

Thank you for your letter regarding the above mentioned reservation with xxxx.

I am genuinely sorry that your travel plans were affected by the closure of UK airspace due to the volcanic ash cloud originating from xxxx. I fully appreciate your position and that being caught in this situation must have been distressing. I trust you will understand however that the circumstances causing this regrettable situation were exceptional and, moreover, entirely beyond the control of this company.

I note that you experienced difficulties in communicating with xxxx. I do hope you will understand however that, due to these highly unusual and exceptional circumstances, the volume of telephone calls and email enquiries to this company has been huge. Extreme pressure was placed on our emergency and customer services departments and our agents did do their utmost to deal with customer enquiries as soon as possible. I would, nonetheless, apologise for the disappointment you have expressed.

Naturally, I was most concerned to learn that funds were debited from one of your accounts incorrectly. I note that on several occasions in your letter, you make allegations of what you call "fraudulent activity". That is a very serious allegation to make. I acknowledge that the amount debited initially was incorrect but I am of the opinion that this was a genuine human error and certainly was not done with fraudulent intent. I would, nonetheless, apologise unreservedly for this clerical error. I can confirm that all related transactions, both debits and refunds, were processed by this company on xxxx.

Due to the uncertainty of the ash cloud situation and changing estimations of when UK airspace would be re-opened, xxxx decided to arrange coach transport to repatriate customers in resort. Regrettably due to the nature of the situation and exorbitant costs applicable, we did have to ask customers to pay for this service. However, this option was entirely voluntary and customers were under no obligation to purchase seats on this service. The transfer service was arranged for you and confirmed on your behalf at your request and once confirmed, in common with the vast majority of booking agents, was non refundable.

In view of the above and given that the coach transport did operate as booked and that these were exceptional circumstances beyond our control, I am sorry to have to inform you that I cannot agree to any form of refund in this instance. I would therefore advise you to contact your travel insurance provider to determine what cover is available under your policy as I am aware that insurance companies have been sympathetic to volcanic ash related cases.

I sincerely hope that you will now understand why, whilst sympathetic, I am unable to reimburse your coach fare from xxxx to xxxx. Even so, on behalf of xxxx, I would like to take this opportunity to apologise for the inconvenience and disruption caused.