

Complaint : Air Asia Changes Flight Schedule Without Informing Their Passangers

Written by Administrator

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On 11 September 2007, I noticed the promotional sale of AirAsia at their website, thus I made a booking for Kota Kinabalu - Penang (14 June 2008) and connecting flight from Penang-Bangkok on the same day. The tickets were confirmed and the departure time of KK-Penang is 0630 and arriving Penang at 0920. Then the flight from Penang -Bangkok scheduled to leave at 1035 the same day. With more than 45 minutes in between, I was thinking the planning is perfect.

However, things changed when I rechecked my schedule this year in April and found out the departure time of Kota Kinabalu -Penang had changed to 0700 and arriving at Penang at 0950, which means I will not have enough time to make it to the second flight. Airasia also didnt notice me at all until now.

On last saturday (10 may 2008), I went to AirAsia Customer Service Counter at the airport, thinking i might get the change of ticket for free since it wasnt on my fault. But much to my dismay, they said I cant change it for free, since they only change the schedule for half an hour, which later ask me to see one manager. he told me that the airline will not do anything for connecting flight within 3 hours of the 1st flight. Then he gave me the service center number and ask me to call. I did and was told that because the change of schedule is not more than 45 minutes, so they not gonna to do anything about it.

At the end, I was forced to buy another ticket at the cost of RM 200 just because they change the schedule, and they are not trying to do anything to fix it. I was so mad at the totally irresponsible attitude of AirAsia, and I hope the justice will be served.

Yours sincerely