



Alan Levine <cogdogblog@gmail.com>

Your recent travel with Icelandair to Boston.

Alan Levine <cogdogblog@gmail.com>

Wed, Dec 17, 2008 at 3:27 PM

To: yourcomments <yourcomments@icelandair.is>

Thank for for finally replying to my request.

However, I have in my hands, tickets for flights American Eagle 4617 (Boston->JFK) on Nov 29 (ticket # 108 7376269300) and US Airways Flight 15 (JFK-PHX on Nov 30) that I paid Iceland Air which were never used. You are pocketing my money and that is not fair.

Despite your timeline, that is theoretical, and is not what happened to me. I did EVERYTHING humanly possible ot make my flight and was delayed every step on the way.

Let me tell you how it played out.

6:15 PM Flight 631 Lands

6:25 PM I walked off the plane

6:35 PM First bags emerged from Belt

6:45 PM My bag emerged

6:55 PM I finally walked through US customs (there was a line at least 80 people long moving one at a time). I DID check my bag for transfer. IN fact there was NO ONE from IcelandAir on duty, and someone from another airline actually handled my bag. This cost me another 10 minutes. I was told to take bus 11 to Terminal B

7:00 PM I exited Terminal E and see bus 11 pull away.

7:15 PM I waited as many buses pass by before Bus 11 arrives. There is no signage at Logan to indicate what bus to take (This is not IcelandAir's fault, but a passenger has to deal with it)

7:20 PM I run to the American ticket desk to check in and find it closed. I attempted to get an electronic boarding pass and was refused because I was not there 30 minutes prior to flight. The gate agents walked out the door without ofering any help.

As you seem unwilling to pay attention to my concerns, I am filing all my paperwork with your office as well as the Better Business Bureau, the FAA, and every other consumer agency I can locate.

I understand these are difficult times for Iceland, for your airline, but you do not survive by treating customers poorly (there is absilutely no way to contact your customer service beyond a web form WHICH NO ONE RESPONDED TO DESPITE 4 ATTEMPTS TO GET HELP).

You have my money for unused tickets.

I want my money back.

Please have some compassion.

This was not my fault, adn not entirely your airline's fault, but you do not have the right to keep my money for services not used.

regards

Alan Levine

[Quoted text hidden]

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Alan Levine: A Cog, A Dog, A Blog

Go Dog Go! <http://cogdogblog.com>

366 Photos <http://tinyurl.com/34qqgg>

50 Web 2.0 Ways to tell a story <http://cogdogroo.wikispaces.com/50+Ways>

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