

*Filed  
Mail + File  
President's File*

May 17, 1976

Mr. Herbert A. Gold  
Jayne Products, Inc.  
609 Fifth Avenue  
New York, NY 10017

Dear Mr. Gold:

Many thanks for sharing your unfortunate Pan American Airways flight experience with us.

Upon checking we were told Pan Am had not changed their seating policy. Normally, they do reserve rows 1 - 4 for non-smoking passengers in their first class section. Occasionally, however, when they receive more requests than usual for non-smoking seats they are required to utilize row 5 to make up a continuous section.

In this regard, we were also told that when Pan Am had more requests for smoking than non-smoking seats, they often used row 4 to expand the smoking section.

I would greatly appreciate hearing from you should you receive a different explanation from Pan Am.

Best regards.

Sincerely,

WmDH:aw

50151 3407