

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the inconvenience you experienced due to our late boarding protocols during your recent trip with us.

We understand that timely boarding is crucial to your travel experience, and we are deeply sorry for any delays that may have affected your plans. Please be assured that we are taking your feedback seriously and are committed to improving our processes.

To make amends, we would like to offer you [insert compensation or offer, if applicable]. Your satisfaction is important to us, and we appreciate your understanding and patience regarding this matter.

Thank you for choosing [Company Name]. We value your patronage and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]