

Customer Complaints Department 18 December 1993
Kuoni Travel Limited
Kuoni House
Dorking
Surrey
RH5 4AZ

Dear Sirs

**YOUR HOLIDAY BOOKING REFERENCE 2178588
GARUDA INDONESIA FLIGHTS GA667 & GA880 12 DECEMBER 1993**

We are writing to you to complain about the excessive delays and poor service we received from Garuda Indonesia on the above flights. We believe that Kuoni, as our agents for the above holiday, should follow up this complaint with the airline on our behalf.

We set out our complaints under the following headings:

- a)excessive delays;
- b)inadequate communication with passengers during the delays;
- c)poor in flight service and travelling conditions.

Excessive delays

We were originally scheduled to arrive at London Gatwick at 9.55 on 13 December. In the event, we landed at about 17.55, approximately eight hours late. The delays mainly consisted of a six hour delay at Jakarta and an additional two hour delay at Bangkok. Garuda appeared to make no effort to mitigate the problem by speeding up the flights.

We were unable to get free transport home from Gatwick in the evening which resulted in direct costs for which we claim reimbursement. The costs incurred are shown in the table overleaf:

Expense	Cost £
2 x Rail travel to Victoria (see enclosed tickets)	20.40
Taxi from Victoria station (see enclosed receipt)	19.40
Several long distance telephone calls (estimate)	10.00
TOTAL	£49.80

Inadequate communication with passengers during the delays

We were told when we reserved our seats on the morning of 12 December that we would be required to change plane at Bangkok, but this would not result in any delay to our expected arrival time at Gatwick.

We were informed on our arrival at Jakarta that there would be a five hour wait there for our next plane, and that we should arrive in London at about 13.00. After the gruelling five hour wait we were called for the plane, crammed into a tiny boarding lounge and held there for over an hour with no explanation for the extra delay. Garuda staff gave a wide range of answers to direct passenger requests for information, which included "we don't know either" and "the cabin crew are on their way but have been caught in a traffic jam" (Jakarta at 1.00 a.m. local time?).

Similarly, at Bangkok we were originally told we would take off at 7.00 a.m. local time, then that we would board at 7.00 a.m. for 7.30 departure. Promptly at 7.00 we were crammed into another tiny departure lounge, again for over an hour and again with no explanation for the additional delay.

This inadequate communication made an unpleasant situation significantly worse and caused a great deal of distress amongst the passengers.

Poor in flight service and travelling conditions

We also wish to complain about the poor service on the Bangkok to Abu Dhabi leg of the journey, and the state of the plane from Bangkok to London.

The staff on the Bangkok to Abu Dhabi flight were extremely surly and unpleasant to deal with. They caused chaos at boarding by telling people that they could sit wherever they wanted, although we all had numbered boarding passes and several of us had taken great pains to request and reserve our preferred seats. Apart from throwing the mandatory drink and meal at us, they made no effort at all to provide service during the flight; we had to make great effort to extract service from them. As an example, one fellow passenger asked a steward whether she could move forward a couple of rows into club class to see the movie, as the screen was obscured from her seat. The steward rudely refused the request and promptly took up a seat in club class himself to watch the movie for two hours.

We are complaining about the service between Bangkok and Abu Dhabi because it was incredibly bad. The cabin crew changed at Abu Dhabi and we were satisfied with the service between Abu Dhabi and London.

The 747 in which we flew from Bangkok to London was in a dreadful condition. It had not been properly cleaned and several toilets were inoperable. One of our reading lights was broken throughout the flight.

We were in Garuda's hands for some 30 hours spanning two nights. Despite this, we were not provided with any accessories (toothbrushes, flannels, eye masks etc). Neither of us have ever taken overnight flights without receiving such accessories.

We are afraid that the whole episode simply reeks of incompetence and lack of customer care. On the evidence of this experience, we would be most reluctant to travel with Garuda again. We were very happy with the Kuoni tour and the service we received from Kuoni staff. We believe that it cannot be in Kuoni's interest to use unsatisfactory carriers and we recommend that Kuoni investigate the problems with Garuda and reconsider Kuoni's use of that airline.

For our part, we request the following actions:

- a) reimbursement of the direct costs we incurred (about £50 as detailed above);
- b) some compensation for the distress and inconvenience caused by Garuda's negligence, rudeness and incompetence;
- c) an explanation for the unhappy episode together with a summary of the actions Garuda intends to take to prevent similar occurrences in the future.

Yours sincerely

Ian Harris and Jane Wormleighton

cc: Garuda Indonesia Customer Complaints Department