

Complaint : Air Asia booking

Written by Administrator
Friday, 11 September 2009 11:27 -

Recently, I had made a mistake in booking online with Airasia a flight destination to Vientiane. I had intended to book a flight to Vietnam, Hanoi. I immediately realize my mistake upon receiving their booking confirmation. So I called Airasia hotline 15 minutes later and informed them of my mistake.

The Airasia representative advised me to cancel the booking I made for Vientiane and make another booking to Vietnam, Hanoi which I did.

I made another call to request that airasia refund the cancelled booking I had made earlier which amounted to (RM 447.98). However, the airasia representative said that according to their policy, they don't do refunds.

I feel that I have been penalized very unfairly by Airasia after I made every effort possible to cancel the wrong booking early.

I hope that you can help me address this matter amicably.

Your sincerely,

S.K.Yap

NCCC has forwarded this complaint to the Ministry of Transport for action.

Dear Ybhg Dato',

This is really absurd. This is not the way how Air Asia should treat their passengers. If they delay their flights then it is OK but if passenger makes a mistake not matter how minor (like in this complainants case) then the passenger is penalised. This complainant has immediately taken all the necessary steps to rectify the mistake but yet penalised.

The NCCC would plead to Ybhg Dato' in order to bring this matter up with Air Asia and insist that their policies are more customer friendly. A blanket policy of no refund does not make any sense and is an abuse of consumers.

Thank you

Darshan Singh
Director-NCCC

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27 March 2008