

**TURKISH AIRLINES** 

May 2, 2017

The Director,  
Glisten International Academy  
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Dear Ma,

### LETTER OF APOLOGY

On behalf of the entire Turkish Airlines Inc, I write to apologize for the inconvenience, frustration and the ill treatment our much esteemed pupil of Glisten International Academy Abuja suffered at Istanbul on the 23<sup>rd</sup> April, 2017. They deserve smooth, uncomplicated service when flying with us.

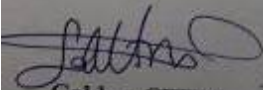
It is germane to note that, our Abuja office sent a staff to Istanbul to investigate the incident which was already late because we got the news online and the pupils already arrived in Abuja. I quite understand that no amount of apology or excuses can be enough or justifiable to ameliorate the pain the loved ones and school must have gone through during the period.

I wish to state that every country has their norms, values and culture; and Turkish Airlines at Istanbul is trying hard to ensure that passengers are well taken care of. Travelers with USA, UK and Schengen Visa visiting Istanbul need to apply for an online Visa of \$40 which also applies to stranded passengers but they will be refunded on arrival at their local stations/ final destination in order to allow them have access from immigration into the Istanbul and proceed to their hotel.

I am sure you know that human error and technical problems are aspects of any large business, but that does not change the fact that your schedules and plans were irreparably altered.

I appreciate your continued patronage and apologize once again for this unfortunate event.

Sincerely,



**Gokhan CETIN**  
GENERAL MANAGER

WIDEN YOUR WORLD

A STAR ALLIANCE MEMBER 