



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

27th January 1994

London  
Our Number  
Subject

LONSS/C/6370mc

3 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

We thank you for your letter dated 22nd January together with your copy correspondence addressed to Kuoni Travel.

It was with regret that we learnt of your dissatisfactions concerning the explanation and apologies made in our previous correspondence dated 12th January with regard to flight GA880 on the 13th of December.

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

As previously explained our Jakarta to London flight was unfortunately subject to an unavoidable delay caused by aircraft rotation difficulties. We would again apologize for this delay and for the undoubted inconvenience caused.

In responding to your claims for monetary compensation may we again refer you to paragraph nine of the IATA Standard and Conditions, which govern carriage by air.

We were sorry to learn that you found our comments concerning the service provided by our staff insulting. This was certainly never our intention.

In accordance with our company policy all customer correspondence is carefully analysed and you may be assured that our management in Jakarta have been furnished with copies of all your correspondence. In so doing we may ensure that your grievances will be pursued with the appropriate departments concerned.

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  
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We have again considered your claim, but are unfortunately unable to accede to your request for financial payment. However, please be assured that Garuda Indonesia continually strives to achieve high standards of customer service. We believe that the feedback we receive from our clients is invaluable in ensuring that these standards are maintained and where necessary approved upon.

Yours sincerely

A handwritten signature in blue ink, appearing to read "F. M. Walther", with a large, sweeping flourish extending to the right.

F. M. WALTHER  
Customer Liaison Officer

cc: Kuoni Travel Limited