



Mr I Harris & Miss J Wormleighton  
Flat 4  
12 Clanricarde Gardens  
London  
W2 4NA

11th February 1994

London  
Our Number  
Subject

LONSS/C/6503mc

**WITHOUT PREJUDICE**

Duke Street  
London W1M 5DF  
Tel. 071-935 7055  
071-486 3011  
(Reservations)  
Telex 295896 GRUDA G  
Fax 071-224 3971  
Sita Code LONDMGA

Dear Mr Harris & Miss Wormleighton,

We write again to offer the company's sincere apologies for the difficulties encountered by yourselves on our services.

26 Cross Street  
Manchester M2 7AN  
Tel. 061-832 6384  
Telex 667890 GRUDA G  
Fax. 061-832 5919  
Sita Code MANSSGA

After careful consideration, we are prepared to offer you an ex gratia payment of £35.00 each, in full and final settlement of this claim. This offer is made with no acceptance of liability and in an effort to conclude this claim.

In order that we may arrange for our settlement cheque to be issued, it is necessary for us to receive confirmation of your acceptance of our offer. We have therefore enclosed our Form of Final Release, which requires the signature of the lead passenger and also that of a witness.

On completion of the enclosed document please return it to this address, so that we may ensure that our settlement cheque is issued as speedily as possible.

Please offer our sincere apologies on behalf of the company for the inconvenience caused.

Yours sincerely,

  
F.M. WALTHER  
CUSTOMER LIAISON OFFICER

enc:

cc: Kuoni Travel Limited

Incorporated in  
Indonesia  
P.T. (Persero) Perusahaan  
Penerbangan  
Garuda Indonesia  
Kantour Pusat/Head Office  
Danareksa Building  
Jl. Merdeka Selatan 13  
Jakarta, Indonesia  
Tel (21) 3801901  
Tlx 49113 GIAJKT

The General Conditions of Carriage of  
Garuda Indonesia are applicable in con-  
nection with all offers. All fares, rates and  
schedules are quoted subject to alteration  
G/ 48