From: Yangzhe Huang

To: Rita Simmons

Date: Thursday, March 11, 2010

Subject: Response mail to Lyn Smith/Customer Complaint File #ez5u8g

Here is the potential solution for customer, Lyn Smit. Globe is not legally responsible for Lyn Smith’s case and will not pay any cost during changing plane, but Globe do apologize for the inconvenience. Last, I want to know is it a proper approach to deal with Lyn Smith case? Thank for your suggestions.

725 Wonderland Rd N.

London, On N6h 4Y9

Thursday, March 11, 2010

Mrs. Lyn Smith

2727 Tokala Trail,

London, ON N6G 0L8

Dear Mrs. Lyn Smith:

Thank you for sending the compliant mail about your situation with Globe. We appreciate your feedback for your trip with us and we are willing to help and dispel any concern in your situation.

We do apologize for all the inconvenience during exchanging plane, especially for the failed booking flight from Chicago to Toronto, which cause you didn’t arrive the destination on time. However, we still believe the reasons that cause you into this terrible situation is not Globe’s responsibility. As you mentioned in your mail, Globe does not have flight operates on weekends out of Charlotte to Toronto, which lead us have to book another flight from BlueSky. Before you book a ticket, you should know Globe doesn’t have flights on weekends, so you can book other flights to fit on your schedule, then you can avoid all the flowing disappoint and frustrated experience. Due to air traffic, the flight from Charlotte to Toronto was cancelled, because the unpredictable quickly sheer passenger volume and other condition caused this cancelation. Globe rearranged the flight to Buffalo for you, because of the snow storm, which disrupted the normal schedule. We hope you can understand this common issue in your situation. Obviously, Globe indeed offered 2 option for you and Globe are not able to control these unpredictable incident, hence, at least Globe was trying to do the best for you. For our agent coordinated the re-booking on BlueSky. There is no evidence showed that they did not do their job well. In the opposite side, it’s possible that it was BlueSky’s agent problem, they may not handle this connection with our agent well, they could tell you that the responsible is on Globe to shrink their responsibilit. As every Globe agent, our goal is to provide good service for every client we have. They will give the best attitude and service to you. And Globe hope you can trust us. In the airport designated you to ‘SSSS’ (subject to special security search) situation. Globe have nothing to do with that. That is the local airport action. For the expanse U.S $250 you spent on the hotel. Based on our policy, Globe will not offer to reimburse the hotel costs(this, as with all other incidental expenses, is covered by standard IATA[ international Air Travel Association] ticket exclusions). The reason is actually the BlueSky didn’t coordinate your booking successfully, which cause you had to stay one night in the airport.

While Globe do have other alternatives for you instead of reimbursing the $250 expense. As you also mentioned in the email, Globe has no legally responsible for your situation and it’s BlueSky directly cause you detained in airport. However, I suggest you could try to send an email to IATA (International Air Travel Association) to ask for the reimbursement. Your request for the pilot (BlueSky Airl flight 3131 Chicago O’Hare to Toronto Pearson, March 2/10) personal information, we feel sorry that we can’t provide to you. Based on the policy, Globe cannot provide the name of the BlueSky Air pilot in question(privacy rules/regulations). That’s all Globe can provide to you. Since in your situation, Globe indeed gave you the best option that are available to you, we hope you understand and accept Globe’s good alternative deal.

Please let me know if you would like to accept this alternative option. I think this is the best option that Globe can provide to you. We are glad and appreciate you give us your experience feedback, which do help us to improve our future service. We are looking forward to have you as client on your next trip.

Sincerely,

Yangzhe Huang.