

Regarding Air Service to Rotuma

I walked past the domestic check-in counters after checking in for my 8.45 am flight back to Auckland when I saw written on a board ' Flight to Rotuma 6.45 am'

I thought I could quickly buy some chocolates or some stuff for the kids back home so I asked the Rotuman lass and the Indian guy behind the counter if it was possible. I was told that I had only two minutes. Seeing that it would take me more than two minutes to run back from the duty free shops on the other side of the terminal with the stuff I decided against it.

Both agreed that it would be too late.

Back home in Auckland I rang Rotuma to tell mum I have arrived safely and to also tell them not to send the stuff they were supposed to send on the plane as I am already back in Auckland.

To my surprise I was told that there was no plane on that day as the flight was cancelled. I wonder if was it cancelled while in the air, because I was told that the plane taxiing on the runway was bound for Rotuma.

I now understand why Rotuma passengers spend money on expensive transport to the airport only to return home in frustration due to cancelled flights!

This has been a regular occurrence and it makes one wonder if it is pure incompetence or arrogance or both on the airlines part though I suspect more so on the employees themselves!

I hear of a new airline to service outlying islands like Rotuma. I say bring it on! Rotuma needs better treatment than what they are experiencing.

If I may suggest, couldn't the service be run like international flights whereby *you book, you pay, you fly and not you book, you pay, someone else flies* as is the case happening in Rotuma!

Cheers
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