

# Letter of Acknowledgment and Apology for Excessive Boarding Delays

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to formally acknowledge and sincerely apologize for the excessive boarding delays you experienced on [Insert Date of Travel] during your flight [Flight Number] from [Departure City] to [Destination City].

We understand that waiting longer than expected can be frustrating and inconvenient. Please know that we take this matter very seriously and are committed to ensuring a smoother experience for our valued passengers.

As we strive to improve our services, we appreciate your understanding and patience during this time. To make amends, we would like to offer you [Insert Compensation/Offer].

Thank you for your understanding, and we hope to welcome you aboard again in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]