

Our ref.: [REDACTED], Date: 09.09.13.
Date: 14.08.13.

Patrick [REDACTED]

[REDACTED]
Stockholm
Sweden

With reference to your letter, please once more accept my apologies for inconveniences you have encountered while using our services.

I kindly inform you that our decision is made based on Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004, which according to Article 5 states that an air carrier is not obligated to pay compensation, if the delay is caused by extraordinary circumstances. I would also like to explain that the flight on the route Stockholm-Riga on June 29th, 2013 unfortunately was delayed due to unexpected flight safety shortcomings (aircraft cargo door position indication system defect) which according to Recital 14 of Regulation (EC) No 261/2004 of the European Parliament and of the Council is considered unpredictable and unavoidable. Taking into consideration these circumstances flight delay is considered to be extraordinary in the scope of Regulation and therefore we do not consider your request to pay delayed flight compensation justified.

However as mentioned in previous correspondence we will be glad to reimburse check-in fee charged at Chisinau airport in amount of 30 EUR as a transfer or in amount of 53 EUR as Gift voucher. Therefore I kindly ask you to advise 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.

Once more please accept my apologies.

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