

Complaint : Air Asia-Go Holiday Disaster

Written by Administrator

Friday, 11 September 2009 10:15 -

I am writing to you seek your assistance regarding my claim for refund from AirAsia Go Holiday package to Siem Reap (26-28 Dec 2007). The details of my complaints and the so called holiday package are as per the correspondences below. My attempts to call them lately have failed as the phone line has since gone 'dead'

4 weeks have passed since your response and I have yet to hear further development on my complaints below. I've tried to call the phone line for so many times but no one seems to be answering the call. Not only did I have a bad holiday on air asia go holiday now I am also facing poor customer service. We (my friend & I), have paid RM 2,542.21 for 2 pax for the trip which we would not have taken if we had known that it was not worth the money and the trip was a disaster. On top of that we had to incur additional costs of approximately USD140 excluding food for the failed trip.

We would therefore wish to claim a refund and reimbursement of the monies that we have incurred for the trip. Other additional costs that we have incurred are the fare. My friend and I took the go holiday package to Siem Reap recently and what a disaster it turned out to be. We're writing to lodge an official complaint to you and wish to claim back the monies that we have paid upfront for the package for all the trouble that we went through there.

Below are the problems that we faced:

- When we arrived at Siem Reap (SR) Airport - no air asia staff met us up despite waiting for 30 mins.
- We made enquiries with the air asia office staff at the Siem Reap Airport but no one knows anything about the go holiday package. They tried to help by trying to contact KL office but was not able to get through the line as it was forever engaged even after several tries.
- We went to Lock Yinh Hotel as stated in the itenary on our own, paid USD5 for the taxi. However, our name was not listed in the hotel booking list. The hotel staffs too have never ever heard about any air asia package.
- We waited at the hotel lobby for 30mins whilst the receptionist tried to call the Air Asia office in Cambodia but connection failed because the line was busy.
- Feeling lost and not knowing where to go we decided to call the KL Air Asia office. It took a while for us going round before we found a shop which provides international call service. The KL Air Asia office line was as expected busy and we were by then dissapointed and angry as time had been wasted as well as money for we had to incur 12,000 riyels on the unsuccessful phone calls made.
- We then went back to the Air Asia office at the Siem Reap Airport. They again tried to contact KL Air Asia and Go Holiday call centers numerous times but were not successful.
- Based on the advise by the Cambodian Air Asia staffs, we went to Nokor Phnom Hotel, the other hotel listed in the goholiday itenary , to check in case our names could have been inadvertantly listed there but it was the same story as the first hotel - no name and never heard of air asia or go holiday.
- We wasted almost a whole day going back and forth trying to contact air asia and go holiday. We hailed a taxi who took us to the Angkor Diamond Hotel to check in. The taxi ride cost USD5 and the hotel cost USD30 per night.
- We spent USD20 on taxi fare to see the other attractions in the itenary i.e Silk Farm and Artisan D'Angkor.
- The next day we checked-in to a cheaper hotel which cost USD 12 per night since we were running out of cash.
- The itinerary was supposed to cover visits to the Angkor Wat and temples but all that did not materialise and we had to make our own plans and use whatever cash that we had instead. The ticket price into Angkor Wat was USD20 per person. We took the tuk-tuk and it cost us USD15 for the whole day.
- The tuk-tuk from hotel to the airport on our return flight cost us USD7. Based on the above, it is obvious that we did not get what we paid for.

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Without prejudice, we therefore wish to make claims for the amount that we have paid less the flight fare and also to get reimbursement for the additional cost incurred as above and for the inconvenience and problems caused us due to the poor management of go holiday. It is go holiday gone
awry.

Complainant Information withheld
NCCC
12 February 2008

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