Letter

Spirit Airlines

OBTGGJ

My name is Ronnie Leeth, a Blind Veteran who travels with a companion and a guide dog. I received financial aid in the form of scholarships and grants from The National Federation of the Blind (NFB) and The Blinded Veterans Association (BVA) in order to pay for and attend the 2018 National Blind Federation Convention in Orlando, Florida. The scholarships were awarded to first time Blind participants and their companions to be able to afford the trip. I planned my trip with Expedia and paid for the Emergency Insurance in case of unforeseen issues. The companion Kimberly Campbell, did have a Personal Medical Issue and will not be able to travel with me, MS Campbell is uncomfortable releasing the medical report to me and I was unable to obtain a copy from the hospital because of the HIPPA Privacy Laws. I contacted Expedia and was informed that I would have to contact Spirit Airlines in order to transfer the ticket to another traveling companion. The first customer service agent I communicated with gave me options and suggested that I get another travel assistant and call back with the updated information and the ticket could be transferred into the new person’s name. When I got another traveling companion I returned the call to Spirit Airlines customer service and was told that I could not transfer the purchased ticket to another person. I was confused and again asked for any options and she stated that I needed to write a letter and explain my dilemma. I have to attend the conference in order to receive the scholarships, without a traveling companion it would be impossible for me to travel. I cannot afford to replace or lose the cost of the ticket therefore I am requesting that Spirit Airline consider allowing Ronnie Leeth to transfer Kimberly Campbell’s ticket into Kathy Patterson’s name so that I will be able to attend the 2018 National Federation Blind Convention.

Thank you for your time and consideration in this urgent matter.

Sincerely,

Ronnie R Leeth LSW