución
La Habana, Cuba.

[REDACTED]
Director General

Re: Caso Eliecer Gongora Izaguirre

Estimado [REDACTED]

Por medio de esta vía acudo a usted para solicitar su colaboración frente a una acusación realizada en contra de Aruba Airlines por parte del pasajero Eliecer Gongora Izaguirre, el cual viajó en fecha 21 de febrero del presente año desde la Isla de Cuba con destino a Georgetown, Guyana con un ticket identificado con el No. 2090340112122.

Según indica el pasajero, el motivo de su viaje se debe a que fue deportado desde la República de Cuba hacia la República de Guyana, con la complicidad de la aerolínea Aruba Airlines.

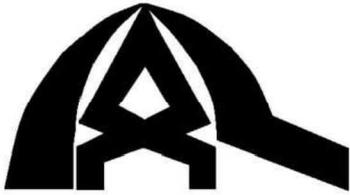
Sin embargo, la realidad es que el pasajero compró su boleto hacia la ciudad de Georgetown voluntariamente y realizó su proceso de chequeo y embarque en condiciones normales, sin compañía de ningún funcionario del Gobierno de Cuba.

Es por lo anteriormente expuesto, que solicitamos de sus buenos oficios, para que nos provean de una declaración sobre el proceso de embarque del pasajero en cuestión, indicando si existió alguna irregularidad durante el mismo. También, solicitamos amablemente que nos apoyen facilitándonos las filmaciones del Aeropuerto Internacional Jose Martí del día del vuelo, en orden de evidenciar frente a las Autoridades de Aruba, que este pasajero realizó su viaje con normalidad y que no hemos sido cómplices ni estamos involucrados en ningún tipo de deportación.

Agradecidos de antemano, quedamos de ustedes a la espera de solventar este incidente.

A handwritten signature in black ink, appearing to read "E. Valles", written over a horizontal line.

Esteban J. Valles
Presidente



RORAIMA AIRWAYS INC

SATISFYING ALL YOUR TRAVEL AND TOURISM NEEDS

June 21st ,2019

**STATEMENT REGARDING PASSENGERS ELIECER GONGORRA
IZAGUIRRE AND DANIEL LLORENTE MIRANDA**

Through this statement, we hereby confirm that both passengers ELIECER GONGORRA IZAGUIRRE (TKT # 2090340112122) and DANIEL LLORENTE MIRANDA (#2090820003424) of flight 0902 of Aruba Airlines, arrived at Cheddi Jagan International Airport on February 21st,2019 and May 16th, respectively, without any companion and carried out all the migratory and customs processes in a regular form. Also, we can confirm, we did not receive any notification from any Cuban Government authorities regarding expatriate citizens.

There were no irregularities or behaviors that could led the airport personnel to suspect the passengers were subject of an illegal expatriation procedure, nor any information provided by the passengers to the handling personnel indicating the cause of their trip.

We are firmly convinced that, Aruba Airlines, did not incurred in any kind of complicity to perform such acts the passengers are claiming, and carried out its duties in compliance to local and international regulations.


Chief Executive Officer







Oranjestad, 3 de Julio de 2019.

ENVIADO VIA EMAIL [REDACTED]

Empresa Cubana de Aeropuertos y Servicios Aeronáuticos S.A. (ECASA)
Van Troi y Final, Boyeros, La Habana, Cuba.

Re: Casos Eliécer Góngora Izaguirre y Daniel Llorente Miranda

Estimados,

Por medio de esta vía acudimos a ustedes para solicitar su colaboración frente a las acusaciones realizadas en contra de Aruba Airlines por parte de los pasajeros **Eliécer Góngora Izaguirre y Daniel Llorente Miranda**, los cuales viajaron en fecha 21 de febrero de 2019 y 16 de mayo de 2019 con los tickets identificados con los **No. 2090340112122 y 2090820003424** respectivamente, desde la Isla de Cuba, Havana con destino a Georgetown, Guyana, quienes alegan que participamos y somos cómplices en su expatriación forzosa de manera ilegal.

En el primer caso, se ha denunciado que **Eliécer Góngora Izaguirre** fue llevado de manera forzosa al aeropuerto sin ticket emitido, y fue ingresado a la aeronave del vuelo AG902 con destino a Georgetown después de una conversación entre los funcionarios policiales que lo llevaban y el crew de Aruba Airlines. Asimismo, el pasajero **Daniel Llorente Miranda**, también ha declarado que, la Seguridad del Estado lo introdujo de manera coercitiva en la agencia de Aruba Airlines en Cuba, compró su boleto y lo llevó al aeropuerto, violando todos tipo de controles de seguridad para acceder directamente a la pista e introducirlo en el avión.

Es importante resaltar que el boleto de **Eliécer Góngora Izaguirre** fue comprado 1:28 pm del 20 de febrero de 2019 por lo que si se emitió un ticket. El número del boleto es 2090340112122 y el código de reserva es EPISKK. Además, es importante aclarar que el avión y la tripulación de Aruba Airlines no operaron en esa fecha ya que en ese momento realizábamos dicha ruta bajo un contrato de arrendamiento tipo ACMI con WOW Airlines. Por lo tanto, la referencia hecha acerca de tener una conversación con la tripulación de Aruba Airlines no es posible ya que nuestra tripulación no estaba operando esos vuelos.

Respecto al pasajero **Daniel Llorente Miranda**, al contrario de lo que se ha informado, su boleto fue adquirido a las 3:27 pm del 15 de mayo de 2019 en la oficina comercial que tenemos en La Habana, Cuba sin ningún tipo de coerción. El número del boleto es 2090820003424 y el código de reserva es YWMHFH.

Ambos pasajeros presentan reserva, boleto y tarjeta de embarque, por lo tanto, las alegaciones anteriores no concuerdan con nuestros procedimientos en la aceptación del pasajero para el embarque. Asimismo, ambos se presentaron voluntariamente en el mostrador sin estar acompañados de ningún funcionario o autoridad del gobierno, hicieron su proceso de registro de manera regular como los demás pasajeros y recibieron sus tarjetas de embarque y se verificaron a través del sistema de despacho local de la terminal 2 de El Aeropuerto Internacional José Martí.

Cumana 69- Oranjestad, Aruba- Dutch Caribbean
INFO@arubaairlines.com



Cabe señalar que nuestro personal de tierra, pilotos o tripulantes de cabina, no recibió ninguna notificación de las autoridades gubernamentales cubanas con respecto a los ciudadanos expatriados, ni ninguna información que indicara que estuvimos en presencia de un pasajero al que se le violaban sus derechos humanos. No hubo irregularidades ni comportamientos que pudieran hacer que el personal de Aruba Airlines sospechara que estos pasajeros estaban sujetos a un procedimiento ilegal, ni ninguna información proporcionada por el pasajero al personal que indicaba la causa de su viaje.

Es por lo anteriormente expuesto, que solicitamos de sus buenos oficios, para que por favor permitan que una persona designada de la Embajada del Reino de los Países Bajos en Cuba, como representante del Reino de los Países Bajos, observe las filmaciones del Aeropuerto Internacional Jose Martí, de los días y las horas en donde ocurrió el proceso de chequeo de los pasajeros mencionados para los vuelos del 21 de febrero de 2019 y 16 de mayo de 2019, en orden de evidenciar frente a las Autoridades de Aruba y de los Países Bajos, que estos pasajeros realizaron su viaje con normalidad y que no hemos sido cómplices ni estamos involucrados en ningún tipo de expatriación forzosa.

Agradecidos de antemano, quedamos de ustedes a la espera de solventar este incidente.

A handwritten signature in black ink, appearing to read "J. E. V.", is positioned above a horizontal line.

Juan Ernesto Valles
Aruba Airlines

ELECTRONIC TICKET *** TEST MODE // RECEIPT NOT VALID ***

PASSENGER ITINERARY RECEIPT
RECIBO DE ITINERARIO DE PASAJEROS

TICKET NBR: **2090240007221**
BOLETO NRO:

ARUMIA SOPORTE

ISSUE DATE/FECHA DE EMISION: 08 JUL 2019
5600 NW 36 ST SUITE 106, MIAMI ISSUE AGENT/AGENTE EMISOR: AUA00AGEV
MIAMI NAME/NOMBRE: **TEST/TEST**
FLORIDA, UNITED STATES FOID/D.IDENTIDAD: **[REDACTED]**
OFFICE ID: US-14393-0
TELEPHONE/TELEFONO: 18555278221
MAIL INFO: WEBHELP@ARUBAAIRLINES.AW

ISSUING AIRLINE/LINEA AEREA EMISORA : ARUBAANSE LUCHTVAART MAATSCHAPPIJ
ADDRESS/DIRECCION : CUMANA 69. ORANJESTAD. ARUBA
RUT : 2373397-1-801163 DVO
TICKET NUMBER/NRO DE BOLETO : 209-0240007221

BOOKING REF./CODIGO DE RESERVA: C1/MLQVJZ

FROM/TO	FLIGHT CL	DATE	DEP	FARE BASIS	NVB	NVA	BAG	ST	
DESDE/HACIA	VUELO	CL	FECHA	HORA	BASE	TARIFARIA	EQP.	ESTATUS	
HAVANA	AG 900 Y	15JUL	0730	YHAVGEO			20K	OK	
GEORGETOWN	*** NOT VALID FOR TRAVEL ***								

ENDORSEMENTS/ENDOSOS-RESTRICCIONES : NON END/NON REF/PENALTY APPLY FOR CHANGES
TOUR CODE :
FORM OF PAYMENT/FORMA DE PAGO : CASH
*** TEST MODE // RECEIPT NOT VALID ***

FARE CALC./CALCULO DE TARIFA: HAV AG GEO 0.00NUC0.00END ROE1.000000 (ADT)

AIR FARE/TARIFA : USD 0.00
TAX/IMPUESTOS : USD
TOTAL : USD 0.00

CONDICIONES DE TICKET:

NO REEMBOLSABLE. NO TRANSFERIBLE. NO ENDOSABLE. PERMITE CAMBIOS AL ITINERARIO
PUEDE ESTAR SUJETO A DIFERENCIA EN LA TARIFA Y UNA PENALIDA DE 40.00 - 250.00. SALIDA
IMPUESTOS/TASAS DE MIA, AUA, BON ESTAN INCLUIDOS. IMPUESTO DE LLEGADA AUA TAMBIEN INCLUIDO. IMPUESTOS DESALIDA DE CUR NO INCLUIDOS.
VALIDO POR UN AÑO A PARTIR DE SU FECHA DE EMISION. EL REEMBOLSO DE BOLETOS PROCEDERA EN CIRCUNSTANCIAS EXCEPCIONALES A
DISCRECION DE LA LINEA AEREA TAL COMO ENFERMEDAD SERIA QUE HACE IMPOSIBLE VIAJAR
O EN CASO DE MUERTE. ALGUNOS IMPUESTOS Y TARIFAS NO SERAN REEMBOLSABLES POR EL PAIS DE DESTINO.
LAS TARIFAS ESTAN SUJETAS A CAMBIOS SIN PREVIO AVISO. SE APLICAN CONDICIONES Y RESTRICCIONES. ALGUNAS CONDICIONES Y
LAS RESTRICCIONES PUEDEN APLICARSE A LAS TARIFAS ESPECIALES.

CONDICIONES DE TRANSPORTE:

USTED DEBE ESTAR EN EL AEROPUERTO DE 04 HORAS (MIA, AUA) O DE 03 HORAS (CUR, BON, SYM) ANTES DE LA SALIDA DE SU VUELO. COMPROBADO
EQUIPAJE: 23 KG Y 62 PULGADAS MAX (01 PIEZAS) LLEVAR EN 8 KG Y 9 X 15.5 X 21.5 MAX. PARA
CUR Y BON, SOLO 01 PIEZA DE EQUIPAJE (23 KG) Y 01 CARRY ON (8KG) PERMITIDO. MAXIMO DE DOS (2)
BOLSAS EXTRA. BOLSAS ADICIONALES SON 50.00 PARA NUESTROS DESTINOS.
LA COMPANIA NO ES RESPONSABLE DE LAS CONEXIONES PERDIDAS CON OTRAS LINEAS AEREAS QUE NO SE REFLEJAN EN ESTE BOLETO.
PASAJEROS QUE NO SON CIUDADANOS DEL PAIS DE DESTINO DEBE TENER UN BOLETO DE VIAJE REDONDO. POR RAZONES DE SEGURIDAD,
LA COMPANIA NO ADMITE MUJERES CON MAS DE 27 SEMANAS DE EMBARAZO.
PARA MAS INFORMACION, VISITE POR FAVOR: HTTP://WWW.ARUBAAIRLINES.COM
EL COMPRADOR DEL BOLETO ES RESPONSABLE DE LOS DATOS PROPORCIONADOS DEL PASAJERO.
LA COMPRA DEL PRESENTE BOLETO SE HA REALIZADO DE MANERA VOLUNTARIA POR EL PASAJERO,
SIN COERCION O COACCION ALGUNA. NOMBRE: _____ FIRMA: _____

PRINTED BY AGENT AUA00AGEV / JUL 8 2019 6:47

2- Applicability

2.1 General

Subject to Article 2.2 and 2.3, these Conditions of Carriage apply to all carriage by air purchased by you from us or in any case where we have a legal liability to you in relation to your flight. These conditions also apply to gratuitous and reduced fare carriage except to the extent that we have provided otherwise in relevant contracts or passes.

2.2- Overriding law

These Conditions of Carriage apply unless they are inconsistent with any applicable law, in which event such law shall prevail. If any provision of these Conditions of Carriage is invalid under any applicable law, the other provisions shall nevertheless remain valid.

2.3- Conditions prevail over regulations

Except as provided in these Conditions of Carriage, in the event of inconsistency between these Conditions of Carriage and any of the regulations dealing with particular subjects, these Conditions of Carriage prevail.

3- Tickets

3.1- Ticket Prima Facie Evidence of Contract

- a. We will only carry you if you are the Guest named in The Ticket.
- b. We may ask you to prove that this is the case.
- c. We sell some tickets at discounted fares which may be partly or completely non-refundable. You should choose the fare which best suits your needs and consider taking out insurance to cover tickets where you might have to cancel your ticket.
- d. The purchase of the ticket is made only under the free will of the passenger .

3.2- Changes to your ticket and non-use

- a. Changes to your ticket will only be made in the following circumstances and subject always to the regulations set out in the fare rules available on our website

Annex 5

Letters between Aruba Airlines and the DCA

Includes:

- Two letters from the DCA to Aruba Airlines expressing concern about the Cuban Passengers situation.
- Three letters from Aruba Airlines to the DCA responding several questions regarding this matter that were made by the Aeronautical Authority.



Government of Aruba
Ministry of Transport, Communications
and Primary Sector



DIRECTIE LUCHTVAART ARUBA
DEPARTMENT OF CIVIL AVIATION ARUBA

Ons nummer: DL/190398-A

Our number:

Folder:

Oranjestad, 8 July 2019

Mr. Francisco Arendsz
Accountable Manager
Aruba Airlines
Cumana 69,
Oranjestad,
Aruba

Ref.: Meeting follow-up

Dear Mr. Arendsz,

Referring to the meeting last Thursday with the ATA, DBB and the DCA, you are hereby kindly requested to send our Department in detail the specific actions taken or planned to be taken by Aruba Airlines, with respect to the accusations in the international press (as agreed during the meeting), since these accusations are not only damaging the name of Aruba Airlines but also the brand name of Aruba as a tourist destination.

Furthermore you are also requested to inform our Department of the legal actions taken against or by Aruba Airlines with respect to this matter.

Sincerely,



ing. E.F. Kelly, MBA
Director
Department of Civil Aviation of Aruba

cc: ATA, DBB

Department of Civil Aviation
Sahana Berde 73-B, ARUBA

☎: (297) 523 2665 📠: (297) 582 3038
e-mail: dca@dca.gov.aw

TGR: CIVILAIR ARUBA
AFTN: TNCAYAYX



Government of Aruba
Ministry of Transport, Communications
and Primary Sector



DIRECTIE LUCHTVAART ARUBA
DEPARTMENT OF CIVIL AVIATION ARUBA

Ons nummer: DL/190398-B
Our number:

Folder:

Oranjestad, 19 September 2019

Mr. Francisco Arendsz
Accountable Manager
Aruba Airlines
Cumana 69,
Oranjestad,
Aruba

Ref.: Cuba Accusations

Dear Mr. Arendsz,

Referring to the meeting of 4 July 2019 with the ATA, DBB and the DCA, and referring to our letter DL/190398-A dd. 8 July 2019 and your letters ACM07-12-19/FRA-049 dated 12 July 2019 and ACM07-18-19/FRA-053 dated 18 July 2019, we hereby bring the following three items to your attention.

a. You are kindly requested to confirm if Aruba Airlines has received a letter from the United Nations, Human Rights Branch, concerning the subject indicated above.

b. With respect to your letter ACM07-12-19/FRA-049 dated 12 July 2019 you are hereby kindly requested the following:

Item 1: Indicate if the requested information has been received and what has been done with the information.

Item 2: Indicate if the requested information has been received and what has been done with the information.

Item 3: Indicate if the requested information has been received and what has been done with the information.

Item 4: Confirm this item is fully implemented.

Item 5: Confirm this item is fully implemented.

c. Besides the above, what other measures you have taken to prevent Aruba Airlines from transporting passengers against their free will.

Sincerely,


ing. E.F. Kelly, MBA
Director
Department of Civil Aviation of Aruba

cc: ATA, DBB

Department of Civil Aviation
Sabana Berde 73-B, ARUBA

☎: (297) 523 2665 📠: (297) 582 3038
e-mail: dca@dca.gov.aw

TGR: CIVILAIR ARUBA
AFTN: TNCAYAYX



COPY

Government of Aruba
Prime Minister
Her Excellency Mrs. Evelyn C. Wever-Croes
L.G.Smith Boulevard 76,
Oranjestad, Aruba

Aruba 18 July, 2019

Our ref: ACM 07-18-19/FRA-054

B.I.D. Ministerie van Algemene Zaken, Integriteit, Overheidszorg, Innovatie en Energie
Ing: 18 JUL 2019
Volg-No.: _____

COPIE

Subject: Follow up of actions taken regarding the false accusations made in the international press against Aruba Airlines.

Her Excellency Prime Minister Croes,

On behalf of Mr. Esteban Valles CEO-President of Aruba Airlines, here attached please find the letter sent on July 16, 2019, from our lawyer based in Miami, [REDACTED] Cuban Prisoners Defenders ("CPB"), and La Unión Patriótica de Cuba ("UnPaCu"), who have been defaming Aruba Airlines, making false allegations regarding the purported forced expatriation or deportation of two individuals from Cuba to Guyana, and claiming that Aruba Airlines and/or Mr. Valles cooperated and coordinated such acts with the government in Cuba in a violation of law.

In response to [REDACTED], please find attached a copy of an email sent by Mr. Javier Larrondo and [REDACTED], whom represents "Cuban Prisoners Defenders", confirming the withdrawal of the tweet published on July 13, 2019 on the Twitter social network and publishing of a public statement in defense of the good name of Aruba Airlines and Mr. Esteban Valles.

This action confirms that the previous accusations were unfounded, based on rumors and solely intended to damage the reputation of Aruba Airlines.

Sincerely,




Deputy-Accountable Manager
Aruba Airlines

Cc: Mr. Esteban Valles – President/CEO, Managing Director



COPY

Government of Aruba
Ministry of Transport, Communication & Primary Sector
His Excellency Minister Mr. Crispin V.J. Romero
L.G. Smith Boulevard 76,
Oranjestad, Aruba

Aruba, 18 July, 2019

Our ref: ACM07-18-19/FRA-053

B.I.D. Ministerie van Transport en Communicatie en Primaire Sector
Ing: 18 JUL 2019
Volg-No.: _____

COPIE

Subject: Follow up of actions taken regarding the false accusations made in the international press against Aruba Airlines

His Excellency Minister Romero,

On behalf of Mr. Esteban Valles CEO-President of Aruba Airlines, here attached please find the letter sent on July 16, 2019, from our lawyer based in Miami [REDACTED], Cuban Prisoners Defenders ("CPB"), and La Unión Patriótica de Cuba ("UnPaCu"), who have been defaming Aruba Airlines, making false allegations regarding the purported forced expatriation or deportation of two individuals from Cuba to Guyana, and claiming that Aruba Airlines and/or Mr. Valles cooperated and coordinated such acts with the government in Cuba in a violation of law.

In response to [REDACTED] please find attached a copy of an email sent by Mr. Javier Larrondo and [REDACTED], whom represents "Cuban Prisoners Defenders", confirming the withdrawal of the tweet published on July 13, 2019 on the Twitter social network and publishing of a public statement in defense of the good name of Aruba Airlines and Mr. Esteban Valles.

This action confirms that the previous accusations were unfounded, based on rumors and solely intended to damage the reputation of Aruba Airlines.

Sincerely,

**Deputy-Accountable Manager
Aruba Airlines**

Cc: Ing. Edwin Kelly, MBA – Director DCA
Mr. Esteban Valles – President/CEO/Managing Director

Cumana 69 – Oranjestad – Aruba, Dutch Caribbean
Tel: +297 5838300 Ext. 252
Email: info@arubaairlines.aw

Fwd: Accusations Cuba

1 message

Thu, Sep 26, 2019 at 10:29 AM

Dear Mr. Kelly,

Furthermore to my yesterday 's email, dated Sept 25, 2019, here attached I Am forwarding letter received from our local ground handling company in Georgetown, Roraima Airways Inc, reference to item 2 which is self explanatory.

Regarding Item i and 3, we are still pending on their response.

If more information is needed do not hesitate to contact us.

Best regards,

Dear Mr.Kelly,

Reference a.. Letter from United Nations Human Rights Branch has been received and is now in the hands of our Lawyer for further handling. We have requested a draft copy in order to assure that it will be in line with the DCA as requested by you.

b..

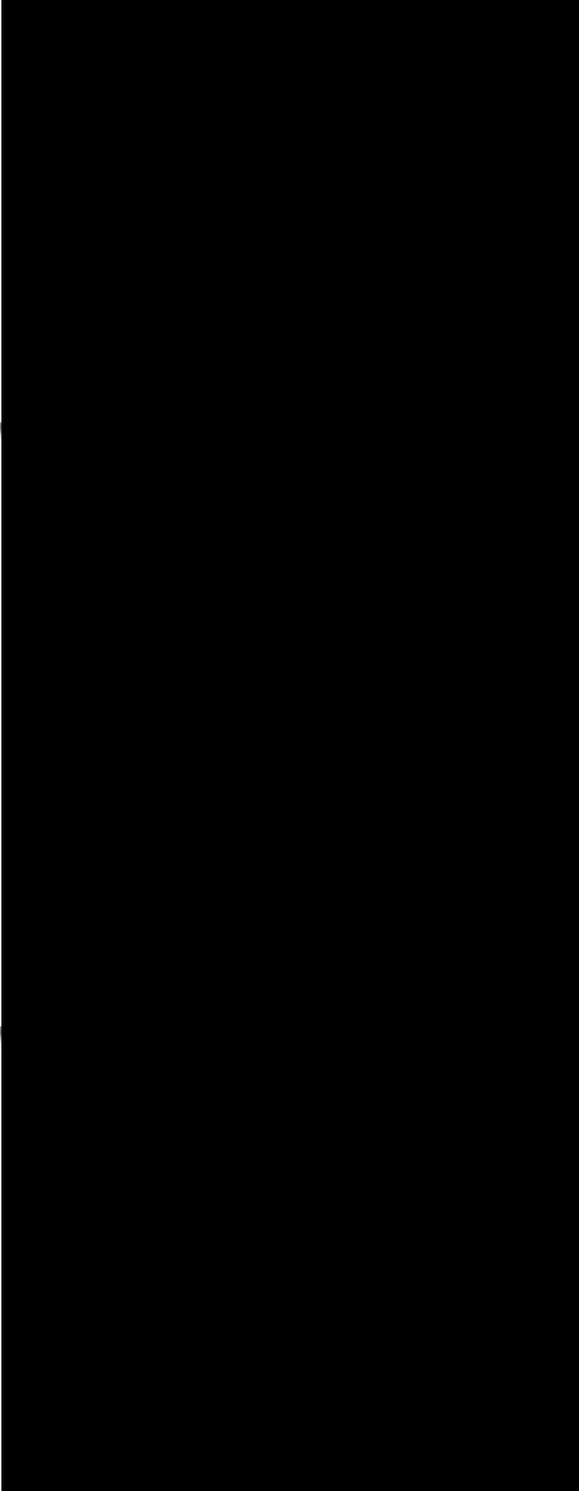
Item 1..2.. and 3.. No information received as yet.. Have resent a second request and awaiting their action. Item 4 and 5 duly implemented and proof was attached in letter ACM 07-12-19/FRA-049 as Annex 5 and 6. Please find attached this email copy of the proof that was attached in letter ACM 07-12-19/FRA-049..

c..

Besides what we have stated in our previous letter nothing more can be done at station HAV. Also we have reminded the cabin crew members to report any irregularity, suspicious and distress passenger behavior during boarding and flight and to report this immediately to the captain for further action.

Additional to the above we will start, during the Month of October, with a training regarding this subject.

Best regards,





RORAIMA AIRWAYS INC

SATISFYING ALL YOUR TRAVEL AND TOURISM NEEDS

June 21st ,2019

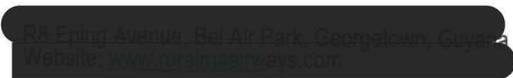
**STATEMENT REGARDING PASSENGERS ELIECER GONGORRA
IZAGUIRRE AND DANIEL LLORENTE MIRANDA**

Through this statement, we hereby confirm that both passengers ELIECER GONGORRA IZAGUIRRE (TKT # 2090340112122) and DANIEL LLORENTE MIRANDA (#2090820003424) of flight 0902 of Aruba Airlines, arrived at Cheddi Jagan International Airport on February 21st,2019 and May 16th, respectively, without any companion and carried out all the migratory and customs processes in a regular form. Also, we can confirm, we did not receive any notification from any Cuban Government authorities regarding expatriate citizens.

There were no irregularities or behaviors that could led the airport personnel to suspect the passengers were subject of an illegal expatriation procedure, nor any information provided by the passengers to the handling personnel indicating the cause of their trip.

We are firmly convinced that, Aruba Airlines, did not incurred in any kind of complicity to perform such acts the passengers are claiming, and carried out its duties in compliance to local and international regulations.

Chief Executive Officer



Annex 6

Invoices related to the AG- Cuban Passenger's Matter

Includes:

- Three invoices from payments Aruba Airlines had to made regarding this issue and the control of its possible consequences.

July 15, 2019
Aruba Airlines
Atten: Esteban Valle

INVOICE

Ref: Aruba Airlines/ Cuban PAX

Invoice No.: 2019-10045

For Legal Services:

\$7,500.00

[REDACTED]

[REDACTED]



Invoice

Bill to

Arubaanse Luchtvaart Maatschappij N.V
d.b.a. Aruba Airlines
Att. Mr. EJ. Valles
Cumana 69
Oranjestad, Aruba

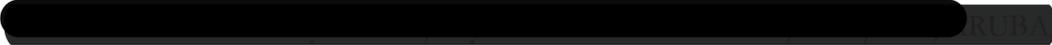
Job no. 66.489.01
Re Aruba Airlines – advies

Invoice no. IN2019347
Invoice date 8/1/2019
Due date 8/15/2019

For services rendered in July 2019 as specified in the attached time report. 4,859.00

Total	AWG 4,859.00
Paid	AWG -2,500.00
Balance	AWG 2,359.00

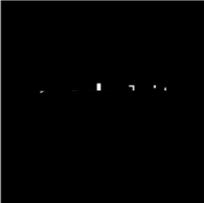
Please pay invoice to:



or



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



BILL TO

[REDACTED]
Aruba Airlines
Cumana 69
Oranjestad Aruba

Invoice 1144

DATE 07/25/2019 **TERMS** Net 30

DUE DATE 08/24/2019

ACTIVITY	QTY	RATE	AMOUNT
PR Consulting PR Crisis management services including, crisis response and message development such as statements, press releases, articles; in Papiamento and English. Media relations and lobbying. Rate includes rapid response crisis fee and availability; meetings, briefings, research and taxes).	1	1,500.00	1,500.00

Thank you for your business!

TOTAL DUE **AWG 1,500.00**

PAYMENT REFERENCE:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]