



Sergey Pogodin <dr.pogodin@gmail.com>

EasyJet Query [Incident: ██████████]

1 message

easyJet Customer Experience Team <easyjet@maileu.custhelp.com>
Reply-To: easyJet Customer Experience Team <easyjet@maileu.custhelp.com>
To: msupsg@yandex.ru

Tue, Jul 27, 2010 at 2:32 PM

Recently you requested personal assistance from our on-line support centre.

Subject

EasyJet Query

Discussion Thread**Response (Charlotte Aitken)**

27/07/2010 12.32 PM

Dear Mr Pogodin,

Thank you for contacting us.

I was disappointed to read that you had to wait at Barcelona airport. I can appreciate that the situation must have been frustrating, but please be assured that every step was taken to minimise the disruption.

You will know from our terms and conditions, that if we advise you of a delay to your flight of more than 1 hour from the scheduled time of departure and you chose not to fly, you will be entitled to either re-route your seat free of charge on to the next available easyJet flight, or cancel your seat and receive a credit for future flights with easyJet.

Our records indicate that you chose to travel as planned on the delayed flight and I regret that we are unable to offer you any compensation under these circumstances. This is inline with our terms and conditions and the EU legislation regarding delays and cancellations.

If you have incurred additional costs as a result of this delay, I can suggest making a claim through your travel insurers, for which we can send a letter confirming the length and reason for the delay.

Providing our passengers with a punctual and reliable service is naturally one of our principle aims. I also recognise that the care and attention you receive from our staff, especially when things go wrong, is of the utmost importance. It is inevitable that there will be occasions when we are unable to operate our flights, as scheduled, due to circumstances beyond our control. I am sure you will appreciate that adverse weather conditions are very often incompatible with the safe operation of a flight. This was the case in this instance.

In such circumstances any entitlement passengers may have to compensatory payments are subject to the provisions laid out in our Terms and Conditions, in addition to those specified under European Union laws. Such an event constitutes an 'extraordinary circumstance' under the governing regulation, that is, the occurrence was outside the reasonable control of the airline. It is for this reason, I regret, I am unable to agree to your claim for compensation.

Nevertheless I would like to thank you for taking the time to share your thoughts with me and if you feel we have failed to meet your expectations, then I extend my most sincere apologies. I do hope this incident will not stop you from choosing easyJet in the future.

Yours sincerely,

Charlotte Aitken

6/17/13

Gmail - EasyJet Query [Incident: ██████████]

Customer Service Representative

Auto-Response

26/07/2010 10.53 AM

Dear Sergey

Thank you for submitting your question. Your reference number for this question is ██████████. We would like our Customers to have a speedy response to their enquiry, with this in mind we have looked at your email and have provided you with some suggestions for an instant answer to your question. We hope you will find these helpful.

If we have not found an immediate answer to your question, we aim to respond to your question as soon as possible.

Yours sincerely

easyJet Customer Experience Team

Customer (Sergey Pogodin)

26/07/2010 10.53 AM

Dear Sir/Madam,

I flew with EasyJet on flight 4526 Barcelona – Berlin Schoenefeld, scheduled on February 12, 2010 at 10:40. The flight was severely delayed for almost five hours due to technical problems onboard of plane and departure became possible only with arrival of new plane. Among other passengers I filled complain form provided by the representatives of EasyJet, but still have not got any answer from your company.

Also I should notice that very poor information was provided by the EasyJet representatives about the rights of passengers in case of flight delay. As consequence of this I put request of travel refund in my complain form. Later I found, that, according to EU Regulation 261/2004 and recent decision of the European Court of Justice, delay of flight for the distance 1500-3500 km. for more than 3 hours gives me right for compensation of size 400€. Thus now I demand the compensation determined for such cases by European regulations.

Please find attached copy of my original complain form # ██████████

Sincerely,
Sergey Pogodin.