

## Complaint : Air Asia unfair Policy

Written by Administrator

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I would like to bring to your attention that i find Air Asia policies in regards to Cancellation / refund / amendment are suppressive and unfair in nature.

I have booked 4 return tickets from LCCT to Langkawi on 27 Jul to 29 Jul 2008 on 12 May 2008. On 16 May 2008 we wish not to travel to Langkawi due to the hotel of our choice is full and other alternative were too expensive for us.

I am fully aware and agreed that changes of flights can be done at a fee. However, when i tried to change the flight, Air Asia staff told me that i can only change the flight number and date but not the destination and cancellation is 100% no refund.

After reading some articles in the internet, i find that Air Asia practices has some levels that consumer is suppressed and the agreement/policy is one-sided.

I want to know if there is any Consumer Law that Air Asia has broken and is there any internet law governing the cancellation/exchange/refund policy.

Below is what i find ridiculous Air Asia policy.

**1)** Even if i buy a t-shirt at any department store, i am allowed to return and exchange for another goods with similar amount.

- Now give the above scenario, why can't i exchange to another destination given that i am able to pay higher price. Since i purchase the ticket in advance, what if there is an outbreak/civil war happened in that area where i do not wish to risk my family for any reason.

**2)** No refund of what was unused

a) Fuel Surcharge - It is consumerble, meaning if Air Asia knows that i will not onboard, meaning they will know that they do not have to put additional fuel for the aircraft, hence it is not fair that Air Asia for not refunding the fuel charge.

b) Admin charge - I wonder what is the admin charges are for and for what aspect. For my booking, i was charged RM180 (return) and i was wondering what admin works they have perform (charge 2 ways). If the admin charges are for worker at the check-in, apron, cargo and others area, then i think Air Asia should refund since i canceled my flight in advance hence, i will not at the airport and no worker will attend to me.

c) Insurance Policy - Air Asia states that any change of flights, the insurance amount will not be refunded. Since the insurance policy starts on the date passengers travel i find no reason why changes of flight date the insurance cannot be amended accordingly.

d) Checked baggage - Any cancellation, the prebooked check baggage will not be refunded. As what Air Asia mentioned that Baggages involved fuel cost. Since if i cancel my flight, Air Asia definitely knows that they wont have to spend the additional fuel for my baggage.

In all, i do agree cancellation or amendment fee should be imposed but not as what currently unfair Air Asia policy that do not allowed Cancellation/refund/amendment of destinations.

I strongly feel that with today's technology, amendment or destinations does not requires much manual work as all are done via internet/computer system.

With that, i urge NCCC to investigate/ponder around the law book to see if Air Asia has broken any law such as suppression and unfair policy.

ThankS