



Alan Levine <cogdogblog@gmail.com>

Refund for Unused Tickets

Alan Levine <cogdogblog@gmail.com>

Thu, Dec 11, 2008 at 11:31 AM

To: america@icelandair.us

This is taking extraordinary effort to reach customer service with Icelandair to get refund on tickets unused due to flight delays from Reykjavik to Boston. I have already submitted this twice to your web site and have gotten no respond and your phone agents are unable to provide a person who can take a complain over the phone. Please redeem what may be left of any chance I will ever return to Iceland by calling me ASAP at 512-423-2017 and tell me the check is in the mail

This is in reference to ticket 108 7376269300 purchased through expedia.

On November 29, Flight 631 from Reykjavik to Boston was 15 minutes late in schedule gate arrival time of 5:50pm, and my bags did not emerge until 6:45; by the time I got through a long line at customs and waited 15 minutes for the erratic bus service at Logan airport, I missed my connecting flight 4617 on American Eagle to JFK airport AND my next day flight 15 US Airways flight from JFK to Phoenix. I also lost \$129 on a hotel room reserved near JFK and spent another \$85 for a hotel near Boston. I had to purchase out of pocket a US Airways ticket from Boston to Phoenix for \$858 plus a \$35 ticket fee.

There was no one at the IcelandAir desk by the time I went back to the international terminal to seek service. There was no phone number I could call. I wasted time entering this in your web site (twice_ and have not gotten any response.

I am expecting a refund of \$858+\$35+\$129 for expenses incurred due to delays of Icelandair plus something reasonable for the time I have wasted trying to obtain customer service.

If I am not contacted in 5 business days, I will escalate complaints to the FAA, Better Business Bureau, and elsewhere on the internet where other potential customers may reconsider plans to fly your airline.

I am disappointed this experience has soured what was an extremely rewarding experience in Iceland, but I would not return if I had to fly this airline.

/* *****

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>

***** */