

## Rotuma Air Services

I read with interest your online article in the Fiji Times Online (April 21st) regarding the air services to Rotuma. I can empathise with your sentiments in the article. I live in Melbourne, Australia and have a close friend "stuck" on Rotuma who can't get back to Nadi. He fly from Melbourne, Australia to Rotuma via Nadi on April 11 /12 to spend a week with his Dad whom he hadn't seen in 20 years. He was booked on the Rotuma to Nadi flight on April 19th. After turning up at Rotuma Airport at the designated time, he was told the flight from Nadi to Rotuma was cancelled due to bad weather. Pacific Sun told the passengers who were to be on the flight that they would reschedule the flight on Monday or Tuesday the following week. After numerous attempts at contacting myself in Australia, he finally got thru and relayed this information to me. I then had to inform his wider family and his manager at work that he wouldn't be at work on Monday. Monday and Tuesday came and went and there was still no flight back to Nadi. There is very little information on Rotuma so he would report to the airport each morning hoping there would be a flight that day, with no luck. Well Friday April 26th has just begun and again, the flight from Rotuma to Nadi is cancelled. That's a whole week he hasn't been at work and a whole week of being somewhere he shouldn't be, not to mention the chaos and interrupted schedules his family, friends and work colleagues need to deal with in his absence in Australia. It now maybe another week before he's home. To make it worse, he is sick - in need of antibiotics, tired and stressed. He will likely need hospitalisation when he gets back to Australia - both for his physical health and mental health. Someone on Rotuma made the comment - why would you want to leave paradise? For him it's nowhere near paradise - the island is fast running out of supplies - water, food, cash, medical supplies, fuel and there's no access to the internet, limited phone access and no tv or radio. Pacific Sun need to find a way to get people from Nadi to Rotuma and vice versa ASAP.

Like you said in your article - Pacific Sun need to greatly improve their air services to Rotuma and start treating their passengers with a bit more respect with better communication and planning for these events.

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