

Our ref.: CR-83190. Date: 09.09.13.
Date: 14.08.13.

Patrick [REDACTED]

Stockholm
Sweden

Dear [REDACTED]

With reference to your application, please accept my apologies for inconveniences you and your travel partners have encountered due to delay of the flight on the route Stockholm-Riga on June 29th, 2013.

I kindly inform you that the said flight unfortunately was delayed due to extraordinary circumstances. I can assure you that we did everything possible to speed up departure and ensure timely arrival.

I truly regret to hear that because of delay your flight was no longer serving any purpose. Please for unused part of ticket refund address your travel agency where you bought tickets for the aforementioned flight.

I also apologize for your inconvenience before the flight on the route Chisinau-Riga on July 27th, 2013. I truly regret to hear that you could not check-in on our webpage. I am pleased to inform you that we will reimburse check-in fee charged at Chisinau airport in amount of 30 EUR. I would like to offer you to receive this compensation as an airBaltic Gift Voucher in the amount of 53 EUR.

Please note that:

- AirBaltic Gift Voucher would be sent to your e-mail address within 5 days of your notice and it can be used to book flights(including luggage fee payment and order of hot meals while booking your flight) at www.airbaltic.com;
- You can use this Gift Voucher as either the sole means of payment or as a partial payment for a larger total sum;
- You can use this Gift Voucher purchasing flight tickets for yourself or your relatives and friends.
- You can redeem the Gift Vouchers within 6 months since date of issue; travel period must be within 12 month period since Gift Voucher's date of issue.

However if you prefer to receive compensation as a transfer to your given bank account, we will make transfer in the amount of 30 EUR within 2-4 weeks of your notice.

I kindly ask you to inform me of your preferable way to receive compensation by sending me an e-mail to okv@airbaltic.lv or mailing address: airBaltic Customer Relations, International Airport "Riga", Riga, LV-1053, Latvia, or fax: +371 67 207 886.

Unfortunately we cannot meet your request for additional compensation, as well as to cover your additional expenses for newly purchased tickets, hotel, postage and phone costs; however I once more apologize for your inconvenience and look forward to further cooperation.

Please be sure to include your application number [REDACTED] with all correspondence regarding this case and also please note that your reply will be reviewed and answered within 2 weeks.

Yours Sincerely,
Air Baltic Corporation AS



Oksana Kovalova
Senior Customer Relations Representative