**GIDLA & ASSOCIATES **

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12th November, 2018

To

The Manager

KLM Airlines

Amsteveen

Netherland

Dear Sir,

**Re: claim no.12508249001kl422/23oct2018/refusal of the refund of the ticket/passenger Biju Thankappan/ KLM Flight 422, Aircraft 333 Airbus Industries 330 jet.**

I represent Mr. Saji Thankappan, who sponsored the above passenger.

I have been instructed

That my client sponsored the above passenger who was travelling in the above Flight and he was sent back from Muscat without giving him a proper explanation. He was travelling with a work permit and my Client incurred a lot of expenses to Obtain the work permit and he intened to open his restaurant and this refusal made him delay the opening and he incurred damages.

The passenger took an flight from Emirates and he did not have any problems coming to Trinidad. We are in the opinion the passenger was sent back from Muscat without any valid cause.

Hence KLM has to take the responsibility and refund the cost of the ticket paid for the passenger. This is concern of the conflict of laws and since the client is based in Trinidad , the matter is of the Trinidadian Jurisdiction and hence you would incur further expense of staying in Trinidad during the court matter.

Thanking you sir,

Your’s sincerely

C.R.Gidla