16 Court Street
Moretonhampstead
TQ13 8LG

British Airways
Customer Relations (S506)
PO Box 1126
Uxbridge
UB8 9XS

13th May 2024

Dear Sir or Madam

**Ref: Flight No BA 639 Athens to Heathrow #N6P5YU**

We travelled with BA on 12th May from Athens. As I have had major surgery on my foot we upgraded our flight so that I had extra leg room as I was wearing an Air Boot. We were notified prior to our flight that BA had changed us to Danish Air Transport. We were not informed that our seating arrangements had been changed to Economy standard seating. We found that we were sitting in Economy seats with the central seat left vacant. This is NOT Business Class. There was no difference between the seats in "Business" and Economy. The seats were extremely uncomfortable, and the leg room was minimal.

The upgrade to Business Class cost an additional £1,660 for our outward and return journeys and then you had the nerve to charge us an additional £22 per seat to reserve our place for the return flight from Athens. The remarkable thing is that on the outward journey the seats were of an appropriate standard and there was no charge to reserve our place. That's a total of £874 paid for Business class but given Economy seats and service.

We were seated in Row 5 and given a menu card to choose our meal from. We requested the chicken meal but were told there was only pasta and fish left. Really? There were 16 passengers in front of us and two did not eat yet one option was unavailable to us. However, a woman sitting two rows behind us got a chicken meal because she had requested it rather loudly before we took off.

The cabin service was appalling. Drinks were served haphazardly, seconds before our meal was served. The packet of nuts was passed to us while we were eating our meal. No tea or

coffee was offered. I suspect the crew were new or poorly trained, but this is not acceptable service.

We also have attached our email to the company responsible for assistance at Terminal 5. This is the second time I have had issue with Assistance at T5. While not providing the service yourselves, you are responsible for engaging the company and so have ultimate responsibility for the service offered, and the failures therein.

We would expect that you would see that a refund was due as we were not given the standard of service we paid for and expected.

Yours faithfully

W.& K. Adams