

Dear Valued Passengers,

We sincerely apologize for the delay you experienced during the boarding process on your recent flight with us. We understand how important it is for you to arrive at your destination on time, and we deeply regret any inconvenience this may have caused.

The delay was due to unforeseen circumstances beyond our control. Please know that we are actively working to improve our processes to prevent this from happening in the future.

As an expression of our regret, we would like to offer you a voucher for your next flight with us. We value your patronage and hope you will give us another chance to provide you with a seamless travel experience.

Thank you for your understanding and patience. If you have any further concerns, please do not hesitate to contact our customer service team.

Sincerely,
Customer Service Team
[Airline Name]