



Alan Levine <cogdogblog@gmail.com>

Your recent travel with Icelandair to Boston.

yourcomments <yourcomments@icelandair.is>

Wed, Dec 17, 2008 at 5:00 AM

To: cogdogblog@gmail.com

Dear Mr. Levine.

I refer to your e-mail dated November 30 and apologise for the delay in getting back to you.

Firstly, on behalf of Icelandair, I wish to convey my sincere apologise for the inconvenience caused and to thank you for taking the time to send us your observations regarding your experience.

It was very disappointing to read that you missed your connection flight to New York. A copy of your e-mail was sent to Icelandair's station manager in Boston. According to his report our flight FI631 on November 29, blocked in at 6:13 and he has no report of bags being delayed that evening. Bags are in Customs 15-20 minutes after block in. As you were a connecting passenger you did not have to re-check your luggage, you only had to take it through the custom. A report from AA indicates that your ongoing connection flight AA4617 to JFK was scheduled to depart at 7:40.

The minimum connection time for a domestic flight from Boston is 40 minutes and based on the report from our manager you should have had time enough to get your connection flight to JFK even though your luggage arrived shortly before 7 o'clock.

Mr. Levine, I am sure you can appreciate that Icelandair had no control over your problem and that we must respectfully deny your request for reimbursement / compensation. I would suggest if you had arranged any private travel insurance cover for your trip, to take your claim to your insurers.

Thank you for sharing your impressions with us. I do hope that I have been able to explain our position in this matter. I hope your future travels with us meet your highest expectations.

Sincerely yours,

Harpa Johannsdottir,
Customer Relations.
