

Complaint : Complaint on Travel Agency

Written by Administrator

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I would like to make a complain regarding my deposit been paid to Super Service Travel, Kota Bharu, Kelantan.

The chronological events as follow:

2.5.08: Me and my friends been paid the deposits for one thousand each to the travel agent for the Italy trip. There are 3 of us in total. At that moment, the travel agent did not give any information about the trip. However, they just saying that we are heading to Italy and its is a nine days trip, depart somewhere on May. We hand in the money to a friend of us which are going as well to pass the money to the agent, the lady called Jolene which is the person who in charge.

1.4.08: Nearly two months later, Itinerary been faxed to us stated that there are 11 days journey and there is an additional destination which is Amsterdam.

Since the itinerary is so much different, we went to consult from Jolene. However, the explanation from her is so unacceptable and unreasonable. After the discussion with her, we opt not to join the trip anymore as we feel this misrepresentation and we request to have our deposit back. She mentioned to us that, the money is non refundable and we got to pay her certain extra amount for the cost of the air-ticket.

It was so disappointed that she acted so unprofessional. I would say her statement is so contradict and she should not have add on the extra destination without our knowledge. I am very sure i live in a democracy country protected by Consumer and Human Rights! It would be great if you could advice me where is my rights and what shall i do ?

Thank you so much indeed.

Best Regards,