

From: **British Airways Customer Relations** <gsrreplies@contact.britishairways.com>

Date: 17 April 2015 at 10:49

Subject: Your Response from BA Customer Relations

To: xxxxxxx@gmail.com

****Please DO NOT reply directly to this email by using the 'reply' function on your personal email settings, as it WILL NOT be received. If you wish to send us a reply please use the link at the bottom of the email****

Dear Mr Dial

Thank you for your letter dated 26 March addressed to Silla Maizey and the Executive Chairman, Keith Williams about been downgraded on flight BA0191 on 13 March. Keith has asked me to reply to you on his behalf and so this is not a standard email. I apologise on behalf of British Airways for not contacting you proactively about this matter and for the delay in my personal response.

I see from your booking that you purchased the ticket to Austin on 04 November 2014 through you travel agent Opodo. I completely understand your frustration at booking this ticket so far in advance and arriving at the airport to find you've been downgraded from the Club World cabin.

I hope our staff explained that there are occasions where our customers make a booking and then don't turn up for their flight. We, along with other airlines, have an overbooking policy, which helps us avoid flying with empty seats and means we can keep the cost of our fares down. Ultimately this means we can fly a lot more passengers to their destinations. We collect data about how many people don't turn up for each flight and we use this information to tell us if we should book more passengers than there are seats.

Our records show the Club World cabin on your flight was full, the World Traveller Plus cabin had one spare seat and the World Traveller cabin had two spare seats. These figures show that we do get it wrong sometimes and more passengers might turn up for their flight than we expected. We first ask for volunteers so people who aren't on a tight schedule and don't mind waiting for the next flight, don't travel. If no one steps forward, we have to choose customers at random, regardless of when they purchased their ticket. I'm so sorry for the problems this caused you, especially as you were embarrassed in front of your client.

I can see that the airport gave compensation of £200.00. This amount is not set by us, but is part of EU legislation which all airlines based in Europe have to adhere to. Please be aware that card 4008370016680325 issued to you expires quite quickly, so accessing the full amount straight away is advisable.

We appreciate your custom as a Bronze Executive Club member and as a frequent flyer with our **oneworld** partner, Air France. We are sorry to hear that you felt the World Traveller Plus cabin was uncomfortable, that the food was appalling and that the service was below average. I have passed these comments to the relevant departmental managers and if you wish to elaborate on these issues please use the blue link below to send me the details and I will pass them on too. We use passengers feedback to improve every aspect of our service.

Thank you again for contacting Keith Williams, and for giving me an opportunity to respond to your concerns.

Best regards

Julie Lee

British Airways Customer Relations

Your case reference is:13497179

Please use the following link to send us a reply and quote your case reference 13497179 in any correspondence with us:

>https://britishairways.com/travel/webforms/public/en_gb?eld=120001&wfpld=custrelreplies&case=13497

OTHER CONTACT INFORMATION

If you have a general query about British Airways or your journey with us, you can ask your question online:

<http://www.ba.com/yourquestions>

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