

Dear Dr. Pogodin,

thank you for your email.

We of course do try to operate our flights according to the schedule. However, due to air traffic congestion, weather, technical defects, etc. it sometimes is unavoidable to delay or cancel flights on short notice. We understand how disruptive flight irregularities are to our passengers' travel plans - we appreciate how difficult the situation must have been for you.

Please be informed that according to the EC Regulation 261/04, passengers are not entitled to receive a financial compensation in case of short term cancellations due to extraordinary circumstances like technical defects. We are not liable for indirect damages or consequential damage, or for damage recovery of a penal nature.

I fully appreciate the anger you have expressed concerning this incident. As I can understand your frustration about the whole situation I will refund you as a good will gesture the 250 Euros to the bank account you gave me. Please note, it can last up to 3 weeks until you receive the money on your account.

We do hope you have not been discouraged from traveling with us again and that future flights are enjoyable and trouble free.

best regards

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