



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

12th January 1994

London  
Our Number  
Subject

LONSS/C/6261mc

30 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 & Ms J Wormleighton

Thank you for your letter of the 18th of December, with a copy of a letter you have forwarded to Kuoni Travel Limited. We apologise for the delay in responding to you.

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

Flight GA880 was indeed delayed in Jakarta and Bangkok, with the result that the flight arrived at 17.47 on the 13th December 1993, rather than as scheduled 10.20. The delay was caused by aircraft rotational difficulties. We can only apologise for this unavoidable delay and the resulting inconvenience that you experienced.

For your reference we have enclosed a copy of section 9 of the IATA Standards and Conditions, covering flight timings. These conditions were printed on your ticket. We do suggest that you submit a claim to your travel insurance company with regard to this delay, and if we can be of any assistance in this matter please do not hesitate to contact us at the above address.

The flight GA880 was scheduled to make the stopover in Bangkok, but due to the aircraft rotational difficulties it was necessary for the aircraft to be changed during this stopover in Bangkok.

We were very surprised to hear of your dissatisfactions in relation to the service provided by our ground crew at both Jakarta, and at Bangkok. This matter has been raised with our Head Office and we can only offer our apologies that you were not further informed of the delays.

Incorporated in  
Indonesia  
P.T. (Persero) Perusahaan  
Penerbangan  
Garuda Indonesia  
Kantor 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.I. 80



In relation to the issues raised with regard to the service provided by our crew on the leg from Bangkok to Abu Dhabi, kindly accept our apologies. The relevant staff concerned have been contacted to ensure that the necessary action is taken so to that our customers are not similarly disappointed in the future. We are always making every effort to maintain our usual high standards.

The complaints made concerning the state of the aircraft have been forwarded to our Maintenance Team Manager. We feel confident that he will look into all the matters raised, and are sorry for any frustrations experienced.

Given the above information we are unfortunately unable to accede to your wishes for compensation. Nevertheless, we do hope that we have addressed all the issues raised in your letter.

As a result of company policy we will be unable to provide you with any further information in regard to actions taken. However, kindly be assured that we consider the feedback that we receive from our customers vital to the success of our operations and every effort is being made to ensure that our customers are not similarly disappointed in the future.

Yours sincerely

A handwritten signature in blue ink, consisting of a large loop on the left and a long horizontal stroke extending to the right.

F. M. WALTHER  
Customer Liaison Officer

cc: Customer Relations Department  
Kuoni Travel Limited