CHANGE ABSURD PREDAWN FLIGHTS, CARIBBEAN AIRLINES

News / Airlines

Despite complaints made to Caribbean Airlines (CAL), it continues to offer Caribbean passengers very early-morning flights out of popular North American destinations such as Toronto and New York.

I'm not sure why CAL chose this absurd scheduling, as the airfare is not discounted for the inconvenience of having to depart as early as 1:15 a.m. (Toronto to Kingston) and 2:10 a.m. (New York to Kingston), and arriving very early in the morning.

I realise that CAL might have fewer planes to service all routes, but for years, it managed adequately flying within reasonable times. Not all passengers can endure this. Many travel with family, including small children and seniors, and safety is also a concern. Travelling from the airport in Kingston very early can be fraught with danger.

The airline has already reduced the number of non-stop weekly flights on some routes, which is fine if this will save cost and increase weekly passenger loads. However, CAL should seriously reconsider the departure times in the interest of marketing, customer service and overall satisfaction and experience.

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We want to support all things Caribbean, but an airline must never forget that passengers do have a choice when it comes to travel!

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