

**From:** AIR France KLM customercare@infos-airfrance.com  
**Subject:** Regarding your request: [C-8468695]  
**Date:** 26 September 2024 at 10:48  
**To:** aviation@kaa.ru

AK



**C-8468695**



Thank you for your message. I am sorry that your flight KL 1354 from Prague to Amsterdam on September 5, 2024, was delayed due to late arrival of inbound flight caused by ATC (Air Traffic Control) restrictions (SLOT) consequential of weather condition at arrival airport (WA84). Unfortunately, the delay of your first flight caused you to miss your connecting flight.

However, the reason for this delay is regarded as an extraordinary circumstance, and therefore the compensation set by EC Regulation 261/2004 does not apply. Also, we have complied with our obligations to limit, as much as possible, the inconvenience caused by this circumstance; therefore, I cannot respond favorably to your request.

We look forward to welcoming you on board our flights again soon and hope that in future everything will be to your entire satisfaction.

Best regards,

Krisna Luran

Air France KLM Customer Care Assistant

This e-mail was sent automatically. Do you have a question? Contact us. To receive real-time information by e-mail and/or on your mobile, please include your contact details in your Flying Blue personal profile. You can also provide your e-mail address and mobile phone number when you book your ticket. For information, services and offers, please see [KLM.com](http://KLM.com).

This e-mail and any attachment may contain confidential and privileged material intended for the addressee only. If you are not the addressee, you are notified that no part of the e-mail or any attachment may be disclosed, copied or distributed, and that any other action related to this e-mail or attachment is strictly prohibited, and may be unlawful. Koninklijke Luchtvaart Maatschappij NV (KLM), its subsidiaries and/or its employees shall not be liable for the incorrect or incomplete transmission of this e-mail or any attachments, or responsible for any delay in receipt. Koninklijke Luchtvaart Maatschappij NV (also known as KLM Royal Dutch Airlines) is registered in Amstelveen, The Netherlands, with registered number 33014286

