

Dear Esteemed Passenger,

We sincerely apologize for the recent delay you experienced during your transportation service with us. We understand the importance of your time, especially as a valued VIP passenger.

Please be assured that we are investigating the circumstances surrounding this occurrence to ensure it does not happen again in the future.

As a token of our commitment to providing you with exceptional service, we would like to offer you a complimentary upgrade on your next journey with us.

Thank you for your understanding and continued support. We look forward to serving you better in the future.

Warm Regards,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]