

Levesque, Jennifer

From: Quintero, Frank
Sent: Monday, June 21, 2021 9:51 AM
To: Levesque, Jennifer
Subject: Fwd: Boutique Air RE: Your flight 4B326 is canceled
Attachments: ~WRD0000.jpg; MX_Passenger_Options_V10.pdf

Please see below.

Sent via iPhone

Begin forwarded message:

From: "Pehl, Martin" <PehlM@cityofmerced.org>
Date: June 21, 2021 at 9:46:50 AM PDT
To: "Quintero, Frank" <QUINTEROF@cityofmerced.org>
Subject: **FW: Boutique Air RE: Your flight 4B326 is canceled**

FYI

From: Serratto, Matthew <serrattom@cityofmerced.org>
Sent: Sunday, June 20, 2021 9:26 AM
To: Echevarria, Fernando <EchevarriaF@cityofmerced.org>; Pehl, Martin <PehlM@cityofmerced.org>
Subject: Fwd: Boutique Air RE: Your flight 4B326 is canceled

FYI emailed I received this morning

Sent from my iPad

Begin forwarded message:

From: CONRAD FOURNIER [REDACTED]
Date: June 20, 2021 at 9:11:22 AM PDT
To: "Serratto, Matthew" <serrattom@cityofmerced.org>
Subject: **Fwd: Boutique Air RE: Your flight 4B326 is canceled**

Mr. Seratto,

I fully support the change of carrier for the "Essential Service" for the Merced airport. I frequently fly to LAX from Merced to get a connecting flight to Loreto, BCS, Mexico. On several occasions they have delayed flights causing me to miss connecting flights. I have always had a work around by spending the night in LA and getting a flight the next day. Very inconvenient but we have no choice here

but to accept poor, unreliable service. Today I had an experience with Boutique Air that should make the council run, not walk, to find a replacement carrier. Please see the email from them below and note the time of the email, 6:09 am today. I was already at the airport waiting on my 7:10 am departing flight. My connecting flight in LA was at 10:10 am. Had they given proper notice I could have driven to LAX and made my flight to Mexico. The Boutique counter agent said they had been cancelling flights the last few days so proper notification would have been nice since they already knew they were having issues. Unfortunately there is not another flight to Loreto until next Wednesday and my tickets were non refundable (I should have known better). So I had to cancel several meetings. And to add insult to injury, I lost almost \$800.00 in airfare. We would be better off in Merced with NO service than what we have now.

P.S. A call to Boutique Air customer service this morning yielded me a disconnected call while on an extended hold and when I called back the message was to leave my number for a call back. That was an hour and 16 minutes ago Totally unacceptable.

Sincerely,

Conrad Fournier

----- Original Message -----

From: Boutique Air <baservices@boutiqueair.com>

To: [REDACTED]

Date: 06/20/2021 6:09 AM

Subject: Your flight 4B326 is canceled

Hi Conrad,

Your flight 4B326 from MCE to LAX on 6/20 has been canceled. You can contact travel customer service for details (see below).

BoutiqueAir delay & cancellation policy is available as an attachment to this email.

Traveler Services

If you have any questions about your flight, or need directions to the airport, please email or call our customer service team.

- [Customer Service <cs@boutiqueair.com>](mailto:cs@boutiqueair.com)
- 855-268-8478

[NOTICE: This message originated outside of City of Merced -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]



BOUTIQUE AIR

Mechanical Delay and/or Cancellation

Dear Valued Customer,

We apologize for the inconvenience the **mechanical delay and/or cancellation** has caused you on your flight today. We want to take a moment and make you aware of all your options at this point in time. (**airport closures, Air Traffic Control, airport operations, security, or weather-related delays/cancellations are not applicable**).

❖ **If the delayed departure time is under 3 hours:**

- ❖ The choice to wait it out
- ❖ The choice to move to another flight at no additional charge
- ❖ A choice to cancel. The normal cancellation policy applies:
 - > Non-Refundable tickets receive a 90-day credit
 - > Refundable tickets will be refunded

❖ **If the delayed departure time is 3 to 6 hours:**

- ❖ The choice to wait it out. Options available:
 - > A \$15 meal reimbursement for each passenger for every 4 hours of delay
- ❖ The choice to move to another flight at no additional charge
- ❖ The choice to cancel. Your choice of either a full refund or flight credit

❖ **If the delayed departure time is 6 hours or more during the day (6 am to 10 pm):**

- ❖ The choice to move to another flight at no additional charge
- ❖ The choice to wait it out. Options available:
 - > A \$15 meal reimbursement for each passenger for every 4 hours of delay
- ❖ The choice to cancel: Options available:
 - > Your choice of either a full refund or flight credit
 - > Alternate Transportation up to \$150.00 for passenger (we can not reimburse for mileage or change ticket fees) ❖

If the delayed departure time is 6 hours or more - Resulting in an overnight stay:

- ❖ The choice to move to another flight at no additional charge
- ❖ The choice to wait it out. Options available:
 - > A \$15 meal reimbursement for each passenger for every four hours of delay
 - > A hotel reimbursement up to \$100.00/per person - (Only available if you take the flight when it becomes available) OR
 - > Alternate Transportation up to \$150.00 for passenger (we can not reimburse for mileage or change ticket fees) ❖

The choice to cancel. Your choice of either a full refund or flight credit

*****Please note, If you choose alternate transportation or to cancel, the hotel reimbursement does NOT apply*****

❖ **If your flight is cancelled:**

- ❖ The choice for a full refund
 - > Alternate transportation up to \$150.00 per passenger (we can not reimburse for mileage or other airline change ticket fees) >
 - A \$15 meal reimbursement for each passenger for every 4 hours of original delay
- ❖ The choice to move to the next available flight at no additional charge
 - > If this results in an overnight stay, you are eligible for a hotel reimbursement up to \$100 per person
- ❖ If you qualify for any form of reimbursement:
- ❖ Receipts **must** be submitted online at <https://www.boutiqueair.com> and under "Manage Travel".
 - > You will need passenger last name and record locator to log in.
 - > The following information is required:
 - Passenger name
 - Confirmation code, flight number and date of flight affected
 - Receipts - Receipts must be detailed and include dates (Hotel/alternate transportation/meals) Please note, we can not reimburse mileage or change ticket fees). Hand written receipts will not be accepted.
 - If multiple people are traveling together, include all names and confirmation codes in description
 - Mailing address you would like the reimbursement to be sent to.

Reimbursements can not be processed without the proof of receipt. Feel free to contact us on our reservation line at 1-855-268-8478 or by e-mail at cs@boutiqueair.com for any further questions or concerns.