

Feedback on Wheelchair Service Availability During Flights

Date: [Insert Date]

To: [Airline Name]

From: [Your Name]

Email: [Your Email]

Subject: Feedback on Wheelchair Service Availability

Dear [Airline Customer Service Team],

I hope this message finds you well. I am writing to provide feedback regarding the wheelchair service availability during my recent flights with [Airline Name].

On [insert date of flight], I traveled from [departure city] to [arrival city] and had pre-arranged a wheelchair service due to limited mobility. While the booking process was straightforward, I encountered several issues that I believe could be addressed to enhance the service:

- Upon arrival at the airport, there was a significant delay in the delivery of the wheelchair, which caused added stress as I navigated the terminal.
- During the transition from check-in to boarding, the assistance provided was insufficient, and I had to seek help from passing staff.
- Upon arrival at my destination, the waiting time for the wheelchair was again longer than expected, impacting my travel experience.

I appreciate the efforts made by your staff who were eventually very helpful. However, I feel there is room for improvement in coordination and communication regarding wheelchair services.

Thank you for your attention to this matter. I look forward to your response and hope to see improvements in the wheelchair assistance experience in the future.

Sincerely,

[Your Name]

[Your Contact Information]