

29 October 2015  
Reference: F0002513

Dear XXXX

I am writing in respect of your recent request of 15 October 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*'...all flights which arrived into Manchester Airport from Heraklion Airport (Crete) from 19-23 September 2011 (inclusive).*

*Please could you provide the following information in your reply:*

- *Terminal*
- *Airline*
- *Flight Number*
- *Expected time of arrival (when was the flight scheduled to land at Manchester)*
- *Actual time of arrival (when did the flight actually land at Manchester)'*

Our response:

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

According to information held by us, received from the airport authorities who have obtained the data from either handling agents or the airlines themselves, there are 11 records of flights arriving from Heraklion to Manchester Airport between 19-23 September 2011.

Please note the times stated are held in GMT and are the actual runway touchdown.

| Departure Airport | Arrival Airport | arr_dep | Airline                     | flight Number | Planned date and Arrival | Actual date and Time of Arrival | Terminal Building |
|-------------------|-----------------|---------|-----------------------------|---------------|--------------------------|---------------------------------|-------------------|
| Heraklion         | Manchester      | A       | Thomas Cook Airlines        | 2497          | 19/09/2011 01:50         | 19/09/2011 01:32                | 1                 |
| Heraklion         | Manchester      | A       | Thomas Cook Airlines        | 2149          | 20/09/2011 15:55         | 20/09/2011 15:30                | 1                 |
| Heraklion         | Manchester      | A       | Monarch Airlines            | 3975          | 20/09/2011 16:45         | 20/09/2011 17:13                | 1                 |
| Heraklion         | Manchester      | A       | Jet2                        | 912           | 20/09/2011 18:20         | 20/09/2011 18:31                | 1                 |
| Heraklion         | Manchester      | A       | Strategic Airlines (France) | 3247          | 20/09/2011 19:25         | 20/09/2011 19:06                | 2                 |
| Heraklion         | Manchester      | A       | Thomson Airways             | 2243          | 20/09/2011 23:00         | 20/09/2011 22:38                | 2                 |
| Heraklion         | Manchester      | A       | EasyJet                     | 1940          | 21/09/2011 00:05         | 21/09/2011 00:05                | 3                 |
| Heraklion         | Manchester      | A       | Thomas Cook Airlines        | 2195          | 21/09/2011 03:40         | 21/09/2011 03:08                | 1                 |
| Heraklion         | Manchester      | A       | Strategic Airlines (France) | 3249          | 21/09/2011 06:25         | 21/09/2011 11:09                | 2                 |
| Heraklion         | Manchester      | A       | Thomson Airways             | 2457          | 22/09/2011 18:10         | 22/09/2011 20:29                | 2                 |
| Heraklion         | Manchester      | A       | EasyJet                     | 1938          | 22/09/2011 15:50         | 22/09/2011 21:06                | 3                 |

**Civil Aviation Authority**

Aviation House Gatwick Airport South Gatwick RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Telephone: 01293 768512. [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

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:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@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

[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Stephen', written over a light grey rectangular background.

Rihanne Stephen  
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.