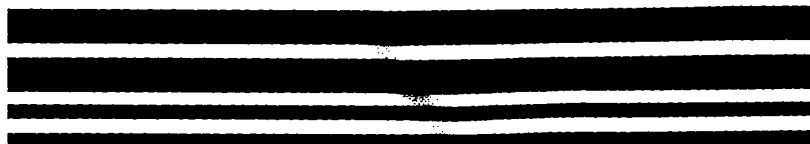


Gruppe:



Forside til skannet bilag



Recno=194810



SamlLbnr=20051



Udvalg=UDU



Bilagsnr=, Bilag 2



Dobbeltsidet=N



Sider=2

Dokument titel:	Billedoversigt over udvalget
Antal sider:	[2]
Dobbeltsidet:	[N]
Sagens udvalg:	UDU
Sagens nummer	
Sagens titel	UDU alm. del
Bilagsnr:	Bilag 2
Dokumenttype:	Notat
Samling:	20051
Recno:	194810
Gruppe:	[]

Uddannelsesudvalget pr. 5. oktober 2005

Medlemmer:



Troels Christensen (V)



Anne-Mette Winther Christiansen (V)



Britta Schall Holberg (V)



Tina Nedergaard (V)



Ellen Trane Nørby (V)



Louise Frevert (DF)



Søren Krarup (DF)



Carina Christensen (KF)



Allan Niebuhr (KF)



Christine Antorini (S)



Kirsten Brosbøl (S)



Carsten Hansen (S)

Formand



Bjarne Laustsen (S)



Margrethe Vestager (RV)
Næstformand



Bente Dahl (RV)



Anne Baastrup (SF)



Pernille Rosenkrantz-Theil (EL)

Stedfortrædere:



Kurt Kirkegaard (V)



Hanne Severinsen (V)



Karin Nødgaard (DF)



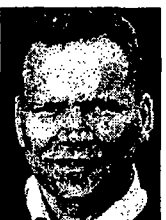
Mia Falkenberg (DF)



Pia Christmas-Møller (KF)



Per Ørum Jørgensen (KF)



Troels Ravn (S)



Frank Jensen (S)



Elisabeth Geday (RV)



Charlotte Fischer (RV)



Pernille Vigsø Bagge (SF)



Kim Mortensen (S)

VEND

Sekretariatet:



Udvalgssekretær
Karen Munk
Christensen
Lokal tlf. 5524



Udvalgsassistent
Per Movritsen
Lokal tlf. 5540



John Riisgaard
Humblebo 3
2665 Vallensbæk Strand

KOPI

MyTravel Denmark
Ving A/S
Nansensgade 19
DK-1366 København K
t +45 3348 8300
f +45 3348 8339
www.ving.dk

København, den 15. september 2005

Vedr.: rejse til Aruba den 1. august 2005, billet nr. 25-436-208+211

Kære John Riisgaard

Endnu engang tak for at du tog dig tid til at henvende dig til os.

Vi beklager, at der har været nogen ventetid i forbindelse med vores besvarelse.

Indledende ønsker vi at bringe vores beklagelse for den forsinkelse, der er opstået på jeres udrejse til Aruba.

Vi har kontaktet KLM, som oplyser, at forsinkelsen var forårsaget af tekniske problemer på flyet.

I henhold til gældende direktiv udstedt af EU d. 17. februar, er der her tale om en forsinkelse af længere varighed. Flyselskabet er i det tilfælde forpligtiget til at sørge for hotelovernatning, forplejning samt kommunikationsmuligheder.

Den kontante kompensation udbetales kun i tilfælde, hvor passagereren er nægtet ombordstigning grundet overtegning på flyet eller at flyet annulleres – dog ikke ved tekniske eller klimatiske årsager.

KLM refererer i deres besvarelse til Ving til deres generelle betingelser, hvoraf det fremgår, at i tilfælde af Force Majeure er passagereren ikke berettiget til kompensation.

KLM betegner teknik på flyet som et tilfælde af Force Majeure.

For videre opfølgning af dette forhold henviser vi til KLMs kundeservice, som kan kontaktes på følgende adresse:

KLM Customer Care
P.O. Box 69370
1060 CK Amsterdam
The Netherlands


KOPI

I henhold til gældende regler for pakkerejser er I berettiget til kompensation fra rejsearrangøren for mistet tid på rejsemålet.

I kompenseres med et beløb svarende til en døgnandel af rejsens pris. Beløbet på kr. 2.311,- for hhv. 25-436-208 + 211 er vedlagt per check. Et samlet beløb for begge rejser på kr. 4.622,-.

Det er vores håb, at ovenstående til fulde redegør for en seriøs behandling af din henvendelse, og at I også i fremtiden vil have tiltro til Ving som jeres rejsearrangør.

Med venlig hilsen
Ving A/S


Mette H. Coleman
Service & Quality

KLM Customer Care
P.O. Box 69370
1060 CK Amsterdam
The Netherlands

26 september 2005

Dear sirs

KOPI

Complaint regarding the cancelled flight 1 August 2005 from Amsterdam to Aruba

This summer we bought a vacation through our travelagent Ving. The 1 August we started our journey from Copenhagen to Amsterdam and just before boarding we learned that our connection flight from Amsterdam to Aruba was cancelled. We did not get the reason for the cancellation.

In Amsterdam Airport we were told that the flight was cancelled due to technical problems.

We received hotel accommodation and meals/refreshments but according to your own brieflet "Compensation and Assistance" - based on the Regulation EC 261/2004 of the European Parliament and of the Council of the European Union - we are of the opinion that we also were entitled to a cash compensation, which we were denied.

We have contacted our travelagent Ving in order to receive the cash compensation but to our great surprise we have now learned that you have denied us this compensation using Force Majeure as reason for the technical problems.

Please inform us how a technical problem in one of the largest Flight Companies in the world can be classified as Force Majeure. As far as we know Force Majeure can only be used if the problem is totally out of your control for instance war, political matters or extreme weather conditions.

We still believe that we are entitled to a cash compensation in the amount of EUR 600 per person.

For your information we have contacted the Danish Authorities in these matters and we are prepared to proceed with this incident if your explanation of the technical problems does not meet our expectations.

We are looking forward to your positive reply and the cash compensation of EUR 2.400.

Kind regards

John Riisgaard

On behalf of:
Bodil & Flemming Riisgaard and
Birgitte & John Riisgaard



Royal Dutch Airlines

KOPI

John Riisgaard
Humlebo 3
DK-2665 Vallensbæk Strand
DENMARK

Tel: +45 70 10 01 87
Fax: +31 20 588 8250

Ref: DK ETS\3464 206486

4 October 2005

Dear Mr. Riisgaard,

Thank you for your letter dated 26 September 2005 regarding your journey with KLM.

We would like to offer our most sincere apologies for the inconvenience you experienced due to the cancellation of flight KL 0733 on 1 August 2005. KLM takes great pride in its record of maintaining a reliable scheduled service to all the destinations that we serve, and it is always only with the greatest reluctance that we accept the fact that we have to cancel a flight.

When for technical reasons it is impossible to either repair an aircraft in a reasonable time, or to provide an alternative aircraft, we have no other choice but to offer our passengers the most suitable alternative flight to their destination. In your situation, this was a flight the following day. You were in the meantime provided with hotel and meals.

We regret to have to inform you that in accordance with international agreements and the new EU rules of 17 February 2005, KLM cannot accept responsibility for expenses incurred in these situations. Unfortunately technical failures fall under unforeseen flight safety shortcomings. This is also classified as Force Majeure. Please read our General Conditions of Carriage Art.1. This can be found on www.klm.dk. Please also read our folder "Compensation and Assistance article 2.1 Cancellation Compensation. It reads: In case the passenger is not informed of the cancellation at least two weeks before, passengers are entitled to cancellation compensation (*when the cancellation is not caused by Force Majeure*).

Unfortunately we must reject your claim for compensation on the grounds of the above-mentioned. This is in accordance with all rules and regulations.

We sincerely hope that your experiences will not deter you from flying with our company in the future.

Yours sincerely,

KLM ROYAL DUTCH AIRLINES

Pia Kjær Rasmussen
Customer Care
North Europe

KOPI

Rejseankenævnet
Skodsborgvej 48C, 1.
2830 Virum

14. november 2005

Klage vedrørende aflyst flyvning den 1. august 2005 mellem Amsterdam og Aruba

Vedlagt finder De kopi af den klage, vi den 26. september sendte til KLM samt en kopi af det svar, vi modtog ca. en måned efter.

Som det fremgår af svaret anser, KLM en teknisk fejl for force majeure, men henviser kun til egne regler og paragrafer. Vi er fortsat dybt overraskede over, at et teknisk problem kan være at betragte som force majeure. Det må da være mere reglen end undtagelsen, at der opstår tekniske problemer med flyvemaskiner.

De bedes be- eller afkræfte, om KLMs påstand er korrekt. Hvis De giver KLM uret, vil vi naturligvis gerne have oplyst, hvordan vi kan få KLM til udbetale den af EU fastsatte økonomiske kompensation. Hvis De derimod mod forventning skulle give KLM ret i påstanden, bedes De oplyse følgende:

1. Hvor i EU forordningen står definitionen på force majeure
2. Til hvilken EU instans vi efterfølgende kan klage

Baggrunden for vores henvendelse til Rejseankenævnet er naturligvis, at KLM ikke accepterer vores indsigelse, men også at vi synes KLM i denne sag har været meget arrogante. Det KLM anser som kompensation for at "stjæle" et døgn af vores ferie - nemlig en overnatning på et motorvejsshotel 30-40 kilometer uden for Amsterdam - er væsentligt ringere end det, vi kunne have opnået via vores egne forsikringer.

Vi imødeser Deres snarlige svar, som bedes stilet til John Riisgaard, Humlebo 3, 2665 Vallensbæk Strand.

Venlig hilsen

John Riisgaard

På vegne af

Bodil og Flemming Riisgaard
Birgitte og John Riisgaard

REJSE-ANKENÆVNET

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand

Virum, den 15. november 2005

KOPI

Vedr.: Klagesag vedr. forordning 261/2004

Da det er blevet besluttet, at klager over flyselskabernes manglende overholdelse af reglerne i EF-forordning 261/2004 skal behandles af Statens Luftfartsvæsen, har vi d.d. sendt Deres sag til:

Statens Luftfartsvæsen, Ellebjergvej 50, 2450 København SV,
Telefon 36 18 60 00.

Med venlig hilsen

REJSE-ANKENÆVNET



Helle Ninn-Hansen

Adresse:
Skodsborgvej 48 C, 1. sal
2830 Virum

Telefon/fax/bankkonto:
tlf.: 45 46 11 00
fax: 45 87 87 23
konto: Danske Bank 4260-4260342223

E-mail/hjemmeside:
info@rejse-ankenaevnet.dk
www.rejseankenaevnet.dk

Kontortiden er daglig kl. 10-15. Personlig henvendelse kun efter aftale

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand

Dato:
16. november 2005

Vor ref.:
34-11-301

Sagsbehandler:
Kirsten Falk Mortensen

Deres brev af:

Deres ref.:

Direkte nr.:

KOPI

Emne: Klage over KLM i forbindelse med aflysning af KL0733 Amsterdam-Aruba den 1. august 2005

Statens Luftfartsvæsen har fra Rejse-Ankenævnet den 16. november 2005 modtaget Deres klage på vegne af Bodil og Flemming Riisgaard over KLM i forbindelse med aflysning af KL0733 Amsterdam-Aruba den 1. august 2005.

Da vi behandler klager i den rækkefølge, vi modtager dem, må De påregne en vis sagsbehandlingstid, men vi vil vende tilbage hurtigst muligt.

Vi kan i mellemtiden henvise til vores hjemmeside www.slv.dk, hvor De under menuen Passagerrettigheder kan læse om de rettigheder, De har i medfør af forordning (EF) 261/2004.

Med venlig hilsen



Kirsten Falk Mortensen
Erhvervsproglig fuldmægtig
Juridisk Afdeling

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand

Dato:
20. januar 2006

Vor ref.:
34-11-301

Sagsbehandler:
Kirsten Falk Mortensen

Deres brev af:

Deres ref.:

Direkte nr.:
3618 6291

KOPI

Emne: Klage over KLM i forbindelse med manglende overholdelse af forordning (EF) nr. 261/2004

I brev af 14. november 2005 til Rejse Ankenævnet har De klaget over KLM i forbindelse med aflysning af KL733 Amsterdam-Aruba den 1. august 2005.

Statens Luftfartsvæsen kan efter forordning (EF) nr. 261/2004 kun behandle en klage, hvis der er tale om en flyvning, som er udgået fra Danmark, eller hvis der er tale om en flyvning med et EU-luffartsselskab til Danmark fra et land, som ikke er medlem af EU. Da Deres klage vedrører en flyvning fra Amsterdam til Aruba, kan vi således ikke behandle klagen.

Vi har derfor d.d. videresendt den til de hollandske myndigheder, som har følgende adresse:

Inspectie Verkeer en Waterstaat
Postbus 575
NL - 2130 AN Hoofddorp
Holland
E-post: loket@ivw.nl

Vi har bedt de hollandske myndigheder om at orientere Dem direkte om sagens udfald, når de har truffet afgørelse.

Med venlig hilsen


Kirsten Falk Mortensen
Erhvervsproglig fuldmægtig
Juridisk Afdeling



Inspectie Verkeer en Waterstaat

Date

6 February 2006

Contact

Ms. J. van Egmond

Telephone

+ 31 23 5663 039

Enclosure(s)

Regulation EC no. 261/2004

Subject

Acknowledgement receipt

John Riisgaard

Humblebo 3

DK-2665 Vallensbaek Strand

Denmark

Your reference

-

Our reference

06.000053

KOPI

Dear Mr Riisgaard,

I would like to inform you that on 24 January 2006 the Dutch Civil Aviation Authority receive your file from the Civil Aviation Administration – Denmark, in which you lodged a complaint about an alleged infringement from the Regulation EC no. 261/2004, which establishes minimum rights for passengers when they are denied boarding or when their flight is cancelled or delayed. After examining your file the Transport and Water Management Inspectorate (the Inspectorate) has registered your complaint. The alleged infringement concerning article 5 (5.3) and 7 of the Regulation.

Your file will be presented to the air carrier with the request to handle the complaint in order of the Regulation within eight weeks directly with you.

If you feel the air carrier hasn't resolved your complaint satisfactorily or you haven't been given a final response after eight weeks, you will be deemed to be in dispute with the air carrier and are entitled to take the necessary proceedings to the competent judicial authority.

The Inspectorate maintains the Regulation if an air carrier principally refuse to enforce the Regulation or, paid on attention to the number and type entered complaints, structurally acts against the Regulation. The Inspectorate does not maintain in act on individual cases but appears against a systematic flagrant violation from the rights of passengers.

For your information, the regulation does entitle airlines, in cases where a flight is cancelled and a passenger claims compensation, to cite "*extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken*" (force majeure). This means that airlines may not invoke this defence in cases of denied boarding or a delay nor with regard to a passenger's right to a ticket refund or an alternative flight or his/her right to care.

Air Transport Operational Unit
PO Box 575, 2130 AN Hoofddorp
Visitors Saturnusstraat 50, Hoofddorp

Telephone +31 23 566 30 00
Fax +31 23 566 30 01



The airlines are not allowed to take measures such as including a restrictive or exemption clause in the contract of carriage in order to limit or nullify their obligations towards a passenger that arise from the Regulation.

If, nevertheless, such a derogation or restrictive clause is applied in respect of a passenger, or if the passenger is not correctly informed of his or her rights and for that reason has accepted compensation which is inferior to that provided for in the Regulation, the passenger shall still be entitled to take the necessary proceedings to the competent judicial authorities or bodies in order to obtain additional compensation.

Yours sincerely,

KOPI

THE DIRECTOR FLIGHT OPERATIONS INSPECTORATE,

J.W.M. van Lieshout



John Riisgaard
Humblebo 3
DK-2665 Vallenbæk Strand
Danmark

24 February 2006

Ref.:206486
MBST03

KOPI

Dear John Riisgaard,

We refer to your correspondence that we have received from the Civil Aviation Authorities in The Netherlands and their letter to us in which they request us to contact you directly. We were sorry to hear about your cancelled flight to Aruba on August 1 of last year. Please accept our sincerest apologies for the inconvenience caused.

When for technical reasons it is impossible to either repair an aircraft in a reasonable time, or to provide an alternative aircraft, we have no other choice but to offer our passengers the most suitable alternative flight to their destination.

We have made note of your request for compensation. We regret to advise you that unforeseen circumstances beyond the control of the Carrier, the consequences of which could not have been avoided despite all due care being taken, is not a situation where an automatic payment of compensation is due according to the EC regulation 261/2004.

We refer to point (14) in the regulation itself, in which is stated:


As under the Montreal Convention, obligations on operating air carriers should be limited or excluded in cases where an event has been caused by extraordinary circumstances, which could not have been avoided even if all reasonable measures had been taken. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier.

Safety has always been the leading factor in all our services, and our commitment to the technical excellence needed to maintain our high safety standards is unequivocal. If KLM cannot certify that an aircraft is technically one hundred percent, the aircraft will stay on the ground.

Besides the rebooking that you were provided with, you also received the meals, refreshments and hotel accommodation that you were entitled to. As that has been the case, there is no other compensation to be offered.

Sincerely yours,

KLM ROYAL DUTCH AIRLINES


Gunilla Hartgers
CRM Executive
North Europe

cc: Civil Aviation Authorities – The Netherlands, Flight Operations Inspectorate, Att. J van Egmond, PO Box 575, NL2130 AN Hoofddorp, The Netherlands

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand
Danmark

MyTravel Denmark
VING A/S
Att.: Direktionen
Nansensgade 19
1366 København K

26. marts 2006

Kopi

Billet nr. 25-436-208+211

Vedlagt fremsendes kopier af breve til og fra KLM i forbindelse med vores klage over aflysning af fly den 1. august 2005 til Aruba.

Som de kan se, påstår KLM, at aflysningen af flyet kan forsvares med force majeure. En påstand vi bestemt ikke er enige i, da aflysningen sker mere end 4 timer før den planlagte afgang.

Vi skriver til dem nu, fordi vi – som privatpersoner – har gjort hvad vi kunne for at få den efter vores mening retsmæssige kompensation for aflysningen. Som de kan se, har vi ikke tænkt os at give op endnu, men må også anmode Ving A/S om at tage del i denne sag.

Det må også være i Ving's interesse, at underleverandører lever op til forpligtelserne – enten i form af at overholde flyafgange eller overholde EU-forordningen.

Derudover skal det lige nævnes, at da vi ankom til Amsterdam og fik besked om at kompensationen "kun" var en hotelovernatning, med det samme kontaktede Ving, som udtalte, at vi blot skulle nyde vores ferie, og at vi skulle kontakte Ving A/S ved hjemkomsten, med henblik på at få kompensation i henhold til ovennævnte forordning.

Efterfølgende er vi overraskede over, at Ving A/S så hurtigt accepterede KLM's påstand om force majeure.

Vi imødeser deres svar snarest muligt.

Med venlig hilsen

John Riisgaard

På vegne af
Bodil & Flemming Riisgaard og
Birgitte & John Riisgaard

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand
Danmark

KLM Royal Dutch Airlines
Att.: Gunilla Hartgers
P.O. Box 575
NL 2130 AN Hoofddorp
The Netherlands

26 March 2006

KOPI

Dear Gunilla Hartgers

Ref.: 206486 MBST03

Thank you for your reply dated 24 February 2006 in which you reject our complaint to the Civil Aviation Authorities in The Netherlands.

We don't agree with you because we do not believe that technical problems that occur more than 4 hours before the scheduled flight can be considered as force majeure.

Therefore, we find it necessary to contact our lawyer in order to look into the possibilities of taken legal action against KLM.

Kind regards

John Riisgaard

On behalf of:
Bodil & Flemming Riisgaard and
Birgitte & John Riisgaard



Inspectie Verkeer en Waterstaat

Date
27 March 2006
Contact
J. van Egmond
Telephone
+31 23 566 3039
Enclosure(s)
1
Subject
Complaint under Regulation (EC) no.
261/2004

Koninklijke Luchtvaart Maatschappij N.V.
t.a.v. mw. K. Plug
Manager Legal Issues
Customer Relations Worldwide (AMS/MB/KL)
Postbus 7000
1117 ZL Schiphol Airport

Your reference
Your letter from 24 February 2006
Our reference
06.000053

KOPI

Dear Madam/Sir,

With reference to your letter of 24 February 2006 regarding the cancellation of flight KL0733 on 1 August 2005, I am writing to enquire about the extraordinary circumstances you invoked. According to article 5, paragraph three, of EU regulation 261/2004 (hereafter: the regulation) an airline company is not obliged to pay compensation if it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measure had been taken.

It follows from this article that the evidence of extraordinary circumstances has to be brought by the airline company. Therefore and in respect of article 16, paragraph 1, of the regulation, you are requested to inform the Flight Operations Inspectorate of the Civil Aviation Authorities - The Netherlands (CAA-NL) within four weeks on the type and seriousness of the technical defect that occurred regarding abovementioned flight and also on the (reasonable) measures your

Civil Aviation Authorities - The Netherlands
Flight Operations Inspectorate
Certification
PO Box 575, 2130 AN Hoofddorp

Telephone +31 23 566 30 00
Fax 023 566 3013
E-mail jelka.vegmond@ivw.nl
Internet www.ivw.nl



company has taken to avoid the technical problem. Finally I would also like to receive the entry of the Aircraft Technical log (ATL) and the Deferred Defect List or the Hot Item List from this aircraft form from 25 till 29 November 2005.

Thanking you in advance,

Yours sincerely,

THE MINISTER OF TRANSPORT, PUBLIC WORKS AND WATER MANAGEMENT,
on her behalf,
THE DIRECTOR FLIGHT OPERATIONS INSPECTORATE,

KOPI

mr. J.W.M. van Lieshout

John Riisgaard
Humblebo 3
2665 Vallensbæk Strand

KOPI

Dato:
30. marts 2006

Vor ref.:
34-11-301

Sagsbehandler:
Kirsten Falk Mortensen

Deres brev af:
26. marts 2006

Deres ref.:

Direkte nr.:
3618 6291

Emne: Klage over KLM i forbindelse med aflysning af KL733 Amsterdam-Aruba den 1. august 2005

Der henvises til Deres brev af 26. marts 2006, hvori De beder om Statens Luftfartsvæsens vurdering af KLM's svar på Deres klage.

I den anledning kan vi oplyse, at da selskabet hverken oplyser eller dokumenterer de tekniske problemer, der ifølge KLM var med det pågældende luftfartøj, kan vi på det foreliggende grundlag ikke vurdere, om problemerne var af en sådan art, at de ikke kunne have været undgået, selv om alle forholdsregler, der med rimelighed kunne træffes, faktisk var blevet truffet, hvilket er forudsætningen for, at et luftfartsselskabs pligt til at udbetale kompensation bortfalder.

Vi skal derfor foreslå, at De skriver til de hollandske myndigheder og beder dem vurdere sagen, da De ikke er tilfreds med KLM's svar.

Med venlig hilsen



Kirsten Falk Mortensen
Erhvervsproglig fuldmægtig
Juridisk Afdeling

Overordnede identitet

Fra: "Riisgaard" <riisgard@post.tele.dk>
Til: <jelka.van.egmond@ivw.nl>
Sendt: 11. juni 2006 15:31
Emne: Your refernce 06.000053

KOPI

Dear Jelka van Egmond

With reference to your letter dated 27 March 2006 we would very much like to know how far our case is.

We are looking forward to your reply.

Best regards

Birgitte and John Riisgaard

11-06-2006

Overordnede identitet

Fra: "Inspectie Verkeer en Waterstaat" <Informatiecentrum@ivw.nl>
Til: "Riisgaard" <riisgard@post.tele.dk>
Sendt: 21. juni 2006 11:53
Emne: RE: Your refernce 06.000053

Dear Mrs and Mr Riisgaard,
 Thank you for your e-mail from 11 June 2006. I would like to inform you that the airline did not response on our latest letter from 27 March 2006.
 We attached your notice in our registration system. For your personal case the next step you can do is to contact your legal assistance insurance or your lawyer for a legal process against the KLM.

Kind regards,
 Jelka van Egmond
 Adjunct Inspector Denied Boarding

KOPI

-----Oorspronkelijk bericht-----

Van: Riisgaard [mailto:riisgard@post.tele.dk]
Verzonden: zondag 11 juni 2006 15:32
Aan: Egmond, J. van (Jelka) - IVW
Onderwerp: Your refernce 06.000053

Dear Jelka van Egmond

With reference to your letter dated 27 March 2006 we would very much like to know how far our case is.

We are looking forward to your reply.

Best regards

Birgitte and John Riisgaard

Disclaimer

***** Aan dit bericht kunnen geen rechten worden ontleend. Dit bericht is uitsluitend bestemd voor de geadresseerde. Als u dit bericht per abuis hebt ontvangen, wordt u verzocht het te vernietigen en de afzender te informeren. Wij adviseren u om bij twijfel over de juistheid of de volledigheid van de mail contact met afzender op te nemen. This message shall not constitute any rights or obligations. This message is intended solely for the addressee. If you have received this message in error, please delete it and notify the sender immediately. When in doubt whether this message is correct or complete, please contact the sender.

Overordnede identitet

Fra: "Riisgaard" <riisgard@post.tele.dk>
Til: "Inspectie Verkeer en Waterstaat" <Informatiecentrum@ivw.nl>
Sendt: 10. juli 2006 22:27
Emne: Re: Your refernce 06.000053

Dear Jelka van Egmond

Due to holiday we have not been able to answer your mail until now, but we are very surprised to learn that it is possible for a Dutch company like KLM not to respond to your letter. How is that possible? We intend to write to the EU Commission in order to find out how it is possible to overlook the Regulation EC261/2004.

We are looking forward to your reply.

Best regards
 Birgitte and John Riisgaard

KOPI

----- Original Message -----

From: Inspectie Verkeer en Waterstaat
To: Riisgaard
Sent: Wednesday, June 21, 2006 11:53 AM
Subject: RE: Your refernce 06.000053

Dear Mrs and Mr Riisgaard,

Thank you for your e-mail from 11 June 2006. I would like to inform you that the airline did not response on our latest letter from 27 March 2006.

We attached your notice in our registration system. For your personal case the next step you can do is to contact your legal assistance insurance or your lawyer for a legal process against the KLM.

Kind regards,
 Jelka van Egmond
 Adjunct Inspector Denied Boarding

-----Oorspronkelijk bericht-----

Van: Riisgaard [mailto:riisgard@post.tele.dk]
Verzonden: zondag 11 juni 2006 15:32
Aan: Egmond, J. van (Jelka) - IVW
Onderwerp: Your refernce 06.000053

Dear Jelka van Egmond

With reference to your letter dated 27 March 2006 we would very much like to know how far our case is.

We are looking forward to your reply.

Best regards

Birgitte and John Riisgaard

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KOPI