

John Gilman, Staff Vice President  
Customer Service and Station Operations  
Skipjack Airlines  
PO Box 83700  
Seattle WA 98168

July 17, 2008

Re: Unsatisfactory Service, Flight 871 (Honolulu to Seattle), June 10, 2008

Dear Mr. Doe,

I'm writing on behalf of myself and my partner, Marsden Farley, about our experience on above Skipjack Airlines flight. As you are probably aware, this flight was delayed due to a mistake by the airline. Nearly two hours into the flight the crew realized that the plane had not been properly stocked with water in Honolulu, and as a result the plane was forced turn back. We had to wait on the tarmac in Honolulu several hours, and as a result our arrival in Seattle was delayed almost twelve hours. What should have been a five-hour flight ended up being sixteen hours.

When we finally got to Seattle in was 4:30 in the morning of the next day (June 11) and since we arrived at the airport at such an odd hour we were forced to wait longer for a shuttle, causing us even more delay.

Skipjack Airlines sent us a \$100 voucher in recognition of the fact that we had been inconvenienced, but we feel that this is not sufficient to compensate us. Besides the discomfort we experienced sitting in a crowded airplane for those extra twelve hours, we each basically lost a day recovering after the unplanned early morning arrival at SeaTac airport.

If this delay had been due to a mechanical failure or some other problem beyond the control of the airline, that would be another matter. However, this delay was clearly due to human error—in other words, Skipjack Airlines' error.

When Marsden and I bought our tickets from Skipjack, we thought we were buying a reasonably quick and comfortable flight from Honolulu to Seattle. However, due to the long flight delay and the discomfort we experienced sitting aboard a cramped airplane for those extra twelve hours—to say nothing of the extra day we each lost—we feel that we did not receive *any* of the value of the tickets we bought. Accordingly, we are asking that you either reimburse us for the full value of the tickets we purchased from you, for a total of \$1200, or that you give us two round-trip ticket vouchers for anywhere that Skipjack Airlines flies.

In the past we have generally been satisfied with the service we've gotten from Skipjack, but this latest experience has put a serious dent in our opinion of your company. We would like to continue flying Skipjack and recommending it to our friends, but before we can do that we'd have to have a good experience to cancel out the bad one we've just had.

Please contact me at the address or phone number below. I'm looking forward to hearing back from you.

Sincerely,

Gloria Bustenkowski  
Address Line 1  
Address Line 2