



CIVIL AVIATION AUTHORITY CZECH REPUBLIC

File: 002045-24-130

In Prague on: 30.09.2024

Subject: Request for statement

Dear Sir or Madam,

I am writing to you on behalf of the Civil Aviation Authority Czech Republic (hereinafter the CAA). Please note that the CAA is the designated national enforcement body pursuant to Article 16 of the Regulation (EC) No 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 and section 3 subsection 7 of Act No. 49/1997 Coll., on Civil Aviation, as amended.

The CAA received a complaint from **passenger(s)** [REDACTED] **travelling on flight KL1354 on 05.09.2024 from Letiště Václava Havla (PRG) to Amsterdam Airport Schiphol (AMS) on the scheduled route: PRG - AMS - BOS.** According to the information available to us this flight was delayed for more than 3 hours.

The passenger(s) therefore claim:

- compensation in the amount of **600 EUR** per passenger according to the Regulation;

For that purpose, the passengers' bank account details are as follows: IIBAN: [REDACTED]
[REDACTED] SWIFT: [REDACTED] currency in which the bank account is held: EUR

The CAA requests your statement as to whether KLM agrees to pay reimbursement claimed by the passengers or whether you can present information and evidence leading to a conclusion that the complainants are not eligible to such reimbursement. Should you not agree to reimburse the complainants by reference to extraordinary circumstances defence under Article 5 (3) of the Regulation, we request that you provide us with a detailed explanation of reasons for the this flight was delayed for more than 3 hours. supported by relevant documentation.

We expect your response at your earliest convenience, **however not later than 6 weeks after having received this email.** We would also like to draw your attention to the fact that failure to pay reimbursement under the Regulation is an administrative offence under s. 93c ss. 3 a) of the Act No. 49/1997 Coll., on Civil Aviation, as amended, where the CAA may impose a fine of up to 1 000 000 CZK.

Please send your response to this message directly to **compensation@caa.cz** indicating the following file reference number: **002045-24-130**

Please do not hesitate to contact me should any clarification in respect to this request be needed. Thank you for your cooperation.

Yours sincerely,

Legal Department
CAA CZ