

LETTER TO EDITOR

MALAY MAIL

JULY 1, 2011

Frustration over flight delays

FLYFIREFLY Sdn Bhd media relations officer D. KALPANA says: "The safety of our passengers and crew are our top most priority and under no circumstances will we take a risk on safety. In the event a delay occurs, we take immediate action as stipulated in our general conditions of carriage.

"Clause 9.2 of our general conditions of carriage states at any time after a booking has been made, we reserve the right to change our schedules and/or cancel, terminate, divert, postpone, reschedule or delay any flight with reasonably cause for safety or commercial reasons."

"In this instance, our reports indicated passengers on this effected flight were given vouchers for light refreshments and were carried on the next available flight. In view of this, compensation by way of a full refund is not applicable."

When contacted, YEE says she was unsatisfied with the response and will bring the matter up at the National Consumer Complaints Centre.