

Dear Pegasus Airlines Customer Service, I am writing to express my profound disappointment and utter dismay regarding the deplorable treatment I endured during my recent flight on 28 January 2024. Time is of the essence, and I expect a swift and satisfactory resolution to this matter. I am prepared to share my harrowing experience with my followers, ensuring that potential travelers are fully aware of the abysmal treatment they may encounter when choosing to fly with Pegasus Airlines. I witnessed another family, Omani nationals from GCC like myself, subjected to the same callous treatment after arriving late to the gate. This egregious display of incompetence and unprofessionalism reflects poorly on your airline. My exhausted and inconsolable children were met with callous indifference from your staff, who proceeded to berate me and demand my immediate departure. This discriminatory behavior towards passengers from the GCC region is not only reprehensible but also deeply alarming. In light of these egregious circumstances, I was compelled to secure one-way flights with an alternative airline, incurring a substantial financial burden of \$1,560.