

RE: Complaints regarding my experience with WINAIR from Montserrat to St. Marteen/ from Tuesday 30 december 2025 (WM361) to Thursday 8 january 2026 (WM362)

Expéditeur : Customerrelations (customerrelations@fly-winair.com)

À : salaura_didon@yahoo.fr; customerrelations@fly-winair.com

Cc : reservations@fly-winair.com

Date : vendredi 30 janvier 2026 à 11:13 UTC-4

Good morning Mr. Salaura,

Thank you for your email and for taking the time to share the details of your experience. We fully understand how stressful and disappointing this situation must have been, and we sincerely regret the inconvenience you encountered while traveling with WINAIR.

Following a thorough review of our operational records, we would like to clarify the circumstances surrounding your travel disruption. The operations report for the flight in question referenced **crosswind conditions**, which may indicate either low or high wind components, depending on the operational context at the time.

To ensure accuracy, we cross-checked this information with our Operations team. They have advised that around the time of your scheduled flight, wind conditions were assessed as **low**, however still within parameters that required operational review and safety-based decision-making. We sincerely apologize for any confusion this clarification may have caused.

Please be assured that all operational decisions are made in strict accordance with WINAIR policy and international aviation safety regulations, with passenger and crew safety as our highest priority. Weather-related operational limitations are classified as **force majeure (Act of God)**, as these circumstances are beyond the airline's control.

While we truly regret the impact this situation had on your travel plans, we are unable to reimburse expenses related to accommodations, missed reservations, or alternative transportation arranged independently. For assistance with the unused portion of your ticket, we kindly recommend contacting our **Reservations Department**, who will be pleased to assist in accordance with the applicable fare rules and conditions.

Thank you for your understanding. We trust that the above information clarifies the matter and addresses your concerns.

Regards,

██████████

Customer Relations Agent

From: Didon Salaura <salaura_didon@yahoo.fr>

Sent: Thursday, January 29, 2026 10:51 PM

To: Customerrelations <customerrelations@fly-winair.com>

Cc: Reservations <reservations@fly-winair.com>

Subject: Re: Complaints regarding my experience with WINAIR from Montserrat to St. Marteen/ from Tuesday 30 december 2025 (WM361) to Thursday 8 january 2026 (WM362)

Caution: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning, Mr. ██████████

I quote " Following a thorough review of our operational records, we would like to clarify the circumstances surrounding your travel disruption. On the date in question, adverse weather conditions affected operations into and out of Montserrat. Strong winds resulted in operational limitations that prevented safe landing and departure, in accordance with established safety standards ".

The staff members of Winair in Montserrat said there were not enough winds or breeze in Montserrat for this type of plane to land and take off. They even said there were no winds. So on Tuesday 6 January 2026, there were weak winds or strong winds ? Same question for Wednesday 7 January 2026.

As a matter of fact, there is a level of winds the pilots need to land and take off. On Thursday 8 January 2026, one of the pilot, the dark skin man, not the fair skin man, confirm this information to a white passenger sitting behind me. He said there is a number, a maximum of winds in order to fly. Every day, Winair measures the level of winds. And the winds were weak not strong. Who tells the truth? On Thursday 8 January 2026, there were weak winds or strong winds ? Passengers and me could feel the breeze that day.

I quote " While we are unable to reimburse expenses related to hotel accommodations or alternative flights, we kindly recommend contacting our Reservations Department for assistance regarding the unused portion of your ticket, in accordance with the fare rules and conditions applicable to your booking ".

@ The Reservations Department in CC : Please, can you explain me the unused portion of my ticket ?

I am looking forward to hearing from you soon.

Regards,

Salaura DIDON

Le jeudi 29 janvier 2026 à 15:11:07 UTC-4, Customerrelations <customerrelations@fly-winair.com> a écrit :

Good morning Mr. Salaura,

Thank you for your email and for taking the time to share the details of your experience. We fully understand how stressful and disappointing this situation must have been, and we sincerely regret the inconvenience you encountered while traveling with WINAIR.

Following a thorough review of our operational records, we would like to clarify the circumstances surrounding your travel disruption. On the date in question, adverse weather conditions affected operations into and out of Montserrat. Strong winds resulted in operational limitations that prevented safe landing and departure, in accordance with established safety standards.

In line with WINAIR policy and international aviation regulations, disruptions caused by adverse weather conditions are classified as force majeure (Act of God). As such, these circumstances are beyond the airline's control, and while passenger safety remains our highest priority, the airline is unable to assume responsibility for consequential costs incurred as a result of such events. This includes accommodation expenses, missed reservations, or alternative transportation arranged independently.

We sincerely regret the impact this had on your travel plans and acknowledge your disappointment. While we are unable to reimburse expenses related to hotel accommodations or alternative flights, we kindly recommend contacting our Reservations Department for assistance regarding the unused portion of your ticket, in accordance with the fare rules and conditions applicable to your booking.

We appreciate your understanding that all operational decisions are made with the utmost consideration for safety. We trust that the above information clarifies the situation and addresses your concerns.

Thank you for bringing this matter to our attention.

Regards,



Customer Relations Agent

From: Didon Salaura <salaura_didon@yahoo.fr>

Sent: Wednesday, January 28, 2026 11:29 PM

To: Customerrelations <customerrelations@fly-winair.com>

Cc: Didon Salaura <salaura_didon@yahoo.fr>

Subject: Complaints regarding my experience with WINAIR from Montserrat to St. Marteen/ from Tuesday 30 december 2025 (WM361) to Thursday 8 january 2026 (WM362)

Caution: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir or Madam,

I was a passenger of Winair from Tuesday 30 december 2025 (WM361) to Thursday 8 january 2026 (WM362) for a round trip from St. Marteen to Montserrat.

As a matter of fact, my flight was scheduled on Tuesday 6 january 2026. I had to take another plane from Saint Martin to Guadeloupe the same day. According to the staff, Winair could not fly, take off and land in Montserrat because of weather conditions. You mean, because of Mother Nature. Your plane needs a level of wind or breeze to fly.

I would like to get a refund for the two nights I paid for Paradise Villa Rooms in Montserrat and the additional expense for my flight from Saint Martin to Guadeloupe.

This situation was the responsibility of Winair not mine. Even if the staff said it is because of Mother Nature and they could do nothing about it !

See attached some documents.

I am looking forward to hearing from you soon.

Best regards.

Salaura DIDON