

Dear Valued Passengers,

We sincerely apologize for the inconvenience caused by the late boarding notice for your recent flight.

We understand that timely communication is crucial, and we regret any disruption this may have caused to your travel plans.

Please be assured that we are taking immediate steps to improve our communication processes to prevent such occurrences in the future.

Thank you for your understanding and patience in this matter.

Sincerely,

The Customer Service Team