

[REDACTED]

27 February 2020
Reference: F0004750

Dear [REDACTED]

Thank you for your request of 26 February 2020, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

I'm trying to establish whether I can make a claim under EU rule 261/2004 for a flight that took place in 2014.

I'm no longer in contact with the person who booked the flight, so only have what I can remember which is:

*Date of flight: 11/05/2014
Departure airport: Belfast International
Arrival airport: Bristol
Airline: easyJet*

I know we arrived around 1am, as we booked a taxi for the onward journey around then. Unfortunately, I'm unsure of whether we were on flight UZ 448 (departure 18:25) or UZ 450 (departure 21:45)

Is there a way of confirming the time the flight arrived?

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

According to information received from Bristol Airport authorities, who are provided with data by handling agents or the airlines themselves, we hold the following:

Belfast – Bristol 11 May 2014 easyJet flight Flight No EZY450

Planned date: 11 May 2014
Actual date: 12 May 2014
Actual Runway time: 00:04 (wheels on runway)

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk


Email: foi.requests@caa.co.uk

Please note that time quoted is in GMT.

Information about your rights when your flight is delayed or cancelled, along with advice about how to pursue a claim, can be found on our website at:

<http://www.caa.co.uk/Passengers/Resolving-travel-problems/Delays-cancellations/Making-a-claim/Claiming-for-costs-and-compensation/>.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-


Head of External Information Services
Civil Aviation Authority
Aviation House
Beehive Ring Road
Crawley
RH6 0YR

 [@caa.co.uk](mailto: @caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

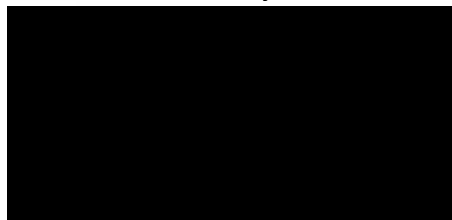
Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Information Rights Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.