

Jade Fitzgerald

From: [REDACTED]@united.com
Sent: 25 November 2020 15:55
To: Passenger Complaints
Subject: Airline contact response request Covid-19 (ref: 24505340) (KMM71460522V19679L0KM)

Follow Up Flag: Follow up
Flag Status: Completed

Dear [REDACTED],

Based on country laws & regulations, currency restriction, local billing requirements and payment limitation, refund requests for travel agency-issued tickets (wholly unused or partially used) should be processed by the issuing agency through ARC or BSP via their GDS System. Tickets that are purchased and issued by travel agency outside of U.S. are settled and reported through IATA Billing & Settlement Plan system (BSP). Please advise her to contact her travel agency, Southall Travel Ltd, for any refund due.

The general processing time for International POS ticket is 45 days. However, it varies based on country law/policy and restriction dictated by the local government. Currently the processing time is approximately 60-75 days.

Regards,

[REDACTED]
Corporate Customer Care
case# 18943804

From: CAA Passenger Advice and Complaints Team <passengercomplaints@caa.co.uk>
Sent: Wednesday, November 25, 2020 5:13 AM
To: [REDACTED]@united.com>
Subject: Airline contact response request Covid-19 (ref: 24505340)

Dear [REDACTED]

CAA ref: 24505340

Airline ref: 160206510573764

-EC Regulation 261/2004-

We have received a complaint from [REDACTED] about the disruption of flight **UA4** on **3 May 2020** from London Heathrow to Houston.

Our records show that the passenger's flight was disrupted due to Covid-19 and we understand that this can be considered an extraordinary circumstance under EC Regulation 261/2004. We will therefore not investigate compensation under Article 7 of the legislation in this case.

Reimbursement of original ticket cost

Article 8 of EC Regulation 261/2004 deals with the right to reimbursement or re-routing in the event of cancellation or denied boarding. Paragraph 1(a) refers to "reimbursement within seven days.....of the full cost of the ticket at the price at which it was bought". The passenger is seeking a reimbursement of the original ticket cost.

Please look over the attached documents and provide the CAA with your comments in relation to the passenger's reimbursement claim in the box below:

Airline comments:

If we consider that compensation/refund is payable we will provide you with the opportunity to pay the passenger before we provide our view to them.

Please respond within 28 days of the date this email was sent. We look forward to hearing from you soon.

Yours sincerely,

[Redacted signature]

Shared Service Centre - Aviation Services
Passenger Advice and Complaints Team (PACT)
Civil Aviation Authority
Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR
www.caa.co.uk

The information you supply to us will be used by us to provide advice or resolve your complaint. This will usually involve sharing the information with the airline or airport you are complaining about.

The CAA's passenger portal can be found at www.caa.co.uk/passengers

The CAA is handling this complaint because your airline has not put in place Alternative Dispute Resolution arrangements. Since 1 June 2016, all complaints accepted by the CAA will result in a charge to your airline in accordance with paragraph 2.9 of the CAA Scheme of Charges (Operating Licences, Air Transport Licences, Foreign Registered Aircraft Operating Permits, Alternative Dispute Resolution Scheme and Scarce Capacity Allocation Certificates) which can be found on the CAA website at www.caa.co.uk/ors5.



Jade Fitzgerald

From: [REDACTED]@united.com
Sent: 01 February 2021 16:54
To: Passenger Complaints
Subject: Airline contact response request new (ref: 24505340) (KMM71865683V96794L0KM)

Follow Up Flag: Follow up
Flag Status: Completed

Dear [REDACTED]

Our records indicate the above referenced ticket was not purchased directly from United Airlines. Currency or IATA restrictions may be in place dependent upon where your ticket was purchased and in accordance with our refund policy, kindly submit your request to your Travel Agent. Any support for the refund should be submitted to them at the same time as your request is made.

Regards,

[REDACTED]
Corporate Customer Care
case# 18943804

From: CAA Passenger Advice and Complaints Team <passengercomplaints@caa.co.uk>
Sent: Monday, February 1, 2021 4:32 AM
To: [REDACTED]@united.com>
Subject: [EXTERNAL] Airline contact response request new (ref: 24505340)

This message was sent from outside of United Airlines. Please do not click links or open attachments unless you recognize the sender and know that the content is safe.

Dear [REDACTED]

CAA ref: 24505340

Airline ref:160206510573764

-EC Regulation 261/2004-

We are writing to your airline in connection with the complaint from the passenger, [REDACTED]. This is about the disruption of flight **UA4** on **3 May 2020** from London Heathrow to Houston.

We can confirm that [REDACTED] is acting on behalf of her mother [REDACTED].

May we kindly remind your airline of **Article 5(1)(a) Cancellation of the EC Regulation 261/2004** which provides:

1. In case of cancellation of a flight, the passengers concerned shall:

(a) be offered assistance by the operating air carrier in accordance with *Article 8*;

Article 8 Right to reimbursement or re-routing:

1. Where reference is made to this Article, passengers shall be offered the choice between:

(a) - *reimbursement within seven days, by the means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant,*

- *a return flight to the first point of departure, at the earliest opportunity;*

In light of this information, we would request for your airline to reimburse the passenger for the full cost of the ticket in line with the relevant legislation.

In addition, we would remind your airline of **Article 5(4) Cancellation:**

4. The burden of proof concerning the questions as to whether and when the passenger has been informed of the cancellation of the flight shall rest with the operating air carrier.

There is not a provision within the Regulation which states that a travel agent is responsible for the cancellation/disruption of a flight. In light of this, please would your airline reimburse the passenger for the full cost of their ticket.

Alternatively, if your airline has reimbursed the travel agent for this cost, please provide us with the relevant proof.

If we consider that a reimbursement/refund is payable, we will provide you with the opportunity to pay the passenger before we provide our view to them.

Please respond within 28 days of the date this email was sent. We look forward to hearing from you soon.

Yours faithfully


Shared Service Centre - Aviation Services
Passenger Advice and Complaints Team (PACT)
Civil Aviation Authority
Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR
www.caa.co.uk

The information you supply to us will be used by us to provide advice or resolve your complaint. This will usually involve sharing the information with the airline or airport you are complaining about.

The CAA's passenger portal can be found at www.caa.co.uk/passengers

The CAA is handling this complaint because your airline has not put in place Alternative Dispute Resolution arrangements. Since 1 June 2016, all complaints accepted by the CAA will result in a charge to your airline in accordance with paragraph 2.9 of the CAA Scheme of Charges (Operating Licences, Air Transport Licences, Foreign Registered Aircraft Operating Permits, Alternative Dispute Resolution Scheme and Scarce Capacity Allocation Certificates) which can be found on the CAA website at www.caa.co.uk/ors5.



Jade Fitzgerald

From: [REDACTED]@united.com
Sent: 03 March 2021 16:33
To: Passenger Complaints
Subject: Airline contact response request new (ref: 24505340) (KMM72013833V27689L0KM)
Attachments: [REDACTED] - proof of refund.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear [REDACTED]

Upon investigation, I see her travel agency issued the refund on 16SEP20. I have attached the proof of the refund. Please have her contact the travel agency as United no longer has the money.

Regards,

[REDACTED]
Corporate Customer Care
case# 18943804

From: CAA Passenger Advice and Complaints Team <passengercomplaints@caa.co.uk>
Sent: Friday, February 26, 2021 5:53 AM
To: [REDACTED]@united.com>
Subject: [EXTERNAL] Airline contact response request new (ref: 24505340)

This message was sent from outside of United Airlines. Please do not click links or open attachments unless you recognize the sender and know that the content is safe.

Dear [REDACTED]

CAA ref: 24505340

Airline ref:160206510573764

Thank you for your further response regarding with the complaint from the passenger, [REDACTED]
[REDACTED] This is about the disruption of flight UA4 on 3 May 2020 from London Heathrow to Houston.

May we kindly remind again your airline of Article 5(1)(a) Cancellation of the EC Regulation 261/2004 which provides:

1. In case of cancellation of a flight, the passengers concerned shall:

(a) be offered assistance by the operating air carrier in accordance with Article 8;

Article 8 Right to reimbursement or re-routing:

1. Where reference is made to this Article, passengers shall be offered the choice between:

(a) - reimbursement within seven days, by the means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant,

- a return flight to the first point of departure, at the earliest opportunity;

In light of this information, we would request for your airline to reimburse the passenger for the full cost of the ticket in line with the relevant legislation.

In addition, we would remind your airline of Article 5(4) Cancellation:

4. The burden of proof concerning the questions as to whether and when the passenger has been informed of the cancellation of the flight shall rest with the operating air carrier.

There is not a provision within the Regulation which states that a travel agent is responsible for the cancellation/disruption of a flight. In light of this, please would your airline reimburse the passenger for the full cost of their ticket.

Alternatively, if your airline has reimbursed the travel agent for this cost, please provide us with the relevant proof.

If we consider that a reimbursement/refund is payable, we will provide you with the opportunity to pay the passenger before we provide our view to them.

Please respond within 28 days of the date this email was sent. We look forward to hearing from you soon.

Yours faithfully,


Shared Service Centre - Aviation Services Passenger Advice and Complaints Team (PACT) Civil Aviation Authority Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR
<http://www.caa.co.uk/><[The information you supply to us will be used by us to provide advice or resolve your complaint. This will usually involve sharing the information with the airline or airport you are complaining about.](https://urldefense.com/v3/__http://www.caa.co.uk__;!!HYthtcT8!IsGycMZCEP9IAioH3u6oQegaSvBivLnGQHGYHj7fZsMtJFvrcirCwLK1HQUyMU$></p></div><div data-bbox=)

The CAA's passenger portal can be found at
<http://www.caa.co.uk/passengers><[The CAA is handling this complaint because your airline has not put in place Alternative Dispute Resolution arrangements. Since 1 June 2016, all complaints accepted by the CAA will result in a charge to your airline in accordance with paragraph 2.9 of the CAA Scheme of Charges \(Operating Licences, Air Transport Licences, Foreign Registered Aircraft Operating Permits, Alternative Dispute Resolution Scheme and Scarce Capacity Allocation Certificates\) which can be found on the CAA website at
<http://www.caa.co.uk/ors5><\[\\[\\[https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A__caaportal.icasework.com_servlet_servlets.getImage-3Fauth-3D0-26hash-3Dt4hC-2DdHbOMPn4fZRCT6dGA-253D-253D.Gw2-5FL-5F-5Fx9m5rukIXHD3u5w-253D-253D-257E-2521-26db-3Dv0K79J2soHE-253D-26csrffhash-3Dmd3ltBghP06VJP6J7ILQQ1F1EVprP-5F8ea3dz-2DXW4tqKWK1jTAqZOlyQfkQxFvE0J-2DZ1FyChJKq3Nhqn8KA31oEPzcV%26d%3DDwlGaQ%26c%3DLBIVPaRQEoSMLS2A6pTpbA%26r%3D\\]\\(https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A__caaportal.icasework.com_servlet_servlets.getImage-3Fauth-3D0-26hash-3Dt4hC-2DdHbOMPn4fZRCT6dGA-253D-253D.Gw2-5FL-5F-5Fx9m5rukIXHD3u5w-253D-253D-257E-2521-26db-3Dv0K79J2soHE-253D-26csrffhash-3Dmd3ltBghP06VJP6J7ILQQ1F1EVprP-5F8ea3dz-2DXW4tqKWK1jTAqZOlyQfkQxFvE0J-2DZ1FyChJKq3Nhqn8KA31oEPzcV%26d%3DDwlGaQ%26c%3DLBIVPaRQEoSMLS2A6pTpbA%26r%3D\\)\\]\]\(https://urldefense.com/v3/__http://www.caa.co.uk/ors5__;!!HYthtcT8!IsGycMZCEP9IAioH3u6oQegaSvBivLnGQHGYHj7fZsMtJFvrcirCwLKK7I3Ye4\$>.</p></div><div data-bbox=\)](https://urldefense.com/v3/__http://www.caa.co.uk/passengers__;!!HYthtcT8!IsGycMZCEP9IAioH3u6oQegaSvBivLnGQHGYHj7fZsMtJFvrcirCwLKdO2_izk$></p></div><div data-bbox=)

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V%2FmrNAbHDSKY%3D&reserved=0]



REFUND APPLICATION / AUTHORITY

REFUND NUMBER: 0400135476

Date of Issue: 16SEP20

STAT: I

Status: AUTHORISED

TO: 016 United Airlines, Inc.

Address: World Business Centre 1
Newall Road
Heathrow Hounslow
TW6 2FA
United Kingdom

Telephone: //

Fax: +44 208 276 6388

AIRLINE VAT No.:

Company Reg No.:

AIRLINE CONTACT: /

Email: Submit.via.bsp@bsp.COM

Phone/Fax: //

PASSENGER NAME:

FROM: 91-27808 4 THE HOLIDAY TEAM

Address: PALMOAK HOUSE 19 SOUTH ROAD

Southall
UB1 1SU
United Kingdom

Telephone: 2073558517

Fax:

AGENT VAT No.: GB422351588

Company Reg No.:

AGENT CONTACT: /

Email: @theholidayteam.co.uk

Phone/Fax: //

REASON FOR REFUND:

full refund due to covid-19

AIRLINE REMARKS:

Partial RFPD for I/B Schedule change

Original ET/0163800354817/DOI/22JAN20

Fare used: GBP88.00

Tax used: YQ134.70/AR31.10/Q07.70/TQ6.20/

XR39.20/AY4.30/XA3.00/XY5.40/YC4.50/XF3.50

Ref: REFUND *HX*16SEP20

DOCUMENTS For REFUND:

Airline	Form and Serial No.	Cpns	Date of Issue	Waiver Code
016	2318709845	1 2 3	02AUG20	
CNJ				

ORIGINAL ISSUE DETAILS:

Airline Serial No
Issuing Agent:
Date (DDMMYY):
Place (city code):

FORM OF PAYMENT

Cash: Yes

Cash Amount: 359.77

MSCA: No 0.00

Partial Refund: No Net Remit: No TOUR CODE:

Electronic Ticket Auth Code:

CURR Code: GBP

GROSS FARE		87.00
Less Gross Fare Used		0.00
Total Gross Fare Refunded		87.00
Commission		0.00
Tax	GB	80.00
Tax	UB	40.87
Tax	YQ	134.70
Tax	AY	4.30
Tax	XA	3.00
Tax	XY	5.40
Tax	YC	4.50
Cancellation Penalty	CP	0.00
Misc Fee	MF	0.00
REFUND TO PASSENGER		359.77

Date of Application: 06AUG20

Date of Approval: 16SEP20

Refund to be Included in Billing Period: 2020093