Dear Sir/Madam,

I am writing to express my profound dissatisfaction with the catastrophic domestic flight, on 21st of July 2020, from Bucharest to Cluj-Napoca, which I booked with your company on 26th of June.

My central complaint is that the plane was badly delayed. It sat on the runway for over one hour, much more than the flight itself! No one from the crew answered our questions. They were just saying that we were going to take-off in 5 minutes, every time someone asked about it. Well, multiply it with 20 and you will get the time we spent staying on that plane. There were kids who were getting bored and they started to cry and there were business men or women, like me, who missed their scheduled meetings! To make matters worse, one member of the staff started yelling at a senior citizen who just asked if he could switch seats somewhere closer to the toilet because, as he mentioned, he couldn’t walk a lot by himself.

However, when we finally took off, the crew announced us that no food or drinks would be served, not even plain water. That was completely absurd! We were very thirsty because before we got into the plane the security staff told us to throw away our water bottles because we would receive some during the flight, and let’s not forget that we stayed on the runway for over an hour. Therefore, we didn’t drink or eat anything for almost 3 hours.

I enclose a hard copy of the plane ticket. Unless satisfactory compensation is offered, I will proceed with legal action.

Respectfully yours,

Matthew Cooper.