

# Aer Lingus

Dublin Airport, Dublin, Ireland

Telephone: Head Office 0818 365 022  
General Fax +353 1 886 3832  
<http://www.aerlingus.com>

Dr. Chrysoula Ntisi  
10 York Terrace  
York Hill  
Cork

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Tel 01 886 8022

Fax 01 886 8021

Dear Dr. Ntisi

Thank you for taking the time to speak to me over the last few days.

From the outset, I offer renewed apologies for the upset and inconvenience caused to you on 6 January prior to your flight with us from Barcelona.

The test you were asked to complete was inappropriate and I assure you that our Handling Agents have now been instructed that the policy to conduct a language test for customers holding Greek passports has been revoked. I am happy to confirm that there was no issue with you personally or with your passport.

As a tangible gesture of our goodwill to a valued customer, I would like to offer a complimentary return flight on any Aer Lingus operated scheduled services on our European network to you, your husband and daughter. When you wish to avail of this, let me know the flights and dates required and I will personally make the necessary arrangements for you.

I look forward to hearing from you and I hope Aer Lingus will have an opportunity to serve you and your family again in the not too distant future.

Yours sincerely

  
James Clarke  
Chief Executive's Office