

From: [manager UK](#)
To: [economicregulation](#)
Subject: Important Consultation: CAA on Heathrow request for compensation for lost revenues due to Covid-19
Date: 04 March 2021 12:22:19
Attachments: [image004.png](#)
[CAP2098 - HAL Covid RAB Adjustment Airline Community Response-Final.docx](#)
[Heathrow Airport Limited covid-19 related RAB adjustment appendices \(CAP2098A\).pdf](#)
[Heathrow Airport Limited covid-19 related RAB adjustment \(CAP2098\).pdf](#)
Importance: High

Good Afternoon,

Reference the attached HAL Consultation papers we would like to raise our objections to the request by HAL due to the following factors:

- The COVID pandemic has affected everyone globally with the airline industry being one of the hardest hit sectors. The HAL position doesn't seem to recognize the full impact of the pandemic on airlines and viability in the industry.
- It is not very clear how the intended funding will benefit the customers and even if the investments did, the airlines cannot afford this big package at this time.
- We are still in the middle of the pandemic and the industry/load factors have not even started recovering.
- Service quality standards will not be impacted in 2021 because load factor have been significantly reduced.
- We strongly believe that HAL should turn to its shareholders for substantial funding, especially given that over the years their budgets included a provision for risks which never materialized. There should be a buildup of reserves to partially mitigate the impact of COVID-19
- HAL's request is not in the consumer interest, because it will increase charges and hence should be rejected in full.

I would appreciate your consideration of our concerns.

Thanks and best regards,



Naima Kassir
Manager UK & Ireland
Middle East Airlines
72-73 Margaret Street
London W1W 8ST
Tel: +44 (0)20 7467 8020
Fax: +44 (0)20 7467 8090
email: manageruk@mea.aero



Naima Kassir
Manager UK & Ireland
Middle East Airlines
72-73 Margaret Street
London W1W 8ST
Tel: +44 (0)20 7467 8020
Fax: +44 (0)20 7467 8090
email: manageruk@mea.aero

This e-mail, and its attachments, may contain confidential and/or proprietary information, and could be used only by the person or entity to which it is addressed.
If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any disclosure of this e-mail is prohibited.
If you have received this e-mail in error, please notify the sender and delete it from your system.