Dear Customer Service of Southwest Airlines,

My name is Zhansaya Raimova and I am writing on behalf of six college exchange students from Kazakhstan, who are Dana Zhumabekova, Samal Kashaganova, Aizhan Ibrakhimova, Nazerke Toleukhanova, and Aidanak Tokkazy.

We have been enrolled in a summer internship with Southwestern Advantage in California and were supposed to get home by the 19th August due to start of the academic year in the university. However our flight from Dallas to New York was cancelled due to air traffic and we had to overpay for changing the time of international plane tickets $622 in total. Thanks to Christina in Dallas office we were at least able to get to Islip Long Island and she also provided food vouchers for us. However, just when we landed in Islip Long Island we found out that our baggage had partially been left back in Orlanda where we had a transfer. Missing baggage was transported by the next plane causing us to wait another three hours, which again created a risk to miss our international flight from New York, JFK, to Kazakhstan. Once we safely arrived to transit Moscow airport we again spent 13 more hours in Sheremetyevo International Airport.

Overall, due to poor company service we were spending more than three days at the airports and have arrived to the final destination with almost 24 hours delay physically exhausted. As a result we missed couple of lectures and important assignments at college. Our parents were not satisfied with the situation that we are facing here. We are extremely disappointed, and we kindly demand compensation for the expenses that all the circumstances cost.

Sincerely,

Zhansaya Raimova and fellow students.

* Aeroflot expenditure ($622)
* Stress and parents worrying (approaching the customer service was time consuming)
* Missing classes and assignments
* Physical exhaustion
* Plans were broken
* Staying in the airports