

Airline: Sky Airline

Title: Sky Airline customer review

Review: Buenos Aires to Santiago. Staff have no intention to speak in English - not all of us speaks Spanish. My friend's got damaged on first flight. Couldn't get help or no one to complain. Just gave email address and walked off. Not even sorry. Second flight was even worse. Luggage got lost and the same. Asked for hotel and another people translated that bag will come with next flight and be delivered to your hotel. Next day took a couple hours until those staff found bag.

Route: Buenos Aires to Santiago

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corsair

Title: "first and last time flying with them"

Review: Montreal to Paris Orly. Corsair postponed my evening flight to the next morning. They refunded me 17\$ Canadian, saying they only refund expenses incurred before the flight. I asked their customer service to direct me to their policy which I didn't see on their website nor on my boarding pass/booking confirmation, and they stopped responding to me. I live in Canada, and their call centre hours, 9 am to noon France time, make it impossible for me to call them. First and last time flying with them.

Route: YUL to ORY

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "Go with another airline"

Review: The system auto assigned my 8 yr old daughter to a seat 12 rows from me, which is against the airline's safety policy. When I contacted Customer service to raise my concern, they agreed to move her to a seat close by. But then at airport check in, I couldn't print boarding pass. Was told to go to payment counter and pay for changing my daughter's seat! After escalation, the manager even accused me of putting my daughter in a far away seat but now wants to move her closer, hence I should pay. I find her accusation so ridiculous. She finally agreed to waive seat charge, as though she did me a favor. I wonder why AirAsia system would assign young kids to sit by themselves. My advise. Go with another airline!

Route: Singapore to Bali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "They kept changing the flight time"

Review: Worst experience ever. They kept changing the flight time, we had to over go a delay of one hour and when we finally got to the airport we waited for an extra one hour because there was another plane in our spot. Not recommended.

Route: Punta Cana to Montreal

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Seychelles

Title: " my worst flight experience"

Review: Flew Air Seychelles from Seychelles to Mauritius (had to take this as this would be the only direct option with a high price of \$300+), and this became my worst flight experience in my life as my original departure time of Apr. 19, 10:00 eventually became Apr. 20, 15:10. A transactional email arrives the night before the flight that the flight will be

delayed but new flight time will be released later on, shattering my sleep already as I am in fear that my travel plans will be disrupted (and it did in a serious manner). Had to be at the airport on time nonetheless (as I now know that Air Seychelles will never care about my travel plans and therefore I will have to be at the airport to be at the scene myself) and another email arrives that 13:20 would be the new departure time. But then nothing happens and nobody at the check-in counter knows what is going on except that there is a "discussion" about the flight's fate if it would fly out on 13:20 as planned or not (and it did not). Finally, at around 11:00 an Air Seychelles temporary employee approaches the passengers that the flight is "decided" to be delayed (a quick check on its two A320 Neos reveal that they are flying other routes instead, but no explanations were given at all so how would I know what is happening at all) and that all passengers will have to stay where Air Seychelles sends them to. All passengers end up taking the bus provided by Air Seychelles (after loading their luggage on an open truck's cargo hold) and are all bussed to a terrible resort about 30 minutes away from the airport. Then rooms were assigned arbitrarily (couples were okay but solo travelers were randomly assigned rooms together) and a terrible lunch buffet with only one free non-alcoholic beverage was offered (not even a meal voucher as that would be so much more expensive to the airline). Then we were told by Air Seychelles that the flight could depart any time that day or the day after and that the passengers should wait for the call in their hotel rooms (that is, someone should be in the hotel room instead of being at the beach in front of the resort) as well as frequently consult Air Seychelles Facebook page for updates. Then the hotel calls that passengers should gather by 11:00 the next morning without even telling us what the new departure time would be (had to check myself via the aforementioned Facebook page that the new departure time had been announced as Apr. 20, 15:10). Then the next morning, once again the weird bussing back from the hotel to the airport, and then found out that an Ethiopian B737-MAX8 was there to run the route instead. Checked-in and finally departed at around 15:40, landing in Mauritius at around 18:00 (a whopping ~30 hour delay). Cannot say much about the aircraft and in-flight service as it was provided by Ethiopian Airlines, but it was pretty basic with basic seats without any IFE and a tiny sandwich given during the flight (alcoholic beverages were available though). At the end of the day, my Mauritius travel plans were disrupted without any reimbursement of any kind from the airline for the losses. I heard before that Air Seychelles had financial troubles in the past and now I think understand why. Will never fly again with Air Seychelles, and even give up Seychelles as my vacation destination if Air Seychelles is unavoidable.

Route: Seychelles to Mauritius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SilkAir

Title: "not recommend this airline"

Review: Singapore to Cairns. I would not recommend this airline. What a disappointment considering they are affiliated to Singapore Airlines which are great. Firstly the seating feels the way it looks. Must be the worst looking interior, old badly maintained (seat pockets were broken on both flights), the seats were super uncomfortable, the food was terrible and the flights were late on both occasions. Silk Air will not see me again.

Route: Singapore to Cairns

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aerolineas Argentinas

Title: "No complaints whatsoever"

Review: Vast improvement compared to my last experience some years ago. Used Aerolineas Argentinas as a 'feeder' from/to AEP (which is so much more convenient than EZE for my needs) to connect with my Swiss (Edelweiss actually) flights from/to GIG. No complaints whatsoever, brand new, clean planes and enjoyable service both on the ground and in the air. Complementary catering absolutely sufficient for a 3 hour flight with 2 ham/cheese sandwiches, soft drinks and coffee on offer. The only inconvenience was that my reservation number (ticket issued by Lufthansa) wasn't recognized by AR, hence I was unable to make online check-in and reserve seats for the GIG-AEP leg upfront. However, it did work for the return flight once I obtained the locator/PNR code. Overall a good experience and an option I will again take into consideration for my next trip.

Route: Zurich to Buenos Aires via Rio de Janeiro

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avior Airlines

Title: "Terrible experience"

Review: Miami to Caracas. Terrible experience. Bought a non stop ticket. Upon returning, Avior decided to put 2 flights together and passengers were sent to a different city, we were delayed for over 6 hours, I advised Avior that I had a connecting flight to 2 different agents that advised that they would contact Avior USA, by the time I got to USA, I had lost my connecting flight, spoke the situation to Avior Personnel who not only were extremely rude but refused to pay for my hotel and took no responsibility on the issue. Next day, I tried to contact Avior by phone and email providing all info to no avail. The difference between a non stop ticket vs a stop ticket was over \$200-\$300.

Route: Miami to Caracas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "unacceptable service"

Review: Hong Kong to Ho Chi Minh City. Our flight was delay 6 hours from SFO to Hong Kong. Our flight from Hong Kong to Ho Cho Minh delayed. Once we landed in Hong Kong they gave me the first flight out but its 23 hours wait. They gave another family of 3 guests on the same flight out as ours from Hong Kong to Ho Chi Minh on Vietnam Airline. This is the worst experience of flying. This is unacceptable service.

Route: Hong Kong to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Maya Island Air

Title: "1950s era third world airline"

Review: San Pedro to Belize City. Enjoy the experience of a 1950s era third world airline. Reservations and confirmations mean nothing. Your flight will always be leaving in 15 minutes and passengers cheer when they are finally called to board. Particularly difficult on families with children. Officials sit inscrutably at the front desk and must be approached numerous times to ensure you have not lost your place in line. Really great way to start and end a vacation.

Route: San Pedro to Belize City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vietnam Airlines

Title: "The most wonderful experience"

Review: Ho Chi Minh City to Hanoi return. The most wonderful experience today and I'm 64 years old. How the staff assisted me with my health declarations, then changed my flight to my convenience, is beyond any belief. I thank them all from the bottom of my heart. I've been flying VN Airlines for so many years and my experience overall is a very positive one, but what happened today I cannot just forget without a very special mention. I recommend the company at all times. Reliable and good service. I'm never looking for perfect (I know they are), just imagine if I should have to review myself.

Route: Ho Chi Minh City to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "flight attendant was attentive"

Review: Flew Jakarta to Batam with Batik Air in Business Class. I was the only passenger in business class on this

flight. They use Terminal 1 Soekarna Hatta to check in - but business class passengers get a small lounge in Terminal 1 C for Batik Business Class only. The flight was good. Take off was smooth, but landing was not due to bad weather in Hang Nadim Batam. The flight attendant was attentive since I was the only one in the business cabin. The meal they served was good, but a little bit salty for me. Overall its good - their price for business class is very competitive.

Route: Jakarta to Batam

Seat Type: Business Class

Traveller Type: Business

Airline: United Airlines

Title: "36-hours on the phone"

Review: United is the worst airline in the world Ive spent 36 hours on the phone with them over the last 2 days. I will never fly with this company ever again! Maybe instead of paying people \$5/hr in another country that cant help anyone or has no permission to do anything you should invest in actual US customer service that you pay \$30+/hr

Route: Denver to Hawaii

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "once again another delay"

Review: I fly frequently for and 9 out 10 times I have a delay with Southwest Airlines. All I want to do is get home today and once again another delay. Pay extra and book with another airline and get to your destination within time. I can understand an occasional, but all the time.

Route: Kansas City to Las vegas

Seat Type: Economy Class

Traveller Type: Business

Airline: Primera Air

Title: "Do not book with this airline!"

Review: Alicante to Stansted. Booked this flight because it was the cheapest and didnt look into them that much. Woke up on the morning of the flight to say that it was delayed from 12:40pm to 04:20 the next morning. Nobody was the airport until 11am (staff wise) and they then checked us in before sending us off to a hotel at 3pm. As we pulled into the hotel we all received a text message saying that the flight was cancelled and we had to book our own flights home. I got one of the last British Airways flights which cost me £500. There were lots of distressed people who couldnt afford a new flight and I honestly dont know what happened to them in the end. Lots of people had to fly to East Midlands the next afternoon and then make their own way to Stansted. This isnt ideal but these things happen and at this point I wasnt too annoyed with Primera Air. However, upon returning I have emailed my refund claim as asked and have had no reply. I have tried to phone them and their refund department do not have a phone number. The lady in customer services told me that they get thousands of claims a day so I shouldnt expect a reply soon. Its so frustrating that they still havent been in contact (nearly 3 weeks later) to even give me a reference number. Do not book with this airline! Pay the extra money to fly with an airline that will actually treat you properly.

Route: Alicante to Stansted

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LC Perú

Title: "frustrating and stressful time"

Review: Cusco to Lima. LC Peru cancelled my flight twice. Once yesterday 9/21, which they rebooked to this morning 5:40am 9/22 2502. Both times all passengers had to checkin, go through security, wait at gate, wait to board, get inside plane, then be told there was mechanical issues and had us deplane, get our luggage, checkin again (in an impossible non-English) line. They never made clear announcements in English or Spanish to explain to everyone what was going

on. I ended up having to buy an expensive same-day flight on a different airline just to get back to Lima to catch a \$400+ tour I already rebooked because it was supposed to start today at 4:00am from Lima! Whereas I am still in Cusco. I am so very disappointed with this airline. I had a great time in Cusco but that was overpowered by this miserable and annoying and very frustrating and stressful time with LC Peru. I

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "unexplained waiting time in baggage claim"

Review: OG605, 10.02.2023 Flight on time off gate ALC, ahead of schedule in KEF. Payed for extra leg space, turned out excellent seating. Onboard service normal. At baggage claim in KEF, no passengers from other flights waiting in baggage area, not a single piece of luggage on belt for over one hour. Waiting for luggage is one thing, but receiving no information or explanation can become extremely irritating. The unexplained waiting time in baggage claim definitely affected the value of the excellent experience during flight.

Route: Alicante to Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "Shame on you Safair for poor service"

Review: My mother in law who is 88 years old was booked to go to Durban as an assisted passenger. At Or Tambo airport a Safair staff member escorted her to the boarding area of the plane. When she got to Durban, she and an elderly couple who were also as assisted passengers, waited on board to be helped out the plane. This service was not forthcoming by the cabin crew. They decided to then disembark by themselves, because they were not attended to.

When my mother in law went to collect her luggage which was supposed to be on carousel 4, it was nowhere to be found, she was given the run around on the collection area. Eventually it was found on carousel 1, imagine a frail 88 year old person trying to take her luggage of the carousel by herself, she could have fallen and injured herself. She was traumatized and disrespected in this process. This could have been prevented if Safair cabin crew had done their job's and escorted her and the other elderly couple of the plane. Shame on you Safair for poor service and disrespecting elderly people, where's your sense of Ubunyi?

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flynas

Title: "its so disappointing"

Review: I booked a flight on 27th December 2018 from Jeddah to Kuwait to visit my family. The flight first delayed for 30 min. When I reached to the airport while waiting to check in I have been told the flight may cancel due to the lack of customer at the aircraft. Flight was at 14.30pm and it was already 16.00pm and there was no manager of supervision to guide us. Than we have been told we will fly with Jazeera and 18.10pm and they took our passports to issue the tickets and we have been told the bus will take us to the north terminal. While we are waiting we have been told none of he flights are available for today and they were trying to send us to the hotel. There was no clarification on when we will fly. Even for next day or whatever! There was an agent and he said dont talk to me and complain to the call center! So irresponsible I had to book another flight and mean time I have been told I can refund! After waiting over the hearing their cheap on going advertising for 25 min. I manage to talk to agent and he said there was no delay with the flight and place took of to Kuwait on time! They had no idea what was happening at the airport. He gave a agent name to talk to him and he said he has the solution for you .Pay a bit more and never use this is airline as its so disappointing!

Route: Jeddah to Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India Express

Title: "a great experience"

Review: Dubai to Kochi return. I had a great experience. Both these days the service rendered by the cabin crew. Air India express should improve there seats and also include some variety in the foods which are serving to guest. And also take care about the time management.

Route: Dubai to Kochi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "so many schedule changes"

Review: Worst airline ever. Ive never known an airline that makes so many schedule changes a few hours before boarding time. Were already on our way to airport then suddenly I receive an email from them that our flight schedule have change from 6pm boarding to 10pm. I cannot recall how may times theyve change our schedule but i got home at 1am. I will never fly again with Airasia!

Route: Bacolod to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "experience with Jetstar was not a good one from the beginning"

Review: My experience with Jetstar was not a good one from the beginning. I had vouchers to use but Jetstar made it so difficult and complicated to redeem them that I had to eventually pay a travel agent to do it for me. The vouchers had

been paid to fly to Thailand but when I went to redeem them they didn't even get me to Bali. The flight was 2 hours late in leaving, the staff on the plane were adequate. I was happy we were on a Dreamliner 787 for all the good features it delivers. I paid extra for an exit row so I could stand up and avoid a third DVT. In fact the knowledge that I could fly on a 787 both ways confirmed that I would go to Bali. On the return trip, Jetstar changed the aircraft to a A321LR Neo, a narrow bodied smaller plane with no entertainment and a minimum of space to stand and exercise. All previous seat booking disappeared so I tried to again book exit rows. The Jetstar webpage interface was so unaccommodating that it was difficult to execute this so I missed out on the two that were available. I think it is pertinent that I wouldn't even have known the plane had changed except that my travel agent had sent me an email. I received nothing from Jetstar. When I finally did book some seats and Jetstar emailed me my new itinerary, it indicated that I now had no checked luggage even though I had paid for it. As it turned out other people were sent the same information but none of us knew it was going to be ok. I tried to contact Jetstar on their website chat, but after 20 mins waiting I gave up, but I'm sure I'm important to them. The plane was also 2 hours late in leaving Bali because it was 2 hours late in arriving from Australia. The plane was crowded but the seats were unexpectedly comfortable. This service would not be tolerated without fines in other parts of the world. Next week I fly Virgin, I'm hoping for a better flight.

Route: Denpasar to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "the flight was a nightmare"

Review: On the way out the crew were lovely and the food was very good. On the journey back home to UK the crew were not to be seen.. The temperature in the cabin was freezing to the point of having 3 blankets luckily as the flight wasn't full etc. Due to that fact you couldn't get comfortable with being so cold, the flight was a nightmare. Many passengers said that they shivered all the journey. We had priority economy seats which I was so pleased with until the journey began, I felt so poorly with being so tired, it tarnished the whole experience.

Route: Penang to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "seats are very comfortable"

Review: A few months ago I traveled Virgin America premium economy and the service was terrible, I thought it was because I wasn't in first class. On my recent trip from Los Angeles to New York JFK I purchased first class tickets. The service was still very poor. I fell asleep and when I woke up later they did not offer anything to drink or eat. The seats are very comfortable though.

Route: LAX to JFK

Seat Type: First Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "I have cancelled our reservation and rebooked on a less greedy airline"

Review: My wife and I had round-trip Business Class reservations with Finnair from London to Bangkok. We are elderly and my wife is a very nervous flyer and so it is essential that I always sit beside her on a flight. So, I went online to make our seat selections in the usual way and was shocked to find that Business Class passengers on Finnair now have to pay extra to select their seats! So an elderly couple flying in Business Class cannot sit together unless they pay extra! I have cancelled our reservation and rebooked on a less greedy airline.

Route: London to Bangkok via Helsinki

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "a nightmare to deal with"

Review: Nothing positive to report from this trip review. Flight was four hours late, missed onward connection to Florianopolis, forced to overnight at GRU. LATAM had apparently organized hotel bookings for us and I received my voucher upon arrival. Unfortunately when we got to the hotel the hotel had no rooms and they claimed LATAM never confirmed any of the bookings with them. LATAM was unreachable to resolve this problem. We tried on social media channels and five different phone numbers. Basically all of us were left to fend for ourselves. Ultimately secured my own room at another hotel and got myself there. Zero chance of being reimbursed by LATAM who refuses to respond to my queries on Twitter. At GRU was told there is not one person who could help resolve this despite it being a hub airport - they said I have to call them - we tried multiple times with no success. They have been completely unresponsive since the problem has occurred and their customer service is less than zero. Their lack of competence is outdone only by their lack of integrity. As for the flight itself, their B767 product is antiquated, circa 1990 in look and feel, badly in need of refurbishment. Seats uncomfortable, 2x2x2 configuration offer no privacy. IFE did not work properly and hardware was falling apart. Business class headphones were the same cheap plastic as economy and they had some dog ate the homework excuse as to why they didn't have the noise cancelling or noise reducing variety that made no sense. Needless to say I'd avoid LATAM and this aircraft for all of said reasons unless you absolutely need to fly them. They are a nightmare to deal with, are extraordinarily unethical in their dealings with customers and they need to be called out for what they are - basically a bunch of frauds. Avoid these people like the plague.

Route: Barcelona to Sao Pulo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "experience couldn't have been better"

Review: My experience couldn't have been better. Before boarding we used the Qatar Airways Lounge in Bangkok which is simply the best. Boarding was well organised. The crew were welcoming and the seat ready with pj's, blanket

and seat cover. The Champagne was cold and the food was really good. I slept for 5 hours and had a light breakfast before arrival. What more could I have asked for?

Route: Bangkok to Sydney

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "impressed with the aircraft and staff"

Review: East Midlands to Heraklion with Thomson Airways. We were very impressed with the aircraft and staff on this flight. The plane was very clean and much better than previous flights with Thomson. The aircraft looked almost new and I am sure there was more legroom. The least said the better about the airport when we reached our destination.

Route: EMA to HER

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "good deal - if you have flexible plans"

Review: Melbourne to London via Brunei and Dubai. The deal with flying Royal Brunei is more complicated than flying other airlines. The flying experience on the 787 is excellent - great legroom for an economy seat , good food served every flight. IFE is OK - take your own headphones. Crew are very good. The price is very low compared to other airlines. However, this is a small airline with no back up plan if things go wrong - and they do. We had a 13 hour delay in Brunei but met people who were delayed several days. RB put us into a basic 3 star hotel for the night and organised a pretty poor evening meal but a meal nonetheless. We also travelled with people who had experienced this sort of delay several times. RB is a good deal - if you have flexible plans - delays in Brunei especially are not uncommon but not that hard to deal with if you do not have to be somewhere at a particular time. The extra night in Brunei helped with jet lag

but wasn't really in or plans.

Route: MEL to LHR via BWN / DXB

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peruvian Airlines

Title: "delay and lack of service"

Review: Cuzco to Lima. "Puntualidad y Servicio" meaning punctuality and service? I had neither. My flight was delayed over 1.5 hours and there were no announcements made in the Cuzco airport. Nothing on the screen displays. No online status update, not even the option to check flight status on the Peruvian Airlines website. I spoke to a Peruvian airlines rep in the airport multiple times, in English and Spanish, and she could not tell me what was going on or when the flight was expected to land. I told her I had an international transfer in Lima along with checked luggage. All she could do was give me the "yikes" look and there was nothing else to do. While boarding the flight, the flight attendants took down all of my information and tried very hard to get something worked out ("perhaps Peruvian airlines can reimburse you for your missed flight" etc). The same unhelpful airport rep as previously mentioned came aboard and told me that she sent an email to Peruvian Airlines staff in Lima and that once I landed, they would help me. Upon landing, I went to the Peruvian Airlines desk, and they had no idea who I was and were completely unhelpful stating "I don't know how they do it in the Cuzco, there's nothing we can do." I ended up having to spend \$300+ changing my connecting flight, taking a taxi, and paying for hotel accommodations due to this delay and lack of service. I will never fly with Peruvian Airlines again and would not recommend anyone else do so.

Route: Cuzco to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "Really nice cabin crew"

Review: Brussels to Rome. Really nice cabin crew, clean plane. Flight comfortable and fast, we landed in Rome even 30 minutes before, they allowed me to arrive on time on Christmas Eve. I will fly again with Alitalia

Route: Brussels to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "helpful crew and food was not bad"

Review: Vienna to Los Angeles via Dusseldorf. We started our trip from the US very confused. When we booked our tickets we did learn that Air Berlin does not fly in the US and part of our flights were with American Airlines for US domestic. I liked that they did not charge for luggage and our luggage went all the Way to Vienna. Unfortunately one of the pieces of luggage did not make it until 12 hours later which was not too bad. The flight was pleasant, nice, helpful crew and the food was not bad. On the way home none of our 4 checked pieces of luggage came on time. We landed Monday night, and as of Friday we have not received them. It could be a really drawback if we were not home but trying to enjoy our vacation.

Route: VIE to LAX via DUS

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "every flight has been delayed"

Review: I had 3 of my employees on this flight, one just beat cancer and was still weak but she really wanted to come. We were supposed to fly out at 8:50 pm we got to the airport at 6:45 everything was OK till a hour later when the first

two hour delay happened, then from 11pm to 12am, then 1am, then 2, we boarded the plane at 4am sat in the plane another hour before taking off. We missed our car rental had to take a \$300 uber straight to Orange County Convention Center so we wouldn't miss the education we were there for, zero sleep, we left the Convention at noon had to find a car to rent from there. I was so upset with the customer service I kept the rented car and drove back to Indiana 20 hours and several extra hotel meals. That delay if they would have told us from the start I could have made other flight plans, but we were told it won't be long now. So many times. When we did get on the plane they didn't give us any beverages and I'm even a Allegiant air card member, I have had 3 flights this year with them and every flight has been delayed.

Route: South Bend to Orlando

Seat Type: Economy Class

Traveller Type: Business

Airline: ZIPAIR

Title: "the visa I did not have"

Review: This is the worst service I have ever received from an airline! I spent more than 1000\$ USD on a one way ticket only to find that there was no phone number to verify my flight details/requirements. The Japanese and US embassy claimed that I didn't need a visa for Japan to transfer there as long as my flight was within 24 hours. Since my layover in Tokyo was 6 hours I thought I was in the clear. When I got to my departure airport, Noi Bai Hanoi International Airport, the staff would not let me board my flight. Aside from the visa I did not have, the airport staff claimed I needed a negative PCR test, all for only a 6 hour layover in the same day? I used the online chat feature to chat with what seemed like a robot (programmed in India with barely understandable English) prior to my flight. However, this robot could not inform me, nor give me any information regarding where to search for the requirements of flying through Tokyo and needing to recheck my baggage. I am now stuck on an expired visa,. In addition, I need to purchase a 2000\$ USD plane ticket home.

Route: Hanoi to Los Angeles via Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "Still have not heard back"

Review: Malindo Air cancelled our flights due to COVID-19 requested a refund or vouchers in April. Still have not heard back. Have sent multiple emails to customer service and they keep saying that they have forwarded them on to the correct department. Then nothing. Just want email back confirming they are processing them. Not sure how you can rate them if they didnt fly you anywhere.

Route: Brisbane to Denpasar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "crew was very friendly"

Review: Ho Chi Minh to Bangkok. Top service from beginning to end. Aircraft was clean and spacious and the cabin crew was very friendly. No wait times on either end and our luggage was returned ASAP.

Route: Ho Chi Minh to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: QantasLink

Title: "Boeing 717 and I was impressed"

Review: Adelaide to Sydney. This was my first time on a Boeing 717 and I was impressed. I am a large man and usually require a seat belt extension, however, on this plane the belt was long enough for me with a few cm to spare. We also managed to get an empty seat between us which made the flight even more comfortable. IFE was provided via

a courtesy iPad with many channels to choose. The inflight snack was carrot sticks, crackers and dip. Seat pitch and width were acceptable for economy.

Route: Adelaide to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Transat

Title: "Employees are nice but are not empowered"

Review: Zero customer service; phone hold times over 2 hours, their assistance bot couldn't be any more useless, absolutely no help at any counters. Pay extra for Flex, can't even use it because there's no one to help and no one answers any phones. Employees are nice but are not empowered to really help you beyond a kind word; Honestly, the company puts them in the line of fire to distance themselves instead of doing anything solve any issues. Wish I could score them lower all around, save your money fly with someone who actually cares.

Route: Toronto to Dominica

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "flight was excellent"

Review: London to Mumbai, flight was excellent. Dreamliner flight. The staff, the cabin crew were good. But I feel the flight from Mumbai to Chennai was not up to the mark. Not faced any issue but I feel it's not as standardised as the international London to Mumbai flight. The food was amazing and overall I love Vistara more than BA.

Route: London to Chennai via Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "luggage did not arrive for three days"

Review: Almaty to Copenhagen via Moscow. The plane(s) were fine, although there is no entertainment system, unless you download an app before you go, but I have never been able to get it to work because the language is always in Russian (there is a button for English, but it doesn't work), The food was awful, service was OK, but my luggage did not arrive for three days (and only just before I was leaving to fly to my next destination). I have flown Aeroflot 9 times between Almaty and Copenhagen via Moscow in the last 5 months and my luggage has arrived on the same flight I have arrived on less than 15% of the time. Furthermore, it often does not arrive for 48 hours, which is incredibly inconvenient. And on the Almaty end, I have to go to the airport myself (or get a courier) to pick it up. The service is simply atrocious. Moscow SVO airport is crowded and stressful to transit through with few good places to see for several hours. I have reached a point where I am going to try to avoid it if at all possible in the future.

Route: Almaty to Copenhagen via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "Amazing experience"

Review: Amazing experience. Not much expectation due to fly since we are still in Covid-19 period. Out of expectation very smooth along the journey. nice experience. I will recommend China Southern Airlines.

Route: Guangzhou to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: SATA Air Azores

Title: "a nightmare to deal with"

Review: It's a nightmare to deal with the customer service, they lied about the information about my trip, and try to get a refund they wanted to charge more for their pocket, and I'm sure they do this to other people. Thank God I had proof to back up my situation, lets make sure they treat people with respect, dignity, and honesty.

Route: Boston to Praia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "allowed us to pay the online price"

Review: We were unable to add luggage via the website. While adding bags at the airport would usually incur a higher cost, the staff allowed us to pay the online price - which was greatly appreciated.

Route: Queenstown to Christchurch

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Peruvian Airlines

Title: "unpleasant and terrible experience"

Review: La Paz to Lima via Cusco. My husband and I had the most unpleasant and terrible experience with Peruvian Airlines. We booked flight number P9 330 flying out from La Paz, Bolivia at 10.40 to Lima, Peru. We knew the plane would stop in Cusco for about half an hour. We each got one boarding pass and were told at the counter to collect our checked bags in Lima. Our seats were 21E and 21F, at the back of the plane. There were altogether 3 female flight attendants, one was more senior and was alright. The other two flight attendants (one younger, one older) were sitting at the back when the plane took off. We asked one flight attendant at the back (the older one) whether we need to leave

the plane when arriving at Cusco. She spoke English, which was not even marginally understandable. She just replied, Cusco, and we could not understand other words that she was mumbling. When that same flight attendant served drinks, her attitude was like she did not want to work and serve customers. When I said "coffee with milk please", she replied "no milk" impatiently. When the plane touched down in Cusco, some passengers were still in their seats while others were picking their bags. My husband asked one flight attendant at the back (the younger one, not the one that served drinks) and said we were heading to Lima and "do we need to leave the plane?". That younger flight attendant told my husband to "remain seated". We therefore remained seated, thinking that other passengers were leaving because their destination was Cusco. Then, after a few minutes, the flight attendant (the older one, who served us drinks and had a bad attitude all along) came to us and said, in a very rude tone, "I told you to go out!". I asked if we need to bring our bags and she replied, without any patience, "take all your personal belongings!" Again, in a very rude way, like we were told off! For Christ's sake, we were the customers and I just cannot believe that this was the service that an airline would deliver! I was angry and told her that her attitude could be much better and this was very bad service. She just went back to her seat at the back. We left the plane, and there was a long queue at the immigration counter. No one told us we need to go through the immigration and customs in Cusco (as we only had a very short stop in Cusco and we're heading to Lima). If not because some very kind passengers allowed us to go through the immigration first, we would have missed our flight to Lima. As we only got one boarding pass at La Paz, after customs in Cusco, we did not know there was a new flight number and which departure gate was our flight. We had to ask around before queuing up to board the plane. When we arrived at Lima, we did not know the new flight number and had to guess before we collected our checked bags. Until then, we came to know the flight from Cusco to Lima was flight number P9 218. I am a frequent traveller but this was the first time that I travelled to Peru and Bolivia. It really struck me that the arrangements for such a short (half an hour) stop could be that bad, particularly when one flight attendant asked us to remain seated on the plane while another flight attendant rudely demanded us to go out! This is also the first time that I came across a flight attendant who is so impolite, rude and so bad-mannered. It is totally unacceptable. We are extremely disappointed by the services provided.

Route: La Paz to Lima via Cusco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "Delays and lies"

Review: Delays and lies: First we are told there is a 1 hour delay but for some reason they board us anyway. We wait in the plane for 2 hrs, with the excuse being that they are waiting on a part that needs to be shipped to Maui. Finally they deplane us, and lie to us saying that they need to install said part now - so first it was that the part needed to be shipped, and now it needs to be installed? Will we get to Maui today? Probably not, and Im assuming a few more lies every hour or two while we sit in the terminal twiddling our thumbs. NOT RECOMMENDED - spend the extra cash for a more reliable, trustworthy airline.

Route: Seattle to Maui

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: BA CityFlyer

Title: "excellent flight with BA Cityflyer"

Review: Manchester to London City. Terminal 3 at Manchester was a nightmare, fast track was slow. The lounge was quiet and the lunch offering consisted of soup, sandwiches and cheese, crackers and crisps, together with the usual alcoholic and non-alcoholic beverages including champagne on request. There is a view of the runway and taxi way which can be a pleasant distraction. Boarding was called and we made our way to the gate where our Embraer was waiting for us. After about 10 minutes we boarded and made our way down the jet bridge and eventually reached our long legroom seats in row 2 on the right hand side. Hot towels and menus were handed out prior to take off, followed after take off by drinks and meal requests. We both had champagne and the bbq'd salmon and salad, chicken salad was the alternative, accompanied by black forest gateau, all served together on one tray. Our cabin crew attendant was very attentive and although she helped her colleague to serve economy, still managed to provide us with excellent service on this relatively short flight. We landed facing west and quickly disembarked and was in the car park waiting for our car in

a matter of minutes. An excellent flight with BA Cityflyer.

Route: Manchester to London City

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "avoid this airline like the plague"

Review: This was my worst experience since travelling. On my arrival in Trinidad, instead of collecting both pieces of luggage for me and my husband, we only received one. We filled out a PIR form. We were first told the next day Wednesday another flight will bring it. The next day I called and they said the flight is coming in at 4pm. When I called again, they said 6pm instead. I called again, and they said 1pm the next day Thursday. I called again and they said 1pm on Fri. They also confirmed that Curacao said they have the luggage. When I called at 2:15pm on Friday, they said the flight is coming in at 11pm. An agent called my husband and told him Curacao said they do not have the luggage. I call soon after and another agent said he has to resend the e-mail to Curacao, that they got no response from Curacao, but the flight is coming in at 11pm and hopefully our luggage will be in it. They will call us. Well I am waiting to hear what other story they are concocting next. Please avoid this airline like the plague. If you want stress you can travel with them.

Route: SXM to POS via CUR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartWings

Title: "rude staff and long delays"

Review: Podgorica to Malaga via Prague. Old airplane, with no room for legs, rude staff and long delays. But the worst thing happened after arrival at Malaga airport. My luggage was lost at Prague Airport and I waited for 4 days to get it

back! When I finally got my luggage it was destroyed. At baggage claim we made a damage report. After that I was advised to fill up a form about my damage on SmartWings website but since today nobody have contacted me.

Route: Podgorica to Malaga via Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "not a refined experience more"

Review: Qantas Business Class is not a refined experience more, Economy with a little lift - customer is left lacking. Business Class Service is not 'Standard Business Class' you get elsewhere. No name recognition, No lovely to have you flying with us today. Food is boring and mostly unpalatable. They scurried around for a Jameson Whiskey and failed to produce it offering something else. You arrive at your destination feeling somewhat cheated of a 'Real Business Calls Service'

Route: Auckland to Bangkok via Sydney

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "Charged us 75 to check in"

Review: Istanbul to St Petersburg. Charged us 75 to check in, even though we tried multiple times to check in online, but could not. The other 45 in fees, I still dont know what it was for. Their cabin luggage policy is the most ludicrous thing ever. Nothing over the size of a shoe-box. We travel a lot so we have our luggage nailed - not for them. Couldnt even get our iPad Pros or laptops in the box. Don't fly them - any saving is not worth the extra stress.

Route: Istanbul to St Petersburg

Seat Type: Economy Class

Traveller Type: Business

Airline: CSA Czech Airlines

Title: "the plane was a bit dated"

Review: Barcelona to Prague with CSA Czech Airlines. The flight went smoothly, with a lot of information provided at all times. However, there is very little room between rows and the plane was a bit dated.

Route: Barcelona to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "awful way of doing business"

Review: Chicago to Copenhagen via Keflavik. Cancelled flight 12 hours before we were leaving, although flight is arriving in Chicago and returning to Europe tonight. Who gets to stay on, we did not, awful way of doing business, never again

Route: Chicago to Copenhagen via Keflavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "not worth the savings"

Review: Chicago to Paris via Keflavik. Our trip to Paris was wonderful, but we were continually shocked by the lack of service and overall rudeness of the WOW air staff and those at Reykjavik airport. The airport is far too small, is laid out in a very confusing way, and is filled with staff that doesn't know what they are doing and isn't interested in helping

people find flights, get information, and transition smoothly. the fare was cheap, but it meant smaller than small seats (and I, as a tall man, had absolutely no room and didn't sleep on an overnight flight because of it), Absolutely no food or water (water is for sale at a ridiculous premium), and rude staff. The WOW air staff seems to have no problem with yelling at passengers to get out of the aisle or sit down, and they either have not been trained on how to handle a gate check or find it helpful to have the people mob the ticket counter rather than line up according to group. I write this to warn anyone flying to Europe to avoid connecting in Iceland or using WOW air; it is not worth the savings.

Route: Chicago to Paris via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Madagascar

Title: "friendly flight attendants"

Review: Tuléar to Antananarivo. Quick Check-in; on time; plane a bit old; refreshments and a snack served; friendly flight attendants. The fare was somehow high, but this is Madagascar. You shouldn't come here if you are pampered by low-cost carriers;

Route: Tuléar to Antananarivo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "worst flight I have had"

Review: Rome to Athens. This must be the worst flight I have ever had. One of the most uncomfortable planes I have ever been on. Rude air hostesses which were talking down to passengers and giggling all through the flight at the back of the plane. I am surprised they are still allowed to fly with such service and state of aircraft. Only positive in the whole trip was the ground staff service at transfer desk.

Route: Rome to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Egyptair

Title: "I'm disappointed, I will never use their service again"

Review: This is the worst experience ever! I bought my tickets, and the day before my flight I got a covid positive test. What should I do? I had to apply for a refund. Later they said I can rebook my tickets, I agreed to that, but in 2 weeks I got a refund 95\$ out of 250\$! It's less than 50%! Seriously? Are Egyptair trying to take advantage of this whole covid situation? It's unpredictable, I didn't cancel it with my will, I had shown them my results even, they just said sorry, we can't refund more! I'm disappointed, I will never use their service again, and wouldn't recommend anyone!

Route: Nairobi to Cairo

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "They lost my luggage"

Review: Hong Kong to Moscow. Old Boeing 777 (5 years old), seats are super tight, and the choice of movies available is quite limited. Food: lowest quality I have seen on a plane. They lost my luggage - what can happen - however, to receive it back I received phone calls at night (11.30pm).

Route: Hong Kong to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "Its outrageous and bad branding"

Review: I booked Emirates from Dubai to Salalah. Flight was operated by Flydubai. I was flying to Salalah because I was participating in a cycling race. I needed of course to take a bicycle. I thought it would be fine given that I had booked though Emirates and I have flown numerous times with my bike. I thought everything was fine. However I was wrong. Since the leg was operated by FlyDubai apparently my normal luggage allowance was not taken into consideration. Even though my bike was within my allowance for size and weight flydubai denied taking it on board. Initially upon booking they told me to ring 24hrs prior to flight to confirm my sports equipment. Emirates never asked this but I thought on this occasion I would try. However when doing so I was told that the flight was full and they couldnt load my bike. They made me book an additional and separate cargo shipment for my luggage for what I had to pay an had to pay extra 1000aed and go through the hassle of arranging and picking up at Dubai cargo terminal. And to my very surprise I then found out that they actually loaded my bike on same flight as I was booked on! Many of my colleagues never called to confirm booking and they got their bicycles on the plane, for free with no hassle. I was furious. Why did I have to pay all this extra money. FlyDubai is a cheap airline that use fraudulent upselling techniques to get more money out of the passengers. Why couldnt they just have taken my luggage on board as normal like they did with everyone else. Dont understand what a reputable airline, like Emirates, would work together with flydubai. Its outrageous and bad branding.

Route: Salalah to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Spirit Airlines

Title: "customer service is very worst"

Review: I booked my flight for 198\$. I have a flight at 12.30pm but delayed multiple times and finally to 6pm. After reaching Atlanta again delayed for 5 hours and then they cancelled the flight. When I went to them and talked. They said they are going give me the full refund. I waited in the airport until 5am and booked a new flight for 200\$ on United Airlines. Reached IAD. I received mail from Spirit Airlines saying they are going to refund me only 45\$. Initially for the full

refund they sent me a receipt. Now they changed their mind and not given a single \$ of a refund. I'm a student, I cannot afford more amount and i booked a ticket for 198\$ for two way. Now my flight cancelled and i booked on more for 200\$. Total 400\$ i paid. I haven't waited this many hours in airport in my life time. They wasted more than 12 hours of my time, my money, I don't even have a proper food and accomodation. The customer service is very worst. Their answers are rude, They are not even caring our pain and not even considering our words. I hate spirit airlines. Please people don't choose Spirit airlines.

Route: Dallas to Baltimore via Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "has been over 300 days now"

Review: I booked my fights in Dec 2019 for travel in Nov 2020. Flights were cancelled in Sep 2020. I filled out the Fiji online form for my refund of \$4350. Initially I got a response that it would take 90+ days. I tried contacting again with the response that I was in the queue and it would be 120+ days. Contacted again, no response. Filled out the online form for status update, no response. Initiated dispute with credit card company and they could do nothing because of the amount of time that had passed. It has been over 300 days now.

Route: Sydney to Los Angeles via Nadi

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "The flight was very comfortable"

Review: The flight was very comfortable and we had no issues during check-in from Dammam. The flight was full and the service on board the aircraft was very good and the staff was very friendly. I was surprised at how good the food was

on the second leg of the journey from Muscat to Kozhikode. The flight was comfortable but I would recommend they add more leg space. It can get a tad bit uncomfortable.

Route: Dammam to Kozhikode via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "No alternative solution was provided"

Review: I have a stroller that you can carry inside the plane. When boarding they asked me if they could store it in the storage compartment. I agreed only if they could give it back to me on my connection. I asked 3 employees and all said the same, that I could pick it up at the airplane door. When we arrived they didn't provide my stroller. My baby is too small for the airport stroller and I have back problems. No alternative solution was provided. If you have baby do not fly with Finnair.

Route: Lisbon to Helsinki via Vaasa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hi Fly

Title: "very favorably impressed with this airline"

Review: Orlando to London Gatwick. Flight was booked for Norwegian. We learned shortly before flight that we would be actually flying with HiFly. Did a quick internet search and did not find any alarming negatives. We were surprised to see a plain, white jet pull up to the terminal. We were informed that the flight would be minimally delayed by the crew. The boarding process was as smooth as rude, impatient customers would allow - the crew handled it well. The flight attendants were young, fresh, energetic, efficient and very nice - a nice change for us. The flight crew/captain informed us right away about the flight route, that we were navigating around a storm, that he apologized for the initial delay, but

that he believed we could make up the time. He did just that. The seats and food were what we expected in economy class - so no real complaints there, as I choose not to pay for upgrades. All in all, very favorably impressed with this airline.

Route: Orlando to London Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: VivaAerobús

Title: "Stay away from this airline"

Review: Stay away from this airline. Due to flight delay, I missed the connection flight and was put on a flight on the next day in the morning although there were flights on the same night. The airline sent a sms stating the delay was due to a technical problem. At the airport counter the personnel said it was instructed to say the delay was due to weather which was a lie because other flights in the same direction and at the same time took place on time. They refused any reimbursement for the hotel that was paid for at the destination, no accommodation for the night, no food, not even water on the plane. The personnel when confronting immediately lost the ability to speak English.

Route: Acapulco to Cancun via México City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: I was due to travel from Philadelphia to Brussels (direct flight) at 6:20pm 17 August. The flight was delayed for 2 hours before they informed us that the aircraft needed to be changed. After the aircraft was changed and we actually took off, 20 minutes into the flight, there was a technical problem and we were informed that the plane had to return to Philadelphia. After we returned to the airport, we were told that there was another plane ready for us, and were left there

for 3 hours waiting for a crew to arrive. In the end there was no crew and the flight was cancelled. It took another 3 hours to rebook everyone on different flights. It was disorganised chaos with no guidance whatsoever as to how to get vouchers and how to get to our hotels. It was 4am by the time we got to our hotel. I was rebooked on a flight to Brussels via Munich due to depart at 6:30pm on 18 August. After boarding was completed we were told that there was a technical problem - were left on the plane for 1.5 hours without any update. Eventually we were told to disembark and to board another plane. This was the 3rd plane with technical issues in a period of 24 hours. We eventually departed at 10pm. The staff on the flight were extremely rude and patronising. The inflight entertainment was a nightmare to use as the touch screen was pretty much not working. I would definitely not recommend this airline.

Route: Philadelphia to Brussels via Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "cabin crew unresponsive"

Review: Bangkok to Chennai. No specific order of boarding beyond the premium seat passengers. Buses used to transport passengers from gate to plane overly packed and crowded. The time from boarding till take off (in air) was around 40 minutes when the air inside the plane was hot and steamy. Cabin crew unresponsive and refused to give complimentary water to my small daughter. Not sure about the age of the plane.

Route: Bangkok to Chennai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India

Title: "Good experience overall"

Review: Good experience overall. Positives: Great leg room for the long flight. Warm staff, higher check-in limits (25Kg)

and smooth landing. Areas of Improvement: Food could be a tad better (but its still decent), Punctuality.

Route: Bangalore to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Viva Air

Title: "they made me pay 120\$ for one cart"

Review: I bought ticket through Orbits. Chose one that said carry on free and first checked bag free! At the airport they made me pay 120\$ for one cart on and one checked in bag. Total lie!

Route: Lima to Cusco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "Economy class seating was truly dreadful"

Review: Travelled to Heathrow to Kalamata and return journey 11 days later. World Traveller (aka Economy) Class. Both flights departed on time. Return flight landed early - BUT - we then had a 1 1/4 hour wait for the baggage to be offloaded which rather ruined the journey home as we then caught a motorway closure. Flights OK - FA's (particularly on return flight) pleasant enough. But, as usual, Economy class seating was truly dreadful - no legroom at all. No better in Club class either - only the middle seat left free. Marked down because of this. Can only recommend if you are not tall.

Route: London Heathrow to Kalamata

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Brussels Airlines

Title: "forced to put luggage in the hold"

Review: Brussels to Geneva. Despite a half-empty flight, we were forced to put our luggage in the hold while there was plenty of room in the cabin! The staff did not want to hear, so we lost 45 minutes on arrival to collect luggage that returned without any problems in the cabin. Malgré un vol à moitié vide, nous avons été forcés de mettre nos bagages en soutes alors qu'il y avait toute la place en cabine! Le personnel n'a pas voulu entendre et nous avons donc perdu 45 minutes à l'arrivée pour récupérer des bagages qui rentraient sans aucun souci en cabine

Route: Brussels to Geneva

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Dragon

Title: "cabin crew were not helpful"

Review: Manila to Hong Kong. The cabin was spacious and clean. I understood that we did not have any IFE monitor because it was just an hour and 55 minutes flight but they have this entertainment portal that you can access via your phone but it did not work at all so that was a flop. The cabin crew were not helpful at all. They were really bossy and it seems like they were not enjoying their job and would not smile. I would not fly with them again.

Route: Manila to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair Australia

Title: "show your attitude if they are at fault"

Review: I always travelled with them this trip coming into Sydney was cancelled 3.30 hours and today 30 September 2019 going back to Brisbane boarded flight on time and then went in the runway. Told technical problem which is radar -

these things should be checked in maintenance everyday people like us we boarded this early to be at work on time on a Monday morning I had a salon to open to service a client at 9am Im not unreliable. The staff are so rude on the floor which is worst at least they should be friendly and help. We have to pay lot if prices if as a passenger we only have 2 kilos over they dont have mercy on us but when they in fault no drama. They still show you attitude if they are at fault.

Route: Sydney to Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "Flight attendants are very hospitable"

Review: We were served 2 meals for my 9 hour flight and the serving is, I would say is complete. Flight attendants are very hospitable and willing to help. For the negatives, crowded leg space for Economy Class for their DXB-MNL flights. They are using the same crowded aircraft for many years and not one ounce of this have improved. Im stuck with the same airline over and over again because its my employer who chooses the flight and not me. Not only the leg spaces are crowded, the in-flight entertainment is inconvenient. They have, but you have to download an app for it on your mobile and connect to the aircraft wifi. While thats not a bad idea, this consumes battery and seats dont have charging slots. It feels like they never considered improving their Middle East flights since most passengers are Filipino Expatriates but of course, their flights going to countries such asUS, Canada, UK, Australia are way better - better leg space and actual screens for in-flight entertainment. Not to mention, all of my flights to Dubai from Manila are late (1-2 hours delayed).

Route: Manila to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "The flight was on time"

Review: The flight was on time from Heraklion to Athens, also the flight Athens to Heraklion 12/07/2023 was also on time something that is very important for me. Another thing that was interesting is that for the low cost airline I had some space between my knees and the front seat.

Route: Heraklion to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ellinair

Title: "nice and comfortable journey"

Review: Thessaloniki to Athens. Very nice and comfortable journey. Flight was almost full. Used the website to check-in and a mobile phone boarding pass was sent, making it really easy. Crew was friendly and helpful. Candy, small snack and drink offered in this 40' domestic Greek flight. Luggage was included in the price and although I did not have any, it made the cabin have much more space for people's hand-luggage. Timely and orderly departure and arrival. Very good experience - I recommend them on this route.

Route: Thessaloniki to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Corendon Airlines

Title: "Do not, you've been warned"

Review: Bad service and rip-off. First please note, that when flying Corendon everything thinkable will be charged surplus. Not doing online self check-in will cost an extra 10EUR p.p. Any additional luggage, other than Cabin-luggage, is charged surplus (1X20kg = 60EUR). A coffee, inflight, would have cost me 3 EUR surplus. Further, the "flight-information" was not understandable - but at least deafening. Conclusion: Do not, you've been warned.

Route: Heraklion to Crete

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "worst airline I have ever flown"

Review: This is the worst airline I have ever flown. I am emerald on oneworld (Iberia is part of the alliance) and the experience was worse than anything I have experienced. Upon boarding the flight attendants watch you like a hawk to make sure you are not one KG over the limit or that your bag is not too large. They count how many bags you put in the overhead bin and come running down the aisle on boarding if they see you put more than one bag in the overhead. They also asked how much the bag weighed. Granted we are first on board due to status. They changed the seats on every reservation the day of check in from the exit row to the last row of the aircraft and they split our seats up. Never will I fly them again. The only nice thing was being able to use the lounge. Other than that they are bad.

Route: Barcelona to Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "it was a very good experience"

Review: Kahului to Newark via San Francisco. My flight with Virgin America was very good! It was originally supposed to leave Kahului at 1:10 p.m (January 1) but it was changed to 11:10 p.m (January 1) a few months in advance. It was good that I was made aware of this a good few months before by trip. This meant I got to spend a couple extra hours in Kahului before heading back home to Newark. The flight to SFO was very good, the captain was funny and made a few jokes and the flight attendants were friendly. We were able to make it to SFO in about 4 hours and 15 minutes instead of the scheduled 5 hours. This meant I could enjoy a nice breakfast at the airport before my second leg. The flight from

SFO to EWR was just as good. There was a wide selection of drinks and snacks as well as movies. However, the movies did have to be paid for but I didn't much mind as I had my kindle and 3DS. Cabin crew was also friendly. We did have to enter a hold when approaching Newark as there was bad weather and congestion in the air. But, this was to be expected (after all this is Newark and it happens all the time). We touched down at 5-ish in the afternoon on January 2. Overall, it was a very good experience.

Route: Kahului to Newark via San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "service on board are good"

Review: Yogyakarta to Singapore. Flight was on schedule. Most of service on board are good, with enough food and beverages. In flight entertainment has to use own mobile phone, but we have to download the application before on board, because no internet connection on board to download the application by apple store or google play. Airlines need to give more advance information about it before boarding. WiFi on board is only for the in flight entertainment but no internet connection.

Route: Yogyakarta to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "still fighting to have my refund"

Review: Montreal to Medellin via Cancun. I've booked a flight to Medellin with Interjet and they decided to cancel my flight for no reason without advising me. I asked for a full refund which they said would be processed and it has been almost two months and still nothing. They've been giving me the run around this whole time plus they don't hold themselves

accountable for their actions.They are the most incompetent and unprofessional company I've ever known. I'm still fighting to have my refund.

Route: Montreal to Medellin via Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "crew were cold and abrupt"

Review: Newark to Mumbai via Beijing. The seats are small. On one flight if you had empty seats next to you , you couldn't move the arm rest to recline. Most of the crew were cold and abrupt. It seemed if I asked for something I was bothering them. You would think the food would be good. It wasn't, no frills. Cheap cold sandwiches, and rice and meat, with seaweed and imitation fish? I was seated next to a male that wanted to flirt it seemed. Since I was very uninterested, he just leaned and leered the whole flight instead. I moved to the 2 empty seats next to me, and a stewardess can over and told me the seats were for the crew, which they didn't use. Halfway through the 13hr flight a couple attempts to use the seats. They saw me alert the flight attendant, and then change their story saying she was sick. She was allowed to stay there, which was rubbish. On my first leg of me trip I had to stand for most of my 13hr flight. The price was good, and you get what you pay for! Next time I will afford better.

Route: Newark to Mumbai via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "Do not use this airline"

Review: Newark to Dublin via Reykjavik. They hook you with cheap fare. Average size carry on luggage 70USD each way. No free meals, no screens but they will charge you for use of a tablet. No free tea or coffee. \$3.25 per cup. If you

think that purchasing a ticket will save you money you are wrong. Everybody complained about the cost of a bag (\$150 round trip). Never before have I traveled with people who were openly critical of the airline before take off. Seats were not comfortable. We ate nothing, drank nothing, watched nothing, listened to nothing, no internet. Be prepared to pay far more than expected. Do not use this airline.

Route: Newark to Dublin via Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "their staff is pathetic"

Review: I have traveled so much on different airlines and they have never treated me like they did on this airline. I mean that this airline "VivaAerobús" is the most terrible to treat its passengers. They sell all the services online and oversell the tickets. I bought a ticket from Houston to Mexico 1st class, as it was VIP! for October 14, 2022. The day before I did my checking and paid for my luggage and seat. Grab my boarding pass! I show up at the airport 3 hours before. First the flight was delayed and when boarding they said that my boarding pass had a problem and with me other people. The manager had assigned my room because I missed the flight! When I was in the front row to board as a VIP! They are thieves and their staff is pathetic! I give it 1 star and they don't deserve it! Be careful when you choose an airline like this to travel!

Route: Houston to Mexico

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: fastjet

Title: "not a bad experience"

Review: Flew fastjet from Dar Es Salaam to Johannesburg and two days later on the return flight. Not a bad experience

overall. The cabin could be a little more tidier and cleaner. The cabin crew could smile a little bit more. I felt like I was bothering the lady whom I asked for coffee. It would also help if they could mention somewhere pre booking that you will have to pay for checked in luggage. I ended up paying for both flights a total of \$50, for checking in a backpack which only had my toiletry (as these are not allowed on carry-on luggage) and a pair of flops. We were also delayed out of Johannesburg by almost an hour, the reason given was that the aircraft doing the flight arrived late (the same aircraft that does the inbound flight from Dar es Salaam) and once we were allowed to board, we were then stopped on the jetway at the aircraft door as we had to wait for both the pilots to come from shopping at the duty free shop. We started boarding again after they had passed us by into the aircraft, shopping bags in hand. I found this very unprofessional and have written a complaint by email to fastjet. Still waiting for a response.

Route: DAR to JNB

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "failure to manage the time of the flights"

Review: Dubai to Tabuk. I'm waiting for my boarding and I was just shouted at for a simple misunderstanding. They asked me to come 4 hours in advance simply to cover for their failure to manage the time of the flights.

Route: Dubai to Tabuk

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeroflot Russian Airlines

Title: "beyond bad customer service"

Review: Last week my wife and son flew Aeroflot with a 1hr 20 min connection through Moscow Sheremetyevo. The flight from Almaty touched down in Moscow on time, but passengers had to wait 20 minutes for the terminal bus to

arrive. The stewardess assured my wife that if the connecting flight was missed, "they will give you seats on the next flight." The plane was served by only one bus, so everyone had to wait for all passengers on the plane to disembark before the bus ever left for the terminal. Transit passengers in Terminal D must pass through a security and passport control check before entering the terminal. By the time my wife and son cleared the security check, the boarding gate for their connecting flight to JFK had closed. Nevertheless, they made all haste to the departure gate, hoping they would be allowed to board, but they were too late. Aeroflot agents told my wife that the missed connection was her fault and she would have to pay full fare for the onward journey, more than \$1,700. My wife had only a little over \$900 on her card. I transferred the money to my wife's card so she could buy her and my son's ticket. This kind of mistreatment goes far beyond bad customer service.

Route: Almaty to New York via Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "had a terrible experience"

Review: The food options finished before they could get to us. They had no options except vegetarian. My 19 month old had no options to choose from on the plane. They served ice cream for dinner for kids and pasta throughout. Pasta dishes and salads. Nothing else. The flight attendants had mixed messages about the use of bassinets. My bag arrived 3 days later. We had a terrible experience.

Route: Johannesburg to Edinburgh via Amsterdam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Panama

Title: "Air Panama get the job don"

Review: Panama City to Bocas del Torro. After reading reviews i was not looking forward to flying Air Panama. But the experience i had with them on the day of the flight was nothing as to what has been written. Check-in was fast, there is no online checking available as far as i could find. The plane was an old Fokker 50. Boarding was fast, we had to walk from the terminal to the plane. Once in the plane you could see the age (and there was a nasty smell onboard). We departed 15 minutes early. The seats were comfortable and plenty of legspace. It was a 40 minute flight, a drink and snack were served by 2 friendly flight attendants. Air Panama get the job done and I didn't have horrible service described by other people. It was fast and efficient nothing more and nothing less, maybe an upgrade in their fleet could do magic for them.y.

Route: Panama City to Bocas del Torro

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "unprofessional and disappointing experience"

Review: 5pm flight was cancelled at 9:45pm. A JetBlue representative online said we would get hotel vouchers as the next available flight was 48 hours later. When we asked for compensation for our hotel, JetBlue stated it wasnt their responsibility since the delay was weather related. Very unprofessional and disappointing experience overall.

Route: Milwaukee to Boston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sichuan Airlines

Title: "is completely unacceptable"

Review: Kunming to Los Angeles via Chengdu. Sichuan Airlines and the way it treats its customers is completely unacceptable. They not only cancelled our international flight last minute (one we had booked months prior) but refused

to help us over customer service and gave us two terrible options, to either fly home two entire days later or get a refund. There was no way we could fly home that much later due to other commitments, health issues, and connecting flights so we were forced to take the refund. Even then, our refund has not come in and they are refusing to get back to us. They should not only have gotten our refund immediately but compensated us for having to pay for a last minute international flight. I have never been more frustrated and upset with an airline.

Route: Kunming to Los Angeles via Chengdu

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "cancelled flight an hour before boarding"

Review: After going through security, the airline cancelled flight an hour before boarding. Went to the airline desk to be assisted and there was no one from Vueling airline to assist. We had to wait an hour for someone to take us back to landside, went to find someone from Vueling landside to assist but there were no staff available to assist and the lady at the info desk advised to call the airline customer service instead. A complete nightmare. We had to buy additional ticket with another company, and we never succeed to have the customer services, either online or hotline, for a compensation or refund.

Route: Rome to Paris Orly

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "I cannot use the e-voucher"

Review: I had booked tickets for my family to visit me in Denmark in May 2020, the tickets got cancelled and no refund. I contacted customer care and they are suggesting e-voucher. I am ready to take the e-voucher but there is no flight

from India to Denmark for this month, next month and in May 2021. So logically I cannot use the e-voucher. Aeroflot don't have flight for using e-voucher so please refund my money.

Route: Delhi to Copenhagen via Moscow

Seat Type: Economy Class

Traveller Type: Business

Airline: Avelo Airlines

Title: "think twice before ever flying Avelo"

Review: 3 h delay both coming and going and 1 1/2 h wait on the plane with some sort of mechanical difficulty (repairmen coming and going) for that 1 1/2 h. Waiting areas packed and no place to sit. Weather was not a factor. I would think twice before ever flying Avelo.

Route: Burbank to Medford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "charge you for every ounce of luggage"

Review: Terrible airline. Please don't waste your money by choosing to fly with them. They will charge you for every ounce of luggage including laptops. Do not recommend them ever

Route: Kolkata to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tailwind Airlines

Title: "Nobody has ever replied to me"

Review: Antalya to Prague. I tried to claim compensation for the delay and issues that happen on 29th August with flight no TWI757. The plane was supposed to depart on 13:00. Instead the departure was delayed to 16:50. Due to technical issues we landed in Burgas and were not properly informed about exact procedure and next steps. Moreover we didnt get any refreshment while staying almost 5 hours in Burgas. The overall delay was 8.5 hours which is over 5 hours according to passengers rights document of Tailwing. Nobody has ever replied to me after sending emails and reminders.

Route: Antalya to Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: Gulf Air

Title: "staff on the plane were impeccable"

Review: I was somewhat sceptical in picking Gulf Air for my Christmas trip to the Philippines. The reviews were not overly great, neither is their reputation (most I spoke to had not heard of this airline). The flight times were not great either. The price however was the sticking point and offered the cheapest method of flying to the Philippines for the Christmas period. The Gulf Air fleet is relatively modern. The dreamliner I rode in had plenty of foot-room and the interior was very pleasant to the eye. All my connecting flights were extremely comfortable. My return flight did have a slightly annoying whining noise from the toilet near the entrance to the plane. It sounded more like a technical issue with the bathroom flushing mechanism as it only stopped periodically when people went to the bathroom! The inflight entertainment was extremely responsive, more responsive than any other that I have used before. Regrettably the same cannot be said for the range of content available to watch. I found the offering limited. The staff on the plane were impeccable and worked extremely hard from start to finish. The food can only be described as very average. Certainly better than Etihad's atrocious recent food offering on their long haul product. It does not however meet the same level of standard that befits Qatar Airways or Singapore Airlines. A definite area to improve I think! The worst experience I had was the Bahrain terminal. You are forced to go through security upon arrival for your transit. If you have a tight

connection there is no urgency to prioritise those customers, often most people were shoving their way past in the queue to try and meet the connection. Meanwhile the staff were somewhat carefree and very brazenly dismissed the concerns of those passengers. I know from experience it's likely the plane would not leave and be held back slightly, but that reassurance for other passengers was not there. Instead they are forced to queue in what is a seamlessly endless line in an non-air-conditioned room. With only 2 security checkpoints it was woefully inefficient. My return flight to London required a 2nd security check at the actual gate, whereas my first flight to Manila (or any other visible flight) did not, Why? If you are to have security at the gate, be consistent and do it for all gates (Like Changi airport) and at least make the transiting customers have a positive experience. Facilities at the Bahrain terminal are Ok. McDonalds, Costas, enough seating. The building aesthetically is not like any other big airline terminal, but it's okay for what it is. Ground staff - I found rude really and inefficient. My return flight to London insisted on a 2nd security check at the gate with a very forceful and intimidating manner against the passengers already present, the whole process was chaotic, to be herded into a separate section. They tore our boarding passes but we had not actually boarded. So we couldn't leave the closed off area to go to the toilet if needed. When we finally started boarding, it was not done in a Zoned manner. Which meant the boarding process took twice as long. It felt a very frustrating experience. My initial flight to Manila was nothing like this. Though the member of staff processing passengers onto the Manila flight from Bahrain did not actually open my passport to check against my boarding pass, which is frankly shocking. Workers from retail shops were extremely courteous and friendly.

Route: London to Manila via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "our experience was excellent"

Review: From check-in to boarding our experience was excellent. Regular texted updates, efficient bag drop and speedy boarding. The service from the attentive staff was excellent. The food was amazing and a reasonable choice of wines. The seats were comfortable and roomy. Great experience. Will do again!

Route: Edinburgh to Toronto

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: China Airlines

Title: "an inconsistent experience"

Review: Los Angeles to Denpasar via Taipei. Check-in at LAX was smooth. They gave us a transfer sleeve to store boarding passes for later segment, which was a nice touch. We had a remote gate far away and had to be shuttled by bus. That experience wasn't very pleasant as we had to wait inside the bus for a very long time. Despite having reservation for four seats (traveling as a family), there was no available overhead storage. All four of us had requested special meals, but the flight attendants started serving us regular meal. It was only after we showed them our boarding passes that they served our special meals. The overall ambiance, seating comfort, and IFE were excellent. Both B777-300ER and A330-300 were tastefully decorated. The service between Taipei and Bali segment was far superior to what we experience between LA and Taipei. The service on our final segment from TPE to LAX fell below the mark. The flight attendants serving us in economy didn't smile and were quite rude while interacting with us. So, while friendly service was absent in TPE-LAX segment, the WiFi worked well on B777-300ER. Overall, China Airlines offered an inconsistent experience where the positives outweighed the negatives, so we will still fly with them again.

Route: Los Angeles to Denpasar via Taipei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "They are now horrific"

Review: My last several flights were very late. In July 22 I was bumped and now exactly a year later they cancelled my July 9 flight two hours before takeoff when I had already paid \$150 for a car service. They said theyd email a new flight.

They didnt. They removed the flight from my app so I couldnt manage it. I finally got on a new flight on July 12 (3 days later) after spending literally 4 hours trying to reschedule and losing money for a hotel and time share points. In addition I had to pay a car service to get home. Then they sent an email saying the cancellation was out of their control and they didnt have to reimburse any of my expenses. Friends told me not to use them. I used to love them. They are now horrific and do not care about their customers. Most working people save all year to go on vacation. We have limited vacation time and money. Shame on you JetBlue!

Route: New York to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kenya Airways

Title: "Never use this airline"

Review: Never use this airline, original flight had a 2 hour layover. It was canceled and the new flight had a 8+ hour layover. Nowhere comfortable to sit as the don't give you access to the Pride Lounge but only a food voucher with no food selection but a set meal. Staff have a terrible attitude and not bothered to help. I will never use this Kenya Airways again.

Route: Johannesburg to Zanzibar via Nairobi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Batik Air

Title: "I enjoyed the flight"

Review: Flying from Kota Kinabalu to Jakarta with Batik Air, ticket was booked easily, but i could not do mobile check in so i had to make line up at counter check in. I sat at 11A which was at emergency exit windows so its really spacious. Breakfast served was fried rice and hot tea. Flight departed and arrived on time. I enjoyed the flight.

Route: Kota Kinabalu to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "remains a 5 star Airline"

Review: Enjoyed my recent flight with ANA from YVR to HND. Flight left and arrived on time. The flight attendants were very helpful, even preparing my bed when it was time to sleep. The seats are comfortable in business class and convert to a lie-flat bed. The seats on the sides are off-set with one directly at the window and the next somewhat closer in and away from the window. Seating is 1-2-1. A common complaint with the 787 is that the windows do not go completely dark as there are no shades but simply window tinting. The food and beverage service was excellent. I always select that Japanese meals with this airline and am never disappointed. The entertainment system offers a good selection of movies and of course headphones are provided. It is no surprise why ANA is and remains a 5 star Airline.

Route: Vancouver to Tokyo Haneda

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "they disappointed me too much"

Review: This company is incredibly disrespectful. They used to be good but last years they have degraded significantly. A few weeks after booking first issue came up: the last leg (Bucharest - Iasi) of the flight was cancelled. No refunds, no nothing. So on top of the ticket price i now had to pay for an extra bus ride to Iasi ! Online check in was not possible, presumably due to the Covid-19 pandemic. But they do charge you 36! Euros for airport check-in fee! When calling them to ask about these problems they just hang up the phone, when contacting them on social media they block you and if you mail them they ignore you. This company needs to be looked at by authorities because this is not serious

at all. I used to fly them a lot but last few years they disappointed me too much.

Route: Brussels to Iasi via Bucharest

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "Frequent cancellation"

Review: The worst flight experience ever. Pathetic service. Frequent cancellation. Long waiting hour for connecting. My too and fro both got cancelled at last moment. Even after booking prior to a month. As per the tag line you are first - I doubt any time that we are first. Apart from being economical rest nothing assured. If you are travelling for any important work. Keep two days additional else you are expected to get delayed for sure.

Route: Bangalore to Male

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "a few stand out points"

Review: With the budget carriers, you tend to get what you see on the tin. That said, there are a few stand out points for Thai AirAsia. The food and beverage offerings are better quality and cheaper than average for a budget carrier. Out of Bangkok, they fly from Don Muang (I prefer that over Suvarnabhumi). Most of all, the staff appear to know what they are doing. I quite liked the clear pre-recorded arrival PA announcement. The only notable downside was they operated this flight with bus access to the apron. Don Muang is not over congested, so you would think they could find a spare gate.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "they have completely been ignoring me"

Review: After standing at baggage claim for an hour, Interjet informed us that they intentionally left many suitcases in another country and that they would give us paperwork to fill out in order to send the luggage to wherever our final destination/home. This resulted in many of us missing connecting flights. After 12 hours stuck in an airport, having to buy and book my own flight out after they refused to do it for me. It was not until 16 days later that I was notified that they are sending my suitcase to a city over two hours away from. During this entire process, they have completely been ignoring me and refusing to send me any of the compensation forms for the numerous expenses that began to accumulate due to Interjet. I have traveled the world, on numerous airlines and worked with hundreds of various customer services and Interjet is by far, the worst customer service I have ever received. It has now been nearly a month and I have consistently been contacting them regarding these compensation forms and they have been nothing but silent. I will ensure that no friend, family, stranger or anyone I meet will ever even consider flying with an airlines like Interjet.

Route: Mexico City to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "Delay in flights and luggage"

Review:

Moscow to Milan via Belgrade. Delay in flights and luggage delivery. Your luggage will be lost at 95% because they use small airplane And exceed the takeoff weight so definitely they take only the first half or even less than 50% of the passengers suite cases and expect if you get lucky to receive your lugage in the next 6 to 8 weeks after. As for this moment, I am leaving MXP to Singapore without my suiteecas and I dont know where I will get it or maybe will not and as

of the This moment.

Route: Moscow to Milan via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "comment is mainly for safety concern"

Review: My comment is mainly for safety concern. I was allotted seat at emergency exit row, along with me in same row one was senior citizen and one was obese. I have request that emergency exit seats to be allocated to passengers which can actually help in evacuation in case of emergency. Please look into the issue for future flights considering safety of passengers

Route: Mumbai to Nagpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "Once again a great flight"

Review: Vientiane to Bangkok. Once again a great flight. Left on time and smooth all the way. Food was good quality but not to my taste. Only issue is they have premium, priority and privilege customers which does lead to confusion.

Route: Vientiane to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "Totally unorganized company"

Review: Totally unorganized company. On our first flight from Orlando to Santo Domingo we waited 45 min at the gate because of mechanical issues. Then we boarded the flight only to be removed 30 min later. Gates were switched and boarded again a couple hours later. Then we waited on plane because they needed another crew to fly back since current pilots reached their limit. Another hour and a half later, they found another crew. We taxied to the runway then pilot says theres a service light that came on. 10 min later that was resolved. Then they said their flight schedule was deleted and they had to wait another 30 min. Im surprised we arrived to our destination that day. After we made it, we waited on our luggage over an hour before they got it to baggage claim. Now our trip back to Orlando ran an hour and a half late getting out of the gate including another gate change. Weve landed in Orlando and now they dont have a gate for us to pull into. Shame on this company, Ill avoid them all together.

Route: Santo Domingo to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "the wonderful service"

Review: Tokyo Haneda to Bangkok. I wish to put on record the wonderful service I and my son received on your flight on 31 March 2019. The flight attendants were smiling and ever helpful. So was the airport staff. Thank you and keep it up.

Route: Tokyo Haneda to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "everything average"

Review: Dalian to Bangkok via Fuzhou. A very strange flight, both International and domestic passengers to Fuzhou, you then vacate the plane rush through immigration and then get back on the same plane with new customers from Fuzhou going to Bangkok. The return is the same, apart from at Dalian you are bused to the terminal in two separate buses, one for people from Bangkok the other for new passengers from Fuzhou. Bags come out in different sections of Dalian airport. It very confusing and only one hour on ground in Fuzhou, makes it a rush job. Seating average, food average, actually everything average.

Route: Dalian to Bangkok via Fuzhou

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "no rights to any compensation"

Review: My flight from Sarajevo to Vienna in December 2022 got canceled last minute. No Austrian Airlines employee on sight. Luckily I had a look at my mails where I saw that I was re-booked on another flight 16 hours later. The canceled flight made me miss work and important meetings. I sent a claim on the Austrian Airlines websites to which they took 3 months to answer. Before they answered I tried to call several times, several numbers, and the answer was always same "we don't handle claims, you need to wait, claims are answered by mail". After 3 months they finally answered to tell me that I have no rights to any compensation because "force majeure: weather was bad".

Route: Sarajevo to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAP Portugal

Title: "the flight attendants were very arrogant"

Review: Like always flight on time and arrived early but this time they changed my assigned seat, no justification and

put me in the aisle which was not nice. First complaint on more then 20 flights last two years and also the flight attendants were very arrogant, that was a first.

Route: Milan to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: Jeju Air

Title: "I will not recommend them"

Review: Seoul to Manila . I'm traveling alone with my 3 year old daughter from Incheon South Korea to Manila, Philippines. I know we had 15 kgs baggage each but I prepared a combine luggage for both of us since I'm traveling alone. Given my situation, they asked me to separate our luggage because it is their policy even though we did not exceed 30 kgs. I cant carry my daughter with two bags. They are inconsiderate for mothers traveling alone. I will not recommend them nor taking another flight to them.

Route: Seoul to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Lion Air

Title: "worst refund experience"

Review: This is the worst refund experience, I ever have. They say only a credit account refund is possible, and you have to redeem within a year. My ticket was on 3 April 2020. And now the pandemic isn't over, there is no flight available from Taiwan to Thailand. However, there are no notice for any refund or extension.

Route: Taipei to Thailand

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "extra leg room a waste of money"

Review: Manchester to Cancun with Thomson - we had paid for extra leg room which I felt was a waste of money as the seat is not as wide and felt uncomfortable in the middle seat. There was no foot rest which would have made the 10 hour flight slightly more comfortable. The entertainment was good but not what I was expecting. Food was nothing different to what I've had on previous flights. Staff were far from helpful on the outbound flight. Toilets are more spacious than other aircraft. On the whole the Dreamliner is overrated in my experience and was disappointed. Slightly better on the way back as managed to get an aisle seat which was spare but meant sitting apart from my husband. Snacks very expensive compared to other airlines but complimentary drinks are available throughout the flight. All in all I've travelled on better and more comfortable airlines. I found flying with Airtours 14 years ago to Cancun was a more comfortable and enjoyable experience than the Dreamliner.

Route: MAN to CUN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia Philippines

Title: "Kite bag wasn't accepted"

Review: Davao to Manila. Kite bag wasn't accepted as sports equipment. I've been to kite festivals in Philippines, China and Indonesia and never had a problem. The thing that made me mad was when the supervisor laughed at me when I paid the extra money.

Route: Davao to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Winair

Title: "Winair is the worst company"

Review: Winair, the company of shame! I travel around the world often and Winair is the worst company I have ever taken. I made two trips from France to St. Barth, with three flights in all (Pau / Paris, Paris / Saint-Martin and Saint-Martin / Saint-Barth). These flights cost 1500 euros. On two occasions, I could not take the flight between St. Martin and St. Barth when I arrived on time from Paris. The reason? The poor organization and incompetence of the Winair staff. The first time, I had a ticket "Standby". We were many passengers waiting in the heat in a large hall. The hour of our flight had arrived and we had no information. After a while, they called passengers for St. Barts and people rushed and pushed for a place. Many people could not fly, and we were told that there would be no more flights to St. Barts. We then wanted to get out of the airport to go to the boat, but we were stuck in the airport. Finally, we were able to leave an hour later, and the taxi had to drive very fast to arrive on time to take the boat. I had to pay 20 euros for a taxi and 90 euros for a boat. The sea was very bad and I was very sick on the boat because of the sea and fatigue. I was up since 3am (French time) and I was traveling since 20H. When I arrived in St. Barth I had to wait another hour at the customs, and I did not have my car to go home because I left it at the airport. The second time, I encountered exactly the same problem. But besides, I had a problem with my luggage. The lady of Winair (the only one who speaks French) said that the luggage had gone to St. Barts, and that we could go take the boat. I asked if she was sure of herself, and she said yes. I had a bad feeling and looked for my suitcase in the mess of the airport. Finally, after 30 minutes, I found my suitcase in the airport, all wet. I opened it and inside everything was wet: computer equipment, clothes. If I had listened to the lady of Winair, my luggage would have remained abandoned in this state at the airport. A shame ! In the end, in addition to my two trips that cost me 3000 euros in total, I had to pay 250 euros more for the taxi and the boat. In the end, in addition to my two trips that cost me 3000 euros in total, I had to pay 250 euros more for the taxi and the boat. They give no information to the passengers. When asked a question, they do not answer. They are unpleasant and give the impression that they are annoyed, while as a customer I have always been polite to them. They do not respond to emails to the email address of their site. - If you finally get the personal customer service mails, they give the impression that you bother and respond aggressively. They say the tickets have not been bought on their site so they will not refund you. They make no commercial gesture for you. They do not take their problems.

****PASSENGER NAME BLANKED OFF AND CANNOT VERIFY THIS**

Route: St Maarten to St Barth

Seat Type: Economy Class

Traveller Type: Business

Airline: Bahamasair

Title: "choose to sit anywhere"

Review: I'm totally confused, I have paid for an upgrade to sit in the front row and priority and when we boarded the plane we were told the seating was you can pick and choose to sit anywhere. This was complete chaos and families were not informed in advance as we had kids onboard and we could no longer sit with one another. Bags have now been displaced, the flight crew couldn't tell you who was sitting in a certain seat in case of an emergency, not to mention our flight was over two hours delayed.

Route: Nassau to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "the worst customer service"

Review:

They lost my backpack on the transfer through Mexico city .. at least it showed up on next day but i still dont have it as they want me to collect it again on the airport. but what can i do? It was not my fault to lose my own baggage, at least they could bring it to my hotel I'm staying, but obviously they cant deliver. Also theyre not able to deliver it on a Sunday, because theyre not working on Sunday, but still they operate flights on every day. This is the worst customer service I've ever experienced.

Route: Cancun to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "In flight service was good"

Review: Good experience, done web check-in and traveling without checking baggage so no check in experience, boarding was smooth. In flight service was good and so was food. Aircraft looks clean and hygienic.

Route: Delhi to Guwahati

Seat Type: Business Class

Traveller Type: Business

Airline: Japan Airlines

Title: "one of the truly best airlines in the world"

Review: Found a great deal and flew with JAL when I traveled from southeast Texas to Singapore. JAL staff in Seattle weren't particularly friendly, but JAL staff at Narita were quite pleasant and helpful in my brief interactions with them. The quality of the meal and drinks were quite satisfactory for economy class. They had a decent selection of entertainment from around the world, including some Japanese movies that I ended up watching with English subtitles. The plane and lavatories were clean; the on-flight personnel, the utmost in being pleasant and professional. One flight attendant in particular, Cindy from Singapore, chatted with me about Singapore for a minute and wished me safe and enjoyable travels to that city. Something else: I got up and went to the toilet, and came back only to find my neck pillow missing (I'm convinced that some passenger stole it. Who does that, steal a nondescript black neck pillow?!) At any rate, I disembarked the plane after landing at Narita; right before walking out of the jetway, I still wanted to try to at least make one more effort to find that neck pillow. I explained to the flight staff that I was looking for a pillow, and it had gone missing. 5-6 flight attendants sprung into action, with me, to look for that pillow. While it was never found, I made sure to

smile and say "Thank you!" I have a hard time imagining that that level of service would ever occur on a North American airline. The only reason that I've reduced JAL's rating from 9 to 7, is because trying to call, email or contact them otherwise through my online JAL account about changing flights is absolutely like pulling teeth (this has been a problem for a different trip than this one). JAL desperately needs to work on aspects of their off-flight customer service, at least for non-Japanese customers. Nonetheless, they're still one of the truly best airlines in the world.

Route: Seattle to Singapore via Tokyo Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "customer service and logistics were abysmal"

Review: I'm not even complaining about the flight cancellation (actually, we had boarded the 2pm plane from KUL to SIN- were then told to disembark, instructed twice about subsequent delays and then that it was cancelled with the next flight occurring the next evening.) But the follow up customer service and logistics were abysmal. It took four hours to exit the airport and onto the overnight hotel. I was not informed that the replacement flight was delayed again - had to hear it from another customer. When you try to contact customer service you're forced to use a live chat system which keeps you waiting for ages, and when it finally connects and if you haven't responded immediately (because you waited thirty mins and needed to look at I don't know, work emails) then they'll disconnect you. When I got through they said they'd send me an email with my case Id. It never came. When I enquired again they told me the garbled email address they'd sent it to (eg dot com) which was clearly a dummy email that was generated by trip.com the third party. I told them my email. They promised they'd send it to the right address. They never did. This airline is basically - fly at your peril - if you have a complaint, we'll pretend enough to care so we don't break the law, but we'll make it as difficult as possible for you to bother complaining and hope you'll give up eventually and not bother us.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "Very good value"

Review: Liverpool to Milan Bergamo. Not a very full flight so had an entire row to myself. Aircraft wasn't very new, however took off on time. Offered a non alcoholic drink and 2 vegetarian sandwiches at no cost. Any other snacks were charged for. Very good value when I only paid £25 for a ticket.

Route: Liverpool to Milan Bergamo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "Great service, lovely crew"

Review: Great service, lovely crew, comfortable seats, lots of leg room (I am 6'2"), roomy toilets and an immaculately clean aircraft. Its hard to imagine how a 14 hour flight in economy could be done any better. I paid in advance an extra £15 for a special Japanese meal which was most definitely worth it and really delicious, beautifully presented.

Route: Tokyo Haneda to London Heathrow

Seat Type: Economy Class

Traveller Type: Business

Airline: Belavia

Title: "overall it's a decent product"

Review: Minsk to Gatwick. The airport in Minsk looks like it has been renovated recently and it was modern and efficient. Boarding was slightly delayed but we got to Gatwick on time. The aeroplane was fairly comfortable and you get a bit more room in an Embraer which has a 2x2 seating configuration. The food and beverages were quite good and the

aeroplane had some cool branding featuring a tank-based computer game that was developed in Belarus. Cabin crew were a little gruff and could have been warmer and more welcoming, but overall it's a decent product and good value for money.

Route: Minsk to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "disappointed in the service"

Review: Munich to Pisa via Rome. I found out there is a strike at my layover airport. I understand there is nothing you can do immediately to prevent strikes. But how do I only find out my connection takes twice as long when I check in? With no reason given at all? Ok there is a note in the email that notifies me about cancelled flights with no further information to talk to a ticketing officer where one can ask for passenger rights. Thus I explain my situation to random Alitalia employees to find it. After half an hour later I am at an empty booth. Other airport employees explain me where the real booth is and that I should ask for a ticket. After half an hour my number is called. I go there, they explain me to wait in line because the system does not work right now. But the line does not move at all since some passengers are arriving with Alitalia employees to be injected at the front of the line. Finally after 1:30 hours later I can explain my situation to the person I have been referred to countless times. I ask her about the compensation policy for delayed flights and my passenger rights, yet she only refers me to the website. After multiple requests she writes down the address of the website in my notebook. If this is truly the only way to file complaints, I would have expected this to be communicated beforehand and not 2h after I spoke with the first Alitalia ground personnel about the matter. I am seriously disappointed in the service you are providing, your communication policy and how you are handling complaints.

Route: Munich to Pisa via Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "Ridiculous policy on carry-on"

Review: Bangkok to Chiang Mai. Ridiculous policy on carry-on bags. If your bag weighs more than 7k you have to take items out of your bag and hold them. I ended up walking with my backpack, neck pillow, toiletry bag, running shoes and make up bag. It was so inconvenient that I just put my stuff back in my bag, but there was another scale at the gate before boarding so we had to go through the process again. When we got on the plane we stowed the carry on bags and just put all the extra items up in the overhead compartments, completely defeating the purpose of lightening our bags. Once seated my partner and I took out our lunches that we'd packed, only to be told that in fact, outside food isn't allowed on the plane, there were no signs or announcements outlining this policy. We had to sneak bites of our food during the flight. When we landed the airline operated shuttle bus was broken and we had to stand in the isles (holding all of our items that had been pulled from our bags) for 25 minutes. Overall it was a pretty funny experience! Weird policies (attempt to make more money by charging baggage fees and making people buy food on the plane?) and one inconvenience after another!

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avianca

Title: "Inadequate customer service"

Review: The worst customer service! My friend and I were traveling to Lima. On our way to Lima, our flight was delayed for almost 12 hours, we were supposed to land at 09.00 and instead came to Lima very late, after 01.00 in the morning the next day. My luggage was also damaged on the way. While I was returning to LA. I had a checked luggage, it was a small carry on, 12.5 kg, I had another carry on with me (even smaller). While I was boarding, the representative for Avianca at Lima Airport was very rude and inappropriate and kept arguing that I had to pay for that small carry on and

charged me 80\$. Her attitude was very bad and inappropriate. Our plane was almost empty and there was space for every customer to take carry-ons. I flew so many times, and this has never happened to me. Inadequate customer service! Stay away from this company!

Route: Lima to Los Angeles via Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "true blue hospitality on board"

Review: REX does bring its heart back into the country. I have completed 7 flights with REX all on board the 737, and I think their level of service leaves the other two major airlines for dead. The staff are genuine, engaging, and take the time to talk to you, regardless of class. I have flown majority in Economy. The great true blue hospitality on board, great fares, included bags is why I keep going back. I have only flown them between Melbourne to Sydney or Sydney to Brisbane (or reverse). I just wish they connected Sydney to Adelaide.

Route: Brisbane to Sydney

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Sichuan Airlines

Title: "no food and drink service during the flight"

Review: Follow travel procedures carefully I traveled with them on the A350-900 from Cairo to Chengdu. Due to travel restrictions in China, there are procedures that must be followed in order to board the plane to travel to China with Sichuan Airlines. The ticket price is very expensive and ranges between five and nine thousand US dollars (for a one-way ticket from Cairo to Chengdu). It is difficult to buy tickets online, and you can buy them easily if you know someone in China who can buy them for you, or through the company's page on WeChat. If you are traveling from a

third country to Egypt to travel with them, you must take PCR tests for coronavirus (COVID-19) three times within 48 and twenty-four hours before traveling in three different medical institutions recognized by the Chinese Embassy in that country, and if the result of the virus tests is negative, the Chinese embassy will give you Green light to travel to Egypt. Upon arrival in Cairo they will contact you to give you travel instructions that must be followed to travel to China from Cairo, and then they will add you to the group of travelers on WeChat, you must have an account on WeChat. You must take PCR tests for coronavirus (COVID-19) two times before traveling in two different medical institutions recognized by the Chinese Embassy in Cairo (they will give you the address, and name of the laboratories, and the date and time of the tests on WhatsApp). The first PCR test is conducted forty-eight hours before travel and starts from seven in the morning until ten in the morning. If the result of the PCR test is positive, they will add you to another group on WeChat, and you cannot travel. If the result of the PCR test is negative, they will not contact you, and you must do the test again on the day of travel. On the day of travel, the flight departs at around four o'clock in the afternoon. You must go to the laboratory to do a PCR test at exactly four o'clock in the morning. If the result of your examination is positive, they will cancel your travel and add you to another group on WeChat, if the result of the PCR test is negative, they will not contact you and you must go to the airport to complete your travel procedures. 7-You should apply for the Electronic Health Codes. You can fill in the information, declare your health status and upload relevant documents online. You must obtain it before traveling, and it is preferable that you do so upon your arrival at the Sichuan Airlines counter at Cairo Airport and before completing your other travel procedures. You must wear a hazmat suit, the airline staff will prevent you from boarding the plane if you are not wearing it, and it can be purchased from any medical supplies store in the Kasr Al-Aini area in Cairo at a cheap price. You must wear a face mask during the whole flight. The company does not provide food and drink service during the flight. Upon boarding the plane, you will find a plastic bag tied in front of your seat containing some snacks and a small bottle of water. You must tell the flight crew if you want to use the bathroom, as they sterilize it after any passenger uses it. In general, the flight from Cairo to Chengdu was quiet and comfortable.

Route: Cairo to Chengdu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sriwijaya Air

Title: "further delayed by another 5 hours"

Review: Denpasar to Sorong via Makassar. Horrible service!! The flight to Sorong was delayed by one hour in the beginning. At the time of boarding it was told that the flight was further delayed by another 5 hours! This is ridiculous. No information was given to customers before arrival at the boarding gate, to plan accordingly. Moreover due to this, my connecting transportation got missed and the airline did not agree to compensate for that.

Route: Denpasar to Sorong via Makassar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "bad culture problem"

Review: Nashville to Minneapolis. As I was checking in I noticed the rep processing it was new and had questions she referred to another rep that was more experienced. The new rep took my bags and had not labeled them yet. So I made the statement that I would like to see my bags label for check in before I walk away just make sure nothing gets missed. The experienced worker with an attitude said that we are professionals it will be handled. She said it in the most unprofessional condescending way and then walked away. I hope that customer service training will be followed up with this experienced rep. She was certainly teaching the new lady to be a smart mouth just like her. Sounds like a bad culture problem within Sun Country the at has gone unchecked!!

Route: Nashville to Minneapolis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "serious zeal of economising"

Review: Flight was done in a worn A340 - despite a very personal welcome by the captain all the other items were not okay not for First Class. Hot towels are gone, F&B operations were not appropriate for First Class. There is some caviar however with one tin of 100 g FA must serve 8 people. Other appetisers were very so-so, and beef cheeks is not a luxurious product. Also the fish was not nice. The second meal was ranging from rather fat cold cuts to stewed fruits. The wines were not very attractive and cheap mineral waters were thrown out of plastic bottles in a kind of carafe. For First Class a rather limited alcoholic drinks - despite friendly one of the FA was not qualified to do the service in First. Lufthansa in First : a poor experience the result of a rather serious zeal of economising despite the very high fares. A very hefty deterioration in standards and the red rose in front of my seat could not change my mind that I did not enjoy my flight at all. There was an amenity bag however not in leather.

Route: Munich to Miami

Seat Type: First Class

Traveller Type: Business

Airline: Allegiant Air

Title: "Very disappointed in this airline"

Review: Traveling home and canceled flights and couldn't rebook for a whole week, had my children with and left us high. Very disappointed in this airline, shame on you for leaving not only me but other customers in a bind and make other arrangements. Had to get a car rental which was way more than my ticket!

Route: Las Vegas to Grand Forks

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "Long check-in queue"

Review: Makassar to Singapore. Crowded flight, Long check-in queue and time. The take-off is smooth Great service, a good meal. The flight attendant is great.

Route: Makassar to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Panama

Title: "left me with a bad experience"

Review: Horrible. This woman at security decided to make up her own TSA rules and took all of my souvenirs that the locals when purchasing assured me they would make it through security. Tiny hot sauce in plastic 2 Oz bottles. Anything glass that was empty. Cocoa farm souvenirs from green acres. Confiscated. Meanwhile, my multi purpose utility metal chingadera with a serrated edge was ok. Perfume in glass ok. Tiny hot sauce in glass not ok. Ive traveled over 20 countries without issue with same items. Also tiny school backpack forced to check. Never do I have to check. While some passengers brought 2 to 3 times bigger bags on without checking. This agent ruined my otherwise pleasant experience in bocas. Dont buy anything over there thats not made of wood basically. Hate you Air Panama. Ive included photos of huge bags twice the size of mine allowed on plane. Pat yourself on the back because you lost a return customer and did not make the flight any safer. Might sound petty but just left me with a bad experience that unfortunately overshadowed my good time.

Route: Bocas del toro to Panama city

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "We will fly with them again"

Review: This was the first time we had flown with Gulf Air, what a pleasant surprise. At the airport great staff, really

helpful. The plane clean and seat comfy for economy. Food good for economy, staff helpful, entertainment system good but choice of newer films very limited. We will fly with them again.

Route: Bangkok to Manchester via Bahrain

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aer Lingus

Title: "left 9 hours in the airport"

Review: Geneva to Dublin. Airline's IT systems went down and I was left 9 hours in the airport with zero updates from the company or staff. Was eventually accommodated in a 4 star hotel nearby at midnight but extremely poor service and I will be flying with Ryanair in the future. I had to book a flight home the next day for 200euro with another airline but still haven't been compensated for anything.

Route: Geneva to Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "outstanding, professional"

Review: The Manchester to Paris segment was very average with a very poor seat pitch but for a 1hr 20 min flight I could grin and bear it. However the Paris to Bangkok segment was excellent on all counts. The service provided by Aurelie Luche was outstanding, professional and ever so efficient and friendly. The food for the 11hour and twenty minute flight was plentiful and tasty. The overall comfort of the seat was not that outstanding but I have to say that what was my first flight with Air France it certainly won't be my last. Well done to the crew, especially to Aurelie.

Route: Manchester to Bangkok via Paris

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "they canceled the rest of my itinerary"

Review: The flight from JFK to Helsinki was sub-par. The food was nothing to write home about. You get one free alcoholic beverage and the rest are paid (not usual on international flights). After arriving in Helsinki I had a 14 hour layover and missed my connection (totally my fault). The lady at the Finnair desk told me there was nothing they can do and I should rebook with another airline (seriously?). So that's what I did. However, I still had my return tickets correct? Wrong, they canceled the rest of my itinerary, no refund, and they didn't even offer to try and rebook me a flight to pay for, like they didn't care. I think that is an absolutely disgusting way to treat paying customers. Especially since I had to pay for my 1st checked bag and the round trip flight was almost +\$1600usd after luggage and seat selection. I hope if you read this and have an alternative route and airline to travel with you do. Good luck if you do decide to. And it is sad, because Helsinki is such a beautiful and friendly city.

Route: New York to Bangkok via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "bad airline service"

Review: How bad airline service can be? We got a text message at 630 am today (June 5th) saying our flight for June 6th from JFK is delayed and all other connecting flights are moved as well - resulting in 24 hour delay. Email was sent with just two options - accept or cancel! So, called Orbitz (another useless service provider), they booked our flight to JFK-Mumbai - MAA and sent confirmation email etc all good. Then in 2 hours, we check, our tickets were cancelled.- including original booking! called Air India, nohelp - blamed Orbitz.. called Orbitz, same process again, rebooked, showed up in Air india, after 2 hours.. magic, ticket disappeared. Air India - no help total failure to take care of

customers and causing anxiety -- 24 hours before start of important trip.. will never book in AI ever again.

Route: New York to Chennai via Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "Staff are less friendly"

Review: Flight was 30 minutes late. No reason given. Staff are less friendly on this flight. More focused on their own lunch in the back behind the curtain than on passenger service.

Route: Bangkok to Hat Yai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Meridiana

Title: "my emails were returned!"

Review: Prior to the booking I called to Meridiana 2 times to confirm that my flight from Milan to Sharm el Sheik return in April 2016 will not be cancelled. So I booked and in addition I booked 2 connection flights from the UK and the hotel in Italy for my family of 4. Three weeks before flight my flight to Egypt was cancelled so we lost around 200GBP in booked flights plus the alternative route was 200GBP more! I contacted Meridiana many times by emails and calls requesting to get a compensation, but my emails were returned! Very disappointed!

Route: MXP to SSH

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ITA Airways

Title: "Worst Airline for travel"

Review: Worst Airline for travel in my experience. I booked my ticket way in advance for my engagement and on the day I'm at the airport and only to find out they don't start working until 12 midday. Then there was an issue with my flight which I still don't know what the issue was and my flight was delayed. I told them I have a connecting flight and was planning my engagement where friends were waiting on me. They couldn't guarantee me my flight for that time so I had to cancel the engagement. They are now telling me that I'm not eligible for reimbursement.

Route: Athens to Miami via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Emirates

Title: "really bad customer service"

Review: On the Emirates return flight from Kolkata there was no option to pay for extra baggage during online check in even though the Emirates website mentions that passengers should be paying for extra baggage during check in to save money. The option to do so was greyed out and unavailable. I ended up paying the equivalent to \$270.00 CAD for 1 extra luggage at the Emirates counter at the airport during baggage drop off. I called Emirates to complain and the customer service said its because it is a connecting flight from Kolkata and that option is not available. It shouldn't matter because i paid only \$100 CAD during the Air Canada check in to Dubai for a stop over on the way to Kolkata. On top of that Emirates didn't update me by email or text messages after online check in. I think Emirates has really bad customer service and I will never fly with this airline again.

Route: Kolkata to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "worst airline I have ever used"

Review: This is by far the worst airline I have ever used and it is not even close. I have flown this airline for about two years solely because it gets me to where I need to go without a layover. However, I have recently decided that I would rather have a layover than fly with this airline. Not one of my flights over the years has ever been on time (or even close to on time). None of the staff ever knows what is happening and are basically completely useless. The app is God awful. They constantly have problems updating delays, and sometimes even say your flight has been moved up when it has in fact been delayed further. The communication has become increasingly poor, and they no longer send any texts or emails to indicate delays or cancellations. You know an airline sucks when they start having to refund you in airline points instead of money. Do not fly this airline.

Route: Pittsburgh to Hartford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "This company does not value customers"

Review: Transavia treated us terribly. From the ticket agent who rudely declared we couldn't fly (because she couldn't communicate the document they needed) to the mechanical issues that forced us to deplane after boarding to the way that they crammed us into a bus and forced us to stand together like sardines for an hour on the tarmac, this was one of the worst airline experiences of my entire life. This company does not value customers. I don't care how cheap they are, I'll never fly with them again.

Route: Paris to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "Good airline, faster checkin"

Review: Good airline, faster checkin. Less Queues. Only issue was lack of info on terminals in JKT. On time service from Jakarta to Bali. Baggage collection was fast

Route: Jakarta to Bali

Seat Type: Economy Class

Traveller Type: Business

Airline: ITA Airways

Title: "unacceptable, unprofessional and unworthy"

Review: Absolute shame of an airline. Sold tickets, then proceed to cancel your flight a month after, doesn't offer any kind of commercial gesture, and can't rebook you on another flight from the same alliance (pretexting they can't get tickets for other airlines). For a Skyteam Platinum frequent flyer this is just unacceptable, unprofessional and unworthy of a "national" airline.

Route: Paris to Tokyo via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "Not a comfortable experience"

Review: Gran Canaria to Madrid. From start to finish I felt like there was so many problems. Firstly I arrived at the airport early so I didn't have to leave my baggage in the hold. However everyone who was priority was allowed on before. They put people into groups so I was group 3 the last even though I was the first near the gate. After that my luggage was put into hold. Once on the flight the staff seemed disconnected and also flustered themselves, I suppose

because things don't run smooth. The back of my seat was broken so I had to be transferred next to a mother and small baby crying, at this point I just wanted to rest. The food and drinks were overpriced and I had to pay £2.50 for a tea which was that bad I had to ask for it to be changed. The hot water was not warm enough to brew the tea so it ended up looking like dirty dishes water. At the other end of the flight I waited over 20 mins to get off the plane and then a further half an hour to get my bag which was only very small. Not a comfortable experience in total and wouldn't think of flying again with them. easyJet is a much better option for low cost.

Route: Gran Canaria to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "seats and windows were disgustingly dirty"

Review: I fail to understand how Egyptair meets the minimum standards for Star Alliance. The boarding process was 15 minutes late with no communication to passengers. The plane smelt and the seats and windows were disgustingly dirty (I have pictures). There was only water and sweetened juice offered to the passengers to drink. No soft drinks to offer passengers. The boarding process was not directed or organized by anyone. The group letters for boarding were not used. First come-first serve so it was like boarding a herd of cows.

Route: Istanbul to Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "a third class airline"

Review: Jet Airways is a third class airline. I booked the ticket from Ahmedabad to Mumbai but after 2 days I got the message that they cancelled the flight for operation reasons. So I called customer care executive with holding line 1.45

hrs and make arrangement in another flight. Unluckily that flight was also cancelled with same reason and arranged for another flight. Same thing happened 4 to 5 times. Finally last flight also cancelled with same reason.

Route: Ahmedabad to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "applied for cancellation"

Review: Pune to Jaipur. I paid for a flight I didn't even get on due to lockdown. I applied for cancellation right away but so far got nothing in return for that flight. And since the day I applied for cancellation I kept contacting the flight but they kept wasting my time for a month and still I got nothing.

Route: Pune to Jaipur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "Do not trust Cathay Pacific"

Review: The flights that I booked for my daughter and fiancé were great, they got to the UK fine. Two days later they cancelled the flight from Hong Kong to Sydney. No explanation no alternative just cancelled, but not the flight from Heathrow to Hong Kong. So they get to Hong Kong and are left there. No communication, no assistance, just left. I have now paid for their return on a reliable airline. Do not trust Cathay Pacific.

Route: Sydney to London via Hong Kong

Seat Type: Economy Class

Traveller Type: Business

Airline: EVA Air

Title: "Very poor communication"

Review: Toronto to Taiwan. Unfortunately, they responded very poorly for their foreign customers during the strike. Not aware of the strike, I purchased the ticket just days before it and only had to find out about the strike in the media when I was in Taiwan. EVA made no attempt to communicate, besides a text that the flight was cancelled 2 days before departure, during the travel peak season of late June. Tried contacting the office and submitted refund request on their website. Received about 20% of what I originally paid for, in my credit card refund. The crews cannot speak English and they communicate poorly with their customers. I would not recommend it, especially if you are a foreigner. Very poor communication.

Route: Toronto to Taiwan

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Swoop

Title: "Such terrible customer service"

Review: It has been over 30 days since Swoop lost my luggage. I filed a report at the airport, sent multiple emails, tried calling their customer service (which is just an automated voice that tells you to email them then hangs up the call) and there is still no response. Such terrible customer service. This was my first flight with Swoop and I will never make that mistake again. It is a scam of an airline and needs to be shutdown

Route: Veradero to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "Wasted time and ruined trip"

Review: Terribly unprofessional organization. Customer service is not existent. No one replies to the inquiries. I purchased ticket with confirmation number on their website only to be told that that it never captured. I was told to write to customer service but never received a reply. Wasted time and ruined trip.

Route: New York to Bogota via Panama City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ZIPAIR

Title: "\$300 savings was absolutely not worth it"

Review: My issues started before we even flew. I recovered from Covid but was still testing positive for over a week. Had to get a letter from the Japanese Consulate. At first Zipair said they don't know if they can accept it and to email a copy in. So I emailed a copy and was told they won't accept it. So I called overseas to their Japan HQ and the people there said "They might accept it at LAX, try your luck". No I am not going to try my luck. 12 hours before before my flight was to leave they send me an email saying they can accept the consulate paper. Ridiculous that they are so disorganized. Check-in was easy but their online support said they will add TSA precheck when we check-in. At check-in they refused to do so. On the flight you are only given 1 meal, if you paid in advance and 1 bottle of water - it's barely a snack even to Japanese. You are also given the food 1 hour after boarding so enjoy 10 hours of nothing. You will get no more food, water, etc. If you want anything else you have to order it via your phone connected to their in-flight wifi. I ordered a coffee, cost about \$2.50 and was brought in a very small cup. At least when you order snacks they do come fast. In-flight entertainment didn't exist. The system worked on the ground but the second it was airborne all entertainment didn't work. So bring your own movies and entertainment. The seats were clear and nice. Felt the same as any other airline but it certainly was cleaner. The \$300 savings was absolutely not worth it. This is Spirit airlines Japan Edition

Route: Los Angeles to Narita

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Transavia

Title: "there were so many other passengers not wearing their masks properly"

Review: This is the third time I have flown Transavia since Covid entered our world. Twice (round trip Paris-Crete) and recently from Paris to Tivat (Montenegro). Each time despite making repeated announcements in various languages about how mask wearing is mandatory, the stewards/esses walk by the people with masks around their necks or their noses out and don't say a word. The photos below are the men across from me at the start of the flight and towards the end. As you can see no change over a 2.5 hour journey. And these photos are the ones I managed to take discretely - there were so many other passengers not wearing their masks properly.

Route: Paris Orly to Tivat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Belavia

Title: Belavia customer review

Review: Belavia is one of the carrier 2 operators on this route. For 5kg of excess baggage I was not charged. Was a very old 737-500 with the smell of fuel and unwashed socks in the cabin. No leg room and uncomfortable seats. Crew talking and seemed very strict with no smiles.

Route: Ashgabat to Minsk

Seat Type: Economy Class

Traveller Type: Business

Airline: AirAsia Philippines

Title: "again there will be delay of flight"

Review: I booked a connecting flight from Manila to Tacloban few weeks ago then Airasia cancelled and rebook my flight 1hr after my arrival from international flight. Then when I tried to re book the customer service is doesnt want to entertain my issue. I had no choice but to rebook it the next flight. I have waited 9 hrs at Manila then 2 hrs before the scheduled departure they announce again there will be delay of flight.

Route: Manila to Tacloban

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "Huge disappointment"

Review: Huge disappointment flying with lynx, first our flight got delayed for more than 24 hours and on top after paying 70\$ for the checked in baggage we were refused to take our luggage even being on time. As our boarding time was 5:25am and we reached their 4:45 am, still they told us you are late and after being through security check we were in the lounge waiting to get to the board till 6am. They have ruined our vacation by delaying us for one day and with their misleading luggage policy. Never travelling with Lynx again also Im trying emailing them but only we get in respond is the automated mails and if u tryna call them there is a wait time of atleast 30-35 mins I guess low staff maybe and that too unhelpful.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "flights were delayed by 6-7 hours"

Review: AirAsia IS NOT READY to carry passengers after COVID hiatus! They sell you a 5am flight, but claim it leaves

at 11pm, then on the day of departure you get a nasty SMS that "your flight was re-scheduled from 11pm to 5am". Now you'd have to book an airport hotel (owned AirAsia as well), get up at 5am, just to learn that the flight is "re-scheduled" AGAIN, now to 6.15am. Next 7am etc. Wasting WHOLE day of your holiday to sit in the worst terminal in SE Asia (KLIA). All you get is a 20RM meal voucher that NO SHOP accepts. Nobody of the ground staff knows what's going on, claiming it's a 'medical issue', but if you check past days departure times, ALL these flights were delayed by 6-7 hours! 200 people stuck in the airport, no hotel, no food, no information. Ruined holiday for all, and AirAsia is not even apologetic. Every single person of the ground staff just points finger at each other, and nobody knows what's going on and when the flight will leave. FLY SINGAPORE OR THAI, avoid Malaysia at all cost!

Route: Kuala Lumpur to Sapporo

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Asiana Airlines

Title: "Korean Air fared far better"

Review: During the flight, a huge majority of the passengers as well as most, if all not, of the cabin crew were Koreans. Except from the announcements (turbulence, arriving message, etc) played over the PA system, all other announcements (asking if anyone wanted extra servings of beverages or had rubbish for throwing, etc) relayed by the flight attendants face-to-face were done in the Korean language only. No efforts were made by the cabin crew to engage non-Korean speaking passengers, as they seemed to have forgotten that there were passengers of other nationalities on board. In this aspect, Korean Air fared far better.

Route: Incheon to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "a nightmare of an experience for me"

Review: JetStar was a nightmare of an experience for me, an older and not experienced traveler. I booked my flight early to coincide with a connecting flight from the US and back. Two weeks before flying I had to spend a week speaking with the airline because they changed my Australia flight to an earlier time. The only flight options they offered gave me a 14 or 17 hour layover in the airport. That was unacceptable to me and should be unacceptable to anyone. I researched myself and booked a less objectionable flight alternative. (I lost time with family and inconvenient to another family member to drive me to the airport (IN VALUABLE TIME). When i arrived at Melbourne airport at midnight there wasn't anywhere to sit for my 6 hour layover. Not a chair, I sat on a cold metal window sill. I had made it from the US with a carry on bag (3 flight changes) but Jetstar charged me an additional \$65 at the gate because my bag was to big. I would never use them again. They were unsympathetic, unbendable and acted like their change in my flight was my problem and not theirs.

Route: Sydney to Perth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Olympic Air

Title: "not recommend this airline"

Review: I had my flight booked in the evening at 23:00 from Chania to Athens. Due to unforeseen circumstances my partner had to leave earlier in the morning to a different destination. I was at Chania airport from 11am for that reason and I asked at the Olympic Air desk about availability of earlier flights instead of waiting alone till 11pm at the airport. I found the staff very unhelpful reporting that there are seats left at the 18:00 flight but I have to pay 60 euros extra fee for the change of flight. I was expecting a little bit more understanding, especially since they saw me standing there all day in front of them until 5pm. I value kindness and morality above money, but clearly this is not the case for this company. I would not recommend this airline for that reason.

Route: Chania to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "telling me I would be fully reimbursed"

Review: Atrocious. +6 hour delays. Left stranded in the connecting airport due to the delay, causing us to miss our connecting flight. No customer assistance in getting to our final destination. Had to book my own alternate flight on my own dime. Awful customer service. Still haven't gotten my money back 2 months after the flight, despite all the airline people telling me I would be fully reimbursed while I was stranded. The planes are old with broken infotainment systems.

Route: Chicago to Venice via Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "Made me pay more for luggage"

Review: Chandigarh to Delhi. Worst experience ever. Made me pay more for luggage than I did for the flight. Also flight was late and nobody from the staff was at the gate to answer any questions. Not traveling from this ever again.

Route: Chandigarh to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "sitting with no information"

Review: Insel Air is probably the worst airline I have flown. I had a ticket from Caracas to Curacao on June 23 leaving

at 10.30pm. A week ago they changed the flight time to 07.40am. I emailed them to say that this didn't suit me because I had a connecting flight that afternoon but received no response. To leave Venezuela I had to forfeit my ticket and purchase another ticket out and could only get a ticket to Aruba at short notice. When I arrived I went to the Insel office to explain my situation. They said I had to pay a \$110 penalty to fly to Curacao to make my connection. The flight from Curacao to Santo Domingo was delayed 2 hours, finally after leaving and 1 hour into the flight we turned back to Curacao because of mechanical problems. Right now we are sitting in the transit lounge with no information about what happens next. Avoid this airline at all costs.

Route: CUR to SDQ

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "worst ground staff in Mexico"

Review: Aeromexico has the worst ground staff in Mexico. Bring your ear plugs, for, there are so many announcements, so irritating, but, the worse is when you are watching a movie, they stop it and slaps you an ad from one of their sponsors. The flight attendants are in most part 90% apathetic. Food average. I choose always 1J, sometimes i regret , the flight attendants talk all night when they are not working. If you are a frequent flyer and want to use your miles, good luck, for a business class R/T you would probably need aver 800,000 points. Ground servers in Mexico are not pleasant at all. It seems that they either don't get paid well enough or just don't like their jobs. Avoid any problems.

Route: Paris to Mexico city

Seat Type: Business Class

Traveller Type: Business

Airline: Cebu Pacific

Title: " Worst flight experience"

Review: Worst customer service. Rude, unprofessional and unpleasant. Combative and unreasonable. Does not offer concrete solutions. Lures you to pay more. Worst flight experience

Route: Manila to Cebu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "most uncomfortable seats"

Review: Gatwick to Orlando. Never again! The worst airline I have ever been with. The most uncomfortable seats I have ever sat in on a flight. Everyone in my family had backache after 20 minutes and a numb bum, plastic armrests, and almost no padding. We paid nearly £800 per person and being expected to pay for drinks, is simply a disgrace. Never mind paying for decent films etc! My nephew was horribly sick and was told that there were no more sick bags available. He got given a carrier bag. I would like to say that the service made a difference, but, after being shoved aside by an oblivious steward, no! We have flown on many airlines over the years and Thomas Cook is by far the worst. Next time we'll go with any other company.

Route: Gatwick to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CityJet

Title: "avoid it like the plague"

Review: If anyone is considering flying with CityJet, I strongly advise you not to do so. Flight cancelled due to fog at London City. Agreed, this is not the airline's fault and therefore the airline does not have to pay compensation. However

under European Regulation No EC 261/2004 the airline is obliged to give passengers written notice of their rights. Even when we asked for a statement of our consumer rights the airline actually refused to provide this information. The airline is also expected to offer rerouting or another flight at the earliest opportunity and is required to look after its passengers (meals, hotels in the event of overnight delay) in the meantime. Cityjet did not admit responsibility for doing any of this, the staff at Orly were brusque to the point of rudeness and refused to do anything for us, stating "it's the weather". Unfortunately at the time we did not know our rights, but no reputable company would behave this way. Avoid it like the plague.

Route: Paris Orly to London City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "abysmal customer service"

Review: I recently had the unfortunate experience of booking a flight with Lynx Airlines, and I can confidently say it was the most nightmarish travel encounter I have ever endured. From the moment our journey began, it was clear that Lynx Airlines was utterly incompetent and completely indifferent to their customers' plight. We were scheduled to board our flight at 8 PM, with an expected arrival time in Calgary at 10:30 PM. However, this journey quickly descended into chaos as our flight was plagued by continuous delays. After waiting at the airport for an agonizing six hours, our hopes were dashed when we received the devastating news that our flight had been canceled. Seeking assistance, we approached the Lynx Airlines staff, hoping they would take some responsibility for the situation. To our dismay, their response was dismissive, stating that they couldn't do anything and that we should contact Lynx Airlines instead. Frustratingly, when we tried to reach out to Lynx Airlines, we were met with a deafening silence as we waited for three hours on the phone, with no one bothering to answer our call. In desperation, we turned to Kiwi.com, the platform through which we had booked our flight. Regrettably, even they offered no help or support. They simply told us that we could schedule another flight, which was set for two days later. This was an impractical solution, considering I was traveling from another country and had limited time before my return to Sweden on Wednesday. It was absolutely inconceivable to catch a

flight under such circumstances. The lack of understanding and assistance exhibited by both Lynx Airlines and Kiwi.com was beyond frustrating. Their failure to communicate effectively, return our calls, and provide any form of resolution exemplifies their abysmal customer service. Furthermore, their refusal to refund our hard-earned money in light of the dire situation is utterly unacceptable.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Botswana

Title: "consistent in letting down their passengers"

Review: Air Botswana is consistent in letting down their passengers. My family and I have had 4 encounters with Air Botswana and we were let down 4 times. First my mother received an itinerary and a payment confirmation only to arrive at the airport to be told that her ticket was not issued and that she would have to purchase another. She complained about this and Air Botswana tried to calm the situation down stating that she will be reimbursed for the purchase. The second issue was that i had a connecting flight from Johannesburg to Gaborone with air Botswana. My initial flight was from Cape Town. 2hrs before my departure from Cape Town i get informed that the flight from Johannesburg to gabs was cancelled. I was forced to take the flight from Cape Town to Johannesburg but to purchase accommodation for the next day for when air Botswana could give me another flight. I was not reimbursed for the expenses incurred. The third issue is the same as the first which happened to my brother who experienced the same issue as my mother. The fourth issue occurred this morning when I arrived at the check in desk after having travelled 300km on road to get to Gaborone Airport I was inform that although I have a payment confirmation from DPO Pay, Air Botswana had still not received any reflected money in their account and thus would have to purchase another ticket from the ticket sales. This resulted in me having to pay all my travel money and borrowing some to purchase this ticket. I am a student and one can only imagine the difficulty this caused. Air Botswana is consistent in giving trouble and all 4 times my family and I have travelled with them we had problems. When you see this many negative reviews take heed.

Route: Gaborone to Cape Town

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "childrens allergies were not taken seriously"

Review: Flew Rwandair from Harare, Zimbabwe. to London, UK. via Kigali. My childrens allergies were not taken seriously. They both have anaphylactic reactions to various food. I struggled to get suitable meals for them and my children were given nothing but fruit at times yet hot meals could and should have been prepared for them. I checked in Kigali if theyd have their correct meals given to them and was reassured everything had been sorted. To my surprise nothing had and staff didnt know if allergens were in the meals they were serving. You are only asked if you want 'beef' or 'chicken' and wont know till you open your meal if it was spicy or not. I tried to swap my childs meal as theyd been serving beef curry with pasta and a creamy chicken dish with rice. All Id been told was 'beef or curry' by a very rude member of staff. I asked if both my kids untouched and unopened meals could be swapped with chicken but the vile member of staff argued with me saying the meal which he hadnt tasted himself, wasnt spicy! What could have been resolved in seconds took longer than necessary. He challenged me in an aggressive tone, which was completely unnecessary. He reluctantly agreed to swap the meals over. Hed told me there were no other meals for my children so I based my choice on guess work. Had I known in advance that my childrens dietary requirements wouldnt be met on such a long flight, Id have spent my money elsewhere. Other than that there were several stops and delays on our way to Zimbabwe. Seats were double booked from Kigali to Lusaka. On our return we struggled to find seats with our children and staff announced that passengers should sit wherever there was a seat. Staff made sure toilets were clean but they could have at least changed gloves as they wore the same gloves theyd been wearing while serving food. The plus side is: one of their meals was delicious, their flights are generally more affordable than most but that comes with a price. Rwandair has more luggage allowance than most in relation to Zimbabwe, staff on our way to Zimbabwe were friendly and approachable aside from speaking in their own language, they also kept passengers well hydrated considering the heat. It would be helpful for staff to carry a laminate list of ingredients as none of them seem to know whats in the food they serve and it would be helpful to actually say to passengers Would you like beef curry served with

pasta or would you like creamy chicken and rice rather than beef or rice. Some customers who dont eat spicy food can make a choice rather than having to guess and waste food by returning or swapping it. To and from, staff didnt know what sort of meals they were serving.

Route: Harare, Zimbabwe. to London, UK. via Kigali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "limited space for anything"

Review: Birmingham to Rome. Avoid. Stewardess spilt coffee on me and still charged me for it. I was checked into an emergency seat which was horrendous due to limited space for anything. There is no pocket in the seats in front which is very inconvenient. The seats do not recline. The stewardesses are very inexperienced. No in flight entertainment.

Route: Birmingham to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "They have lost 2 very good clients"

Review: I just wanted to share my terrible experience (and it is the same for a lot of people!) with Aegean Airlines! In my case, after booking a flight to Athens, they first cancelled my flight and, instead of reimbursing the ticket, they offered me a voucher. I've reluctantly accepted, considering that my girlfriend and I go very often to Greece because we love it and we have dear friends there. The voucher, due to the Covid emergency still not allowing us to use it, expired. When I asked a reimbursement, as per point 9 of their Terms & Conditions policy, they have deliberately ignored all the emails I have sent. They have lost 2 very good clients, considering that we had always flown with Aegean and that we keep going to Greece as often as we can. Now I will rather swim to Greece, than using Aegean again! Worst airline ever!

Route: Brussels to Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "everything was so uncoordinated"

Review: New York to Stuttgart via Paris. I had a bad experience, on my flight from New York to Paris. Firstly everything was so uncoordinated, the flight got delayed, even the staff from the plane wasn't in yet even though the boarding would be in 5 minutes. While we were flying there were many inconveniences. First the AC was so cold that I froze the whole time, secondly we flew at night (0:30) and people wanted to sleep but the lights from the airplane were fully on. It was a longer flight but we didn't receive much to eat and when they came by with water, tea, coffee they didn't ask me, just a few passengers.

Route: New York to Stuttgart via Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avianca

Title: "The seats are brutal"

Review: Abysmal service and highly overpriced. Please consider the following: Checking the second luggage on an international flight will cost you +250USD. They will not provide even a cup of water for a flight that is 6h long, from Bogota to Toronto nor from Bogota to Miami. No more complimentary water - it is a 6h flight for goodness sake! Avianca will not allow you to enter your own water on flights from Colombia to Miami. This should be illegal! The seats are brutal, the width of the seat does not cover the back of a male and there is no legroom even in an L tariff. They reserve the right to overbook the flight - this happens quite often.

Route: Bogota to Toronto

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "never recommend Avelo to anyone"

Review: Worst experience ever. 3 hour delays to Orlando and back home. No communication explaining delay. Attendants at gates refuse to talk to you or go to tarmac. Overall the worst experience Ive ever had flying. Will never recommend Avelo to anyone nor will I ever fly Avelo again. Abysmal.

Route: Orlando to Newport News

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "Bereavement credits are not offered"

Review: I initially booked a direct flight but the flight plan was changed approximately two weeks prior to our departure. The stop in Charleston, SC which was approximately over an hour and caused our flight time to be over 7 hours rather than less than 5 hours as initially planned. My family and I flew from Hartford, CT to Phoenix, AZ on May 31st for my daughters graduation and my mother was traveling with a portable oxygen compressor which has a limited charge on the two batteries. The flight staff were very helpful and professional and this complaint doesnt have anything to do with them. Corporate changed the flight plan after we booked and we paid for a direct flight. The day before our return flight, my mother was hospitalized and the morning of our planned return flight (June 4th), my mother passed away suddenly. I tried to change the flights for myself and cancel my mothers due to her death but, the app wouldnt allow me to change or cancel only my moms flight and my own. I sent a text to the number thats stated online but I didnt hear back from anyone or at least not a human for hours after my text message on June 4th at 10:56am. I finally received a response on June 5th at 6:56pm (Hello Ida our condolences on the loss of your mom). Im assuming the very nice young lady at the

ticket counter forwarded the information about the loss of my mother. I responded with, thank you. Any chance I could get a credit for the flights my mom and I weren't able to use? And, their response was we were sad to hear about your loss and our thoughts are with you. Bereavement credits are not offered, but we hope our low fares allow you to be with your loved ones at this time.

Route: Hartford to Phoenix via Charleston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Southwest Airlines

Title: "flying Southwest out of Reno is a breeze"

Review: Reno-Vegas. As usual flying Southwest out of Reno is a breeze. Check-in using self service kiosk was effortless as was bag drop. We were the only passengers checking in and it was an hour before the flight. TSA was empty so went right on through in no time at all. Arrived at gate and grabbed a bite to eat and then boarded the plane. Full flight, usual beverage and snack while in the air. Free wifi worked fine but since it's only an hour flight not really time to get too involved with the movies and shows offered. Arrived in Vegas and luggage was coming off the belt as we arrived at the carousel. Ground staff and cabin crew all did their jobs and made for a pleasant trip. No complaints.

Route: Reno to Las Vegas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "crew more interested in standing around chatting"

Review: Old, cramped and dirty aircraft (OM-FEX), parts of the inner cabin lining detached. Lack of on-line check in meant we had to suffer the painfully slow check in at the airport. The chaotic boarding delayed our departure, crew more interested in standing around chatting than getting passengers to their seats. In-flight service continued the slow theme,

didn't get to us in row 18 until 2 and a half hours into a 4 hour flight. No card machines which meant the crew having to do manual currency conversions, it does without saying they lacked change too. Crew didn't seem to know what they had to sell of where it was in the trolley, every request seemed to require searching every drawer or having a conference with colleagues. Clearly drunk passengers allowed to board and then fall asleep across 3 seats with their feet in the aisle, kids fighting and climbing over the back of seats, throwing water at each other, banging the windows - not a word from the crew. Not a flight I would like to experience again.

Route: Dalaman to Newcastle

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Malta

Title: "boarding card an error"

Review: On my flight from Berlin to Malta Valetta I had a boarding card for the seat 2F issued by Air Malta. At the time of embarking on the ground staff checked and accepted my boarding card. When I sat down I realized that this seat is bigger than the others so I was happy. The stewardessess checked 3 times my boarding card and gave me back saying OK. At fourth time another steward asked my boarding card and said this is an error and I have to go to row 23 but she did not give me a new boarding card. She said that the plane was reorganized and row 2 was in fact Business Class, and I had an economy class ticket. After I was re-seated, nobody was at row 2!

Route: TXL to MLA

Seat Type: Economy Class

Traveller Type: Business

Airline: Turkish Airlines

Title: "No leg room"

Review: Horrible experience! No leg room. They are just trying to make money by cramming every last airplane seat

they can into the plane to fit more people. It was terribly uncomfortable, the seat was rigid, the head support flaps didnt work at all to hold your head in place while sleeping, you cant extend your legs. It was the worst international flight Ive had. I will not be using Turkish airlines again.

Route: San Francisco to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeroflot Russian Airlines

Title: "pay 550 Euro for a new flight"

Review: Oslo to Bangkok via Moscow. Due to problems at the airport, we did not pass our flight on, and had to pay 550 Euro for a new flight that departed 24 hours after the original flight. We could not get out of the airport without paying 150 Euro for visas due Norwegian passports. A lot of other passengers had the same problem and there was a very long queue where you had to stand for about 90 - 120 minutes before getting help since they had only had two people for this. When you arrive at Moscow airport the staff are on their cell phones rather than coming up with menus when you sit down at the restaurants, they do not smile at all and show that they are not interested in providing good customer care. This is my first time in Russia, and I hope I don't have to come back any time soon. HR

Route: Oslo to Bangkok via Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "calling card to win my business"

Review: Hong Kong to Beijing. 0740 departure on this return leg trip. On the inward trip for the long haul, wanted to

change seats on their partner Hainan Airlines, as the inward seats 15 D/G were close to the lavatories etc. On checking in at HKG the agent issued our boarding tickets and lounge pass. I neglected to ask her prior to issue to elect another seat assignment. She said there was availability to change. She would work on it and I should advise their lounge staff to finalize the change. Yeah, like that would happen. In being accustomed to CX's lounge offerings, I was hoping for the noodle bar, unfortunately not at HK Airlines. I did ask the lounge staff to assist, as advised. They said they would help. Their lounge was nice and had plenty to select. The lounge staff advised we could collect our new passes at the departure gate. Arrived at the departure gate and they had no information, but would check. The flight was now on airport hold. Gave the original passes back and said they would contact Beijing staff to assist. Flight was on time, again nice presentation and service. Breakfast, albeit a western choosing was excellent. Fresh, served piping hot and refills on coffee and juice. Arrived on time. On deplaning, much to my surprise a HK Airlines agent was at the end of the jet way with name cards for us. She not only had our new boarding passes, but lounge invitation cards to boot. She also pointed out the security and screening location. We were through the process in 20 minutes. Way to go! That's service and a great calling card to win my business.

Route: HKG to PEK

Seat Type: Business Class

Traveller Type: Business

Airline: Oman Air

Title: "3 months later still no refund"

Review: Disgraceful company. Booked flights for April which were cancelled by the airline. Refund applied for in May and 3 months later still no refund. Their approach to the pandemic appears to be sticking their head in the sand and pretending it's not happening. I've flown them before and they certainly weren't bad but not in the same league as other middle Eastern carriers. I would never recommend them to anyone after this though, no matter how cheap the flights. Terrible, terrible airline.

Route: London to Kuala Lumpur via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Etihad Airways

Title: "Etihad made this a really bad experience"

Review: I flew from Munich to Kochi via Abu Dhabi with an infant and my 5 year old child. We had booked the bassinet seats more than a month prior to the travel and they were confirmed. During online check-in we found that for the second leg, the seats were changed. Initially booked seats were 6A and 6B. However, they moved my seat to 6E and my daughter's seat a couple of rows behind and it was not possible to book the seats together online. The flight was the same type. I contacted support and they said it could be a technical fault or something and we can change it at the airport. At Munich airport, they agreed that the change of seats were unacceptable (from the automatic assignment) and that they cannot make a child sit in another row from the parent. However, they said they cannot change the seat from Munich but the boarding staff "should" change it at Abu Dhabi airport. At Abu Dhabi, they said the flight is full and we should have got this changed earlier. The cabin crew asked to initially sit in the assigned seat and that they can get us seated together when boarding is complete. I did not want to leave my crying daughter in another row and luckily the person in seat 6F said that he can move to my daughter's seat. The seats 6A-6D were given to a family with older children. Flying with children is not easy and Etihad made this a really bad experience. We booked Etihad owing to the good schedule even though the price was quite high owing to the holiday period. We sent a complaint 3 weeks ago and we have still not received any replies.

Route: Munich to Kochi via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "wonderful and superb customer service"

Review: Thank you Japan Airlines for taking care of my Mom on her flight going back to US. From the airport ticketing

office, to airport staff and airplane crew. My mom had a super nice and amazing flight experience going back to US. Special commendation and mention to Jerald Rosa of JAL NAIA 1, for assisting and accommodating us in all our inquiries even it is already out of his shift and was about to go home. Indeed giving an extra mile in helping us and answering all our clarifications especially during my Moms departure at the Airport when I am no longer there to assist her. Jerald and other JAL staff made sure she is okay and assisted her on all her needs. Really customer obsession and bias for action. Definitely a great and amazing first time with Japan Airlines and definitely will not only be the first. Kudos and continue giving a wonderful and superb customer service.

Route: Manila to Los Angeles via Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "Poor customer service"

Review: London to Rome. We came very Early. In fact came in 4 hrs. At the airport and was the first few early passengers. The staff asked us to gave up our carry on luggage saying it was a full flight and gave us a zone 1 assignment for boarding. The flight was delayed, and at boarding they didn't follow The zoning assignment. Very disappointed. Poor customer service.

Route: London to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "refund of the airport taxes"

Review: Berlin to Madrid. For personal reasons I couldn't travel. The website is not accessible for complaints or doubts. After looking in Internet, I found a telephone where you can call them and ask. Once I got in touch I asked for a refund of

the airport taxes. It is true that they return them, but they charge a management fee higher than the fees, so they do not return anything. From the consumer's point of view, we are unprotected.

Route: Berlin to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "said this may have been a computer glitch"

Review: I booked 2 flights with Hawaiian airlines (HA) directly through their website. I tried to check in and and baggage for my flights the day before when I received the email reconfirming my flight. It would not allow me. So I called. The customer service rep told me the amount I had paid for said flight was just to "place my flight on standby" and the 2 seats I purchased were not actually confirmed. He said this may have been a computer glitch because this never happens or sometimes with HA this happens because people want to pay their taxes for the flight at the airport. This has never happened before with any other airline I have used. I received no notice that my flight was not confirmed, instead I received the opposite that my flights were confirmed. If I had not called I may have gone to the airport to find out there were no more available seats on the flight (customer service rep told me this). This is crazy. I paid another \$100 something for taxes. At first I thought it was a scam, but realized that didn't make sense because they had the correct flight info and my info before I have it to them. So thank God it wasn't a scam, but risked almost missing 2 flights on my honeymoon because of a "computer glitch" or failure to contact me to let me know my flight was not confirmed. None of this makes any sense. Customer service rep was very nice and worked with me. But extremely frustrating and still do not understand how this happened

Route: Honolulu to Maui

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "Never again with Jetstar"

Review: Horrible flight experience: 1-hour flight from Singapore to Kuala Lumpur was delayed for 30 minutes. Also, they forced me and at least 10-20 passengers to ship our carry on luggage because they didn't have enough space. So I had to waste another 30 minutes at the airport. In total, I spent as much time waiting because of Jetstar as I did on board of the plane. Definitely there are way better alternatives in Asia. Never again with Jetstar.

Route: Singapore to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: Buta Airways

Title: "Hand luggage is not included"

Review: Kazan to Baku. It's not really a low cost airline, because the cost is not low and quality is even lower than a usual lowcost. But I had no choice. Hand luggage is not included, it is made clear on their website. But the problem is that you can't pay for the hand luggage on their website, you have to pay at check-in counter. And they force you to pay in different currency using their crazy exchange rate, so you will overpay for it a lot. The reason, as they explained it, it is because they need to check your bag (size and weight) to see if it will fit. Can't they allow to pay for it online and deal with overweight bags at the airport for extra cost? My bag was within the limits, but I had to pay more. Surprisingly, seats were pretty comfortable and spacious enough for tall people. They even gave a free sandwich. But tea/coffee was not free. Anyway, I can't recommend to fly with Buta.

Route: Kazan to Baku

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "Moved flight three times"

Review: Worst airline. Moved flight three times with no regard to connecting flights, visa expiry, personal need to arrive on the day. Not flight delays, complete three times date changes on the flights. We regret to inform you that your flight has been changed to xx date? Never seen this happen before. - Customer care doesn't pick phone, nor replies to mails. - Cannot cancel online. - Extremely rude staff at Subang airport when you go to their counter. They keep shuttling you from one point to another point. No answers, no responsibility.

Route: Kuala Lumpur to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wings Air

Title: "cheap and the plane is new"

Review: Jakarta (HLP) to Bandung is a new route from Wings Air. This flight only take about 22 minutes. since Wings Air is a LCC, inflight food are only available by purchasing it. I dont know what are they selling, maybe some snacks and there wasnt any menu card or something like that. I like to fly with Wings Air since it is cheap and the plane is new but what I dont like is the stewardess are just little bit smile less.

Route: Jakarta to Bandung

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Super Air Jet

Title: "choose another airline"

Review: I can't recommend the Airline at all! I booked a flight with them via Booking.com for the 8.10 at 11:15 am and the day before at 11:30 PM Booking informed me that the flight was cancelled! So less then 12 hours before the flight start and also late at night the flight was cancelled. No support or any information from Super air Jet at all. Also when i

requested a refund afterwards they are not responding to any of my mails, so please avoid the unnecessary stress and choose another airline.

Route: Denpasar to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Niugini

Title: Air Niugini customer review

Review: My daughter and I are back in Sydney tonight thanks to Air Niugini going the extra mile. When the flight from Alotau to Port Moresby was cancelled we were in a challenging situation, then when the rebooked flight from Alotau to Moresby couldn't land because of difficult weather conditions we had to overnight in Alotau and hope to connect early through a rescheduled flight from Alotau the following morning. The Air Niugini staff at Alotau handled a difficult situation for customers extremely professionally both the day of the delay issues and through rebooking everyone on the rescheduled flight the next morning.

Route: Gurney to Sydney via Port Moresby

Seat Type: Economy Class

Traveller Type: Business

Airline: Omni Air International

Title: "staff and service were excellent"

Review: Ramstein Air Force Base Germany to Baltimore-Washington. Flew as Space-A on the AMC- USAF Patriot Express or informally Freedom Bird. Seats were narrow, as would expect for transporting physically fit soldiers, but adequate legroom. Departure delayed for two hours for technical reasons, but better 'safe than sorry' since flight over Atlantic Ocean precludes any emergency diversion and landing! All seatback electronics functioned. Cabin staff and service were excellent! Supper (from Germany, not US) was to European standards, quite good, (not the untasty US

airline food), and had a real breakfast, (not a 'snack' as on the inadequate 'other' charter company outbound). Crew was attentive, gracious, and always helpful. Overall, much better than US-flagged carriers and up to European standards. Although flew as military retired at minimal cost, I would be pleased to pay full-price ticket for the service rendered on this flight.

Route: Ramstein to BWI

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "Complete rip-off"

Review: Malta to Lyon. First time ever flying Air Malta, visiting the beautiful island of Malta for the first time with my wife on our honeymoon. Arrived on easyJet and Purchased one-way tickets to leave thru Air Malta. Paid 2 x 90 for the flights. Paid 2 x 80 for 2 pieces of 20kg luggage. 180 in air fare. 160 in luggage. Complete rip-off.

Route: Malta to Lyon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air North Yukon's Airline

Title: "amazed by their services"

Review: We were totally amazed by their services, since none of us have ever heard of this airline. The trip was arranged by the travel agency who arranged our tour. Even during a short trip they provided us gourmet sandwiches and a warm cookie; while beverages was served twice, which is far much better than what we experienced from those larger airlines. How we wish they can cover more routes.

Route: Dawson to Vancouver

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "my ticket type doesn't qualify"

Review: I had a ticket that was rescheduled. Upon inquiry with the customer service agent, for which I had to be on hold for around 45 mins on phone, I was assured that I am eligible for a full refund. So, as instructed, I canceled the ticket and applied for a refund. After a couple of weeks, I get an email saying that I do not get any refund since my ticket type doesn't qualify for one. The ticket price was around 650 euros. I thought this might have been a mistake and I can reach out to them again to reopen my case again. Only to my surprise, I see a new section in their refund form eligibility criteria that a new bullet point has been added which says the following. "there is a schedule change of more than 1 hour for your planned flight (schedule changes less than 1 hour, a refund will be based on ticket rules)" Upon checking this page's history in the web archive this was a new addition that was added recently. What a sneaky move!

Route: Tallinn to Delhi via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "staff were friendly and efficient"

Review: Unfortunately my flight was cancelled and I was put on a flight departing 30 minutes later and then that flight was delayed by 45 minutes. Ah well, the staff were friendly and efficient.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "If you can, avoid this company at all costs"

Review: Flying with LATAM has been my worst flight experience so far. Despite involving a 30 min flight, I managed to experience a 12h delay (which would have been acceptable if they would have done as legally required, meaning warning the passenger of a change in the flight schedule). They advanced my flight 2h, I was coming in with an international connection and had my boarding pass. I show up at the airport and the flight is not programmed, instead of being guided, I was forced to do a super long line (baggage drop off) at 4am in the morning, fight to get my luggage, and fight to get a flight rescheduled. Apparently this was all the "weather". I fail to see how worldwide emails stop, and the customer service of an international airline collapses, when it rains in one city in Colombia but this is so far their explanation. On top of this, they take months to treat every customer claim. If you can, avoid this company at all costs.

Route: Bogota to Pereira

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: LIAT

Title: "utter madness with this airline"

Review: My family decided to take a mini vacation to the beautiful island of St Vincent for 4 days from 12th to 15th November 2015. The flight to get to St Vincent was without incident but when it was time to return home to Port of Spain our real troubles began. On the 15th November our flight was scheduled for 6:55 pm, we checked out our hotel at 12 noon, bummed around until 4pm then made it to the airport. On arrival to the SVG airport we were then told our flight was cancelled totally until the 16th at the same time 6:55pm. I had my 84 year old grandmother traveling with me as well and this was already too much for her. We were put up in another resort close to the airport for the night until 12 noon on the 16th. We again left for the airport at 2pm on the 16th. We arrived here to be told, we are on a flight to Barbados at 4:30pm which has a layover of 3 hrs and we will finally reach Trinidad at 10:25pm. I am now seated at the SVG airport - it is 4:30pm on the 16th Nov and we were just told the flight to Barbados is delayed for 1 hour. Home seems like a figment of my imagination at this point! This is utter madness with this airline. There is no flight board, no

reps to give you any updated information and no recourse offered to hungry, tired and frustrated passengers! I will never fly with LIAT again and I will certainly never do this to put my 60yr old parents and my 84 yr old grandmother through this torture.

Route: SVG to POS

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LAN Airlines

Title: "flight had been cancelled"

Review: I had purchased a ticket between Buenos Aires Aeroparque and Santiago, Chile. On the date of my return to Buenos Aires, when I went to check in at the LAN ticket counter, a LAN staffer told me my flight had been cancelled and she sent me to be rechecked in a line for a flight to Ezeiza, the airport 45 minutes outside of town. Instead of the exit-row aisle seat I had reserved for the Aeroparque flight, I was placed in a middle seat on a full flight to Ezeiza. However, once I landed at Ezeiza, I discovered that not only had the Aeroparque flight not been cancelled but that it was arriving at Aeroparque 10 minutes after I arrived at Ezeiza. The LAN ticket counter staff never provided an explanation for why I was bumped off the flight I had purchased, nor was I offered an apology for being taken an hour out of my way. All I got was a free transfer into the city. To add insult to injury, LAN has not credited my LANPass kilometers for this flight.

Route: EZE to SCL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Nostrum

Title: "leg room was a bit on the short side"

Review: IB8496 from Palma to Menorca, operated by Air Nostrum. Boarding started with a significant delay of two hours but the ground crew were very conscious of that fact and tried to speed up the boarding process as good as

possible. At boarding, the aircraft was baking hot. This bettered only a little during the flight but with the flight being just 30 minutes long, the temperature wasn't as big a deal as it would have been on a longer flight. The crew were friendly and talking to them in English was no problem at all. The aircraft was very clean. The leg room was a bit on the short side. There was no complimentary drink or meal service.

Route: Palma to Menorca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "In Flight Service was exceptional"

Review: Great experience. A350 clean and in good condition, welcome was friendly and tentative even cabin was full. Departure on time, captain welcomed us and explains the route till the destination. IFE was OK, limited to my taste of movies. I managed to find 2 movies to keep me busy. In Flight Service was exceptional, I had ordered Western menu. Everything was perfect and tasty. Obstacle they do not offer pajamas. You can have WiFi connection but you have to pay even if you are in Business Class.

Route: Frankfurt to Seoul

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "polite and friendly"

Review: Flew to DFW from Vancouver one way after attending a wedding. No delays on inbound flight. The flight was smooth with very little turbulence encountered. Kudos to American Airlines flight crew. They were polite and friendly. Premium Economy seat had enough legroom for a comfortable flight. Service is typical (biscotti, snack and soft drinks) of all domestic flights. American does a pretty good job of getting you where you want on their domestic and trans border

flights.

Route: Vancouver to Dallas Ft Worth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "service on the plane is quite complete"

Review: Everything was on time and quite comfortable. But in the lounge there will be a lot of users that make me feel uncomfortable. But the service on the plane is quite complete and worth the price.

Route: Bangkok to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Germanwings

Title: "Seat was fine with enough legroom"

Review: Dusseldorf to Berlin. Eurowings flight operated by Germanwings EW9050. Flight had a slight delay of 15 minutes. Flight was smooth and good. Seat was fine with enough legroom. Food and drinks for purchase, crew was just average.

Route: Dusseldorf to Berlin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "Whole experience was really painful"

Review: Whole experience of flying with Turkish Airlines was really painful. Crew is of course very angry and displeasing, you can hardly see more unpleasant people working as crew. Food is universal and dull, for example they also don't want to open a bottle of wine, because another kind of wine is opened, so why not that one. Shocking was also behaviour of captain, who chatted in middle of small alley and blocked way to restroom. I asked him if I can go and he barked "go away". I returned a few minutes later and he just opened door to his cabin saying I must immediately leave or he will do consequences. Well, if he wasn't blocking the way so long, I was already back in my seat. And many similar small details and situations clearly saying "we are the worst airline in the world but we fly everywhere, get used to it". Only positive is that they arrived as they should (but it shouldn't be appraised, it should be automatic). Don't recommend unless you have no other option.

Route: Denpasar to stanbul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: La Compagnie

Title: "recommend and fly them again"

Review: Return flights from Luton to New York for 4 of us. Flight was cancelled with a flight rebooked to fly 12 hours later. We were advised a couple of weeks in advance so didn't cause any problems, but a little irritating. Swift check in, lounge at Luton was fine (used it before as priority pass holders). The flight was excellent. Seats were comfortable and reclined (although not full flat) to be suitable to sleep. Pleasant staff who were attentive and discreet throughout. Champagne and very nice meal with choice of wines. Samsung Galaxy pads enabled viewing of limited films, magazines etc. Dozed off and woken by staff offering refreshments. Newark arrival processes swift and easy. Return check in similar. Lounge busy but adequate seating with plenty of refreshments. As it was a night flight, light meal, okay but not exciting then went to sleep.. Although there appeared to be only 3 staff, they were charming and efficient. Hugely impressed by La Compagnie. The flight both ways was a pleasure and would recommend and fly with them again.

Route: LTN to EWR

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Skymark Airlines

Title: "comfy seat and legroom"

Review: Tokyo Haneda to Sapporo return with Skymark Airlines. First leg on Boeing 737-800NG. New cabin, comfy seat and generous legroom for a low-cost airline. Even though I didn't purchase any, the drinks and snacks are sold at a cheap price. Departure and arrival on time. Return leg, delayed for 30 mins due to congestion at destination airport. Return aircraft was an older Boeing 737-800. Very warm cabin temperature. But overall worth the ticket price. Definitely better than AirAsia and JetStar.

Route: HND to CTS

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "Avoid this airline"

Review: Total Nightmare. Booked flights for a round trip from Toronto to St. Johns. Not worth the savings. The level of stress of having to deal with their ridiculous level of unreliability is just too much. They tell you to be there at least a couple hours early and then delay your flight by at least a few hours. We were at the airport at 5 am for a 7:20 am flight and didn't take off until 10:20 a.m. They'll keep you having to check for delays constantly because they'll just keep furthering an original delay and then have you sit on the tarmac for ages. The way back from St. Johns to Toronto was, unbelievably, even worse. A two and a half hour delay and an additional hour and a half sitting on the tarmac in Toronto just waiting for our gate to be available (with very little communication from staff until people started getting angry) made for a harrowing 7 hour ordeal, all for what was supposed to be a quick 3 hour flight! Could have flown to Europe by then. Avoid this airline! It's just not worth it.

Route: Toronto to St. Johns

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alaska Airlines

Title: "flight attendants did the bare minimum"

Review: Terrible attitude from the lady at 11am at gate D6. Plane was uncomfortable and the flight attendants did the bare minimum and could use some classes in being better to people. No entertainment, no snacks. Tiny bathrooms. Not a great airline at all.

Route: San Francisco to Newark

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Asia

Title: "flight was quite comfortable"

Review: I flew from Singapore to Jakarta on Jetstar Asia (codeshare with Jet Airways). The flight was quite comfortable for the short flight. The legspace and seat width and support was comfortable. Since it was a codeshare flight, I got a complementary snack and beverage which was sufficient and good for the flight duration.

Route: Singapore to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "best part as always is the Q Suite"

Review: I travelled Qatar Airways from JFK to Islamabad, 1st leg from JFK to Doha was operated by AA. The transit

experience at Hamad international Airport was great, from disembarking the plane, going to the lounge and then boarding the plane again to Islamabad was pleasant and easy. The ground staff were very pleasant, professional and eager to help. Next step on board the flight was equally nice. Would especially like to mention the supervisor from Lebanon who introduced himself to all business class passengers and personally helped the staff. I didnt eat during the flight as wanted to sleep, but I am sure it would have been a good experience. The best part as always is the Q Suite, it gives you comfort and privacy, I was tired after flying on a long transatlantic flight but still sleeping in Q suite for about 3 hours was worth it. Overall great experience!

Route: New York JFK to Islamabad via Doha

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "told the ticket had expired"

Review: Deplorable customer service. After having my flight cancelled in March 2020 due to Covid 19, Gulf Air issued a ticket which I was told could be used to book another flight within 12 months. After finally reaching a customer service representative on an international call, only to be told the ticket had expired and that it was 12 months from the initial purchase of September 2019! During this period I was unable to book my flights as they were unavailable from Gulf Air? How can a goods or service expire when it was never provided, surely this is a breach of contract?

Route: Bahrain to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qatar Airways

Title: "the aircraft had changed"

Review: I bought a round trip business class Lite ticket under the expectation that it would be Q-Suite. I selected my

seats in Qatar Airways seat app, which showed the Q-Suite layout. At ATL check-in I was told that there was an operational issue and the aircraft had changed with an old business class seat. This happened on my return from DOH to ATL leg. As for DOH to BLR and BLR to DOH, we did get a Q-Suite and it was as expected.

Route: Atlanta to Bangalore via Doha

Seat Type: Business Class

Traveller Type: Business

Airline: Turkish Airlines

Title: "flight attendants were extremely rude"

Review: My Mom was traveling transit from Beirut to San Francisco, She had a medical condition and was not able to move so we ordered a wheelchair. However the agent that was responsible to escort took advantage of her and the fact that she did not have so much time for transit (for the next flight to San Francisco she had only an hour) and asked her for money in order to make her reach her gate. He asked for 50\$ or else she will be missing her flight. This is apart from the fact that the flight attendants were extremely rude with her during the flight from Istanbul to San Francisco. Also do not indicate that you have Wifi during your flights when you don't. Obviously wifi is not available on all airplanes.

Route: Beirut to Istanbul via San Francisco

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: flyadeal

Title: "Hidden charges always leave the clients with negative experience"

Review: Flyadeal price advertised price is not the real price which you will be asked to pay at the end of the booking process! You will be surprised with the additional cost. If you say from the start the flight cost will be for example 200\$, why you add at the end 30\$ for the seat cost! Where do you expect us to sit? On the wings or hanging on the airplane's landing gears! Hidden charges always leave the clients with negative experience, and indicate bad customer service.

Route: Dammam to Jeddah

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada

Title: "expect this service off a cheap airline"

Review: First time flying Air Canada and very disappointed for a flagship airline. Bought expensive long haul tickets and then they want you to pay £50 each to choose seats next to each other. Flight was delayed two hours for technical issues then another hour while they tried to find volunteers to give up their seat due to over booking. Once on the plane we sat there for an hour before take off and had to ask three different staff for headphones so we could watch the entertainment system while we waited. Would expect this service off a cheap airline but not Air Canada

Route: London to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "a terrible experience"

Review: Overall, it was a terrible experience. My flight was originally scheduled for 10:40pm, but then it was delayed to midnight, a few minutes later it was delayed to 12:30, then 4:00am, and finally 7:30am. By the time we were made aware that the flight was going to leave in the morning, it no longer made logical sense to take a hotel voucher because by the time you would have made it to the hotel, you would have to leave an hour later to make it through TSA, so almost everyone on my flight decided to spend the night at the airport. In return, customer service representatives gave us \$12 food vouchers. This is unacceptable. Not to mention, the customer service representatives were in a terrible mood and I do not blame them. They deserve better than having to tell a hundred angry customers back to back that all they can do is give a \$12 food voucher. I am disappointed and will not be flying with American again. It is in your best

interest to do the same.

Route: Dallas to Wichita

Seat Type: Economy Class

Traveller Type: Business

Airline: Sky Express Airlines

Title: "missed my connection on Sky Express"

Review: I missed my connection on Sky Express from Corfu to Athens on July 18 2022 because of the unprecedented melted tarmac at London Luton that date. We arrived at nearly 1 AM in Corfu. I was not able to secure a connected flight the next day, July 19 2022 to Athens, but finally was able to persuade the only agent at Corfu airport at that time of night, and had to pay again - even though I had a ticket for a flight which I had missed as noted above for a ticket to Athens the next morning July 19 2022. I had to spend the night in the airport, no accommodation or food or anything. My travel insurance was disregarded, I had no recompense whatsoever.

Route: Corfu to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "We were treated terribly"

Review: Do not take this airline! In response to your question, no it is not worth it. My plane was delayed 10 hours. There was no one at the desk to talk to. There was no information provided. We were told that if we left we would not get another flight because this one was not canceled. We were treated terribly.

Route: New Haven to West Palm Beach

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "All in all a horrible experience"

Review: Flight was delayed on top of a 4 hour layover to the point where I missed my flight home and the next flight had to be the next time. That was after switching us from our first class ticket to economy, which means our plans for the evening meal were completely ruined. A 12 dollar meal voucher doesn't really cut it. Also, on the flight in the in flight meal sucked anyway. Like, some of the worst food I've been subjected to in a while. I'm never voluntarily flying American again in the future. All in all a horrible experience.

Route: Puerto Vallarta to Houston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sriwijaya Air

Title: "price is quite affordable"

Review: I had a flight last week from Yogyakarta to Jakarta with Sriwijaya Air. Check in staff are very friendly. I asked where the airplane coming from and she replied with a smile. The flight was delayed about 10 or 15 minutes due the traffic congestion in Yogya. With an hour flight, I got a tango snack and a cup of mineral water. The seat was good, and the airplane little bit hot at that time. My main criticism is to their cabin crew, which is not quite friendly enough. One of the staff doing the safety demonstration did not have any smile or attract any attention from the passengers. I think they should smile a lot during the flight. Overall, the flight is good and the price is quite affordable.

Route: JOG to CGK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "impossible to communicate with interjet"

Review: It is absolutely impossible to have an answer to our questions. Have been left in the void. Our flights have been scheduled on July 20, 2020. I am trying to communicate with e dream who eyx sends me a letter saying that the company concerned was in procedure or to worry that I would receive an email with the voucher. We are in November I have not received anything. And impossible to communicate with interjet. C'est absolument impossible d avoir une reponse a nos questions. Ont est laisse dans le néant. Nos vols ont ete cencellé ke 20 juillet 2020. J'essaie de communiquer avec *e dream* qui eyx m envoie une lettre disant que la compagnie interjet était en pricedure dene oas m inquiéter que je recevrais un mail avec le * voucher* . Nous sommes en novembre je n ai rien reçu. Et impossible communiquer avec interjet.

Route: Montreal to San Jose via Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "its hard to get your money back"

Review: My flight is supposed to be a round trip. When Vietnam Airlines cancelled my flight back, they only want to refund me MYR42. That is not even a ticket price. So, I wanted a ticket change, they charged me 20 only to cancel the flight again. I asked for a refund, and they want to refund me only MYR127. I refuse to accept that Covid19 is the reason because they only canceled part of my flight. If they can fly from KUL-SGN, and cancelled SGN-FRA without wanting to refund me, then it isnt even Covid19. So I do not know why they wont refund me what I have rights to. How could they just refund me such meagre amount? It is unacceptable. Also, they havent replied me after I tried to contact them many times. I have spent so much Skype credits to contact them but all was in vain. They have nice in-flight comfort and all. However, when faced with issues like this, its hard to get your money back or even to get an answer from them.

Route: Frankfurt to Kuala Lumpur via Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "extra leg room worth the money"

Review: Gatwick to Alicante return. Both flights almost full and on time. We booked extra leg room seats, well worth the money. Crew very good. Did not purchase any refreshments.

Route: Gatwick to Alicante

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "We as passengers expect some amount of certainty before our travel"

Review: Flight from Srinagar to Mumbai was cancelled arbitrarily due to poor weather and passengers weren't informed until they reached the airport. Flight kept getting delayed and eventually got cancelled. Airline offered accommodation for 7 days (which we didn't take) and agreed to defer our tickets to a later date. We were supposed to travel on 7/1/2021 but we got our confirmed ticket from the airline for 12/1/2021. Apparently, flights for an earlier day were unavailable. On 8/1/2021 in the evening, we got our confirmation tickets from the airline for our upcoming journey on 12th. However, this changed real quick as a mail was sent by the airline at 10.30pm on the same day saying that we have been allotted seats in the following days (9/1/2021) flight which was scheduled at 11.40am. Due to unfavourable weather conditions in Srinagar, there was heavy traffic outside the airport which could take up to 2-3 hours to clear. It is important that passengers are informed much ahead of time so that they are prepared and have sufficient time in hand. Minimum of 24 hours prior notice should be given to the passengers in case of any changes so they can plan their day accordingly. What was done by GoAir is extremely unfair as passengers cannot be taken on a ride like this. We as passengers expect some amount of certainty before our travel. Airline cannot change the date of departure as per the whims and fancies and should be considerate of their fellow passengers. The call centre staff are most unhelpful of the lot. They fail

to provide basic information regarding the flight. There are no possible ways by which you can put forth your grievance. As passengers, we expect service for the price we pay. Attitude of the airline towards customers is very poor. Will strongly dissuade people from flying this airline unless they want confusion and uncertainty until the very last moment of their travel.

Route: Srinagar to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "The baggage is lost"

Review: The absence of the service. The baggage is lost, no contact, no information on the web site that does not operate in standard way. Even the report form does not recognise the flight number. So tricky management that no human contact the only machine voice.

Route: Nürnberg to Crete

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "will NEVER book with Condor again"

Review: Booked tickets Munich to Split with Condor. When we went to check in online, were redirected to Marabu Airlines webpage. Never heard of them, but ok. Online check in doesnt work, ok. Got to airport 2 hours before our flight - hundreds of people in the Marabu queue, which is not moving. Everyone looks confused. We talked to other people waiting and it turns out many of them were there for the second day in a row, and had been there hanging out for the whole pervious day waiting to fly before being sent away the evening before. After 5 hours or so, the one check-in staff member made an announcement that all Marabu flights were cancelled and people should return at 9am the next

morning for more information. He didnt work for either Marabu or Condor so had no further information. Need a hotel? Book it yourself and try to get the money back from the airline was the advice. We go home, return at 9am the following morning. Same scene as the day before. A few hours later, the check in staff tell us all flights are cancelled and there will be no replacement flight. So we had to book our own alternative flight with Lufthansa. Condor customer service say we have to pursue Marabu for a refund - EVEN THOUGH THEY OWN MARABU. We will NEVER book anything with Condor again. If you think this is just a once-off bad experience, have a look at Condors Facebook page. You have been warned!!

Route: Munich to Split

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "lack of customer service"

Review: I travelled with British Airways from Sweden to Los Angeles via London in December 2022. When I arrived at LAX one of my bags were missing. There was no information of the whereabouts of my bag and after searching for someone for about 30 minutes, I found the point of contact and she told me my bag was left behind. I gave her my details of where I would be staying and she told me that they would contact me. After a few days and still no contact I tried to call British Airways customer service. The woman at the airport didnt give me a file reference number, so it was quite difficult to try and locate my bag, but they finally found the reference number and my bag and said it would be delivered in a couple of days. I told them that I had switched hotels and gave them the address for where I was staying and everything was fine. But then a couple of weeks went by and my bag was still nowhere to be seen and it was time for me to fly home. At the airport I tried to talk with the personnel there to try and locate my bag and they said that it was delivered to the first hotel I stayed at, even though I had given them an updated address. I asked them what I should do since I was flying home now. The guy at the counter told me that it wasnt his problem and that I should figure it out myself. I questioned him about his response and he just walked away. A manager saw that and came up to me and apologized for his colleague and that they would send someone to fetch my bag and send it with either my flight or the

next one. I came home and a couple of days later I received my bag. I made a complaint and claims on British Airways website since I had to buy clothes and toiletries during my vacation because I didnt have my bag. In January they said that they would refund me for my claims, it is now April (almost May) and I have still not received the refund even after multiple email conversations. I dont know what to do anymore about this situation since it appears that no one is willing to help me. I am appalled about how the situation is being handled and frankly disappointed at British Airways and the lack of customer service.

Route: Sweden to Los Angeles via London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "I regret my decision every single time"

Review: Flew from Kuala Lumpur to Singapore. Never ever fly with Jetstar. Due to connection flight timing I have had to fly Jetstar 6 times within the past 6 months and I regret my decision every single time. Leg room, cramped. Departure, late (6/6 times). Service, sub par. Regardless of price, it is just not worth the headache. It is understandable that an airline's flight is late here and there, but every single time is just absurd. Please, do yourself a favour and never fly with Jetstar Asia.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: China Airlines

Title: "Amazing cabin crew"

Review: Frankfurt to Hanoi via Taipei. Amazing cabin crew. They are professional, caring and nice. Updated in-flight entertainment programme. Food is fairly good. They serve ice-cream for lunch.

Route: Frankfurt to Hanoi via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "you can't change your flight date"

Review: It's important to know that if you book a ticket in economy you can't change your flight date if you need to. With over a month's notice, they would not let me change my flight date. I had to lose the entire ticket - full payment. First thing is they should warn you about this at booking. I understand paying a penalty, but having to pay the entire ticket is unbelievable to me. I'll never fly with them ever and I'll advise others to avoid them also.

Route: San Jose to Toronto via Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "they only accepted credit cards"

Review: Avoid like the plague. Ground crew is not helpful. We were unable to check in online due to a Wi-Fi failure on the airport. We expected some consideration from the Ryanair-staff. After a rather unpleasant conversation we had to pay £100 for our boarding passes. But they only accepted credit cards which we didn't have. So we couldn't fly. Staff were ice-cold. That's how they are trained. Finally, a friend paid for us. But we had already missed our flight because of this. Now we had to rebook our tickets. Of course, again we received the emotionless treatment of the staff and an extra 200 pounds lighter, we were finally able to leave London Stansted Airport. Ryanair takes advantage of the fact people don't own a credit card, and they do this on purpose. It's just a low strategy to make a bit of extra money.

Route: London Stansted to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "had to spend the night at the airport"

Review: This is my second time flying with Lynx. I went to the Lynx counter at TO Pearson Airport to check into my flight. I was told I had to pay \$225.00 because I changed the flight from April 8th to Apr 7th. The account was locked by Lynx. I did not have the money to pay the difference. So I left the counter and went to see if I could borrow some money to cover the difference which I thought was excessive for a simple flight change. Nevertheless, when I went back to the counter, the agent told me she was trying to get hold of Lynx to get them to free the account so I could pay and check in. No one was answering the phone. So she had me stand aside saying she left a msg and would call me back. I waited for a while and when she did not call me back I approached the desk and she told me I was too late that the gate was closed. Meantime Lynx sent a revised time for the flight departure to my dead cell phone. Why did she not mention/know the departure was delayed. I had to spend the night at the airport because of her inefficiency. I did not use my ticket. I missed the flight because the agent was not paying attention and no one answered the phone in a timely manner to unlock the account. My request for a credit went unacknowledged and unanswered.

Route: Toronto to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "satisfied flying with Airlink"

Review: Airlink from Kimberley to Cape Town, a 1h30 flight. Leather black seats with enough legroom and nice cabin interior. The were lack of space meant I had to put my tripod and a great part of my hand luggage with the cabin crew luggage. The plane itself only has luggage compartments on the one side. We were served drinks and a choice of beef or chicken sandwiches. It was a pity they chose cheap instant coffee as the genuine substitute. We departed ahead of

schedule and arrived 22 minutes ahead at Cape Town. We had only one crew member who served well. All in all, when you pay near nothing (R850 is about USD \$65) and get so much - a meal, drinks, good seats and ground crew you have to be mad not to realise the value. It goes without question that this is just a very ordinary route with nothing special going for it, yet it has enough to lure me in. I was satisfied flying with Airlink.

Route: KIM to CPT

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "the airline is comfy"

Review: Phu Quoc to Ho Chi Minh City. Our flight was delayed by 70 mins and this is not for the first time. Otherwise, the airline is comfy, has friendly staff. Really stressful if you have connecting flight that can be missed because of delay.

Route: Phu Quoc to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Astana

Title: Air Astana customer review

Review: Moscow to Delhi via Almaty. Moscow to Almaty on a new Boeing 767, with personal entertainment screens and mood lighting. Staff accommodating and professional. The meal was delicious with metal cutlery. Wine and beer were complimentary (no spirits on the menu, though), and extras were served with no frowns. IFE was one of the best I experienced, no lag whatsoever. One weird thing was that the screen by design could not be adjusted when the seat in front was reclined, so the viewing angles could be uncomfortable. We were given outstanding amenity kits with neck air pillow, slippers, pen, some hand cream, eye shades and ear plugs. Different coloured kits seemed to have slightly different content, so make sure to collect them all. The crew passed the cabin with drinks several times after the meal

service. Seat comfort was okay, nothing outstanding. Almaty to Delhi was on an older A321, with no personal screens. The seats were very comfortable with great seat pitch and traditional "thick" profile of the seats. Cabin crew were lovely and the meal was even better. There were some amenity kits given as well, except a bit smaller ones (which makes sense on a 3 hour daytime flight). You could access their entertainment via your own device and onboard wi-fi for free with no issues, and the selection was impressive, but the lack of power ports meant you will run out of power quite soon. Delhi to Almaty was practically the same as the flight from Almaty to Delhi. For Almaty - Moscow I have made a bet to upgrade on their website (the lowest amount possible), and we were upgraded to business. The flight on a Boeing 767 was wonderful with lie-flat seats, lots of privacy and space, great IFE and pleasant cabin. The cabin crew were very accommodating, greeting us with champagne as a pre-departure drink, and the purser greeted us by name, making sure we had a fantastic flight. Meals were delicious, each course was brought separately. If I could think of any improvement in business class, it would be alcohol menu, because there were just one type of champagne, one type of white and red wine (plus lots of spirits and cocktails). I believe the wine card can and should be improved. Their Bloody Mary was perfect, by the way. Almaty airport is an absolute disaster - it's small, crowded, with nowhere to sit or relax, no decent cafes, everyone is shouting at everyone. Even in business class lounge there is nothing to eat or drink for free, which is just a disgrace. Our luggage made it, and the flights were on time, though. To conclude, I recommend Air Astana, and the economy experience is outstanding, but I will try to fly via Astana next time, since Almaty airport is just so awful.

Route: Moscow to Delhi via Almaty

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "really good experience"

Review: I was really looking forward to this flight as I do fly between Madrid and London a lot and Iberia flies also their A330s and even A350 on this route so picking up time to try their A350 was no brainer, Iberia also offers upgrade to business class at check in, you won't get extra miles or extra baggage allowance, but you get full experience, fast track, lounge and of course on board experience. This time it cost 52 Euros, which is a pretty good price and worth paying. I

got to airport only 2 hours before as I was busy during the day, checked in my carry on (you can for free) as I was filming this experience as well and went through fast track, which was close at London Heathrow, you only got to skip most of the line. The flight was leaving from Gates C, but there is no lounge there, so I went to BA lounge right after security, which was a bit crowded, but managed to get a seat, got some snack and drink, for hot food you have to use QR code and order online, but didn't have much time as boarding started already. Took me like 15 minutes to get there, but you can board any time using priority lane, unfortunately everyone boarded through one jet bridge, even though there were more doors and it could have been done differently. On board I had seat 3L which was really wide, comfortable and I like that its 1-2-1 so everyone has aisle access which is great, unfortunately my IFE wasn't working so I was moved to 8A which is exactly the same type of seat, most private one which is exactly what I wanted so all good. There is no pillow or blanket on this 2 hours flight which makes sense and no pre departure drink which is lacking a bit. Headphones are good though and I can't complain. Seat in general is very wide and comfortable and I'm sure I would be comfortable to be there for 10 or more hours. Business class passengers also have free Wi-Fi, even though only basic, but better than nothing. Service started around 30-40 minutes and there were two food options, I took a beef and it was good, its served on the tray, but I get that its short flight and for drink I got gin and tonic and coke. Overall happy with service, as for IFE, there are plenty of choices and I'm sure I would have enough things to watch on 10 hours flight. Overall really good experience, just one little thing, crew pretty much always start speaking Spanish and keeps doing it, would be better if they first ask you if you speak Spanish and than try to remember at least for business, I get that economy is too big. Otherwise happy with this airline and A350 is really nice aircraft.

Route: London Heathrow to Madrid

Seat Type: Business Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "no luggage shipped for us"

Review: Not recommended, we are three persons flew from Istanbul to Amman with RJ with first class. When we arrived Amman there was no luggage shipped for us. On the return flight at the same class, no water or juice served.

Route: Istanbul to Amman

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "trip was uncomfortable even with the upgrade"

Review: Athens to Vienna wasn't too bad but Vienna to Newark was a nightmare. Having to walk down the planes steps in the rain, herded onto a bus (the driver drove recklessly) then having to fight to see our gate # and finally loaded on another bus!? The gate was total chaos. The employees never announced they were boarding and it was a crush to get thru where we had to check in for a 2nd time. The plane trip was uncomfortable even with the upgrade. A totally bad experience.

Route: Athens to Newark via Vienna

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "they are the absolute worst"

Review: I did a trip to South America four years ago, and many of my flights were with LATAM. Let me say as someone who has been to 60 countries and flown at least 100 airlines, they are the absolute worst. You can literally book an early morning flight that you have to have, on Tuesday, four weeks before the trip and by Thursday theyll tell you sorry, we had to reschedule it to a late night flight. Really all they are doing is bumping you for somebody that might be using their SkyMiles. Theyve done that to me three out of five trips. The other two flights they were late, so they are batting 0% for efficiency. Again, I am saying they are the worst out of 100 airlines without exaggeration as someone who has traveled to over 60 countries.

Route: Cali, Colombia to Cartagena, Colombia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "as compensation they upgraded us"

Review: Hong Kong to Okinawa. We arrived at the airport to check in. Tried checking in online and at the airport kiosk and didn't work, we saw the line was rather long so asked their staff whether we should do anything and both told us to stay in line until they call our destination for last minute boarding. We wait until they finally call Okinawa, followed the staff to the express counter, at which point they told us "your flight is closed cos you're late". What's worse is that they tried to pass it off as our fault at the beginning despite us following their instructions. When they did finally rebook us on tomorrow's flight they said "we normally charge customers to rebook but we'll waive it for you" as if they were being generous. In the end they rebooked us on tomorrow's early flight and as compensation they upgraded us. Also gave us two food vouchers for the airport, as if airport food is great. I told them I wanted to be compensated for the taxi rides to the airport, lost hotel night, and lost day of car rental but they can't do anything about it.

Route: Hong Kong to Okinawa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flynas

Title: "no one was telling us what was going on"

Review: Riyadh to Delhi with Flynas. Our flight was delayed one hour, after the delay we boarded the flight at 9.15 pm, we waited 3 hrs on the flight. I don't know if the problem was the weather but during the 3 hrs we were very bored, no one was telling us what was going on. We were very hungry. After three hours the cabin crew were not answering our questions with any gentleness.

Route: Riyadh to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "Scoot's call centre had a lot of disrupting options"

Review: I sought to change my return dates a few times prior to flying. Went on to "manage booking" but the webpage led to had "internal server error". This was despite several attempts during the few weeks leading up to my flight. At the actual Scoot counter in the airport I was referred to a staff who unconcernedly insisted that all flight changes needed to be done via the call centre. I had to quickly call before to change, and Scoot's call centre had a lot of disrupting options before I was put through. Finally I got the change. If your "manage booking" page is down, kindly be upfront and notify customers to call your line first. Secondly, do fix that page. I had much better airline service in Africa when some flight changes were needed, compared to what I got from Scoot.

Route: Singapore to Ipoh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: Aeromexico customer review

Review: I used to be the biggest fan of Aeromexico. The staff was amazing - professional, courteous, and very friendly (and still are with the obvious exceptions (mentioned below)). Unfortunately, our recent trip leaves us questioning whether or not we will ever risk using their services again. If you have or have traveled with someone with, a disability, you know how important it is that boarding the aircraft be done in an organized manner. Those that have issues (health, age, children, etc) need that little extra time before regular boarding commences. It's not meant to be a free-for-all. Well, not unless you board your Aeromexico (AM) flight out of the satellite Mexico City airport, NLU (Santa Lucia). NLU is a relatively brand new airport (opened March 2022) and it appears that the AM staff has yet to be trained on basic

procedures. We had 2 bad experiences in NLU. The first was flying in on the way to Veracruz and the second was the return trip out. While the first flight was total chaos, we were fortunate enough that several of the gentlemen at the front of the line saw that my husband was an amputee, etc, and immediately waved us to the front. While this was disorganized, it wasn't the mess that the return flight out of NLU was. The second flight, NLU to Guadalajara was a nightmare. There was absolutely no control over the passengers. When it was time to board, there were no zones or even basic pre-boarding. AM had a group of 20-30 who appeared to be traveling together (not young, disabled, etc) who were let on first. We were about halfway in the line. There was no Premier boarding -- one of the benefits that AM promises its passengers who pay a bit more. Nope, it was a cluster eff free-for-all. Oh, silly my. I forgot to mention not only does my 76-year-old amputee husband need the special boarding, but WE WERE also PAYING PREMIER PRICES for the early boarding. We didn't get it. So, we finally get to our seats and watched as there was no control as the passengers boarded. Several economy passengers just casually jammed their stuff in the Premier overhead bins. Result? Hubby had problems with his carry-on (which had his meds) and which came off badly scuffed. Please understand, I realize that space is limited on flights, but if you pay for certain benefits, you should get those benefits. We did not. I wrote to complain and got the standard "too bad, so sad" letter in return. I had asked for compensation. Of course, that's not going to happen. No, I wasn't looking for a free flight or reimbursement of our tickets. As my girl Judge Judy says, "we ate the steak." What I was looking for was a small compensation to acknowledge that they did not deliver as promised. Instead, I got a form letter that any trained lizard could, and did, write. We will look elsewhere in the future and heartily recommend that you do the same.

Route: Veracruz to Guadalajara via Mexico City

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "I will not be flying ET again"

Review: Flight from Nairobi to Addis was okay, albeit 40 minutes late landing after having to hold due to bad weather in Addis. Took ages to disembark in Addis as they parked at a remote stand and there seemed to be a shortage of

passenger buses. Transit in Addis is always a shambles. Massive queues at the security checkpoint with multiple lanes unmanned and extremely slow screening. Boarding is always chaotic at Bole Airport, especially if the aircraft is at a remote stand and you have to be taken by bus to the aircraft. Took off an hour late for Khartoum and, after an interminable wait for baggage after landing, discovered that the airline had left more than half the passenger baggage in Addis so they could carry more cargo, as evidenced by the dozens of boxes that arrived on the luggage conveyor as compared to very few suitcases. Basically sitting in Khartoum with just the clothes on my back now with absolutely no idea when/if my luggage will actually get here. I will not be flying ET again.

Route: Nairobi to Khartoum via Addis Ababa

Seat Type: Economy Class

Traveller Type: Business

Airline: FlySafair

Title: "I had the best flight"

Review: Durban to Cape Town. I had the best flight with my 3 kids. Best staff. Was assisted by staff who went out of their way to make sure that our experience was the best. They really are an asset to the company. Everything went smoothly, on time and well organised.

Route: Durban to Cape Town

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "delays and cancellations"

Review: Having experienced delays and cancellations departing from USA to Europe and now a 3.5 hour estimated delay at LHR heading back to USA, I would warn travelers that BA has become unreliable and is now on my Do Not Fly list until they get better organized.

Route: Amsterdam to London

Seat Type: Business Class

Traveller Type: Business

Airline: Thai Airways

Title: "there is no consistency with their product"

Review: This was the fourth long haul flight I have taken with Thai Airways in the last three months. I can say there is no consistency with their product. Every flight has been completely different. For example all the other flights you had wine with your meal then a drink afterwards. Although they had wine on the trolley they wouldn't let you have a glass. This time you was allowed a maximum of 2 beers. Which for a 12 hour its rather stringent. I found the flight attendants to be unfriendly and not willing to help. Food quality was ok. Movie choice not great. Still the direct route is convenient.

Route: Bangkok to London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Mauritius

Title: "customer service is really poor"

Review: Mauritius to Rodrigues. Horrible service! I sent numerous emails, I phoned the recovery department so many times regarding my flight which happened 3 weeks ago (which was delayed by almost 5 hours). And nobody even had the decency to answer one of these calls / emails! In my opinion the department does not even exist, even the manager is MIA. The only option I have is to call call-centre agents who are not even capable of directing me to the right person, they just pass me through to another department. One of the agents even told me that it's easier for me to go directly to the office in the capital to talk to someone from the department. I wonder why they have phones to begin with. The customer service is really poor! They'll definitely be there to take your money, for the rest, not so much. You definitely won't get anywhere close to what you paid for. Stay away!

Route: Mauritius to Rodrigues

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "service was fine"

Review: Singapore to Delhi. If you have less budget just like me, Jet Airways is the answer. The flight & service was fine. Food is okay, mineral water is only 100ml cup, so we have to ask the cabin crew often. But there no entertainment in flight, you have to instal Jet Airways app on your phone first if you wanna get it.

Route: Singapore to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "ruined my birthday trip"

Review: They pushed my flight back 6 times & told all the guest they could get on the next flight in the morning . Left me having to spend the night at a hotel (pay out of pocket) Come back the next morning and they pushed the flight time back 3-4 times before I had to book another flight with another company. Then all they would say is We can get you on our next flight which was like 2-3 days later. I ended up having to fly to Tennessee & find a ride to Alabama because no flights were going to Alabama that day. Missed work, ruined my birthday trip & I ended up spending \$300+ on a last minute one way ticket to get home & a 2 hour drive from Nashville at midnight. The only thing they are offering is \$100 towards the room which was \$145. Then it takes 3-4 months to get that back.

Route: Fort Lauderdale to Huntsville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "The worst I have ever tried"

Review: The worst I have ever tried. The food was very cold, airplane was not clean, they lost my luggage, when they found it they did not offer any delivery, instead asking me to come back to the airport in Amman while I live in Palestine. You will not be able to talk to any human being their chat system is useless they do not answer any call.

Route: Vienna to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAR Aerolineas

Title: "excellent service and attitude"

Review: Leon Bajio to Puerto Vallarta. Punctual airline. Small plane but comfortable for a 50 minute flight and very clean. Excellent service and good attitude of ground staff and flight attendants. They offer you a small snack on board, free of cost. The check in process at the airport was quick because the airplane has a 50 passenger capacity.

Route: Leon Bajio to Puerto Vallarta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "Rated highly, especially for value"

Review: Rated highly, especially for value. Flew twice, Boston to Reykjavik then return in January 2023. No issues with plane, weather, delays, staff. Inconsistencies to note: 1) on flight into KEF the seat/legroom was uncomfortable in middle seat (I am of above average height/weight), but return flight to BOS appeared to have more legroom and was very

comfortable. 2) arrival into KEF disembarked into a climate-controlled gangway attached to the terminal, but departure from KEF included a bus ride on tarmac and onboarding outside to include climbing stairs into plane.

Route: Reykjavik to Boston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Belavia

Title: "think twice before booking Belavia"

Review: Covid, . N 624. Belavia . My wife travelling on transit Belavia flights via Minsk was just not allowed to exit the airport, even with negative Covid test, so has to sleep in the airport tonight. This is in a contraction with the resolution N 624, regulating border control during pandemic period. So think twice before booking Belavia tickets via Minsk.

Route: London to Minsk

Seat Type: Economy Class

Traveller Type: Business

Airline: Vistara

Title: "don't travel on Vistara"

Review: London to Kochi via Delhi. Unless you have money to waste or want to be treated like a freeloader don't travel on Vistara. The staff both on ground and in flight treat the passengers like they are travelling for free. There is absolutely no respect given. On top of this the operations are terrible to say the least. The gates at Heathrow were announced 15 minutes before the gates closed. Considering the size of the airport it was highly inconvenient. The flights neither take off nor land in time. Our flight was supposed to depart from Delhi airport at 15:55 as per their boarding pass. But they called us to check our baggage for something at around 1545 even though the luggage was cleared at Heathrow airport and Delhi customs. They made us wait for absolutely no reason for almost half an hour. We had to run back to the boarding

gate so that we don't miss our flight. For the price we pay the service is pathetic to say the least. The staff who are hardly exist around the airport are so arrogant and rude. I would rather walk for a day or 2 than fly in a one hour flight of Vistara.

Route: London to Kochi via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norse Atlantic Airways

Title: "7 hour delay while already boarded"

Review: 7 hour delay while already boarded. They left us in our seats on the runway the entire time and wouldnt serve any food or drink until the aircraft is in the air - which is never was, the flight was cancelled after 7 pointless hours on the tarmac. The staff were rude and gave us very little information. When we asked what we should do about missing a connecting flight due to the delay, they said next time book a longer connection between flights. Worst airline experience of my life.

Route: Los Angeles to London via New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "2 months and still no refund"

Review: Last minute Malindo Cancelled Flight from Lahore to Kuala Lumpur without giving any proper explanation. No local customer service phone number in Pakistan, so I called international phone number in Malaysia to reschedule but I was told that all Malindo flights from Lahore were cancelled for the whole month of July. I could not wait that long and due to last minute re-purchase ticket, I had to buy very expensive ticket for almost double price with another airline. I requested refund for the tickets with Malindo on June 30th, 2019 (had to do online, no phone request accepted). Since

then I have been chasing via email and phone, till today (August 14, 2019) no refund issued despite several emails and phone calls. I again called today to Malaysia office and I was told it is still being processed and will take 2 more weeks. Initially I was told and it is also listed on website that refund processed within 30 days. It is going to be 2 months and still no refund. When I asked the amount, they told me only basic ticket price is being refund and not the additional payment I made for seats. What is rip off! I am very frustrated and the worse experience ever I had. I will never ever travel Malindo Airline again.

Route: Lahore to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "the worst airline ever"

Review: Easily the worst airline ever. Maybe it was some kind of joke to switch my seat so that a 2 meter tall guy would sit in the smallest seat on the plane? I didn't notice it when I got the ticket and they couldn't fix it afterwards. I wish I never had to fly with WizzAir again. Even 1/10 would be too high for such service.

Route: Kutaisi to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "the worst airline I have ever flown"

Review: This was the worst airline I have ever flown with. Not even worth the cheap flights. Wanted to do something nice for our honeymoon and we ended up stuck in Bali with none of our luggage and no one knew where it was. Two days later it showed up at our hotel with no notice of its details. We tried to get in contact for compensation and they refuse to email us back and assist us for our troubles. On our flight back to the United States, there was no

communication telling us we needed Australian visas for our layover. We spent another hour and a half at the customer service desk. Because of our layover in Sydney, they are making us claim our bags in the Sydney Airport and then pay another big amount to recheck our bags in to fly to Honolulu. This airline is a scam. Dont fly with them. They lack integrity and honesty and will do everything they can to screw you out of a dollar.

Route: Denpasar to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "like a budget long haul flight"

Review: First flight was poor, seat backs were like bricks, no food, no viewing screens. 3 hr flight. Second flight had a problem so had to get off the plane and wait on another. 1st plane seat was good but when seated back on new aircraft same seat number it turned out to be a seat with no seat in front, good some would say for leg room but the tray table did not fold and as I'm a large guy could not get it down. There was no headphone for the screen which seemed odd. The original girl beside me had switched with her husband and he being a large guy as well made the flight awkward. He was much larger than me. The best is the food. Piece of chicken with cauliflower and spinach. Not nice at all with a tiny bread bun. Salad bowl thing which I passed on and a chocolate wafer bar. Poor offerings and not plentiful at all. Landing was only an hour late so no worries but before we landed at 5.30 pm we were given a small box contain 2 wet hash browns and a few mushrooms with an omelette on more spinach. Breakfast. The seats were fine, the staff were nice but I really think this was like a budget long haul flight. And I will not be flying with them again until people start raving about how good they are. One more thing, Dublin had 2 of the worst and slowest check in staff out of 3, appalling how they did not show any interest in being professional.

Route: Dublin to Bangkok via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "Absolute worst airline experience"

Review: Absolute worst airline experience I've ever had. Our flight was delayed 5 hours. We were told it was because the incoming flight from Las Vegas was delayed. When our plane arrived at LAX JetBlue used that plane to accommodate another flight that was on time. Since our flight was delayed they pushed us back hour after hour with no help or announcements from customer service. Anytime we asked for help we were told there's nothing they can do and they had no idea when we would take off. We still haven't even boarded or been updated in hours so we're at a 5 hour delay and counting. Completely unacceptable and unprofessional. I was told this was a good airline to fly yet every other airline I've ever flown has treated their customers far better than this.

Route: Los Angeles to Reno

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "best ANA flight attendant service"

Review: Jakarta to Tokyo Narita. I love ANA, is the best airline in the world. The best ANA flight attendant service and very helpful. I want to fly to Japan using All Nippon Airways again.

Route: Jakarta to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Caribbean Airlines

Title: "went above and beyond"

Review: Staff was very helpful, did not have a acceptance pass to enter my home land of Trinidad and Tobago after

traveling 200 miles from Boston MA for a funeral my mon and brothers was stuck missing one acceptance letter and not being able to board due to the letter Mr. Willcott at the ticket center went above and beyond and helped find the missing travel pass. He made things happen for us.

Route: New York to Trinidad and Tobago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aer Lingus

Title: "terrible customer service"

Review: Delayed bags and terrible customer service. First and last time I will ever fly Aer Lingus. Medications in the bag theyve supposedly been out for delivery for two days but nobody can give me any real information because the folks are in call centers in Asia. Im solo traveling I dont have my medication Im supposed to check out today and take a train to another country so now I dont know whether to spend my own money to stay wait for my bag of course getting refunds for any of this is probably going to be impossible. Do yourself a favor learn from my mistake and spend more for a better airline

Route: Chicago to Amsterdam via Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "very helpful flight attendant"

Review: We travelled Toronto to Varadero with Air Canada rouge in late August and very pleased: the on-time departure, flight crew service, food served / purchased, very comfortable, not as cold as we have experienced with other airlines. Karim and Cassandra were very helpful flight attendant. We will chose this airline in our future travel. Thank you.

Route: Toronto to Varadero

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Airline

Title: "a great experience"

Review: Nice travel. We had a great experience with Sky Airline from Buenos Aires to Santiago. The only thing I can say is that they could offer a snack with the drinks. The seats were comfortable. In general it was good!

Route: EZE to SCL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "staff very attentive"

Review: Lots to like about this flight but are few negative points. The good: Great value as purchased 9 months in advance and travel was at Easter, excellent check-in, lounge given OW Status, boarding was efficient and on time departure. Midnight departure so snack bag and water given less than 10 mins after seat belt sign off letting everyone get to sleep. Minimal announcements and big breakfast served 2.5 hours before arrival. Leg room great, toilets always clean, staff very attentive. The Improvements: Seat base is thin and while leg room great I found the seat thin and uncomfortable, Toilets, 3 shared amongst 150 economy and Premium economy pax, so while clean there was always a line. Movie range was a bit limited, great system but minimal new movies. Overall still a great way to get to Japan from Melbourne, leave at midnight and arrive at 9am, no time lost. WiFi while active was never strong enough to do anything.

Route: Melbourne to Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "Boeing 787 was comfortable"

Review: Manchester to Colombo via Muscat. I was not impressed with the on-line checkin experience. I was given error messages suggesting I try later, and this was the only advice given when I telephoned them. Eventually I tried with Chrome instead of Firefox and everything worked: however, you cannot check in online unless you choose and pay for a seat (and if you are willing to pay to reserve a seat you can do that as soon as you have bought your ticket). So I checked in at a desk at the airport: I was not asked to pay anything but was not given a choice of seat. (I was given a window seat for the first sector; an aisle seat for the second leg, but both of these were towards the rear of the aircraft.) The lounge provided for premium class passengers at Manchester is only the Aspire lounge, which is OK but pretty basic. Food for the Manchester to Muscat sector was generous and acceptable (apart from a horrible sausage roll for breakfast!), but somewhat lacking in flavour. Service was incredibly slow: I think I began eating my supper at around 11 at night (departure time scheduled for 20.05). One poor woman was desperate for the toilet but the food trolley would not let her get past for a prolonged period. On the Muscat to Colombo sector we were served a spicy and delicious fish curry, but the woman next to me could not tolerate the spices and there was no alternative (we were near the rear and all the vegetarian lunches had been given out already). The real star was the inflight entertainment: a broad selection of intelligent films from Europe; Iran and other cultures, many of which were recent releases. There were also TV series and Hollywood or Bollywood rubbish for those so inclined, as well as a wide range of interesting music. (Unfortunately the listening conditions with the roar of the engines made musical appreciation impossible, even using my own noise-cancelling headphones. The earphones provided in economy were of good quality but obviously not noise-cancelling.) Oh: the coffee was very sad. Maybe it is time that some Middle Eastern airlines shared this aspect of their culture with all their passengers. My seat on the Boeing 787 was comfortable, with just enough space. On the 737 I was rather cramped, even in an aisle seat (and I am not particularly large).

Route: Manchester to Colombo via Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "get ready to face some surprises"

Review: Airline don't care about passengers luggage, you can see my luggage pictures attached. This was brand new luggage, only 10 days old. When I checked in there was not a single spot on the bag and when received my luggage in Amritsar it was hard for me to recognize my luggage, it was full of oil stains and very dirty. More over when I tried to complain to the Go First staff, instead admitting and finding the solution they were telling me, this is not happened by them and can't do anything. This is not oil stains and we don't know how and where your luggage get messed up. I told them you check any footage you can find there was nothing wrong with my luggage but all that was wastage of time. I have decided, will never travel again in this airline and I will suggest every one else before you book on this airline get ready to face some surprises.

Route: Amritsar to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Viva Air

Title: "it's just really dishonest"

Review: In terms of the actual flying experience, the planes themselves are relatively new (at least the ones I flew in), I found there to be sufficient legroom, they were very clean and even comfortable. They tended to arrive and depart on time and there were minimal disruptions here. The problem lies within: 1) Booking anything on the website and; 2) Making any small misstep along your journey. I work in digital design and UX and like to think of myself as quite adept when it comes to booking flights online, either on my laptop or mobile. Until I needed to book flights with Vivaair. It works by automatically sticking on all these little extras through their "Combo++" packages, confuses you to the point where you don't know what you have paid for (they have these three packages which come pre-selected, or you can handpick your extras, and oftentimes "inadvertently" making you double up). I had to start again many times over, as it just

became so convoluted - obviously intentionally designed to confuse you. Vivaair's booking system is at best misleading (not to mention unethical) and makes Ryanair's website seem like a walk in the park. I just hate to think of the number of people it has conned out of their money this way which I'm sure is part of their business model. 2. So maybe this was partially my fault, I'm not sure. On one occasion I had to pay a proportionately hefty penalty for not having checked-in online and doing this at the airport instead. Fair enough. The second, was when at the time of my booking, I selected check-in luggage instead of extra carry-on luggage and paid a premium for this (my luggage was actually just a standard carry-on sized suitcase, I just had a backpack on me as well). On the day I arrived quite early to the gate. The staff at the desk here (who I struggled to communicate with in Spanish or English) made me aware that there was an issue, as I had not checked-in my bag. He said he would come back and rectify this for me (to which I was oblivious at the time), as he gestured for me to sit down. He, of course, never returned, and I was forced to pay £60 for this misdemeanour (this is in Colombia, mind you.). I would have been ok to pay a small fee as it was a misunderstanding on my part .. but £60 is enough to pay for one night at a very good hotel in the capital. Finally, one of my flights was cancelled from Lima to Bogota due to the COVID-19 crisis and government borders closing down. Vivaair sent me an email to say that this flight was cancelled (as expected), as Peru had already shut down all air traffic. Once I was back in London, I spoke to one of the customer service agents via their chat service about requesting a refund for this cancelled flight. The response I received was from their agent was "Sorry refunds aren't allowed. Any flights can('t) be refunded, besides the flight was not cancel(ed) by the airline, it was cancelled by the airport". Not to mention that I had to reconnect to the chat so many times, as the moment it takes you to the front of the queue, it gives you a mere few seconds until you are automatically disconnected sent to the back of the line. All in all, I now know why I was warned against this airline - it's just really dishonest and should really be called up on it.

Route: Medellin to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: Royal Brunei Airlines customer review

Review: FAs address customers by name, very attentive service, meals tasty and plentiful and more food was available on request. Seats flat recline and pillows and duvets supplied. The IFE was not as expansive as other carriers but it is acceptable. Boeing 787 is noisier than the A380, but not the airlines fault. Would use again.

Route: LHR to MEL via Brunei

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Vietnam Airlines

Title: "Pleasantly surprised"

Review: Pleasantly surprised. Hadnt heard of the airline before - chose as it was a direct flight. Seating in economy was fine. Inflight entertainment, although the interface was slow had a couple of films Id not seen. The food was surprisingly good! Serviced with metal (not plastic) cutlery. Made the journey more enjoyable. One of the basins in the loos became blocked - staff addressed this as soon as they were aware. Cabin temperature was fine

Route: London to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "Outrageous customer service"

Review: We booked for a 3 week vacation. After 6 days at resort we received an email telling us we had to come home at the end of 2 weeks with a full refund for 1 week hotel accommodation credited to our credit card. Several emails and phone calls and no response to either myself or my travel agent. We have been home for 10 weeks. Outrageous customer service. Right now not certain will use again! Especially after they changed our departure airport from London to Toronto and only offer take it or leave it offer. Cost us extra money for Hotel and food both for departure and arrival. Plus: hour drive both ways and we are Seniors.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "compensated the passengers"

Review: My flight was supposed to be at 20.05 from Denpasar to Jakarta. At around 18.30, I received a text message from Citilink saying that my flight is delayed to 21.50. At the airport, when I asked the staff about the delayed time, they seemed clueless. It was rather confusing, since the boarding pass and information board showed the flight time at 20.05. After not receiving any news from the staff or from the information board, at 21.50 they announced that the flight is being delayed again for another 3 hours. Citilink compensated the passengers with food and ISD23.

Route: DPS to CGK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "excellent customer service"

Review: I am currently on a flight, lost my headphones (Bose headphones, gift from wife), and a flight attendant was on her hands and knees looking for it while 36,000 feet above sea level (Laura flight 837). Needless to say, her efforts paid off as she found my headphones under a seat three rows in front of me. This is excellent customer service, and they have gained a forever customer. This may seem insignificant to some, but these headphones have sentimental value to me since I am a soldier who travels often, and my wife purchased these for me on our 13th year anniversary. Thank you Laura, and thank you Delta for hiring such a wonderful staff.

Route: Baltimore to Honolulu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airnorth

Title: "Horrible customer service"

Review: Horrible customer service, double charged and have now been unreachable and not returning any e-mails or calls for months. Pure garbage. The only way they are still operational is they have a monopoly on remote access.

Route: Maningrida to Darwin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "lost both of our strollers"

Review: We were flying from Ottawa to Florida and lost both of our strollers. We had to pay for rental strollers everyday at Disney and when we came back we submit our claim online & they offer to give us 25% off on our next flight. We refused the offer and asked for money toward our new strollers. They denied our offer and said now you dont get the 25% off either and the case is closed. We flew with air Canada all these years but from now on we will never fly with Air Canada or recommend to anyone anymore.

Route: Ottawa to Florida via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Mauritius

Title: "Air Mauritius flight was awful"

Review: This Air Mauritius flight was awful. There is very limited leg room due to a metal box taking up most of the

available leg room beneath the seat in front. Impossible to get remotely comfortable on the flight. No sleep was had due to very uncomfortable seats and constant cabin announcements. Badly designed and old plane. Inflight entertainment system poor. Service poor. Food awful. What a shame as we love Mauritius but with no option but to fly from Perth via Air Mauritius, we will not be returning until they have upgraded aircraft. Or perhaps there is another direct carrier.

Route: Perth to Mauritius

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bulgaria Air

Title: "never again Bulgaria Air"

Review: Never again I will book Bulgaria Air. We booked in October 2015 7 tickets to fly the 1st June 2016 to Sofia for a citytrip. They already changed a few times the hours of the flight. The return was to be in the evening and now they changed it to 6am in the morning. And last week they changed the depart from 9am in the morning to 20.25 in the evening. So we lose 2 days of our city trip. Never again!

Route: BRU to SOF

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Uganda Airlines

Title: "experience wasnt that as I expected"

Review: I used Uganda Airlines to travel to Dubai but the experience wasnt that as I expected. Many customers dont comply with rules on a plane, talking loudly, they change seat to seat, their hand language with plastic bags everywhere. The rest where fine, the crew, service, food, safe flight.

Route: Entebbe to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: SilkAir customer review

Review: The outbound flight from COK was on time and the crew were tolerant to us even though we were a bit late to get to the gate. The crew were friendly and the food was okay (had ordered an avml meal). The boeing sky interior was fantastic. The leg space was a bit small. Im around 6 foot and I was cramped. The crew were friendly and pleasant. The toilet was clean too. However I can't believe that they have no personal IFE screens and no headphones were provided either. I spent the 4 hour journey reading and sleeping. The inbound flight was pretty much the same as the the outbound but the seats were quite worn out. The worst thing was the food.

Route: COK to SIN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet Airways

Title: "never use it again"

Review: I booked my ticket and received an email saying that the flight cancelled and need change the flight for onward journey. Then I had to change my coach by paying £12 extra. After my onward journey they send another email that my return flight cancelled from Cochin to London and they have no option for me. They said they will pay half of the price and cancelled my ticket. I paid £293 for my return journey with other airline and paid another £15 for change coach. Total I paid £320 extra and today jet Airways send me an email saying they will pay me only £140 . I lost £180 for their faults. I am an Etihad silver card member always use jet Airways but never use it again. They show cheap price and later make you pay more.

Route: Mumbai to Cochin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "food was just edible"

Review: Perth to Denpasar. Checkin at Perth airport was fast and friendly. Business class passengers are invited to use the Qantas Lounge. A simple breakfast was available. Boarding called after the Queues had reduced so no waiting. On boarding friendly welcome but not shown to seat. Offered pre-takeoff juice. Departure was on time. After seat belt sign turned off, blankets and Sony headsets were offered for entertainment and meal service commenced choice of vegetables with rice or chicken with rice. Tray was presented with cut fresh fruit chocolate cake hot meal and a glass of water, metal cutlery provided, food was just edible. No coffee or tea service, apparently no milk available on board anyway. Meal trays were cleared away quickly. No further service offered. Entertainment was ok 18 English language movies plus a number of foreign language movies. Could not access music. No alcohol offered and not available only water juice and Pepsi were available. Call bells were answered in seconds, crew were smiling but not engaging. Indonesian arrival forms only provided after being asked. Seat comfort was excellent and although not lie flat the seat was fully adjustable. Arrival on time. Remote stand used a private mini bus for business class to terminal. Arrival formalities completed quickly and luggage appeared around half an hour after landing. Batik Air although marketed as full service and clearly they are not. They are priced lower than the other Indonesian carrier operating the same route.

Route: Perth to Denpasar

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "The cabin crew were courteous and helpful"

Review: I always look forward to flying LOT Polish Airlines. I know I can count on the great service. Food is always tasty as well. My last experience was as expected, great. From the time we stepped on the plane to the moment we

stepped off. The cabin crew were courteous and helpful. They were patient and ready to offer assistance to all passengers. It was another great experience. Thank you LOT for providing great service and taking care of your internal and external customers.

Route: Toronto to Warsaw

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: China Southern Airlines

Title: "Very attentive staff at airport"

Review: Very attentive staff at airport check in and the cabin staff. Exceptionally clean surroundings and up to date equipment for entertainment etc. Meal service was polite and quick with plenty of good, tasty food. I would happily fly this airline again and recommend it. I would like to thank the airport information worker who gave me vital information and advice about necessary travel preparations, and PRC test requirements before my journey, without her support, it would have been very stressful days.

Route: Guangzhou to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "did nothing to compensate the loss"

Review: I paid for a reservation of a specific seat and they confirmed with my online ticket. After arriving at the airport i received a ticket for a different seat. After approaching the staff about this, he pretty much told me that this is my problem and he wasn't going to do anything about it. Once again it was a paid seat and they did nothing to compensate the loss for me.

Route: Vienna to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "a huge step above the economy class seats"

Review: Hong Kong's strict quarantine procedure has been lifted and flights between Hong Kong and America are resuming gradually, so me and my family decided to fly to New York for vacation. Cathay Pacific was extremely thorough with its check-in procedures. At the beginning, all passengers will have to line up to have their body temperature checked before being able to get into one of the baggage check-in isles. I was flying premium economy and I had to stay with the economy class line. Fortunately thanks to the world class efficiency of the Cathay Pacific baggage check-in staffs, I did not have to wait too turn to have my turn. Check-in staff has kindly asked to check all my identifications and itinerary. Despite I was flying premium economy class, I was able to access and enjoy the Cathay Lounge in Hong Kong with my credit card. The lounge is simply top notch. Boarding was on schedule. There was a slight but acceptable waiting time at the taxiway due to the traffic. The flight was operated with a B777-300 with 34 seats in premium economy class configured 2x4x2. Half of the seats were occupied. On boarding I was offered a drink and asked for the specifically non-alcoholic mixed drink that Cathay Pacific always offers. In addition to that, the cabin crew also offered me a hot towel to clean up my hands before enjoying the welcome drink and all the facilities around my seat. A care kit was at each seat with a disposable mask and a few sheets of antiseptic wipes. The Cathay Pacific premium economy class seats are quite well designed to take advantage of the available space. It was surprisingly comfortable and a huge step above the economy class seats. For those who want a little more seat comfort, you should pay the extra bucks for upgrading to the premium economy seats! I have been flying Cathay Pacific for many years and I have seen the ranking of Cathay Pacific has been dropping significantly and people were talking about the deterioration of the service and cabin quality as opposed to other Asian airline counterparts. It was sad to hear because my satisfactory experience with Cathay Pacific has always been consistent and I don't notice any deterioration of the service and cabin quality. Cathay Pacific definitely deserves better. Last but not least, I recommend everyone to fly with Cathay Pacific Airways, whether long haul or short haul flight. I'm sure you will enjoy single moment of it. Thank you!

Route: Hong Kong to New York

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Volotea

Title: Volotea customer review

Review: I have always had a very good experience without delays and good experience on board. The megavolotea membership offers other advantages such as being able to carry the suitcase in the cabin, lowest prices. Regarding the experience on board, they offer music, series, movies, and books on the plane's internal network and this makes the trip much more enjoyable.

Route: Asturias to Valencia

Seat Type: Economy Class

Traveller Type: Business

Airline: FlySafair

Title: "Crew were friendly and efficient"

Review: Excellent flights between Johannesburg and Mauritius. We paid for extra legroom (which was worth the money as normal seats are quite cramped). Both flights left on time and arrived slightly ahead of schedule. Crew were friendly and efficient and we were even provided with a box of food which was unexpected.

Route: Johannesburg to Mauritius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "customer support is not good"

Review: Never try this airline. Akasa Air ground staff and customer support is not good. No one can help in airport. My life bad experience in this airline. Everyone just blamed to other..no one help. I have no words for this airline how can describe my problem here. It almost three months completed but at the moment no one help me.

Route: Ahmedabad to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "cancelled less than 1 hour before"

Review: Our flight from Geneva to Brussels on 28 august was cancelled less than 1 hour before flying, without giving a reason. We were asked through the airport speakers to find a hotel. No assistance or clarification available. No contingency whatsoever. We needed to purchase new tickets from Swiss for over 600 euro to get home the next day. Reimbursement, if any, is limited on their flyer to be maximum 220 euro. No news yet after one month. No help, no assistance through their UK help line. This is a joke. EasyJet treated us worse than cattle.

Route: Geneva to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: CSA Czech Airlines

Title: "Avoid if you can"

Review: Prague to Gatwick. I will strongly recommend not to use this airline, I went with them to Prague and back. Going in to Prague they told me there is not enough space for me to fly as they oversold the tickets and they lost several passengers bags. Luckily someone didnt show up so I could fly. I have paid and booked the flight weeks before. On the way back flight was delayed, no explanation to what why etc, I have lost my connection home and staff said its a shame

no sorry etc. Avoid if you can.

Route: Prague to Gatwick

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "being waiting on hold for online"

Review: I made my reservation online couples of weeks ago. I need to confirm everything before I leave on the 28th because I am leaving from Montreal and do not wish to make the trip without making sure that all is good. And also have some questions regarding luggage and prices. because on the website it says that the 3rd piece of luggage would be 235\$. I understand the 1 being 35, 2nd being 65\$ but the 3rd one being 235\$ is a bit tough. I have being waiting on hold for online for 42hrs already for the past 3 days with no answer and a very very irritating horrible music. I have tried the chat yesterday Oct 18th where I waited almost 2 hours to the point that I forgot about and when about doing my stuff ... someone answered but I wasn't there so I missed it. I have to say that the airlines are taking for granted that people want to travel but, eventually we will get fed up with the bad services.

Route: Montreal to Puerto Plata via Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "refuse to give compensation"

Review: Terceira to Lisbon, cancel the flight and refuse to give compensation according to EU law. They refuse to take responsibility and lie to you. Perfect example how an airline should not be run.

Route: Terceira to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: Laudamotion

Title: "put my luggage under the seat"

Review: I want to complain about our Flight from Wien to Amman which was late about 30 minutes, but that wasn't that bad. But my main complain is about our flight from Amman do Wien from 23.2.19 departing time at 17:25. This plane was late almost 2 hours. When we boarded I didn't have place where to place my luggage because people placed small bags in storage place where big luggage should go. After we tried to talk to the crew to help us with that, and where we should give our luggage. She just said "I don't know, give it wherever you want." It's her job to help with that! I had to put my luggage under the seat. I don't expect them to serve champagne or something, but basic services like assisting when experiencing problems onboard should be standard!

Route: Amman to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "They ruined my entire vacation"

Review: The worst airline in the world. 2 weeks ago I was flying with them, my luggage was lost. I had in my luggage the medications necessary for my life because I'm chronically ill. Moreover, in my suitcase I had the things necessary for my work, because of their lack, I incur material losses. They ignore e-mails. I've been calling them for a week, they expose me to the costs of making calls abroad. My suitcase still hasn't arrived, although they promised to send it 72 hours after it went missing and arrive at the hotel within the next 2 days. 16 days have passed and the suitcases are still gone. They ruined my entire vacation!

Route: Sweden to Turkey

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fly540.com

Title: "flights reasonably on time"

Review: 2 short flights Nairobi - Eldoret return, in a modern newish jet. Flights reasonably on time, and comfortable.

Satisfactory ground staff and flight crew for low cost airline. Soft drink and biscuits served.

Route: Nairobi to Eldoret

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "I did not need a pet passport"

Review: They told me I cannot enter the plane with my pet even though I confirmed with their airline prior to the flight and with a vet which papers I would need. It even says on their website that I did not need a pet passport, that only flights to the EU require this. They admitted it was wrong, but they didn't do anything about it. No refund or anything. I had to speak to 10 employees and all of them were unprofessional and rude.

Route: Istanbul to Hurghada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet2.com

Title: "Catastrophic experience"

Review: Manchester to Faro. Catastrophic experience. Loud and ice cold Cabin. Arrogant and rude staff. Left 45 min too late. Arrived late therefore too. Food had no taste. Drinks expensive. Seats stiff and hard. Not able to recline. No leg

room. Total waste.

Route: Manchester to Faro

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "the cabin lights didn't dim"

Review: I was very tired and i was expecting to sleep during the flight, unfortunately i can't sleep because the cabin lights didn't dim throughout the flight and the cabin crew selling the alcohol in the middle of the flight which is very noisy. Also passengers keep gathering and talking in very loud voice. 1 hour before landing i was felt so thirsty and I contact the cabin crew from my seat more than 5 times, but no one approached me till we landing.

Route: Kuwait to Jakarta via Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jeju Air

Title: "try and avoid this company"

Review: Macau to Seoul as a long holiday trip around Asia. I don't make airline reviews a lot, but I must do it for Jeju Air because of it's terrible customer service ever seen. Starting from a long check in with only some Jeju Air customer representative are visible at Macau Airport. Our flight was delay with no explanation from the airport which was making itself a 2 hour delay. As Jeju Air is a budget airline, you must pay for everything including changing seat, but then we boarded an old plane for an uncomfortable 3 hours and 30 minutes flight to South Korea. Overall for this flight include seat was broken, legroom uncomfortable, no free food and drinks and nothing. The only positive thing was their onboard staff which was friendly. But please try and avoid this company to avoid disappointment and fly an alternative airline if possible.

Route: Macau to Seoul

Seat Type: Economy Class

Traveller Type: Business

Airline: Iberia Express

Title: "missed my connection in Paris"

Review: My flight was originally on Delta from Salt Lake City to Madrid for both business and pleasure. Due to Delta leaving 3.5 hours late I missed my connection in Paris and as all the Delta Partner flights were booked going down to Madrid that evening they put me on an Iberia flight. This gave me a 4 hour layover or so in Paris so you would think my luggage would have arrived. It didn't. I figured it would show up a day or so later because how do you lose luggage for longer than that and I made the mistake of only making only one pair of underclothes and two shirts in my backpack. As the days progressed with no luggage I was told by Iberia to hold onto my receipts for reimbursement as I had to by clothes I could wear for my conference, makeup and some clothes for the vacation portion of my trip. I didn't go wild. Finally, on the 9th day of no luggage they contacted me to say it was found and now in Madrid. That didn't help as I was in Barcelona. I instructed them to send it to my home in Utah to which they told me they would send me the shipping information. They never did. Three days later there was a knock at my door at 4:50 a.m. that freaked me out because I wasn't expecting anyone. It ended up being my luggage. Luckily, it was all there. Unfortunately, the story doesn't end there. When the Iberia representative told me to hang onto my receipts he gave me an email address to send all my documentation. I did so knowing that reimbursement could take up to 30 days. After 3 weeks of radio silence from Iberia I contacted them to check the status and they said they never received my paperwork! They gave me a new email address and I resubmitted again. This time I saw emails from them saying they were processing and I could expect a check in approximately 30 days. Fast forward to this week. At day 36 I called them and was told that they couldn't help me. That I would need to lodge a complaint through their website. I immediately did and received an email that said it could take up to 21 days to respond. When I got home that day there was a check in the mail for less than half of the amount submitted. I've since contacted them without response. The customer service of this airline is unbelievably horrible! As Iberia was the airline I last flew with when the luggage went missing, according to airline regulations they are

responsible for whatever happens to it.

Route: Paris to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Tigerair Australia

Title: "include handbags for weighing"

Review: Brisbane to Adelaide. Put my luggage on the scale at home before leaving it was 7.3kg thought they would consider a bit of excess, was shocked when the crew put it on the scale it was 8kg. They also include handbags for weighing. Never seen anything like this. Worst experience my wife and I ever had. We have to pay \$90 and have to bring along our luggage with us.

Route: Brisbane to Adelaide

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "Excellent full service"

Review: Excellent full service, including light meals on board. Comfortable seat. Nice and friendly staff with enthusiasm. Appropriate time schedule and destination.

Route: Bangkok to Khon Kaen

Seat Type: Economy Class

Traveller Type: Business

Airline: Caribbean Airlines

Title: "staff was excellent"

Review: My flight from Miami to Port of Spain with Caribbean Airlines was the most comfortable, staff was excellent the attendant was brilliant. With service like that you can never ask more. I can give thumbs up to that staff. Thanks for everything.

Route: MIA to POS

Seat Type: First Class

Traveller Type: Business

Airline: Spirit Airlines

Title: "the customer service was abysmal"

Review: When you have a line of people entering a plane all saying, I will never fly Spirit again, you know you have a problem. The staff was SO incredibly rude. From check in to boarding, the customer service was abysmal. Our reservation had a carry on and checked bag. At check in, the attendants were determined to make our lives hell. We spent \$90 per bag to check in. The attendant told us we could have saved money if we vacuum sealed our clothes inside our bags, and she plans to make a TikTok of tips and tricks to save money on spirit. Then the same attendants were at boarding. They made me zone 1 and my friends ticket zone 4, after we spent \$180 to bring our bags with us, and checked in together on the same reservation. We didnt realize this when we started to board. They allowed some people on one reservation board together, but not us! They pulled my friend out of the line then told her she would need to spend \$100 more if she didnt put her wristlet inside her carry on. While that happened, they told me I wasnt allowed to wait for her. You think youre getting a deal. Some info they dont tell you- a checked bag is 40 lbs, not the usual 50. A carry on is \$80 and a checked bag is \$89. It is \$20 minimum to secure a seat. Extra charge to use the Wi-Fi. No TVs. No leg room (and Im 5 feet tall). Never again. Id rather walk.

Route: Nashville to Newark

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Emirates

Title: "Why should we feel hungry on such a long flight?"

Review:

I remember that we were very satisfied with this airline until a few years ago. But now it has been 3 times that we are very dissatisfied with the quality of food and the number of times served on a long flight! Why should we feel hungry on such a long flight and when we asked for food, they only give a small packet of crackers and we have to wait for several hours until it is time to serve their disgusting food? It was not like that before, that's why we surprised!

Route: Dubai to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "flight time is good"

Review: The flight time is good. It leaves on time at 00:20 hrs in the morning and reaches Mumbai by 08: 00 am. Thereby passengers can have a good sleep after the dinner. The service is good except that the air hostess after dinner vanishes and arrives for cleaning up the leftovers just half an hour before landing and they do not have time to attend to passengers. Many passengers after waking up from sleep require a cup of water. It will be nice if an hour before landing the passengers are served with water.

Route: Addis Ababa to Mumbai

Seat Type: Economy Class

Traveller Type: Business

Airline: easyJet

Title: "Worst airline I used so far"

Review: At first, the ground crew manager came up to the passengers asking for volunteers to change to another flight (they would fly to Santiago de Compostela instead, and have a bus waiting for them to take them to Porto, and all they offered was a 500 compensation, which is much less than what they should actually have to pay every passenger if no one took the offer and they had to refuse entry to passengers) as they mismanaged and overbooked this flight (even though they kept insisting on that it was an aircraft issue and they had to use a smaller one, while the people at the check in desks said clearly that it was overbooked). After that, the boarding process took ages, as some people had their passes invalidated due to the mentioned overbooking issue, meaning their seats (mine included) were unavailable. What's funny about this is that even people in rows as low as 10-15 or so had their seats invalidated. Anyway the boarding process took well over an hour for the lucky ones, all the while the ground crew was being extremely rude to people that didn't yet fully understand the issue, instead of explaining what they were trying to do to solve the issue (we passengers do not care how your worthless service screwed up the bookings, do not belittle us for not understanding what stupid excuses you make). Now for the unlucky ones that had their seats invalidated, we were put to the side while they tried to figure out what to do, all the while the ground crew kept insisting for us to take the 500 and go on another flight or whatever, which I find extremely distasteful, knowing that all of us should be compensated much better had we been refused entry. Some people that were put to the side still accepted the offer, which in the end did make room for everyone else on the flight, after of course another hour or so of waiting. Now with all that said, I wouldn't have minded the issue as much if it weren't for the rudeness of the ground crew, the almost 2 hours of keeping us in the dark about what was going to happen to us, and the persistence of the ground crew manager to have us go to another flight, if you really wanted that to happen offer something better than just 500, you know very well the compensation the airline would have to give us had we been refused entry. To add insult to injury, when at last the flight took off, we weren't offered anything at all in flight, not one measly bottle of water or a bag of chips or a small cup of coffee, nothing, absolutely worst customer service ever. As a bonus, the cabin crew hit my leg with the food/beverage cart while I was sleeping, admittedly I had my leg on the corridor, which I hadn't done on purpose or willingly, but instead of waking me up to move my leg, they just hit it and all I got was a "Oh sorry sir", then the attendant moved on like nothing happened. It only hurt for a bit, it's not like I want monetary compensation or anything for that, but yeah a cup of coffee could have made it up for almost everything. Worst airline I used so far, don't recommend it, I certainly won't be using it ever again.

Route: Gatwick to Porto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: " not responding to my emails"

Review: We book 4 tickets to India on Jan 2020. Unfortunately this coincided with the covid pandemic, and both flights to india and UAE was cancelled. we request for refund but was only offered a rebooking for 2 year/ refund after 1 year of purchase date. Obviously did not expect the pandemic to last this long. The same pandemic situation we book other airline tickets, all airline give back my Money. We agree the airline policy and wait for 1 Year, on Jan 2021, 1 Year was completed, after the one completion on one year i am eligible for the refund, now they are not responding to my emails from last 4 Months. Customer care are saying that contact only e-mail. Visited their Dubai office but no use, no one dont know about their refund, all are saying that contact through e-mail, they are avoiding the e-mails for refund customers. Many times we traveled in Oman Air, now we was facing poor customer service and irresponsibility attitude towards the customer complaint.

Route: Dubai to Trivandrum via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fly540.com

Title: "they still let you buy tickets"

Review: This airline had apparently been suspended from service about a month ago (September 2022), I was told on the airport in Nairobi as well as in Lamu. They haven't informed passengers, they even still let you buy tickets and do check in online and when you show up at the airport it's only then when you realize that there is no flight of fly540.

Please do not book with this airline.

Route: Nairobi to Lamu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "deteriorated in quality so rapidly"

Review: 3 years has changed the ethos of the Cathay. I checked in from Bangkok at 4.30pm on 1/4/23 to catch a connecting flight to Narita via Hong Kong. In Bangkok I requested to be seated with my wife. The staff said that the Hong Kong Narita seating can only be changed in Hong Kong. When we reached Hong Kong we waited 30 min to be attended to and was informed that the seating could only be changed at the boarding gate. The staff were only present at 12.15am for a 1.20am flight. When they arrived, I asked about the seat change and I was just answered seat remains the same. Cannot change - that was the staffs exact words. I just walked away and swore never to fly Cathay again.

Cathay has deteriorated in quality so rapidly.

Route: Bangkok to Narita via Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "This airline is a joke"

Review: When flying from Toronto to Vancouver, the flight was delayed by three hours. Then when I was to come back to Toronto I get an email that my flight is cancelled at 9.30 pm and the flight was to depart at 12.10 (departure was supposed to be 11.10 but was delayed. I saw the nasty reviews of this airline but decided to give them the benefit of the doubt. This airline is a joke and should cease operations soon. I learned my lesson that its better to spend a few hundred more and fly with a peace of mind.

Route: Toronto to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "unacceptable from Thai Airways"

Review: Paris to Bangkok in Economy. Plane quite old 777: torn carpet, sidepanels and seats. Inflight Entertainment System not operative as remote control cable was damaged. Return in business, same plane, very dirty pillow. This is unacceptable from Thai Airways. The legendary TG service is gone and this is very disappointing

Route: Paris to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "Worst customer service"

Review: Worst customer service ever. The staff at embarking point particularly a lady checking the boarding pass was super rude, she did not hide her anger against many customers. She accused us multiple times of breaking the line, while she was allowing people of later groups to skip in front of us, then when my husband asked why, she threatened him to not allow us to embark, it was very unprofessional.

Route: Madrid to Malaga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "I hope volaris can do better"

Review: On our way back to the United States I had my younger sister, grandmother and aunt with me. It already

started off bad when the lady at the counter said that my sister wouldn't be able to receive her ticket because we simply didn't put her second last name. Though that lady was really understanding, it was when the time to get on the plane that angered me and people around me. They had switched the plane number stations last minute without telling anyone. The counter people were rushing us and hurrying us and even end up yelling at me and my sister pushing us to the side separating me and my grandmother which is what i was trying to avoid as she cannot read or write. I had tried asking for help as it was the first time flying and without my parents to help guide us. Counter lady was yelling at everyone but didn't want to help because she wanted everyone on the plane at a certain time even though they started check ins very late. We then encountered the same issue again about my sisters ticket not having her second last name and when i tried explaining to the lady that the people downstairs said it was fine she kept interrupting me asking for my last name. I was visibly frustrated as i was already separated from my grandmother. As i was able to meet up with my grandmother a lady behind me was complaining about the same thing about being rushed. We both talked about it as it was frustrating because many of these people are boarding with grandparents and are doing double the work with their own ticket and their grandparents ticket. I hope volaris can do better as it just looks like that the attendants feel special and higher up than everyone around them.

Route: Chicago to Guadalajara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomas Cook Airlines

Title: "Thomas Cook passed the buck"

Review: Gatwick to Orlando. This is what check-in at Gatwick Airport looked like on Wednesday July 19. Hundreds of passengers in the queue. One person at the counter. We arrived early at 8:30 for an 11:00 flight. We waited almost 2 hours to check-in. Therefore we had to rush through the airport to make our flight, bypassing any purchases we intended to make (including food and duty-free items) and bathrooms we intended to visit. Was an explanation given? Only the comment that the check-in desk employees are not Thomas Cook employees so Thomas Cook Airlines took no responsibility. Yes, we were told that. With the Thomas Cook Airline banner over every desk, Thomas Cook Airlines

passed the buck. Were any courtesies offered like a complementary beverage on the plane? No. A beautiful first-time holiday in London capped off by an atrocious reception on our departure. With all the competition for the travel dollar to Great Britain, I would hope that Thomas Cook Airlines improves and starts placing customer service highest of their priorities.

Route: Gatwick to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "I did not receive any refund"

Review: I was due to fly with Royal Jordanian on the 17th December 2021 to Frankfurt with a stopover in Amman, Jordan and return back to Abu Dhabi on 1st January 2022 via Amman. As I had booked the flight on Skyscanner, the booking was made via a third party website called Trip, which seemingly came across as a decent third party booking website. The problems began on 12th November when I received an email from Trip stating that Royal Jordanian had made schedule changes to my return flight and therefore would make it impossible for me to make my connection to Abu Dhabi. The change was only 15 minutes, however this gave me only 35 minutes to make my connection which I was informed is not allowed as per airline regulations as you are required to have at least 45 minutes between the two flights. I was directed by Trip via email to make a cancellation as this trip was now not possible and was assured me that I would receive a full refund as the changes were made by the airline and not by the passenger i.e. myself. I called the airline before I made the cancellation and their customer service team were firstly unaware that there were any issues about the returning connection, and when I did direct their attention to the issue they simply stated there is nothing they can do and I have to deal with the Third Party only. One of the customer service representatives of Royal Jordanian was arrogant enough to state why I was making problems and I should just change my return date! I reminded him that it is the passenger's choice about when he/she wishes to travel and if the airline has accepted payment for those dates then they are responsible of providing that service. After all this, I spoke with the Third Party company, Trip, who directed me to cancel my flight and that there will be no issues with the refund. Therefore on the 14th November 2021 the

cancellation was made. Over 5 months have passed, and I did not receive any refund and now have been duly informed that "as per the fare rules" the ticket is completely non-refundable and I will not receive any money back, even though it was the airline that caused the cancellation! The customer service of Trip has been deplorable. They are only available via a phone number located in the UK, or email to which they barely respond to. They stated that they contacted me via email with all updates of which I have received none, with the last email sent on 24th December 2021 stating that the airline has rejected the refund. I called them back and they said they will escalate the issue again as it is not fair and they will try their best as I have a genuine case. This went on and on for another 4 months. Over the 5 months I contacted Royal Jordanian and they said they don't deal with refunds regarding bookings made by Third Parties. Trip kept assuring me that the refund will come and that they will "escalate" the issue and "try their best". Both parties in this situation have been culpable and have utilized poor business practices and customer service. It took them less than a minute to take my money and over 5 months to reject a valid refund. For anyone reading this review, I implore you to please avoid this airline and avoid the third party booking website; Trip. I have had a nightmare experience dealing with them and I am shocked at the fact that through no fault of my own, and due to changes made by the airline, I have lost over 400 Euros.

Route: Abu Dhabi to Frankfurt via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "recommend it for the price"

Review: Toronto to Cebu via Shanghai. I stayed up the night before my flight, petrified of the terrible reviews I was reading. It wasn't a bad experience, well worth the price of my roundtrip from Canada to the Philippines with a quick stopover in Shanghai. You can't expect premium service for bargain prices, but I'd say nothing was bad about this airline, just average quality (minus the wi-fi, which was non-existent). I found the food perfectly fine- no vegetarian options, but it was served hot and was serviceable, though definitely nothing to write home about. The staff were pleasant enough and had decent English, the in-flight entertainment had an average selection of movies with Chinese subs, and the plane itself was very clean and comfortable enough, if a bit cramped. What matters was every flight left on

time and got me to my destination in one piece. Overall I'd recommend it for the price.

Route: Toronto to Cebu via Shanghai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Definitely not the worst low cost"

Review: When I was preparing our trip to the UAE, I read a lot of reviews about wizz air. Unfortunately, there are no other low-cost airlines flying from Yerevan (at least, other flights are much more expensive). I hated Wizz Air in advance, and expected worse. I have installed wizz mobile app, and I couldn't check in - I was getting error "Something went wrong". But I successfully checked in on the wizz site. I checked in one person for free, got the free random place, and I checked second person (my wife), purchased next to my place for 11 euro. This way you can have places near not for twice price. We traveled with 1 year child. We got 3 cabin baggage places 40x30x20 up to 10kg each included, plus stroller for free. I have to say that was enough for us. We printed "boarding cards" (not boarding passes!) because airline can take money if you don't have them. The experience starting from the airport was fine. Good people, good service.

Comfortable plane. Food is not included in the ticket. Definitely not the worst low cost.

Route: Yerevan to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "average hold time is 5 hours"

Review: The worst airline I have ever flown with. I am used to budget airlines and no amenity travel so that is not the issue here. Although it was the most budget airline I have flown, the plane smelled terrible and there were old stickers all over the plane as if it was tagged. My first flight they delayed the flight by over an hour right before boarding. Odd but ok.

My second flight they canceled the flight 45 minutes after their customer service number was closed. They asked me to fill out a form online in regard to my canceled flight. I did so and also called at 8 am the next day and didn't get a representative on the phone until 5 pm. I was stuck in the city. Their website says that they cover amenities if the flight is delayed longer than 4 hours and a hotel room up to \$100 if it is delayed or canceled overnight. I had paid \$50 for a change fee for this flight. So when I finally got in the phone with a representative I was told that they couldn't refund the change fee, they didn't know what amenities were covered (and it would take 30 business days to get back to me), and that they could only issue a refund of 1/2 the price of the flight. I am still going back and forth with customer service because I was supposed to get an email that I could reply to directly for concerns and updates and I never received it. The average hold time for calling their center is 5 hours. I will never ever fly this airline again.

Route: Ft Lauderdale to Jacksonville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "virtual assistant is of no use"

Review: The company doesn't have any live customer care people to talk to which in times we really needed to get important information easily. Their so called virtual assistant AVA is of no use. I tried checking my flight rescheduled time number of times and all the time the result was "there are no flights". Thirdly, the flight which was supposed to be departed around 8pm it got rescheduled 3 times which in turn made the flight to be departed at 1 am next day. The boarding in the plane started at 12:45 am which delayed the flight further. Lastly, there were no announcements being made regarding this matter.

Route: Delhi to Hyderabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: fastjet

Title: "never fly with them again"

Review: We flew fastjet from Johannesburg to Mt Kilimanjaro Airport as my family and I had a 4 day game park safari booked. Bags were to be sent straight to Mt Kilimanjaro as there was a transit in Dar Es Salaam. When asking staff at Dar Es Salaam where the bags were just to make sure checked in bags were still with us, they advised us that they had no idea where the bags were - staff were clueless. Then they assured us that it would reach Mt Kilimanjaro based on where we asked for it to be sent, instead of actually tracking the bag. Upon reaching Mt Kilimanjaro, we waited for our bags(which held all our safari supplies and clothing for 4 days). Nothing came and a claim had to be lodged to find our bags. The lost baggage counter staff called someone from fastjet and found out that the bags were still in Johannesburg. I cannot understand why fast jet Staff could not tell us this information when we asked them in Dar Es Salaam. Took 3 days to find our bags, and by then we had just blown \$700US on supplies and clothing for 4 days. We requested the airline to send the bags to Arusha airport as that is where our safari agent could have picked up our bags, but they were rude and refused to assist us with the small issue despite them being the ones who misplaced our bags and did not complete their full service that we paid for(transporting bags and passengers) on time. Will never fly with them again.

Route: JNB to JRO

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "bumped to Economy with United"

Review: In May 22 I booked, very deliberately a direct flight Auckland to San Francisco. 3 days before the flight I was informed the direct flight was not happening, my choice to fly the same day was via LAX. Although I paid a business class flight I would be bumped to Economy with United for the LAX SFO flight. So no big deal you say. But take into consideration one of the busiest hubs in the world, customs, security , pick up bags, drop bags off, travel by bus to the other terminal wait 3 hours in transit, its not the premium and easy trip I paid for. Same issue on return. It was no small

thing at 69 to pay extra to avoid these issues, have a comfortable flight , minimise time spent in transit and definitely avoid LAX. And a last minute change making it too costly and difficult to make alternative plans.

Route: Brisbane to San Francisco

Seat Type: Business Class

Traveller Type: Business

Airline: Air China

Title: "does not have personal IFE"

Review: Hong Kong to Beijing. The ground handling and boarding process wasn't the smoothest - the flight was delayed, and Air China tends to operate out of remote terminal boarding gates which require a shuttle ride or extensive walking times. Everything was fine once we were airborne. The staff were attentive and the seats offered a reasonable amount of legroom, even though they seemed narrower than usual. The Air China A321 does not have personal IFE, they still use the archaic communal IFE systems. Food was average at best. Keep your expectations in line with prices paid, and you should be fine.

Route: Hong Kong to Beijing

Seat Type: Economy Class

Traveller Type: Business

Airline: Avianca

Title: "space was extremely tight"

Review: I paid \$1,100 for a flight from JFK to Guayaquil, with a layover in Bogota. The planes did not offer even a cup of water for free. No snack whatsoever either. The seats did not recline at ALL. The space was extremely tight and uncomfortable. The aircraft was hot and stuffy. I had to go to the bathroom repeatedly just to get some fresh air. The staff were rude. My husband and I were asked to check our carry on bags because there was supposedly no space for them on the plane. However, we saw that the overhead cabins were mainly empty. People even put their personal bags

in the overhead compartments because there was so much space left.

Route: New York to Guayaquil via Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "such a wonderful staff"

Review: Very good experience with such a wonderful staff from Juanda International Airport. Especially Lopez, Sulis, Eka, and Ganda. Very helpful and friendly. Thank you so much for helping me a lot when during check in time, amazing service! All the best.

Route: Surabaya to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "service was very good"

Review: I lost my boarding pass and was very nervous. Fortunately, a staff member picked it up and took the initiative to contact me and gave it back to me to calm me down. The service of the ground staff and flight attendants was very good.

Route: Guangzhou to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "Service was rude and incompetent"

Review: Cancelled the flight we reserved months before a few days before the wedding we were attending to. No explanation just seems to be their usual ways. Service was rude and incompetent, took about two months to get my money back. By the time they cancelled the flight all other flights were full and prices skyrocketed. Not their problem, they just returned the amount we paid months ago, even if we could no longer get anything around that price. They gave us a fishy 20% or so credit. It was a yet another scam, hardly usable for my family since you need to activate it, its issued per passenger, and it expires days after, and only covers the main passenger of your next reservation, so I would need to do different reservations for myself, my wife and each of our kids. The only good thing was that after adding the very basic (hand luggage and seat), we realized their sale price became higher than that of a real airline, even after their fishy credits and so called discount, so we realized there wasnt any reason for us to even consider flying Volaris ever again.

Route: Sjo to Dulles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Croatia Airlines

Title: "check in was rude, unhelpful"

Review: The Croatia Airlines staff during check in was rude, unhelpful, and refused, without explanation to print out the boarding passes for each part of the flight. Forcing us to run around trying to get boarding passes before boarding actually starts. Overall, experience with staff at the check in left me under impression that I'm unavoidable annoyance to the lady who was checking me in. Very unpleasant experience. Flight itself was average, typical boring flight.

Route: Zagreb to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "There is plenty of leg room"

Review: This was the first time that I have taken the nonstop flight between Taipei to Chiang Mai. I have always gone through BKK and up to CNX. The connection with my incoming flight from Vancouver was perfect and instead of arriving at CNX around supertime, I arrived later in the morning. Once again, the flight crew are incredible, courteous, respectful, communicate well and helpful in any way needed. The food and red wine were great and I certainly was not hungry upon arrival. There is plenty of leg room on the 321 and this is a route that I will most definitely use again between CNX-YVR or CNX-YYZ. I never hesitate to recommend EVA to my friends coming over here from either Canada or the U,.S. The ground crew in Vancouver, where my trip originated are also great and really helpful.

Route: Taipei to Chiang Mai

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air India Express

Title: "took off and landed on time"

Review: Bikaner to New Delhi. Ticket bought in the morning of the flight as the province was locking down that evening. Check in was fast and efficient. There were no problems with my checked bag being slight overweight. The flight took off and landed on time. The plane was turboprop and looked fairly new. Seating was 2x2 and there was adequate room. Minimal cold refreshments were served on the flight. As expected there was no IFE. In New Delhi the bag came off quickly.

Route: Bikaner to New Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flynas

Title: "flight being delayed hourly"

Review: Riyadh to Dubai. They call themselves a budget airline but work out more expensive when seats, luggage and meal on flight has been selected. I am sitting at the airport in Riyadh with updates coming up showing the flight being delayed hourly. I regret having booked this airline.

Route: Riyadh to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "Staff could be nicer to customers"

Review: Staff could be nicer to customers instead of yelling. There are some people who do not fly often and are not familiar with the rules, so be considerate of that and tell them what they are doing wrong instead of being rude.

Route: Sydney to Avalone

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "Magnificent service"

Review: I traveled to Washington Dc on Porter airlines with wheelchair assist. I left a therapy cushion in the airport lounge. When I asked the flight attendant if someone could get it and bring it onto the still- boarding aircraft, she said a ground staffer would bring it. That did not work out, so after a word from the flight attendant, the pilot got off the plane, found the cushion and brought it to me. Magnificent service. Fly Porter.

Route: Toronto Billy Bishop to Washington Dulles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "Could not be a worse experience"

Review: After using book now and pay later option I could not make payment with my credit card. Many error messages after numerous attempts. Numerous call centre calls could not fix this, and they make erroneous claims as to the terms on which I had made the booking. Suggesting that my booking had times out and was no longer valid which was untrue as I had written confirmation as to when I needed to pay. Couple of these calls to their call centre cut off after 20 mins. Their system will always cut you off after 20 mins on hold After a few days I finally got a link to a site to be able to make the payment. And I asked that the actual ticket be sent to me immediately after making the payment, which was verified during that call. That never happened. Couple of days later called again to chase up the ticket. Person took long time to act, and I asked him to be sure to call me back if we got the usual cut off after 20m mins. I got cut off. He did not call back. Made another call. This time Philippines answered, No notation on my file that the previous call to KL had been made or any action arising from that. She kept me "on line" this time so that I would not be cut off after 20 mins. But after ~30 mins waiting I was cut off. No call back. Made another call. And they then told me there is no record of my flight being booked. But they confirmed that they had received my payment! Probably spent more than 4 hours in total on the phone and waiting over about 8 calls during this process over 4-5 days. If the departure date had been closer it would have been disastrous. Could not be a worse experience. Almost as if they want to insult you so badly that you will go elsewhere, which I have now done.

Route: Auckland to Bangkok via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "There's no space, it's cramped"

Review: There's no space, it's cramped, half of the menu options were not available, there's no entertainment system.

The bathrooms are so tiny you can barely fit. It's like someone in corporate thought of every possible way to cut corners and cheapen and degrade the experience to the point where it's intolerable. No detail is spared when it comes to awfulness. The staff are fine, though and completely not their fault.

Route: Kelowna to Toronto

Seat Type: Economy Class

Traveller Type: Business

Airline: Icelandair

Title: "a refund or compensation"

Review: New York JFK to Keflavik on 21st January. I was supposed to land in Iceland at 6am after a flight from NYC, but due to the weather, we were stuck inside a plane for over 10 hours upon arrival. No food or water were provided and no updates available. After 16 hours of being on the plane we were able to get out, no apologies or explanations were provided. I tried to reach out to the airline for a refund or compensation of some sort but have not received a response after 2 months. My return flight to NYC was a similar horrific experience when a flight got delayed and overbooked which caused me to miss my connecting flight upon arrival. Yet again no explanation was provided except a smirky comment from the flight attendants that at least we made it to NY. Would not recommend to anyone.

Route: New York JFK to Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "I will never fly Etihad in future"

Review: Awful airline. They did not transfer my miles to American and for several months never bothered to respond to my calls and emails. Then they rudely sent an email saying they needed proof from me that I did not get miles from American. This is preposterous. First of all it is their job to transfer miles. Secondly they should respond on time. Finally

how can I prove a negative. Then they said that it has been a long time and so they are unsure how they can help and I should work with American. I have all the emails. I will never fly Etihad in future.

Route: Washington to Mumbai via Abu Dhabi

Seat Type: Business Class

Traveller Type: Business

Airline: fastjet

Title: "think twice before booking"

Review: This was my first time flying with Fastjet. I selected it after reading mostly good reviews and that they are using bigger jet planes compared to the competition on this route. The ticket price was very good and the booking process rather simple. Now the bad part - I couldn't check in online for the flight. I headed to JRO airport with plenty of time. When I arrived there was nobody at the check in desk. Apparently the flight was cancelled and I was informed via e-mail and voicemail just 2 hours before departure and while I was on my way to the airport. They had rebooked me on the next flight (8+ hrs later) and I was refused re-protection on another airline. As a matter of fact there was a Precision Air flight leaving 3 hours later. I was told I could get a refund (only for the base fare and not for the extras like baggage fees etc) and then pay for my own ticket. The staff was apologetic and understanding. No food voucher or any other support was provided. I had to wait almost 9 hours at the airport. This is not the fault of the local staff but rather an issue of the upper management. They should look after their passengers better and have provisions when flight cancellations occur. I will think twice before booking with Fastjet.

Route: JRO to DAR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "perfectly adequate airline"

Review: Munich to Malta. Good friendly service and on time arrival. The aircraft was modern and I liked the random Maltese facts painted on the inside of each engine. When I first sat down in my seat the plane had been configured wrongly and my economy seat was in fact in business class. Once the passengers were all seated the crew reconfigured the aircraft and moved the curtains further up. This meant that we couldn't see the screen displaying the safety and emergency procedures video. The food was very limited and if we wanted anything more including coffee there was an extra surcharge. Overall, though this was a perfectly adequate airline.

Route: MUC to MLA

Seat Type: Economy Class

Traveller Type: Business

Airline: American Eagle

Title: "Generally unfriendly service"

Review: This was a top to bottom terrible experience with American Eagle. I usually fly Delta and now know why. This flight was booked for me for business. Generally unfriendly service especially by gate staff that either seem inexperienced or poorly trained. 1 to 1.5 hour delays on O'Hare-Wichita both ways, with a 20 min wait on tarmac at O'Hare from CVG due to no boarding tunnel driver. 3 gate changes at O'Hare within 45 min. Late arrival, arrived at hotel after midnight for AM talk. Coming home, was reassured connection would be no problem, then progressive delays and missed connection. Was told by attendant there would be customer service agent to rebook and arrange hotel, but there was none. Gate staff was grumpy and blithely said no hotel because was weather delay, then I asked her to confirm, she reluctantly called and confirmed it was mechanical. Took 15 min to get hotel voucher 30 min away and told could call for shuttle, called hotel and they said no shuttle and airline "always does that". Returned to gate and another 15 for cab voucher, still had to cover tip. Hotel at midnight, rebooked for 8am flight. Meal voucher \$7 did not cover meal at airport. Flight itself was average enough, arrived safely. Given option, would not travel on American again.

Route: Wichita to Cincinnati via Chicago

Seat Type: Economy Class

Traveller Type: Business

Airline: Peruvian Airlines

Title: "caused me so many problems"

Review: Pucallpa to Lima. This has been my worst experience with an airline. I was traveling from Pucallpa on 24th July 2018 to Lima. The flight should have been at 16:10 and I was at the airport more than two hours before the flight. When I arrived together with my friends, my flight was not listed on the departure screens, and when finally the Peruvian staff got available, I was informed, that there was a delay 5 hours. However, I was checked in and knew I would not make my connection flight from Lima back to Europe at 8PM. I was forced to buy a new ticket, which cost me 700 USD. Not only that the new flight got me too late for my work and I lost a customer because of this. At the airport - the staff did not know any information about the flight nor the plane nor even when there would be the departure. Instead, we kept being promised (lied) that the flight will depart another hour later and later on again and again. In the end, the flight departed only at 23:45. This caused me so many problems with no compensation whatsoever, no apology, no support at the airport, no interest in the customer. This was for the last time I used services of this airline.

Route: Pucallpa to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "overall performance was great"

Review: Flying first time with Virgin America LaGuardia to Dallas - experienced a 1 hour delay due to delayed departure from Dallas. The ground staff were very attentive and responsible on handling passengers while waiting for the plane to arrive. During the entire flight, the cabin crew were polite and nice and they were quite good at dealing with the kids onboard. Despite the slight delay and Dallas Love Field Airport location was not as expected, the overall performance was great.

Route: LGA to DAL

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "The app is horrible"

Review: First off they force masks which isn't bad, but they don't tell you until you get to board. I almost lost my flight trying to find one in Bogota airport and had to pay 20 dollars for the one I got. The app is horrible and I paid for a window seat and didn't get it. As the app didn't save my boarding. Lastly the check in and boarding staff at the gate in Bogota airport are rude. They lost my bag on my arrival flight had to send it with Avianca and i got my clothes a day late and my bag was beaten to hell. No wifi, no video screens and no electric plugs. The cabin staff are wonderful but that can't make up for how horrible a company LATAM is.

Route: Bogota to Miami

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Flynas

Title: "organised and efficient"

Review: Riyadh to Dubai. Organised and efficient. I take this route every week. Most of the times the plane arrives before scheduled time. The only suggestion I have is to apply strict hand baggage control in Dubai Airport

Route: Riyadh to Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetairfly

Title: "my last trip on Jetairfly"

Review: I have travelled with Jetairfly about 8 times. Every time there were some issues, most of the time involving my reserved seats, that they unannounced changed. Very uncomfortable and no refund given. Every time they had a minimum delay of 2.5hrs, the longest delay 5 hours. All leaving from Miami. They did not announce this at any time, desk people never gave correct answers. I live 90 minutes from the Airport, they could have warned me by email. Every time I say this will be my last time. But it is convenient for me because of the nonstop to Brussels/Miami. Today, I have a bigger issue with them. I need to take my Support dog with me and am not able to reach them by phone from USA, neither they don't want to give an email address. On top of all of it they raised their price \$200 one way, since last year. It definitely will be my last trip on Jetairfly.

Route: BRU to MIA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SpiceJet

Title: "Affordable and good service"

Review: Flight attendants and ground staff were really courteous and very attentive. The flight was small ATR but the service was 5/5. Affordable and good service.

Route: Kolkata to Visakhapatnam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Emirates

Title: "has been quite disappointing"

Review: My recent experience with them has been quite disappointing. The cabin crew are less friendly than I remember them to be years back, especially the male crew. I experienced this on all four legs of my recent journey.

They felt like more of bouncers (i.e the men), as they didn't smile, weren't friendly or approachable, and instead of telling me "this way, please," as I have always been used to during boarding, one of the men simply got in my way and gestured me to go in the other direction, without uttering a word. I found this to be a bit rude. To add to this, some crew members on various legs of my trip didn't offer me a beverage during snacktime, while they offered my neighbours some. And it's not because I had my headphones on or was asleep or seemed uninterested. They glanced at me and somehow decided I wouldn't be interested in a cuppa? This happened three different times! I will continue to fly with them as they offer some of the best prices. However, i do hope to see friendlier faces in future.

Route: Newcastle to Nairobi via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "abandoned in the middle of the airport"

Review: I'm writing this review on behalf of my mom who took the flight with China Airlines in the second week of May 2023. I registered her for wheelchair services because of her back and leg problems which restricted her from walking long distance. I confirmed with the agent on the phone that she would be assisted all the way to the end of arrival. Upon landing Vancouver, she was picked up with other customers on wheelchair services in the cart. However, when finishing her custom declare, she found herself abandoned in the middle of the airport. The cart had left without her!! She had to walk all the way to baggage claim and found herself being denied of help with the luggage again. China Airlines customer reps kept passing her from one to another. Speaking no English, it was challenging for her to get connected to the Wifi at the airport. It was almost an hour after arrival that she could reach out to me so that I could sort out the luggage situation with an airport porter. Don't fly with China Airlines if you need assistance.

Route: Ho Chi Minh City to Vancouver via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "quality has taken a sharp downturn"

Review: I have flown Finnair business several times and always had a very lukewarm experience. This recent flight confirmed my impression that the quality has taken a sharp downturn. There were, for example, no menus and simply a choice of 'fish or meat'. The starter was barely edible and the main quite revolting. The dessert consisted of two small pieces of cheese. Oh, the champagne, from the lower end of the market, was warm. To cap it all, the service was surly and the attendants had to be buzzed for an additional drink (of red Portuguese wine). In Bangkok, the lounge set aside for Finnair BC travellers was a general lounge and completely packed. In all honesty, apart from the bed (narrow but flat), the whole experience was economy-class circa 2000. Never again.

Route: Bangkok to Rome via Helsinki

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Nepal Airlines

Title: "no entertainment system"

Review: Kathmandu to Mumbai. Flight time was 13.55 in ticket. To confirm I called in office and the informed that time has been changed and been 4.30 but it got half an hour delay. Thats fine. Flights boarding finished just in 15 minutes. And We were in air in 5.30 pm. While talking about the legroom It was very good. A320 was new and cabin looked good. They served beer or cold drinks with the dinner. Food was good. Never expected that from Nepal airlines. It needs more improvement. There was no entertainment system just screen above our head that showed flight status. I took my own entertainment system. Otherwise flight was smooth.

Route: Kathmandu to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "This is a terrible airline"

Review: This is a terrible airline and must be shut down! This flight from Dubai to Beirut was my worst nightmare. Although we paid for an Emirates Airlines ticket but we got on the way back this horrible company. The staff is so rude, food is horrible!, and entertainment is null. Imagine you are flying for over 4hr without knowing where you are or how many hours left of the flight! Seats are terribly uncomfortable and toilets were so dirty!

Route: Dubai to Beirut

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Adria Airways

Title: "I will never fly again with Adria"

Review: Please do a favor yourself and do not fly with Adria. On the route from Munich to Pristina in July 2019 they lost my luggage and for 10 days in a row, despite numerous phone calls they were not able to locate it. 11 days later the luggage arrived at the destination completely ruined. Applying for compensation, they ignored my request. Foolishly again, I booked another flight with them (345 euros) Frankfurt - Pristina in September 2019. They cancelled the flight with no reason 24 hours before the departure. Desperate phone calls to customer service to get anything (rerouting, compensation, etc) were not responded. I will never fly again with Adria. What a disgrace! Shame on you Adria for constantly deceiving your customers.

Route: Frankfurt to Pristina

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "very satisfied with ANA"

Review: Tokyo Haneda to Sydney. Very satisfied with ANA. Their attention to detail is first class. Their service is focused on customer's safety and comfort. Professional ground and air crew. Second time to fly with ANA to Japan from Sydney and they never disappoint. The first time I was impressed and that's why I preferred to fly with them again on our second trip. As expected the service is superb.

Route: Tokyo Haneda to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sichuan Airlines

Title: "I cannot complain too much"

Review: Chongqing to Lanzhou. This was a typical standard of domestic flight in China. Flight was full as usual and the boarding process was not too bad. No IFE was available in Economy, no English literature or newspapers either but I was not expecting it. Meal service for the short flight was a simple fish or chicken option, with a few Chinese style snacks added in. I opted for Apple Juice but was a little disappointed on realising it was not 100% juice. Seat was okay with spacing a little tight. Overall, I got to where I needed to go for a decent price, so I cannot complain too much.

Route: Chongqing to Lanzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "pricey for a short haul flight"

Review: Singapore - Medan, MI234, 16 April 2016, 6C. Transit in Singapore. Checked-in from the previous destination. Ground service was a little bit disappointing, they had changed my seats without notifying me by email or phone and because I already had my boarding pass from the previous destination I did not go to the transfer counter. However, I

did not have any passengers in the middle and window seat so I could see the view and easily get out for toilet without disturbing other passengers. The seat was good and new. The cabin crews were okay. I tried the IFE by WiFi as this is one of their facilities onboard, it was great but had less choice. Food was decent for a short haul flight. Overall, it was great but pricey for a short haul flight.

Route: SIN to KNO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Cabin staff are good"

Review: I cannot understand why this airline gets such negative reviews. I have used WizzAir on several occasions and the service has been good to excellent every time. Food on-board isn't that good, so take your own! Cabin staff are good, helpful and attentive on my flights Hungarian, British and Cypriot and no problems. The only thing I would say is the seats are rock hard so take a cheap thin cushion if this bothers you. At Euro 35, Larnaca to Luton on time, why complain.

Route: Larnaca to Luton

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "wonderful welcoming crew"

Review: I feel more like telling others of positive experience. And my Lufthansa's flight from Madrid to München/Munich 26. April was a very good experience. A brand new, very clean aircraft, a wonderful welcoming crew - and above all, a very good, hot meal (I chose chicken breast). I'm impressed - this was only a two hours flight. Good wines.

Route: Madrid to Munich

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Corsair

Title: "nicest transatlantic flight I've taken"

Review: This was the nicest transatlantic flight I've taken and I've been traveling to and from Paris a lot. It was a very large and comfortable plane. The flight attendant who took care of us was delightful. The seats were very comfortable and went almost completely flat for an actual sleep. The food was even decent. We flew back on Air Canada, which was fine but I was sad it was not the same as the way out. I will try to fly with Corsair on my next trip in October. Thank you!

Route: Montreal to Paris

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Air France

Title: "impressed by the Air France flight crew"

Review: I must say that I am impressed by the Air France flight crew. I recently flew from NY to Bangalore with a connection in Paris with my wife and 12 month old son. It was exactly what you would expect it to be. A nightmare! We had everything planned (my wife did I just follow orders) from the flight time, connection, food, sleep etc so that our child could have as smooth as a trip as possible. From NY to Paris we were golden. Smooth as silk. We took off he ate and slept. We landed and had some trouble figuring things out but we managed. Once we got on the plane for our Paris to Bangalore slight the nightmare began. He started screaming at the top of his lungs before the flight took off. Our plan for entertainment was lost during transport (ipad with pre downloaded 5hrs Cocomelon). He was rejecting all toys and foods. The lady behind us asked my wife "Is he going to be like that the whole flight?" After some back and forth with the other passenger, ourselves and the flight crew we took off. It was a 10hr flight and he cried for 9 of them. It was an out of body experience. Our son has never been so miserable. I don't know if it was sleep deprivation or his ears were

bothering him but he was inconsolable. Our friend behind us, to her credit, along with the other passengers did not add fuel to the fire. The only bright spot was the flight crew. Which is the reason for the review. I have to give credit where credit is due. They were simply amazing. Very empathetic and supportive. Asking us if we needed any support on multiple occasions and it wasn't just one of them it was all of them. Providing us with food and supplies that I didn't even know was available. BTW did you know that there are children's eye covers? I found that interesting and don't know why. Anyway if it wasn't for our air heroes my wife and I would be needing immediate psychiatric therapy. We all know how difficult that is to get now and days. My salute to the air crew that day. You saved us and we are truly grateful. We will remember this day for a long time not only because of the difficulties we had with our son but for the care and help we received from the crew

Route: New York to Bangalore via Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Evelop Airlines

Title: "the leg room is very limited"

Review: Evelop Airlines is a relatively new Spanish airline based out of Palma de Mallorca, flying to / from Southampton. Just a few points to be aware of. Evelop do have a website, whereby you can pre-book seats (you can't through Thomas Cook). I paid and received my confirmation. However when we got to the airport they would not honour the seat reservations and we had to be given different seats. This was very difficult for us because my son is Autistic and doesn't like change. The check in desk say they have never been able to reserve seats on Evelop flights so just be aware that this is a rip off! Also worth remembering the leg room is very limited. My son is just over 6' and couldn't get his legs behind the seat. I have travelled with better airlines in the past.

Route: SOU to PMI

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "had the worst customer experience"

Review: I have flown with SAA every year for the last 3 years between London and Johannesburg, and I am normally pretty relaxed with not having the best travel arrangement as I know things happen and go wrong, and you cant blame the airline. But 3 flights in a row I have had the worst customer experience, and what pushed it over the edge was my flight being cancelled 2 days before Christmas. They knew the flight would not take off from Heathrow when I checked in at 5pm but checked all their passengers in without telling them the flight had been cancelled, and only when they were at the gate ready to board did they inform everyone the flight was cancelled. They gave us an empty promise of EU compensation which they fully knew didnt apply to the situation we were in, which we all found out afterwards when we tried to receive compensation for the delay. If they had told me when I had checked in at 5pm I could have made alternative arrangement to fly back to SA without missing my connection flight, but they made sure we were all checked in and couldnt catch any other flights out and only told us the flight was cancelled at 8:30pm. Long story short it was shocking customer service, with very little help and assistance, and ended up costing me £300+ extra to pay for accommodation and changing flights to get home on Christmas day, more than a day later then I should have arrived home. SAA have taken no accountability for the lack of service and communication and refuse to reimburse me for part of my costs incurred. I have been a loyal SAA voyager member for over 20 years, as I want to support my home airline. But I can quite honestly say I will never fly SAA again. And for the amount of money paid for the tickets the quality of the aircraft, service and food is acceptable. I paid £1500 to fly economy, with a TV that didnt work, food that was disgusting, no charging dock for my phone, and a very disappointing before and after customer service.

Route: London to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "Complete mismanagement"

Review: Pathetic service. Changed direct flight to Connecting flight without any intimation. Cabin crew and Ground support team had no clue with what was happening. 5 hrs flight was delayed by 2 hours. Complete mismanagement.

Route: Kochi to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "lead to a 14 hour delay"

Review: Phuket to Amsterdam via Moscow. I had chosen a day flight with a 1H20 connection in Moscow. But after online check-in i noticed the scheduled departure time had changed which eventually lead to a 14 hour delay. Ticket was booked 5 months in advance. Even as member of their frequent flyer program, I wasn't notified and there was no way for me knowing of this change until it was to late.

Route: Phuket to Amsterdam via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "they offered me a voucher"

Review: Surabaya to Tokyo via Jakarta. I can understand why Garuda Indonesia received 5 stars for their cabin crew. On this occasion, I wanted to refund my tickets regarding the coronavirus pandemic. I called the Call Center regarding the refund policy and they said that it is possible to get a cash refund. So, I decided to ask for a refund the next day. I went to the Ticket Office to be told that my tickets cannot be refunded for cash, and the cancellation also incurs penalties. At first, they told me that cancellation will incur only 2 million IDR, but in fact, I still got charged with tax. In exchange, they offered me a voucher that is exclusive to this airline. The voucher requires me to travel back and forth only to redeem it before use, and the one-year expiry date is a let down.

Route: Surabaya to Tokyo via Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "no apology or explanation upon finally landing"

Review: We flew this domestic airline as the internal flight to our international return flights. The flight was on time but that was only good thing about it. The check in crew had no idea how to check in a baby cot and stroller. They said to take them on as hand luggage, (these would never have fitted in the overhead). Once processed for checked luggage, we then had to ask for a tag to be printed to attach to the bags so they knew they were ours. Staff talking to each other in their own language when we asked a question. The return leg of our flight was so scary. We had come in to land and about to touchdown when the plane suddenly took off again. It climbed to quite a height at such a sharp angle, it made some people reach for the vomit bags. After approx 15 mins we were told they couldnt land due to winds. The plane had now flown past the airport and proceeded to circle with no update on when we were coming down. I felt such panic. Even more upsetting was having no updates from cabin crew and no apology or explanation upon finally landing. I dont think well be flying this airline again on our next SA visit.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "experience wasn't a pleasant one"

Review: Unfortunately my experience wasn't a pleasant one. I wish it was for the amount of hours I had to spend on the plane. Anything, from water to a blanket, has a cost. No snacks, no drinks are served for free. If you buy the cheapest fare, your seat won't even recline, it wasn't mentioned online. My trip was 6 hours to Bogotá from Santiago, and a last 5

hours flight to Mexico city. Very badly organised during the embark and disembark periods, both take long time. Not recommended unless it's a really urgent flight or no better alternative.

Route: Santiago de Chile to Mexico City via Bogotá

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: WOW air

Title: "I was blindsided"

Review: Amsterdam to San Francisco via Reykjavik. Never again!! I was blindsided by the seemingly cheap fares. Turns out, it wasn't cheap at all, because I needed to pay for luggage, seats and what not. What frustrated me the most was that my partner's luggage did not arrive in San Francisco. We were without his suitcase for 10 out of 13 days on our vacation. Back home, we filed a request and Wow aiR granted us a compensation (which they are bound to do by law!!) and said that processing the payment would take between 10-12 weeks. Very irritating, how can making a money transfer take up to 12 weeks? Now, after 4 months, the money has not been transferred. Wow air does not answer our mails and the hotline employees keep putting me off. What a scam! Do not book a flight with this airline, it is most likely going into insolvency, seeing as they're withholding money and cancelling destinations altogether.

Route: Amsterdam to San Francisco via Reykjavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Tahiti Nui

Title: "never fly Air Tahiti Nui"

Review: I booked this flight via Cheapoair it was supposed to leave April 14, 2020. Then the Coronavirus hit. The flight never left for Papeete it was cancelled by the airline. I requested a refund through Cheapoair because Air Tahiti Nui said it was bought through Cheapoair. I dealt with Cheapoair who checked with air Tahiti Nui about refunding me my money.

We paid almost \$1500.00 for two tickets. I was offered a credit which has to be used by next year or I lose the credit of the two tickets to Papeete. I wanted my money back as I, like thousands, of others had nothing to do with the cancellation. It was a worldwide pandemic. I am told now that I can get my money back with a \$500.00 penalty. The quoted amount to be returned is approximately \$750.00 for a \$1500.00 investment. Which is more than a \$500.00 penalty. I have filed a complaint with the Dept of Transportation who frowns on this type of rip off. I will never fly Air Tahiti Nui or use Cheapoair for any reason. I am a senior citizen with a compromised immune system and am not sure when I will be able to travel due to the Coronavirus.

Route: Los Angeles to Papeete

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "customer service is 100% awesome"

Review: I just want you to know I have flown with Allegiant for many years and in this December we had a ice storm I had to reschedule and cancel 3 times. This customer service is 100% awesome. I would recommend Allegiant Air to everyone. Customer service is number one and they have it. I'd like to thank everyone at Allegiant for being so accommodating to I will fly again.

Route: Sanford to Evansville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "much cheaper than other airlines"

Review: Kuala Lumpur to Auckland via Gold Coast. This was my first time to Auckland, and I decided to take AirAsia X as the fares were much cheaper than other airlines servicing the route even though their flights were direct. It was a

pleasant flight and the landing at both airports were good. One thing which bothered me, though, was the checking of bags and belongings at OOL. The food that I ordered was a bit overcooked. Other than that, it was perfect.

Route: KUL to AKL via OOL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Druk Air

Title: "very happy to fly Druk Air again"

Review: My wife and I flew return trips on Druk Air from Kathmandu to Thimpu for a section of our honeymoon. There are very limited options to get in and out of Bhutan, so I was a bit concerned about the ability to choose exactly what airline and flights we were going to take. However, it all went really smoothly. We were warned beforehand that the flights are often several hours late, ours was close to on time. We were told that we'd see the Himalayas as we flew past, including Mt Everest, which we did. The crew were courteous and helpful, and the food surprisingly good for such a small airline. The plane was old, but appeared to be well looked after. There is no in-flight entertainment system, so bring a book/tablet to keep yourself entertained, or read the airline magazine, which will mainly feature articles about how much the Bhutanese love their King (they are crazy over their monarchy). If we are ever lucky enough to go back to Bhutan, I'd be very happy to fly Druk Air again.

Route: KTM to QJC

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "Customer Service is nearly not existing"

Review: Customer Service is nearly not existing. A WhatsApp number is provided, but the wait to be served can be hours. When you receive a reply, if you dont respond within the minute, your request is closed and you have to do all

other again. So nearly impossible to get through the system. Similar experience on the phone. When you do get through, including by raising an official complaint on the system, you get told it is resolved, but when checking, it is not. And the loop starts again. This is the main issue I'm facing. But overall, food quality is below average, plans are not very clean and prices are therefore high for what you get. I'm now waiting for over an hour at the head office only customer service center, waiting to get served for over 1 hour.

Route: Wedj to Riyadh

Seat Type: Economy Class

Traveller Type: Business

Airline: Volotea

Title: "Good company, good prices"

Review: Valencia to Oviedo. Good company, good prices and everything correct. To travel from Valencia to Asturias the best. If you become megavolotea you have good offers and priority boarding.

Route: Valencia to Oviedo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "I would definitely fly again"

Review: I have always been a regular traveler for Air Asia since it started year during the late 90's. And thanks to Air Asia, I had been to many countries that I had never thought I would be going. This May 2018 I'm flying for the first time to Shanghai via Kuala Lumpur from Miri. My flight was suppose to be 5:30pm but it was delayed until 8pm, and my connection flight was 11:30pm from Kuala Lumpur to Shanghai. The time I arrived Kuala Lumpur it's already 10:45pm and I have to run like crazy person in order to get to my departure gate. The seat was not comfortable for the 5 hours flight, but I had flown before more than 5 hours, so, I have to accept the seat was meant to be like this, and I just need to

find my own way to have a good rest. I would say the best part of the flight was the food actually, which I pre-ordered and I really enjoy the meal. I like also the interaction between the Cabin Crew with the passengers. I would definitely fly again and again. As long as the price is affordable, and the food is good!

Route: Miri to Shanghai via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: S7 Siberia Airlines

Title: "comfortable time of departure"

Review: Yekaterinburg to Moscow Domodedovo. The main advantages for me comfortable time of departure (at 6:10 from Yekaterinburg, 6:40 arrival in Domodedovo), punctuality and flexible prices. I dont need luggage, so I appreciate that I dont have to pay for it. However, I buy priority seats. Usually, they are free at that time, so I get the whole row for myself. The flight lasts less than 2 hours, but S7 provides food (sandwiches with chicken or vegetables) and new press. Unfortunately, they have the flight back too early in the evening, so I have to choose other airlines. What becomes a pity every time, because in the quality-price ratio of S7 seem to be one of the best in the market.

Route: Yekaterinburg to Moscow

Seat Type: Economy Class

Traveller Type: Business

Airline: CSA Czech Airlines

Title: "Will avoid CSA in the future"

Review: Copenhagen-Prague return. It was a few years since I last flew Czech Airlines and I remembered them as an OK airline offering rather good quality and value for money. No such luck nowadays, since they were taken over by Smartwings company which seems to have destroyed the airline totally! Copenhagen-Prague in a Czech-Airlines-painted A319. Aircraft in rather good shape but the onboard service (BOB only) seems very strangely

organised and takes forever to reach your seat - only to be told they were out of choices. Prague-Copenhagen in a Smartwings 737. One hour late, extremely cramped seating, aircraft looking worn and very dirty, cabin air quality bad and temperature too warm. Everything with this airline nowadays just looks so amateurish and cheap - from their print-at-home boarding passes to their badly cleaned cabins. Onboard announcements in english are barely understandable. And don't dream of buying some duty-free at the airport because then you'll have to pay extra to take it onboard the aircraft. This was a real disappointment. Will avoid CSA in the future! Only positive thing was that they still played Bedrich Smetana's Vltava in the loudspeakers after touchdown in Prague...

Route: Copenhagen to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nauru Airlines

Title: "staff friendly and hospitable"

Review: Nauru to Brisbane via Honiara. I have flown with Nauru Airlines numerous times. They are one of the best international airlines I have flown with Qantas, Emirates, Singapore Airlines, Cathay Pacific, Malaysian etc. The cabin staff were very friendly and hospitable. Ground staff are polite and efficient. Nauru Airlines. Cabin staff kept serving drinks time to time. My special meal requests had been fulfilled and the meals were delicious. Seats had decent leg room. Toilets were clean. Had a smooth take off and landing.

Route: Nauru to Brisbane via Honiara

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "you certainly have won our admiration as customers"

Review: Full marks and much appreciation for a prompt and full refund of our unused flights due to Covid 19 from Paris

to Hong Kong and Hong Kong to Sydney. We had a refund in our account just 12 days after we applied which was truly exceptional. So disappointed in our own airline Qantas from whom we are still waiting for a refund on a cancelled flight since first applying in March six months ago! We will definitely use Cathay Pacific in the future because of this experience and you certainly have won our admiration as customers. Thank You.

Route: Paris to Sydney via Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bahamasair

Title: "Absolutely ruined our vacation"

Review: Absolutely ruined our vacation. Spent entire day on both ends of vacation fighting with Bahamasair staff about our fully paid, prebooked flight from Orlando to Nassau. We spent 10+ hours sitting waiting on a flight that never left Nassau to arrive in Orlando. There were little to no updates on flight status. The staff at the gate were rude and very unhelpful. We asked to rebook our return flight for a day later due to the loss of our day because of the severely delayed departure. We were told it was no problem and given 4 new seats on a return for a day later to make up for the lost day at airport. After our wonderful vacation in Nassau, we arrived to airport 2.5 hours early for our ticketed flights only to find out we were booked on a full flight and had to be on standby, with no other departing flights for that day. We were stuck and had connections that would be impacted if we didn't get to Florida that day. So, after 1.5 hours of waiting for a customer service rep to try to bump other passengers, we were told we would not be departing that day. We were forced to purchase \$1400 one way tickets on another carrier just to get to our other connections. The staff at Orlando who overbooked us on a full flight should be fired. It's unacceptable to be so careless with people's time, money and vacation/holiday time. Overall we spent 2 full days in airports unplanned which took valuable time off our vacation.

Route: Orlando to Nassau

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "zero customer service"

Review: Worst customer service ever. I had to cancel my flight as my father passed away suddenly. I was refunded around £500 for tickets I paid £1195 for. I eventually found an email address which is largely hidden on their websites and email confirmations to get a hold of customer services. I have tried to get in touch with customer services as I have not had a reply back over the last 2 weeks. There is zero customer service from this airline.

Route: Glasgow to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada

Title: "Flight Attendants were very helpful"

Review: YVR to YYJ is a very short sector of 12 minutes on average in the air. Boarding was efficient into a very clean regional type of aircraft. There was no service as this sector is short but the Flight Attendants were very helpful with "drag on" baggage. Deplanement in YYJ was very quick and easy as they used a aft door as well to speed the deplanement.

Route: Vancouver to Victoria

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Tahiti Nui

Title: "embarrassing that they don't know the difference"

Review: When I checked in they asked me if I had a ticket out of the US and I said yes and showed my ticket to Mexico. They said that is not valid as Mexico is part of the US. I said that no Mexico is not part of the US, they even

called the supervisor who said the same thing. They made me buy a ticket back to my country which I didn't want at that time because I didn't know my return date yet. I bought this flight with Qantas but when I arrived it was Air Tahiti. I had to buy the ticket in 20 minutes otherwise they wouldn't let me board. It is embarrassing that they don't know the difference between the two countries and argue with customers like this. If this is their policy at least it should be on their website.

Route: Tahiti to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Level

Title: "Dont waste your money"

Review: I bought my ticket many months ago (summer) and decided to add some upgrades. Its my vacation after all, I thought. First I paid for a bag + meal combo. I needed the bag but it made sense to add a meal, after all its a 7 hour flight and the website makes it look like you wont get one otherwise. Then I add a comfort seat for another \$45 and pick which seat I have. Well, fast forward to my travel date. I check in and first there is a long, slow moving line. Then when I check in, I show my passport and boarding pass I printed, the agent smiles and says, you wont need that. Then I get my ticket and later once Im thru TSA I realize what she meant, my seat was moved to economy class. I though, ok must be a mistake, right? I go to the counter and it seems that theres already a line of people with the same issue. All the agents can do its tell us its a full flight so they cant do anything. She advises everyone to take a picture of the boarding pass (which I later needed to get a refund) but sounds like this happens way too often. It turns out everyone gets a free meal anyways. Its deceptive practices. Dont waste your money.

Route: New York to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "flying with easyJet for us is relatively relaxed"

Review: It's several years since we have flown with any other airline but easyJet, which I think speaks for itself. We have in the past used Ryanair occasionally but once they started seating couples separately if they did not pay for seats we ceased to do so. EasyJet suits us perfectly and flies to the places we want to visit. We were apprehensive when the rules / charges relating to baggage taken on board were changed, but we experimented flying with backpacks only which will fit under the seats in front and found that we could easily manage with those for a week's holiday. Since then we have happily travelled lightly and found it very easy indeed. We actually registered the fact on our most recent trip that is the "Speedy Boarding" passengers who now rush to queue when the boarding staff appear because they want to make sure of finding locker space as close to their seats as possible. The rest of us who have not paid extra for anything can just wait and board at our leisure. I can't recall more than one major delay in all the years we have used easyJet and just a few minor ones. On our last trip earlier this month both the outward and inward flights left and arrived slightly early. Flying out from Liverpool as we invariably do, we find it very rare that there is any nitpicking about bag sizes (despite some of the bags that we sometimes see!) and the whole process of flying with easyJet for us is relatively relaxed. It obviously helps that we know the ropes and that we keep abreast of any rule changes e.g. regarding baggage. It does seem to me that some of the critics fail to check on things like this and therefore are at least partly to blame when faced with charges they did not expect.

Route: Liverpool to Palma de Mallorca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Brussels Airlines

Title: "require some improvements"

Review: Berlin to Brussels. I bought 'Economy Check & Go' ticket for about 99 EUR (11/2019) and won't expect too much service for this fare. Efficiency during boarding was messy and not so efficient at all. This cause this flight with a EOBT delay of 20 min but arrived a little bit late in Berlin TXL. The staff friendliness was average. Food and beverage can only be bought during the flight (similar service as Ryanair), but there was a large variety of Belgian cold and hot

dishes. My final verdict, this airline require some improvements especially during embarkment.

Route: Berlin to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "rude and irresponsible"

Review: I regret that I chose this airlines. Their employees so rude and irresponsible. They have no respect for customers and treating customers very bad. I will never travel with them again.

Route: Amsterdam to Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Koryo

Title: "aircraft was clean"

Review: Beijing to Pyongyang with Air Koryo - kind staff. A passenger had some health issues and at Beijing airport a medical team waited and was informed about the problem. There was Korean cartoons and short movies. Food and drinks served was OK. Flight was were on time. Aircraft was clean.

Route: PEK to FNJ

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "unethical, irresponsible"

Review: Toronto to Honolulu. I was threatened of cancellation 3 times and had to re-purchase my ticket each time thanks to some flawed algorithm the airline uses. I received emails stating that it was potentially a fraudulent purchase, and I needed to come to the airline in person to show ID, otherwise, I would be cancelled within 48 hours prior to travel. I was not refunded any money either, just informed of this. Because I was traveling with a young child and a party of 4 others, I had no choice (otherwise I'd have bought another ticket with a different airline). I drove 2 hours out of my way in order to do this, and when I got to the airport the Air Canada representative told me I had to repurchase the tickets. I told him I was not refunded, and he insisted that "the money was on its way." This was 3 weeks ago, so essentially I paid double for my tickets and had to drive way out of my way in inclement weather to do so. This is the worst airline ever - unethical, irresponsible, and fraudulent.

Route: Toronto to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Astana

Title: "Very good experience"

Review: Almaty to Kiev. Very good experience on this flight. The crew was very attentive and helpful, and plenty of legroom considering we were on a 6 hour flight on A320. Amenities were great and they offer everything you need to enjoy the flight.

Route: Almaty to Kiev

Seat Type: Economy Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "Absolutely horrid experience"

Review: Absolutely horrid experience, terrible customer service. Lost Luggage for more than 3 Months. Don't ever

waste your money with Alaska Airlines. Alaska Airlines lost our 3 bags on December 22, 2022. It's been 3 Months, and nothing has been done. We filed a claim in person and online, followed up in person, and have spent many hours on the phone every single week for the last 3 months only to be mistreated and to hear that Alaska Airlines don't take responsibility for their acts. My Family and I were left without clothes, lost many valuable Personal items and expensive gifts bought for Family members. We trusted our luggage to Alaska Airlines, paid for Trip Insurance, have the Baggage Claim tickets, and still are getting no help and being treated as we don't matter.

Route: San Francisco to New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Emirates

Title: "not a very good experience"

Review: This was not a very good experience. Starting with the Airport, I was forced to check one of my carry-ons due to no space on the plane although it was not a full flight and I was made to pay a huge amount of money just for that and whats worse is that the bag had a lot fragile souvenirs and I risked breaking all of them. Thank goodness it was loaded in Japan and no harm was done and the bag dodged a bullet. I dont remember Emirates being that needlessly strict. Im not sure if the airline changed the aircraft because the extra legroom seat that I paid for was different than the one I got as the exit door was in the way so I had to lean a little on the person next to me to get the full legroom feel. It was a long flight but it went smooth and the food was extremely delicious. The flight attendant that was assigned to our row, although efficient, made me feel like an inconvenience as she had very low energy and didnt seem very enthusiastic to the point that while was pouring me apple juice, the carton ran out of juice while the cup was half full and thats how she served it without bothering to open another carton. For the whole flight I was waiting for her to pass by us so I can ask the other, much nicer attendant for water and/or assistance whenever I needed something. For some weird reason, the much advertised On Air WiFi did not work which took another point out.

Route: Tokyo Narita to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: Vueling Airlines customer review

Review: Had a Priority ticket from Ibiza to Lisbon via Barcelona. The process at the airport with check in, luggage drop off is good and efficient. Boarding is also acceptably organized. The airplane was very dirty, obviously it is not cleaned often. The seats are uncomfortable and the pitch is very short, so for a 1,8m tall person, it is not a very good experience. Flights on time.

Route: Ibiza to Lisbon via Barcelona

Seat Type: Economy Class

Traveller Type: Business

Airline: Korean Air

Title: "experience is bad"

Review: Los Angeles to Bangkok via Seoul. Senior ground staff full of attitude. Traveling with pet did not get pre-boarding unlike other airlines have always given my special assistance. Cabin crew are ignorant. I asked for hot water and got refused by a crew member saying that no, we dont give hot water here. I asked for a special meal and only got a meal with no drink. The cart came after and the crew skipped serving a drink to me as I assumed they think that I have gotten everything. Overall experience is bad since on-ground to onboard the aircraft.

Route: Los Angeles to Bangkok via Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Loganair

Title: "avoid Loganair like the plague"

Review: A word of warning - avoid Loganair like the plague. More of a joke than an airline really. I lost a day of my trip when my outbound flight was cancelled. My inbound flight was delayed by 2.5 hours so I missed my onward flight last night. Next flight to Norwich is on Sunday so they wanted to put me in a hotel for two days. When I booked a flight for the next day on another airline and asked them to cancel my flight they then washed their hands of me and I had to sort my own hotel last night. This morning I arrived at the airport at 5.30am. Loganair have 5 flights on the departure board - 3 of those are already delayed by an hour or more. Their staff dont seem to give a stuff - I guess they deal with so many inconvenienced people that they are over it as well.

Route: Kirkwall to Aberdeen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "customer service is the worst"

Review: Manado to Singapore with SilkAir in October 2018. Singapore Airlines may be the best airline in the world but its customer service is surely the worst! I called the customer service on 2 different occasions. In both occasions, it was not long until a representative picked up the call, but soon after I shared my enquiries, I was asked to wait for unreasonably long. And while waiting, I was put on hold. In the first occasion, I was put on hold for 46 minutes. Today, I was put on hold for 22 minutes when the whole call was 27 minutes! I wonder what took them so long to find my reservation. Lesson: Never ever call the SIA Customer Service. You may have saved some time by going to their office instead. I have done it a few times. The SIA office is far more efficient than the customer service line.

Route: Manado to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "on hold for well over an hour"

Review: Booked to fly Calgary to Toronto on March 4th, flight 360. It was cancelled due to bad weather in Toronto. Email confirmation of the cancellation auto booked me to the flight the next morning. Noticing that there was a flight earlier in the day that had been rescheduled for mid afternoon I called them. I was on hold for well over an hour (their recorded message said it would be 15 minutes). Then when an agent answered I requested to be moved to the earlier flight and he took all my information and asked me to hold again. After 15 minutes again on hold they disconnected the call. They have both my email and phone number --do you think they bothered to call back. They have very recently started flying this route and from the looks of it they are not ready to fly with the Big Boys yet. I could have flown cheaper with Air Canada but thought I would try Porter - big mistake. My brother-in-law flew earlier in the week and also got cancelled. Not a good start to flying this new route!

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kenya Airways

Title: "Kenya Airways reservations staff are very incompetent"

Review: Kenya Airways reservations staff are very incompetent. I booked a flight to Nairobi with departing time 15.20pm only to be rescheduled to a 4 hours later flight at 19.30 and that without notification. I booked the earlier flight because I was connecting later that evening to a Lufthansa flight to Frankfurt. Due to this reschedule, I almost missed my flight to Frankfurt. It only needed friendly Lufthansa staff to open up the gate for me. Kenya Airways staff simply assume that all passengers flying from Kisumu have Nairobi as their final destination. They don't even think that some might have connection to other countries. I will never fly them again and never recommend them to anyone. They caused me a lot of stress without compensation.

Route: Kisumu to Nairobi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Belavia

Title: "worst flying experiences ever"

Review: Astana to Amsterdam via Minsk. Flying Belavia was probably one of my worst flying experiences ever. Unfortunately I had no other choice as all flights out of Astana to Europe were fully booked. The two aircraft I travelled with were very old B737-500s. Especially the first one was outdated and probably over 30 years old and retrofitted somewhere in the 90s or so by adding an entertainment system for music only, which was broken. But nobody uses this type of IFE any more as everyone has either a phone or MP3 for personal entertainment and music. The aircraft still had ash-trays installed in the arm rests. Seats on my first flight from Astana to Minsk were terrible resulting in neck pain. Seats on the flight from Minsk to Amsterdam were soft and had good head rests, but the seat back was so thick and pitch so small that knee and leg space was very limited. Check-in staff was friendly and boarding was quick. Some of the crew members were very friendly, others were grumpy old Belarussian men. Crew assumes everyone is Belarussian, which is not very thoughtful. Drinks are fine, but the food was absolute horror. They said it was beef but I was unable to identify what kind of stuff I got. In general I would say to avoid this airline, unless Minsk is your final destination as I don't think that there are many alternatives from Western Europe except for (as far as I know) Lufthansa via Frankfurt and Austrian via Vienna.

Route: TSE to AMS via MSQ

Seat Type: Economy Class

Traveller Type: Business

Airline: LIAT

Title: "disgusted with the service"

Review: I have never experienced such poor service, disdain and discourtesy from any industry. I travelled to St. Vincent in June 2016, My return flight which was booked for the 19th June 2016 was cancelled and I was only informed of that when

I went to check in on that date. The discourteous and disrespectful staff member walked to the Lobby and simply said that the flight was cancelled and LIAT was not responsible for our accommodation and transportation. I managed to get a return flight the next morning. LIAT you have messed up my daughter's wedding plans as I cannot be there. After an hour and a half delay, my flight on the 11th November 2016, was cancelled at approximately 10.45 pm. I think because LIAT have the monopoly on this route, they are taking advantage of your passengers. They have no problems accepting my money, at least deliver a good service. My experience with the Trinidad staff has been very courtesy, but some of the St. Vincent staff, their attitude leaves much to be desired. I hope that when the new airport opens in St. Vincent, that the competition LIAT get is more than enough to give a good wake up call. I am disgusted with the service of LIAT.

Route: POS to SVD

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "This is a good flight with ANA"

Review: Flew ANA Tokyo Narita - Jakarta on 31st December 2020 as part of a SE Asia Trip with family. We arrived from SFO on UA and ANA checked all transit passenger documents at their transfer counter before we are given a clearance to proceed to our respective gates. We had time to spare so we stayed at ANA Lounge prior to our departure. Boarding was very orderly and they called passengers by row starting from the back. Most of us have been seated 30 minutes before departure time but had to wait for transfer or late passengers so we were leaving around 15 minutes behind schedule. The plane was an 8 year old 788 (JA805A) but still very clean and in good condition. The seats cushion is fine and here is this net type footrest under the seat in front of you. The load is quite full (perhaps 70-80%) but the flight attendants were able to give out good service. Rice crackers snack, drinks and hand wipes were given after takeoff, and there were two other drink runs afterwards, one with supper and another one with the snack. In between the FAs went around every couple hours to offer bottled water. We got a very good supper (White fish or seafood in red sauce - I chose the seafood and it was good!) and after that a cheese tomato roll snack an hour or so before we arrived. A FA remembers when I asked for sake for dinner but she didn't have it in her cart, and she promptly return with the

sake afterwards. However the crew doesn't seem to be the cheerful type. They are courteous and helpful but they are not as friendly as most ANA FAs I met in the past. As usual in a long flight I took a walk to the back of the plane and stretch in front of the restroom near the back galley, and afterwards returning to my seat through the other aisle. When I was passing the galley a FA was asking if I need anything and that I shouldn't be in the back galley area. Well I told her I was on my way back to my seat but since I'm here I'll take a cup of sake and some crackers if she don't mind. It surprises me since in most other long haul flights they always set up a snack basket and beverages in the galleys for people to take themselves and we can always cross the galley when we're walking around. This doesn't seem to be the case - or is it because of this particular route or crew, I don't know. Entertainment works well, and we used our 3.5" jack wireless transmitter and bluetooth headphones to avoid the cable tangle. Movie selection is not too extensive but enough for this 7+ hours flight. We land in CGK at 11.26 pm or 29 minutes ahead of schedule, and deplaning was done quick and orderly. This is a good flight with ANA but I believe we may have a crew set who were not as enthusiastic or cheerful in providing service, or perhaps due to this flight being a night flight but not a redeye because they all looks kind of tired and reserved.

Route: Tokyo Narita to Jakarta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "First and last time Thai Smile"

Review: Delayed, missed my connection. My 13:00 flight took off at 14:45. Told staff at the counter who assisted in only priority tagging my bags. Landed in Bangkok at a bus gate right next to my connecting flight aircraft closing the door. Ended up having to purchase new ticket to another city just to get home. First and last time Thai Smile.

Route: Phuket to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "everything normal and fine"

Review: Dalian to Hong Kong via Fuzhou. The flights were both short, normal food, everything are normal and fine. The things I really appreciate are the transit service and cabin service for Skyteam ElitePlus members. From Dalian to Hong Kong there is no directly flight, but connecting with Xiamen airline with international flight, they offer free transit hotel if the flights are on a different day with 24 hours gap. The flight attendants come to say greetings to me, with a small water and newspaper.

Route: Dalian to Hong Kong via Fuzhou

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "disappointed with the treatment at the airport"

Review: Extremely disappointed with the treatment received at the airport, no one deserves to be treated like that. My son and I both had the COVID test, because we hit traffic we where literally 10 ridiculous minute late, we were refused to get in even though we had done all the info online and check in online. I asked to please let me do another test and she said no. I asked to please rebook me to a different flight, different day and NO CANT DO. I requested refund, they told. Me only 30% of what I had paid. Please do yourself a favor and stay away from this airline.

Route: New York to Sao Paulo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "There are some good aspects"

Review: Birmingham to Palma. There are some good aspects to this airline. Their check in is well staffed and staff usually pleasant. The aircraft are standard 737s but have large overhead lockers. We normally select extra legroom seats, but on this occasion finished up in the centre of the aircraft as we booked a little late. The seats are hard and non reclining and how anyone finds them OK I don't know - they are typical low cost airline.. Our flight was marred by a male stag party who were obnoxious throughout. They were not well dealt with by the cabin staff, who are admittedly in a difficult situation. They were happily not present on the return leg. One issue bemuses me - I am aware of the red colour used in the airlines' corporate logo, but I can see no convincing reason why that should be echoed in the internal lighting - its an airliner not a sex shop.

Route: Birmingham to Palma

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "Do not use this airline"

Review: Do not use this airline! Cancellation is frequent. Our flight was cancelled while we were at the airport, leaving us stranded for 2 days! My tickets were over \$1000. They were gonna reimburse me \$800.

Route: Myrtle Beach to Albany

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cobalt

Title: "is no limit to carry ons"

Review: Larnaca to Athens. New aircraft, helpful cabin staff, captain informative, arrived ahead of schedule. No seat reservation through internet check in, only at the counters. No meals, menu only in English, and so were safety instructions, meaningless to local passengers who do not speak English. What they call inflight magazine, a small

booklet dated September/October 2016 nothing of the kind we know, but a small family type booklet with practically nothing about Cyprus and only in English. There is no limit to carry ons so passengers carry heavy huge two or three carry ons and nobody checks the size of weight of these carry ons.

Route: Larnaca to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "missed the connecting flight"

Review: Los Angeles to Shanghai via Beijing. The flight arrived late into Beijing and I missed the connecting flight to Los Angeles. They made everyone wait in an area for forty minutes, then put everyone in a bus that got lost twice and took ninety minutes to get to a hotel. No food was provided, my bathroom had no shower door and had a clogged sink. I was the only Caucasian amongst all Chinese. Not a word of English was spoken. When flying from Los Angeles to Shanghai five days earlier the same thing occurred. My flight from Shanghai to Beijing was cancelled due to weather and I was forced to spend the night in Beijing. Rather than accept their accommodation I took the money they offered, forty six dollars and found a four star hotel that cost \$250. Air Canada had its passengers stay at the same, pricey but reasonable, hotel. The following day, after spending three hours on the tarmac, without any communication from the pilots, the flight finally departed for Shanghai. Returning from Shanghai I was wiser but no less lucky. My flight from Shanghai to Beijing showed that it would be delayed and I knew I would miss my connecting flight to Los Angeles. An hour prior to the flight leaving I informed the airline staff that I would miss my connecting flight and requested they instead arrange another one. I even showed them flight options on my phone. The answer was no answer. I had to take the flight or be left on my own in Shanghai, not knowing what would happen. I took the flight to Beijing and was then taken to the hotel. I kept asking myself, why cant Air China run some very simple regression analysis to determine the chances of customers making flights given variables like seasonal weather patterns and historic flight delays. The only answer I could come up with was they either do not think it is important or do not know how to do it. Why do airports in China suffer some of the longest delays in the world? As mentioned in the Economist, The first reason is that its airports

err on the side of extreme safety. This is consistent with state run ideology. Play it safe. No mistakes, and you wont get in trouble. According the South China Morning Post, Like the rest of the world, the biggest cause of delays according to CAAC is the weather, which accounted for 56 percent of flight delays No one thinks this excuse is legitimate.

Route: Los Angeles to Shanghai via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "helpful, attentive, calm and polite"

Review: Yesterday we flew from Stansted to Budapest. The plane was supposed to take off at 17.45. (FR1331 Stansted Airport) We were informed that there was an issue that they had to check. As a result they didnt allow the plane to go. The main reason I am writing this review that I was extremely pleased with the staff's work quality. The stewards and stewardesses remained helpful, attentive, calm and polite. We were taken to another plane. This process was quick as everyone was sitting the plane took off. All the staff that took part in this process deserves a huge praise for their professionalism.

Route: Stansted to Budapest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "business class seats were incredibly reasonable"

Review: We chose Zipair because the business class seats were incredibly reasonable. The check-in process was easy and quite professional. Boarding was easy. The flight was great with the seats that went flat and allowed us to sleep a bit on a 9 hour flight. The food we pre-ordered was pretty good for airline food. The only negative is that the cabin crew never came by to check on whether we needed anything. Not a big deal. We think that Zipair is a very decent airline and

hope we have the chance to fly again soon. My wife loved the business class seats. We got to LAX feeling better after a long flight than we ever have. Thank you!

Route: Tokyo to Los Angeles

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "Terrible check in service"

Review: I was departing from the Kansai Osaka terminal 2. Terrible check in service. The person was in a terrible mood and it showed. I checked in online and the website told me my check in was incomplete and I needed to check in at the counter. My turn in line came and the person took my passport. He asked for my seat number. I didnt have it since my online check in was incomplete. We had a little dispute where he mentioned I needed to provide him a seat number and I told him I dont have it and needed to complete my check in at the counter. I went to the colleague beside him since I just needed my tickets. He told his colleague to stop, asked me to stop wasting other peoples time, and told me to come back over. He eventually printed my tickets. Not to mention my checked in luggage was slightly off symmetrical from the luggage belt. He told me to adjust it.

Route: Kansai to Phuket

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "never fly with Scoot again"

Review: 1 hour 20 mins stood up in line to to check in, not enough check in staff. When you go the gate there is plenty of staff standing around doing nothing. Approximately 6 to 8 staff hanging around for no reason. Flight had too many Unnecessary radio announcements from Cabin crew and pilot even repeating the same things. Scoot do not give a

small bottle of water on a 2.5hr flight, and it is difficult and slow to try and purchase a drink there is only a 20 minute window of opportunity to purchase then you will be told it is closed. All drinks apart from full sugar coke and water were out of stock. If you want to use power socket to charge phone at your seat you must log onto their system and pay \$6 by credit card. I'll never fly with Scoot again.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "if you have medical needs, Icelandair doesn't care"

Review: I need extra legroom due to a damaged knee. To my delight I was allocated to a normal seat next to a window. Staff were completely useless and did nothing to help the cause. Absolutely zero initiative to get the seat changed, didn't even provide instructions on how to reclaim the negligible extra price paid. Only option I was offered was to deboard the flight. 0/10. Be careful if you have medical needs, Icelandair doesn't care.

Route: Berlin to Toronto via Reykjavik

Seat Type: Economy Class

Traveller Type: Business

Airline: Viva Air

Title: "Worst airline ever"

Review: Cartagena to Bogota. Worst airline ever, very bad customer service and they will charge extra money for absolutely everything. Printing the boarding pass (they do not provide copies on pdf or email), seats (there were no free seats anywhere in the cabin whole plane and all of them are cheap seats) even small luggage that fits on the overhead compartment and that is accepted on all airlines, they have smaller measures and will end up charging extra for luggage. This is not a cheap airline, they just deceive customers to rip them off at the airport.

Route: Cartagena to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SriLankan Airlines

Title: "they will play you like a piece of baggage"

Review: Terrible experience flying with Sri Lankan. They delayed my flight by 8 hours at Male, and then again by 7 hours in Colombo. All this time seats were available with other airlines but they refused to transfer us. My wife and I slept on the cold airport floor since none of the airport lounges had any vacancies and we were afraid to enter SriLanka (riots are going on). SriLankan Airlines staff were explicitly rude and hostile. They lacked basic communication skills and wouldn't even maintain eye contact. They were extremely unprofessional, not only with their work but their attitude as well. Several passengers, especially the elderly and families with young children struggled a lot, and they were given a meal coupon (as a pacifier). Cabin crew however were polite and warm during the flight, which is their only saving grace. The airline is very cheap, yes. But they will play you like a piece of baggage. Don't travel with them.

Route: Male to Chennai via Colombo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "a horrible experience"

Review: Chennai to Amsterdam via Mumbai. I took Jet airways twice. When I went to India, they did everything possible for me to miss my flight. I was there, standing to check-in for my next flight (after almost 2 hours in immigration) but when arriving to the counter, the staff told me it was closed already. We had to make a scandal in order for them to provide another flight. It took 12 more hours to get to my destination. No food or a resting place was offered. No help either. On the way back, from Chennai to Mumbai, I was told that I'm not entitled for any meal at all since I didn't book it

online, although I did. Again, no replacement was suggested, besides purchasing my own meal. What a horrible experience. Never again!

Route: Chennai to Amsterdam via Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "I don't recommend it at all"

Review: This is my first time travelling with RJ and for sure my last, i called the flight attendee to help me with the chair because the head moved out totally and i couldnt fix it. He said I'm coming and ignored me all the flight. And my booking was with a snack/ brunch and no one served any one anything. Royal Jordanian is the worst airline anyone can book. I don't recommend it at all.

Route: Amman to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LOT Polish Airlines

Title: "Worst experience ever"

Review: Worst experience ever, the flight from Munich to Warsaw was average, nothing special, but the 'fun' started with the flight from Warsaw to Lviv. The flight was delayed by 1 hour and during that delay the gates were changed 3 times. We were behind schedule by about 1h30m when we finally took off, but it seemed that the captain decided to catch up a schedule and the flight took about 45m instead of 1h10m. The crew almost ran and pelted the passengers with snacks because they couldn't keep up.

Route: Munich to Lviv via Warsaw

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "poor customer experience"

Review: Flying from Amsterdam to Prague on Oct 18th. The boarding has been delayed and real disorganized. The plane was fully booked. I was astonished to see that the cabin crew allowed couple of passengers to board the plane with an open can of beer in their hands. The plane was dirty and service was lousy. Perhaps this is why people are bringing aboard their drinks. Everything looked real cheap (ex. the airticket) and amateurish. A very poor customer experience.

Route: Amsterdam to Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "really not that bad"

Review: Taipei to Sydney via Shanghai. We flew return SYD-TPE with transit in Kunming on the way to Taipei and Shanghai Pudong on the way back to Sydney in December 2019. It was our very first time travelling with China Eastern and did not have high expectations, to begin with since reading many of those bad reviews. Here is how it goes for us: Upon receiving my e-ticket, I cannot use the ticket verification function on their website because the purchase was made through the third party. However, I was able to select seats on their website - so that was good. Check-in in Sydney was easy and quick. Only then we were made to realize that transit in Kunming requires us to get our luggage and go through check-in desk again, the staff, however, said that 3 hours layover should be more than enough for all that process. Flight from Sydney to Kunming: spacious seats compared to the newer plane from PVG - SYD, however lack of padding so it's a bit hard to sleep on. Entertainment was not too bad, not extensive but since my flight was overnight, I slept most of the time. FAs were all smiley but felt a bit robotic. Meals (both dinner and breakfast) was ok for us - my

husband enjoyed his braised pork belly dinner. Didn't have the alcohol so can't comment on how good or if they had enough throughout the flight. Do not expect to see nice amenities kit here. Check-in in Kunming was a problem due to the language barrier. She kept insisting we don't have proof of residency but didn't relay the message to us. Wasted about 30 minutes on things that could have been cleared right away should the staff able to relay her concern to us than going around to her manager to finally realised she made a mistake. No apologies whatsoever. Lounge at Kunming was just sad and had so little to offer. Flight from Kunming to Taipei: good seat, really good FA service, she tried her best to communicate with us in broken English and we really appreciated her for this - redemption point after what happened in Kunming airport. Check-in in Taipei was easy and she informed us that no need to pick up the luggage in Shanghai, they will be transferred to our next flight to Sydney. Good lounge at Taoyuan Airport, was very quiet when we were there. Flight from TPE to PVG: same good seat as Kunming to Taipei, good light meal served, not so friendly FA, unfortunately. Flight from PVG to SYD: I had the best service on this leg. The seat was comfortable for sleeping with nice L'occitane amenities kit. I have to applaud the FA serving my row, he was thorough. sincere and speaks English well, personally explained the new procedure on landing at SYD even though there is an announcement later on. The FA on my husband's row, however, was not as attentive, she didn't even ask what breakfast he likes and suddenly a western set was served. Overall, I think it's really not that bad and I wouldn't mind flying with them again if there was a good deal. It probably not as nice service in Economy class as many bad reviews point at - but we didn't have those issues in Business class. All four flights left on time. Do notice that the FA will tell you to not use headphone anymore around 1 hour before landing.

Route: Taipei to Sydney via Shanghai

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "a pretty poor effort"

Review: Flew Hong Kong Airlines from Hong Kong to Bangkok. The exterior of the plane was very dirty. The interior was very red and upon embarkation and disembarkation there was cheesy Asian music playing out of the tannoy system.

The interior was rather old and there was no inflight entertainment on board this actual aircraft. The food was pretty poor with just a sausage roll being offered. Every time the captain put on the seat belt sign, the cabin crew would march down the aisle making sure that everyone was wearing their seatbelts. They refused to serve any joy drinks during this time. Compared to Cathay Pacific this was a pretty poor effort.

Route: HKG to BKK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Atlantic Airways

Title: Atlantic Airways customer review

Review: The short journey was very pleasant, the staff were very friendly and the food on-board was excellent. I would recommend them to anyone flying to the Faroe Islands.

Route: London to Vagar via Copenhagen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Azerbaijan Airlines

Title: "flight is consistently good"

Review: I have started to fly with Azerbaijan Airlines over the last 2 years from Heathrow direct to Baku. The flight is consistently good with its cabin service, food and flight entertainment and you can even upgrade to business as boarding. The plane (Dreamliner) is always in very clean condition including the toilets. The only minor drawback for me is the the flight times to Baku (night flight) and 20 hour online check in prior to flight, otherwise I can highly recommend.

Route: London Heathrow to Baku

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "overall a great flight"

Review: Flew Bali to Singapore. Jetstar Asia was an impressive and great airline to travel with. Boarding commenced on time which was great. The crew were also cheerful and friendly. When conducting onboard service, the crew were also careful and considerate. It was overall a great flight and I would definitely fly Jetstar Asia again.

Route: Denpasar Bali to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LOT Polish Airlines

Title: "not very positive anymore on LOT"

Review: The flight from Amsterdam to Chisinau went very good no remarks. The return flight which was scheduled for 6th January 2022 gave lots of problems, When arriving (21 December 2021) at Chisinau airport I received an email from LOT that my return flight was cancelled and that I had to contact LOT. So I did and was invited to change the date of my return flight. I changed to 7th January 2022 same flight (LOT514) but I was unable to check-in online. I got the answer that LOT had no booking of me and my wife. So the flight to WAW is scheduled to leave at 2.35 PM today and I am still not sure that we have a seat on this flight. I tried for hours to contact LOT but to no avail. I really don't know wat to do. So we are stuck in Moldova for the moment and we are not very positive anymore on LOT Polish Airlines.

Route: Amsterdam to Chisinau via Warsaw

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "I have yet to receive my refund"

Review: I booked a flight with Thai Airways in Nov 2021. Shortly after I booked the flight was cancelled by the airlines. I contacted them to request a refund, which was "approved" and I was told it would take 45-90 working days for a refund. It is now April 2022 and I have yet to receive my refund, despite following up multiple times with the airline. I don't understand why it would take over 5 months to refund my credit card.

Route: Phuket to Chiang Mai

Seat Type: Economy Class

Traveller Type: Business

Airline: Bangkok Airways

Title: "Fully recommended!"

Review: Chiang Mai to Bangkok. Perfect flight. Boarding and take off on time. Comfortable seats. Very kind flight attendant service. Food & beverages were very good. Smooth landing on time. Fully recommended!

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "massive delays and unknowns"

Review: NEVER AGAIN! Second time flying Swoop and second time with massive delays and unknowns. Were currently stuck in Puerto Vallarta, didnt have an update about any delays prior to getting through security and to the gate. Now been three hours and no communication whats going on. Were travelling with two kids under 6. We just want to get home. Well 100% never fly Swoop again. For the record, we didnt fly Swoop with intention to save money, it was just the provider that was included with the vacation package booked. We flew WestJet down.

Route: Puerto Vallarta to Edmonton

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAME

Title: "worst flight and customer service"

Review: San Cristobal to Quito via Guayaquil. The worst flight and customer service. Dont fly with Tame because the rates for the tickets are not what they say you could be charge more in the counter. We booked a promotional price to Galapagos from Quito, a complete scam. On the way there no one mentioned any extra fees, however when we were checking in to come back from San Cristobal, oh surprise there was an extra charge which was never discussed when we bought the tickets. The response we got from the person in the counter was well is only 150 dollars more you are American you have the money what type of reaponse is that. She just laughed at us and said that there was nothing she could do, she even said that when she goes to the US she pays more for a ticket, which is even more annoying since it has nothing to do with our issue. So at the end our options were or to pay or to miss our flight. When I asked for a customer service number she said is sunday no one works anyway. We were forced to pay the extra fee in cash since they dont accept credit cards either, at least we demanded to have a receipt otherwise who gets that money? Never again we will fly with this scamming airline.

Route: San Cristobal to Quito via Guayaquil

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Emirates

Title: "Never flying with them again"

Review: Flight crew prevented passengers from using the restroom 1 hr prior to landing. Very uncomfortable situation when there was no warning whatsoever. The seats are old and the monitors wobble when in flight. The food was bad and the other passengers didn't finish their meals. Never flying with them again

Route: Dubai to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rwandair

Title: "rudest flight attendant"

Review: Travelled with Rwandair return from Kigali to Dubai. The outward flight was okay, food was good and the staff was warm but on coming back from Dubai to Kigali, I got the rudest flight attendant. the seats on the plane are very squeezed so I requested for a change of seat since I was carrying an infant, the lady just shrugged like I was disturbing her. I had to squeeze between two people on seat 5B with an infant, while more comfortable seats were vacant. Carry a book or magazine as there is no IFE. The airport staff are however very helpful.

Route: KGL to DXB

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "We were shocked and so stressed"

Review: We were returning from our trip to Western Canada via Calgary Airport on July 29, 2022. Out of approximately 200 people flying, the agent at the Boarding kiosk, we lined for my husband and me sitting and waiting for boarding call. Prior to that they kept announcing that the flight was full and there was no room for carry on luggage. Not too many people got up to give up their carry on because of what has been happening at the airports with lost luggage and chaos. Having flown to Europe with Air Transat June 23-July 6, 2022 for a Mediterranean cruise, they lost my husbands luggage and we never got it back while in Europe. So when the agent came and asked us to give up our carry on, which they allow to have, I spoke up loud and clear that sorry Madam but Im not going to do that because your airline lost my luggage on June 23 and have not found it plus I have my meds in and what am I to do if I dont get this luggage in

Toronto My husband tried to explain as well, but she walked away. Shortly after this she brought her boss to us who without listening to my story, told me to shut up and asked my husband for our Boarding Passes. He confiscated them and told us that where we would be sitting Row 16 there was no room for any carry on luggage, period. He also told us that I was confrontational and aggressive towards the agent and it will not be tolerated. My husband decided to check our only 1 carry on. When he approached the kiosk, a new agent who was told to keep our Boarding Passes, started on my husband. Asked where I was to get me now. I approached with my small backpack and my husband had a backpack as well as personal items. The agent threatened that if I speak, because I asked if I could tell him my story, he will call security and remove us from our flight. He also demanded for us to check our personal items, that is our backpacks, no ifs or buts. We had no choice but to give up our personal items. I flew and was cold through my 3hrs 50 mins flight. We were shocked and so stressed. Never had I been treated like this in all the time I have been flying. Other people had duffle bags, that barely fitted under the seat, lots of room overhead because we saw when people were removing their belongings. We just prayed we would receive our bags, and yes we did. We also stayed and tried searching for our luggage from previous trip to no avail. Finally on Aug 3, 2022 we got our luggage delivered to our home after non-stop calls to Air Transat, we had the luggage dept on speed dial and once a week we could actually speak to an agent. Finally after 6 weeks we got our luggage from our first trip with Air Transat.

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "Crew was friendly"

Review: I did win upgrade challenge and I travelled Business Class though the airport does not offer Business Lounge. In the internet you will find information that Rhodes Diagoras Airport has two lounges but that is not right any more. With the new managment Lounges were closed. There was priority boarding, even though we were boarded on a bus. Crew was friendly and plane was in a good condition. We were boarded but we had a 20 minutes delay on departure due to Athens Traffic Controlers. In flight service was good and the copilot explained the route with details. We landed and

parked in Athens on remote location but was a priority bus service for the Business passengers.

Route: Rhodes to Athens

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "no refund has been paid after 5 months"

Review: On 10 August 2022 we purchased refundable return airline tickets with Aerolineas Argentinas from Cordoba to Ushuaia the port of embarkation for a December Antarctic cruise, returning Ushuaia to El Calafate. Two weeks later the expedition company cancelled our cruise citing ship delays. We immediately cancelled our AA flight reservations. The airline confirmed a refund was due under the fare conditions and would be paid within 120 days in December 2022. After hours of follow-up effort and numerous late night communications via Messenger and Translation apps with service agents in South America and their service centre in Florida USA, no refund has been paid after 5 months. How can this airline sell, and charge extra for flexible/refundable tickets if they have no intention of honoring their fare conditions?

Route: Ushuaia to El Calafate

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "lousy food in bad condition"

Review: It was an international flight and I received lousy food in bad condition. It's unbelievable that they don't offer a minimum service when the tickets are so expensive. Never again!

Route: Miami to Buenos Aires

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nordavia

Title: "never fly this airline again"

Review: Murmansk to Saint Petersburg. Scam of an airline, our online tickets showed that we have luggage allowance. When we arrive, their system says we don't. Spoken to our travel company who have again confirmed the luggage allowance and luckily refunded us the 5900 rubles fee. I would never fly with this airline again.

Route: Murmansk to Saint Petersburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "Would not recommend them"

Review: No one can spoil your day better than FlySafair. Landed in Johannesburg with missing baggage and I was told that they are a low budget airline and they don't compensate. Now I have to buy new clothes and toiletries for a morning meeting while waiting for them to deliver my bag. In addition, the staff on duty that I reported the incident to was very rude. Would not recommend them to anyone.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Malta

Title: "using Air Malta is asking for trouble"

Review: On our flight from Paris, they successfully lost our main suitcase. When we tried to talk to their office beside check-in desk 1a, their representative was incredibly rude and abusive, including turning her back and walking away.

Not what we were expecting. On the last day of our stay in Malta, they told us that they had located and received our luggage and would send it on to us. Five hours later, however, they admitted that they had lost it again. When they rediscovered it, we instructed them to keep it within sight whilst we travelled to the airport to collect it (an hour each way) as they were unconvincing about whether they would deliver it to the right hotel and were even uncertain about whether it would be before or after we left. In the end, we had the use of said suitcase for four hours either side of midnight, out of a four day stay. The airline also successfully destroyed our other suitcase by virtually breaking off one of the wheels. We received no apologies, no sympathy and not even regret from their people. Obviously, Malta itself is an attractive destination. But if you want to enjoy it, I strongly recommend that you fly via another airline, and watch out for any codeshares; using Air Malta is asking for trouble.

Route: Paris to Malta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: French Bee

Title: "not by flying with French Bee again"

Review: The flight to Paris was mostly ok, except it was delayed for about 45 minutes while police came to remove an unruly drunk passenger. However, the return flight was by far the worst experience we've ever had with an airline. We had purchased extra leg room on the bulk head, and upon getting to the seats there was a large service dog that took up the space in front of my wife's seat (and even part of the space in front of my seat). Not just the extended leg room portion which we purchased, but alk her leg room (see picture). French bee should have a policy that if a service animal is over a certain size, the passenger must purchase two seats. I essentially paid for this guy's extra space for his service dog! (Again, my wife had to move to a seat without extra leg room). When we pointed out the problem to the flight crew, although at least 3 different members came over to look at the situation and all did the "hmmm, I see the problem" thing, none of them did anything about it. My wife eventually just moved to an open seat on her own. When we asked for a refund on the difference in price between the extra leg room and economy seat (an extremely reasonable request), we received the following response: "First and foremost, we regret the inconveniences you had to face as regard your flight

BF720 on 04/30/2023. Service animals are trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Therefore, passenger seated next to you was allowed to have his dog outside a cage. In this instance, we must respectfully deny your request." Needless to say, we will not be flying with French Bee again. Buyer beware.

Route: Newark to Paris

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Jet2.com

Title: Jet2.com customer review

Review: Antalya to Edinburgh. Flew on this route 10/03/20. Check in at AYT quick and efficient. This is where Jet2 excel themselves. The onboard crew operating this flight were outstanding. Polite friendly and very efficient. All worked very hard and were not intrusive with all the onboard sales. Credit to the airline.

Route: Antalya to Edinburgh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "they barely gave us any information"

Review: First off plane had no A/C so it was hot. They had to wait 2 hours to board while they tried and failed to fix it. We finally board and after sitting on the tarmac for 45 minutes and they decide to turn the plane around because some lady is hot and wants to get off. Sat back at the gate for another hour until finally taking off 4 hours past our initial take off time all because their planes dont have air conditioning and theyre unorganized. This whole process the entire plane was left in the dark about what was happening they barely gave us any information.

Route: Jacksonville to New Orleans

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: " Their customer service is awful"

Review: We are 30 minutes late for departure, but the gate staff refuses to admit we are delayed and will not provide any information. When I asked directly (3 times) the agents 2) both lied and said we were not delayed. I realized this is trivial, but honesty is such a simple thing to ask for, yet LATAM cant even seem to get that right. They should be ashamed of themselves. My recommendation to travelers is to avoid LATAM if at all possible. Their customer service is awful.

Route: Santiago to Lima

Seat Type: Business Class

Traveller Type: Business

Airline: Alitalia

Title: "I was pleasantly surprised"

Review: We flew from Cagliari to Milan Linate on an A320. Check in lines were long but fortunately we arrived early. Fortunately we were not charged for excess baggage. Hand luggage allowance is I believe only about 8 kilos. We left on time and the crew were very friendly. We also were served a drink and a very nice packet of crisps. In general I was pleasantly surprised by the professional, friendly crew.

Route: Cagliari to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "gave me the last row seat in the middle"

Review: I paid seat selection but they did not allow me to select my seat. They gave me the last row seat in the middle, for me that is the worst seat ever and I did not have a say. Also the food is not good and the entertainment on board is very limited.

Route: Toronto to Lima via Panama

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "paying for carry-ons is insane"

Review: Genuinely couldn't be more disappointed. This flight was almost the equivalent of Murphys Law in travel forms. What was supposed to be a 1 hour flight took twice as long because we were on the tarmac so long. Also, paying for carry-ons is insane.

Route: Denver to Salt Lake

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "Consistently delayed"

Review: Townsville to Cairns. Unreliable. Consistently delayed and then cancelled at the last minute with no warning. Worst airline in Australia by a long way. If you're booking with REX to save \$50 or get a flight a couple of hours earlier/later don't risk it, just book with the real airlines.

Route: Townsville to Cairns

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai AirAsia

Title: "didn't even offer me a drink"

Review: I bought a premium flex seat from Hong Kong to Bangkok. The crew handed out meals, but nothing for me. They didn't even offer me a drink. When I asked, I was told that I wasn't on the list. I showed the lady my "premium flex" ticket, still nothing. At the end of the flight they offered me a meal to go. When I complained to the company online, I received an email 10 minutes later stating that the matter was resolved. They did nothing.

Route: Hong Kong to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "Extremely rude staff"

Review: Brisbane to Melbourne. Extremely rude staff working very slow in order to delay customers boarding the flight. Then did not allow to board the flight saying I am 5 min late and tried to sell a new ticket for \$220. It is a revenue-generating scam. I managed to change my flight to the next day for \$80 without buying a new ticket. Next day when I arrived much earlier they weighed in the hand bag as well and because it was 1kg overweight charged me \$40. I have never had a worse experience with an airline ever. I travel 6 to 8 times a year and will never travel Tigerair again. This is truly the worst. This strategy they use will be their demise. Disgusting staff and disgusting airline.

Route: Brisbane to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "very satisfied with their service"

Review: Manchester to Tianjin on 10 July. The stewardesses were very nice and they danced for the passengers in order to liven up the atmosphere. We were all very happy and touched. The stewardesses also warmly took photos with the passengers and were very friendly. I was very satisfied with their service.

Route: Manchester to Tianjin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "definitely recommend this airline"

Review: Return from Taipei to Frankfurt (via Shanghai) was nearly as good as the outward flights from Frankfurt to Taipei. Onboard I was very pleasantly surprised by the attractive and tidy cabin, the toilets were spacious and clean, the smiling welcome. The cabin crew spoke relatively good English and were very attentive. For economy class the food was good and plentiful (the breakfast on the outward flight from Frankfurt was the best economy class Breakfast I have had on any long-haul flight!). Only major downside is they don't serve any wine at all in economy and one has to almost insist on getting a beer - they need to address this for an international airline flying many routes to Europe! The choice of movies isn't the widest either but that's not a major issue for me. I recommend seating in seat 70L and further backwards as the row reduces from 3 seats to 2 making it easier to get up without having to disturb anyone although on my own flights I was fortunate to have the seat next to me free - which also made it easy for me to work. Legroom is pretty good too and much better compared to Lufthansa's A350 which is tight. I definitely recommend this airline and would opt to use them again from Europe in future.

Route: Taipei to Frankfurt via Shanghai

Seat Type: Economy Class

Traveller Type: Business

Airline: Regional Express

Title: "kindness has humbled me greatly"

Review: Just want to say a big thank you to Julie in customer service! We had an unexpected death in the family & I had to change my teenage sons flights to get him home early. Julie was so kind & made sure the flight crew were aware that he may be a little emotional. She even went as far as to ring me an hour before his flight to reassure me that they were going to keep an eye out for him. Thank you. Your kindness has humbled me greatly.

Route: Melbourne to Mildura

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Saudi Arabian Airlines

Title: "I had a horrible experience"

Review: I will never recommend this airline. I had a horrible experience in October 2022. We missed our flight due to the fact of not providing the wheelchair for my mum and they wanted us to buy another ticket. They don't want to admit their mistake.

Route: Jeddah to Alexandria

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Scoot

Title: "Extremely slow counter service"

Review: Extremely slow counter service, flight was supposed to take off at 2pm, but people still stuck at the check-in counter. For some reason people could bring in multiple carry-on luggages and were allowed to use other seats' overhead compartments, causing massive delays as flight crew had to re-stow luggage into cargo for other passengers

who rightfully had the compartments for their own use. Did the counter crew not check boarding passengers and allowed one person to bring in not only 2 suitcases but also multiple bags? We had a Karen who not only used one full compartment for her 4 bags of souvenirs, but still had the gall to demand crew to leave her suitcases with her when they were trying to stow them into cargo. Cabin crew is trying their best, but people are extremely inconsiderate so maybe have more stringent checks. It has been almost 25 minutes delay now due to counter checking incompetence and flight has still not hit the runway. Do not recommend.

Route: Singapore to Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "hand luggage to be checked in"

Review: Just flew in from Istanbul to Athens on the way to London. The first leg was fine, however this review is about flight A3608 on July 8th 2022 from Athens to London. It seems to have become a habit by airlines to force hand luggage to be checked in which is an annoyance for anyone who is familiar with the wait this results in at Heathrow. The crew are nice and friendly and apart from a minor delay, the flight was on time. I specifically asked for a window seat and was placed in position 28A. Its only when I got on that I realized this seat is on the emergency door and this aircraft type does not support a window on this position.

Route: Athens to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "Horrible experience with Jetstar"

Review: Horrible experience with Jetstar airways. I was in a previous flight from Saporro to Narita which arrive at 19:10.

Had to run to pick up my luggage which was slow to come out and transfer on their airport shuttle to a different terminal. I arrived 10mins late despite rushing from my last flight and the check in counter people would not let me through. The flight was meant to depart at 20:50 and I had arrived at 20:00. I said I had 50mins left but that did not matter. This has affected my 2 flights from Narita to Gold Coast and Gold Coast to Sydney. The late fee was stated to be about \$1200 plus. How ridiculous is that! And unreasonable. I refuse to take this airline again. I booked with another airline at \$528 (which is half the processing fee of Jetstar!)

Route: Tokyo Narita to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "I give them a poor rating"

Review: We were scheduled to fly from Newark to Reykjavik and then from there to Dublin on WOW Air. As many know this company is low budget and a cheap way to get to Iceland and some major cities in Europe. We paid for upgrades seats so we werent cramped and also got the fare that included a carry on and a checked bag. While we were in the front of the plane if you dont buy priority boarding passes its basically a free for all to board. At that point we sat on the plane and waited for two hours until they tried to figure out what was wrong with a sensor on the plane. They deplaned us after two hours. We sat in the terminal for another hour. After that. We waited and it was becoming clearer that we would not make our connecting flight to Dublin. No one on the ground knew the results and what would happen when we got to Iceland and with limited flights out of that airport the choice was do we wait out WOW or get on another flight in Newark on another airline at our cost. So ultimately WOW canceled our flight. As I was on the phone waiting on the phone I got a flight on Aer Lingus direct to Dublin and since WOW canceled our first flight they gave me the option. To cancel the whole round trip flight for my whole family. Which I did. They also said that they would credit me the money for our hotel to stay in Newark for a flight the next day. So I have to submit that claim later today. While I am paying more for my flight to Dublin now Im not out the money to WOW as I have an e-mail confirmation of the flight cancellation and refund amount. So if they try to not refund me I can dispute the charges to my card. Some other notes

the customer service people on the 800 number knew the flight was canceled before the people at the checkin desk. They also sorted me on to another plane 2 days later which would have really screwed me up for the trip. The day delay was not a super big deal. Also with limited options to Iceland Id be careful booking tours in Iceland before you arrive. Folks were flying to Iceland and had these expensive tours booked and they were going to be out tons of money. While ultimately WOW made it right and Ill get my money back I would not recommend them at all. However, with limited choices to Iceland if you must fly them to get there wait or give yourself an extra 24 hours before booking those expensive tours that might not refund you the money if you dont get there. If you are just stopping over and connecting in Iceland to another destination with WOW Air pay more and get on one of the larger carriers. They have larger fleets to add flights and put you on other planes. The person at the WOW desk also was very clear that they have no relationships with other airlines. They wont be able to get you on another flight out of your airport unless its a WOW flight. Unlike say Aer Lingus who has a relationship with Air Canada, etc. For all this I give them a poor rating.

Route: Newark to Dublin via Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Virgin America

Title: "overall I was very impressed"

Review: I flew Virgin America 3 times within three weeks from CHI to SFO and back. The first trip was on Virgin America because it was the cheapest. The second was because I was extremely impressed with the quality of the airline. I flew American on one of those legs due to a last minute obligation on my part and Virgin America is a league above. The leg room is plentiful and seats are comfortable; I'm 6'4" and didn't feel cramped at all. JetBlue, Virgin America and Turkish are the only 3 airlines where I fit comfortably in economy class. There are also power outlets at each seat. Every seat has its own TV screen with plenty of free and paid media options. You can order food and drinks through the TV, a very slick system and much preferable to the old call button approach. Soft drinks are free, but all food must be paid for. However it's reasonable. I paid \$13 for a small bottle of champagne and a generous cheese, meat and veggie platter. The staff is very friendly and the cabin has trendy purple and blue mood lighting, modern music and an "interesting"

safety music video en lieu of the typical demonstration. It's a fun approach to the staid airline protocol we're used to.

Overall I was very impressed and would pay a bit more to fly Virgin America when possible.

Route: SFO to CHI

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "really ridiculous"

Review: Avelo has many advantages but their "personal" item is so small that neither my purse on one flight, nor my briefcase on another, qualified because they did not fit in the EXACT dimensions (and the flight attendant took out a tape measure in Ft. Myers both times!!). Both were over by 1". In Wilmington, DE, they were not picky, but in Ft. Myers, they were AND if you did not purchase overhead storage--no matter how much extra there was, they would not let you put it there. They have the SMALLEST dimensions of of a personal item in the entire industry and it is really ridiculous.

Route: Wilmington to Ft. Myers

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "flights were comfortable"

Review: This was my third time to fly EVA Air with a long flight and 2 transfers. Having the first leg (DAL-SFO) with Alaska Airlines is great. It was comfortable and check in was smooth. The staff were very friendly. The actual EVA Air flights from SFO-TPE and TPE-CEB were also good. The staff were efficient and the flights were comfortable. I chose a low calorie meal which was great since you get veggies and fruits and protein! There was no selection which was fine but the first meal protein was dry. Most of the time it was chicken or egg whites. My last meal with chicken was delicious though! But this was my very first time that my bags did not arrive. My bags were yet to be located (as of this writing).

The transfer from TPE-CEB was a little bit chaotic knowing that my previous flight (SFO-TPE) was delayed which the airport crew handled well btw. The next leg was also moved. I was not worried since in my previous experiences they always make sure that you get to your flight.

Route: San Francisco to Cebu via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "Would fly Air France again"

Review: Very Smooth flight. Seat space is very comfortable for economy, 81 cm much more than others offer. Good entertaining and nice crew. Free champagne and a nice dinner with several courses free wines and a pre landing snack. Only the snack was bad and only dry bread. Delay one hour but arrived on time. Would fly Air France again.

Route: New U=York to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "this airline is a good choice"

Review: Khon Kaen to Bangkok Don Muang. Thai AirAsia provides good quality for the money, though there are minor points of criticism. I bought their 'premium flex package', which gave me the option to choose my seat (1C), a meal - even though the flight took only 55 minutes - plus water, 20 kg luggage, and express luggage and boarding. The flight attendants were polite, but a bit too reserved to my taste. The seat was a bit too narrow, and the meal (lasagna) too bland. Boarding was fast, with a separate check in for those with a premium package, thus hardly any waiting time. My luggage came almost as first, so they were true to their promise. For short flights as mine, I think this airline is a good choice.

Route: KKC to DMK

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "They really need to update their interiors"

Review: The plane (737-800) was dirty and in bad condition on the inside, with bits of plastic insulation missing. There was a strong smell of toilet chemical and the seat tray and back of the seat in front was sticky. No PTV. The seats themselves were worn out and wonky. Casablanca airport was a hot disorganised mess, with confusing signs, long queues, nowhere to sit and buses that didn't seem to know where they were going. Food options there were overpriced and very poor quality. The domestic leg of my return flight was cancelled, adding an overnight stop in Casablanca. They ignored my emails and I had to call at 5am and hold for 30m to finally get through - the rest of the time they just hung up the phone and sent messages saying that they were busy. They agreed to change my ticket to a same-day connection on Turkish Airlines, which was 100 times better. The only thing I liked about RAM was the food, which was actually very tasty (delicious chicken or fish). They really need to update their interiors, employ more call centre staff and fix the horrible mess at Casablanca. Make it a place that is pleasant to transit, rather than a hassle. Also, it would be nice if they would stop cancelling flights.

Route: Agadir to Istanbul via Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Icelandair

Title: "felt totally ripped off"

Review: Booked R/T from Boston to Stockholm via Iceland, 6/2 flying Economy Flex. Offered bid to upgrade from economy to Saga/ Business prior to departure. We bid. 2 days before departure, was told our bid was accepted on the

flight from Iceland to Stockholm and we would fly Saga/Business class. On day of departure we were told that the flight from Iceland to Stockholm would be on a "replacement" plane because they apparently ran out of their regular planes. Research indicated that the plane we were put on was run by a company in Sofia, Bulgaria. The plane was an AirbusA321. It was first put into service in 1994, almost 30 years ago. Were also told the replacement would have no WiFi, no USB ports, and no entertainment system for the 3+ hour flight. When we boarded it it appeared to be older and not very up to date. After taking our seats in the front row we were offered one cellophane wrapped croissant each which turned out to be stale and soggy. On it were a slice of ham, a slice of cheese, and a wilted piece of lettuce. I've had better food in economy. Then we were offered orange juice, apple juice or water, period. No refills were offered. During the entire 3+ hour flight no one attended to us or provided any food, drinks, not even coffee. I was livid. Icelandair wasted no time, of course, charging our credit card for the \$560 we bid. When I eventually complained we were offered 10,000 Saga points (cash value \$48USD). I refused, demanding a full refund. The final refund they agreed to give us was \$74. Pathetic. We felt totally ripped off and we were.

Route: Boston to Stockholm via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "Application not working"

Review: Flight from Beijing to Istanbul. Application not working, not allowing you to proceed with online check in, not allow you to proceed with seat selection and upgrading purchase. During check in into airport. The person in desk said that he only can transfer us to emergency seats instead of upgrade. We accepted and received the tickets. During boarding we understand that the seats were not emergency seats. We asked to transferred there. Cabin crew asked for us to pay. We accept to pay with credit card but they did not accept any kind of credit card except of Chinese. Unbelievable

Route: Beijing to Athens via Istanbul

Seat Type: Economy Class

Traveller Type: Business

Airline: WOW air

Title: "cheapest airline I've ever seen"

Review: Frankfurt to Toronto via Keflavik. They are the cheapest airline I've ever seen. You are charged for everything, baggage, carry on luggage, all food and you even have to pay for water on the flight, nothing is offered for free. On my first leg of the flight it felt like I was riding on a bus. There was one bathroom at the back of the plane for 30 rows X 6 seats per row. There actually was another "hidden" washroom but you would never know it was there if I didn't see one of the crew using it. Also when I checked in I had a minor spelling mistake in my name, an L instead of an I, and they wouldn't let me on the plane unless I paid 72 Euros, for the check in woman to change one letter. This was outrageous but I had no choice but to pay it. Be very very careful when you book a flight with this company as all the extra charges can end up being more than with a decent airline. Buyer beware and let's hope the consumer speaks and stops flying with this outfit. WOW is all I can say. They won't be around much longer.

Route: Frankfurt to Toronto via Keflavik

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Very poor service"

Review: At check-in, we were told that our checked baggage was too heavy (limit 8kg/17lbs even though the website said 23kg/50lb limit), and we needed to reduce the weight. We were put to the side so we could move our dirty laundry from the suitcases and put into tote bags (purchased from the nearby shop) that we could carry on. This was both embarrassing and frustrating. The plane was an hour late for our connecting flight. They didn't tell us, but fortunately (after running through the airport), our connection was also late, so we did make the plane. They stopped food service short, so the last 5 rows didn't get any food. This was not due to weather, but just bad timing of the stewards. We still

had 30 minutes to land, so they could have quickly handed out the sandwiches, but they decided not to provide service to the last few rows. I don't know if it was due to poor planning of the start of food service, or of taking too much time in the middle rows. Instead of treating us like the rest of the passengers, we felt like 3rd class citizens. Very poor service.

Route: Heraklion to Istanbul via Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "incompetence and lack of professionalism"

Review: My horrible experience started upon arriving at the check in on Saturday morning at the Nassau, BH airport. We arrived at the check in counter and the representative said there was a terminal change last minute. We then walked all the way to the other terminal with our luggage only to be told that they had no idea what was going on and they weren't sure where we were supposed to go. We then waited 40 minutes to finally get an answer and had to sit there until they were finally able to figure out how to print our boarding passes. We finally get on the airplane and proceed to sit on the tarmac for almost an hour! The pilot came on the speaker and said they were waiting for paperwork. We didn't take off until 2:46pm even though we were scheduled to depart an hour earlier! This was totally preventable and not caused by weather or anything out of their control. As I mentioned, we specifically chose this flight because it was a non-stop direct flight from NAS to FLL. We had an important event to get to in FLL and planned on getting there by 3:05 pm as advertised. We were then told that we had to make a stop at ELH airport to pick up other passengers at a different island! This was also the complete opposite direction of our final destination. We did not pay for a flight with a layover, we paid for a direct flight and the attached boarding pass even shows that. After a very hard landing, we were told we had to then exit the aircraft at ELH airport so they could re-fuel. Once we got off the plane, we were told we had to go inside and get re-checked in since we got off. The man at the ticket counter had no idea what was going on and didn't have an answer for us. After waiting another full hour in the airport which had no running water for us to use the bathroom, we were finally able to get new boarding passes. We didn't depart ELH airport until 5:16pm! We finally landed at FLL airport at 6:28pm and then had to wait in a 2 hour customs line since we arrived at a much busier time of day.

The original flight was scheduled to last 1 hour and 10 minutes. It turned into a 4 and a half hour journey simply because of Silver Airway's incompetence and lack of professionalism. We missed the event we flew in for, which ruined our travel plans. I will NEVER step foot in one of their airplanes ever again! This was 100% preventable and not caused by any outside forces. If you choose to cancel another flight, it's your problem to fix it. Diverting a plane that is a non stop to go pick them up was not the answer, especially last minute with no notice! Avoid at all costs! They didn't even respond to my complaint email right after our trip.

Route: Nassau to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "cabin and toilets were clean"

Review: Priority lanes were respected but there was an hour delay to the flight. I was sitting in the emergency exit in seat 29F which was very comfortable but the cabin staff that was sitting opposite me was not very good - she charged me 7.50 Euros for a Starbucks capuccino and chocolate croissant when in fact this should cost 5.50 Euros as it qualifies as a special offer. Rest of the crew was very nice and the cabin and toilets were clean.

Route: Madrid to Budapest

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "never travel with GoAir"

Review: Mumbai to Muscat. Got two days delay in receiving luggage, no customer care, just list of phone numbers. No response on mails, took two power banks to add it to the luggage, not added and lost. Very very bad experience, never travel with GoAir.

Route: Mumbai to Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "refuses to refund the fee"

Review: Bought 2 tickets on Pegasus airlines to Istanbul with the special offer: Free changes! This meant that I could change my travels dates without paying the change fee, which was a great deal due to the current global pandemic. However, when I wanted to change my flight the mobile app and web app were both down. I called customer service and was told the system was being restarted and I could only make changes over the phone or wait. Since my flight was that day, and I needed to change it ASAP since Turkey had just announced they would be introducing restrictions and new measures that day. Obviously, I wasn't about to travel and needed to change my ticket. So I asked the customer service representative whether I could change my ticket free of charge over the phone since I had no other option (of no fault of my own). She said she would have to charge me the change fee and I could then ask for a refund which I would get since it wasn't my fault. After sending in 2 complaints and multiple emails, Pegasus airlines still refuses to refund the fee. Not to mention all the money I spent on the customer service call even though THEIR SYSTEM WAS DOWN.

Route: Sarajevo to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "A little bit delay"

Review: Makassar to Surabaya. Searching for the cheapest on this route, but finally get this airlines, but finally realize this is not cheap enough. A little bit delay, because high traffic before take off.

Route: Makassar to Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Inter Caribbean Airways

Title: "dishonest and careless"

Review: These guys are dishonest and careless. In short, I was going to be the only person on the flight, they decided it wasn't financially profitable for them, so they didn't show up to the check-in desk. When they did, they told me I couldn't get on the flight because it was too late. Even though I had been waiting hours in advance. Instead of doing the right thing, which would be canceling the flight ahead of time and giving me my money back, they were rude and tried to play it off as if I did something wrong. They refused any explanation and walked away. I was stuck in Antigua for two more days because of this. I still haven't been able to get a hold of their customer service to get my money back. This is just wrong. The other airport staff felt bad for me and clue me in on the fact that they do this all the time. Terrible.

Route: Antigua to Tortola

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "gate information they gave to me was false"

Review: Please avoid this airline to book any flights, they give you false information about the gate just because you will miss your flight to reschedule next with double charges of your ticket. 4 hours waiting for my flight and last minute I found that gate information they gave to me was false. I go ask help desk to solve this issue but they just want to book another flight or pay 5 times more extra on your ticket to get evening flight. I spoke with one of the customer service manager but he said just a minute hold the call and after he disconnected my call.

Route: Edinburgh to Stansted

Seat Type: Economy Class

Traveller Type: Business

Airline: Virgin America

Title: "service was really great"

Review: What a contrast to American Airlines. I flew Virgin America on an early morning flight from Las Vegas to San Francisco. The aircraft was clean and well presented, the crew were happy to be there and the service was really great. I was dreading this flight as it was in economy, but the crew were so good and the whole experience so very much better than the American Airlines flights I took (in First Class). Clearly not all American carriers are the same. Well done Virgin America.

Route: LAS to SFO

Seat Type: Economy Class

Traveller Type: Business

Airline: Cebu Pacific

Title: "shameful and disgraceful airline"

Review: Withholding my money over 4 months on a refund that THEY offered I was offered and accepted a full refund on 16 March. Initially told it would be two months then when two months had passed, suddenly it would be 3-4 months for the refund to be processed. It is now 23 July and my money is still being withheld despite being past the 4 month mark. Useless apologies asking for my understanding when I'm over 200 out of pocket mean nothing to me. Other airlines have managed to issue refunds despite the crisis, I cannot think of any excuse for me to have still not received my money back. I would give 0 stars if I could. Not a trustworthy airline. Absolutely shameful and disgraceful airline

Route: Manila to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "so nice to welcome back AirAsia"

Review: It's so nice to welcome back AirAsia after almost a 2 years absence since the start of the pandemic. After having had a few bad experience with Malaysia airlines quite recently. I chose Air Asia for the value of money. On Christmas day, flight was on time. Check in at the airport was orderly, premium flex customers perks and priority were observed. Boarding by the zone was very orderly also. Plane is clean and crew were lovely and welcoming. It really pays to get the exit row for the extra leg room and comfort. My pre-ordered meal of Bukhara chicken rice was delicious ad spicy, and it came with a small bottle of water. I was impressed at how efficient the crew worked, and they kept the 2 toilets clean at regular intervals as well. Landing was so smooth too. Luggage delivered in a timely manner and in good condition. For someone who is used to flying premium airlines in business class, I must say this was a very inoressive experience. I think in future for medium to short haul flights, I really don't mind to fly with them and save some money as well. Maybe party is also because, nowadays, many premium airlines cut costs so much that, more and more, they resemble budget airlines, except for the price tag.

Route: Hong Kong to Kuala lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "Flight was professionally operated"

Review: Flight was professionally operated, it was an economy class European flight, nothing special, but plane was new, well presented and staff friendly. Pay only refreshments which is more and more frequent but still disappointing. All in all decent flight, recommend Air Europa for short hops.

Route: Malaga to Paris CDG

Seat Type: Economy Class

Traveller Type: Business

Airline: Ethiopian Airlines

Title: "I am very impressed"

Review: From the start of my trip, till I arrived in the United Kingdom, I must say I am very impressed by Ethiopian Airlines. I had an over 12 hours layover and was checked into a very beautiful hotel (Skylight) with an airport shuttle and dinner and breakfast were provided. Their staff and air hostesses were very cordial. The flight was on time and the pilots were communicating with us during the flight duration. I must say the airline has improved a whole lot from the last time I flew with them in 2016! 5 Stars for Ethiopian Airlines!

Route: Abuja to London via Addis Ababa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "a classic legacy carrier"

Review: A good return trip to PUJ in the Caribbean with AF from CDG. They have a very solid product. Good quality food -two services - and even champagne in economy which is a great classy touch. Cabin crew were immaculately presented on both legs and friendly and highly professional. Additional drinks on demand. IFE is not to my taste but I am not a big user of IFE. If there was any fault it would be the numerous announcements in English, French and Spanish which was a bit much. Also lights a bit bright at other times. Baggage handling and check in fine on both legs. A good solid product from a classic legacy carrier.

Route: Punta Cana to Paris CDG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "2 hours to check in"

Review: Rhodes to Dublin. On way back we stood in line for 2 hours to check in. Then again for hour for security check. Then probably another hour for passport control before boarding. We were three hours early but flight ended up an hour late. Elderly and disabled stood for 3 hours.

Route: Rhodes to Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "won't fly them ever again"

Review: Flight from Perth to Gold Coast and return 3 days later. Before outbound, selected lowest bid for upgrade to business. Luckily didn't get it on the outbound as realised while boarding, business class looked terrible and definitely not worth paying anything extra money for. Not even sure if they serve food, likely also need to purchase? Anyways, trying to withdraw my bid for the return flight seemed impossible. Links to cancel resulted in error on multiple attempts. Tried logging in again and select lower bid. No contact numbers etc. On the morning of the return flight, I received a congratulations email on the offer accepted for upgrade. At the airport, I explained that I didn't want this. It was very close to impossible, but perseverance and 2 phone numbers later, I got downgraded (nobody can put you through to this department - it's 'separate from Virgin'). However, still had to complete an online refund request form. Did all that, flew normal economy and received an automatic email reply stating receipt of email and a ref no. 2 Weeks later, no refund. Phoned the number in that email. They couldn't understand that ref no. Gave my original flight details, but they couldn't give me the email or phone number of this 'bid-upgrade' department as 'it's separate from Virgin' (again). It's now 2 months later, heaps of emails back and forth and every single email comes back stating their terms and conditions state it's non-refundable. I've used all my points on Velocity accumulated through credit card purchases to clear all my ties with Virgin and out of principle, won't fly them ever again, if I can help it. Even if they are cheaper.

Route: Sydney to Perth

Seat Type: Business Class

Traveller Type: Business

Airline: British Airways

Title: "Service was good"

Review: Busy day at LHR and flight full. Lounge crowded but B gates lounge quieter. Flight left on time, very professional crew, greeted by name and executive club status acknowledged and thanked for return custom. A nice touch. Service was good. Food average. Entertainment good. Early arrival, quick processing at JFK. All good.

Route: London to New York

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Nordavia

Title: " airline is very good"

Review: Saint Petersburg to Samara. The airline is very good. The cabin is clean and comfortable and with this always promised food and friendly staff. As for the baggage allowance, things are even better, the baggage allowance is 30 kilograms.

Route: Saint Petersburg to Samara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LATAM Airlines

Title: "turned into seven hours of hell"

Review: That was supposed to be a short 30 minutes flight trip which turned into seven hours of hell. First of all, to

check in our bag at Medellin airport we had to queue for 1.5 hours, as there is a lot of Latam staff at the airport but they are normally too busy to chat with each other. Secondly, after security check completed, just before boarding time, we found out that our flight had been cancelled. All the passengers approached the lady who was registering passengers at another gate for another flight. She helped a few who had connections and asked others to return back to check in area to reschedule the flight. The majority of passengers who did not have the luggage could just reschedule their flights online without leaving the gate area and queuing up again. Yes, this is where another minus one star from the rating is coming. Three ladies who for some reason were standing together at one counter to regulate the queue found a brilliant solution asking all the passengers of the cancelled flight queue to the check in counters again. At some point, I connected to the airport WiFi and helped some passengers to reschedule their flights online without queuing up, so they could go to do their security check again and return to the gates area. The fourth lady (as three others were again busy chatting and laughing in the middle of this chaos) who was walking in the queue was very surprised it was possible to reschedule the flight online. Passengers with the luggage were expected to pick up their bags and re-check in them again. Our problem was they could not find our bag. After a few attempts the check-in representative suggested that it might went to Bogota (how? on cancelled flight?) as they cannot allocate it in Medellin, and he suggested that the bag will fly on the same plane with us, as I re-scheduled the flight online. Another minus one star for professionalism. Full of doubts we boarded the re-scheduled flight. Of course, our bag was not in Bogota upon arrival. Six people working at Latam Luggage Tracking kiosk could not allocate it and after exchanging a few calls with Medellin staff suggested to fill the form and promising our luggage will be delivered to London. This is when my trust in Latam ground staff fell below zero. Again, with mixed feelings of hopeless and doubts we filled the form, staff returned us a copy asking to check the status online. We decided to check the online service immediately and found out there was not a tracking or reference number on the form! The answer was appalling: "Oh, we have not register your form online yet!". Really? And how we were supposed to check the status online without tracking number? Another star off. Meanwhile next two Latam flights from Medellin arrived and whilst we were patiently asking the Latam staff to do their job, I turned around and found our bag among others from the next flight. Guess what? Another passenger's luggage tag were attached to our bag! Latam, is it safe? Is it professional? Of course, nobody from Luggage Tracking kiosk could answer how come the other passenger's name tag was on our bag. They just pretended they did not hear that question. The passenger's problem is up to the passenger to solve it. And lack of investment in staff is shocking.

Route: Medellin to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Tahiti Nui

Title: "a sweaty 8 hours"

Review: We flew from Los Angeles to Papeete and back with Air Tahiti Nui. Both planes were very hot and the food was not good. You do not have your own air control like on most flights. It was a sweaty 8 hours.

Route: Papeete to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "cancelled the flight to Surat Thani again"

Review: We have booked flight to Chumphon for a big group of over 20 person since early last year but was cancelled due to Covid19 epidemic. Therefore we have to postpone flight to October 2021 but was cancelled by Air Asia only 2 weeks before flight. Then we move the flight to February 2022 but was informed again the the flight was cancelled without certain date. Desperately, we change the destination to fly to Surat Thani on February 10, 2022 and plan to drive back to Chumphon. Incredibly, Air Asia cancelled the flight to Surat Thani again without good reason.

Route: Bangkok to Chumphon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomas Cook Airlines

Title: "they canceled a flight"

Review: Tenerife to Gatwick in February 2018, they canceled a flight, lying the all day not admitting that and keep saying the flight was just delayed. Online was clearly written cancelled, they were very saying was not true. They lied until 22.30, when the flight was cancelled! We asked if they can give us food voucher and drinks, they didn't. We asked if you could leave the airport and go to sleep paying ourselves our accommodation, they said that they were arranging accommodations for us. Of course at 1 in the morning, they said that unfortunately they couldn't find any accommodation. The day after, the flight was scheduled for 9 am, no one from Thomas Cook showed up until 12. We left again with 3 hours delay, but this time after 24 hours at the airport they gave us 10 euros vouchers for food! When we arrived in London they gave us a paper saying they apologies and they will give us a refund of £200 each, plus expenses. And we are July now, and it's since February that I am trying to speak with them, sent I don't even remember how many emails, called the customer service, wrote on Twitter - they never got back to me.

Route: Tenerife to Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "refusing to offer me a refund"

Review: I asked for a refund for unnecessary costs incurred on July 9, 2021. The original flight was scheduled for July 8, 2021 and I had obtained a COVID test on July 6th which was negative. The flight from West Palm Beach to Washington was delayed about one hour and a half due to bad weather and therefore the connection to Toronto was missed by a few minutes. The notation on the display boards indicated that it was still boarding but it had departed by the time I got to the gate. I feel that the airlines must know that there are people wanting to connect on any flight and know which flights are delayed and which flights are arriving, therefore could have waited about 15 minutes to half an hour longer. A United Airlines customer service representative confirmed me on the earliest flight possible to Toronto which was the next day at 4:30 p.m. Was that the first possible flight with any airline or any connection? SO I had to stay at a hotel in the Dulles area from July 8th to July 9th. When I got to the Air Canada check in the next day I was still

within the 72 hour limit for the COVID test and the attendant told me that they went by the flight departure time - which I had no control over - which was 4:30 p.m. a time difference of only a few hours. SO I had to take a RAPID COVID TEST which cost \$250 U.S. at the Dulles airport right then. Since the world has been battling this pandemic for over a year now, there has been a practice of quarantining for 14 days as the virus take 14 days to be established. Therefore why would another test on July 9th, show anything but a negative result? I now have paid close to \$500 U.S. for the two tests with a last vaccination date of April 1, 2021. I do not want to pay this extra \$250 simply because the person at the check-in was young and overly officious, and making a capricious and arbitrary decision. They are refusing to offer me a refund of \$450 Canadian for the hotel stay on July 8th and a second Covid test on July 9th.

Route: West Palm Beach to Toronto via Washington

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Onur Air

Title: "do not book with this airline"

Review: Kayseri to Istanbul. I had flights booked with Onur Air both in April and May 2017. Both times my husband and I arrived at the airport to find out our flight had been cancelled several weeks before and we were not informed. The airlines claims that they sent an email or SMS, they even verified that they did have our correct contact information, but we searched through every single email and SMS we had and there was absolutely nothing letting us know our flight had been cancelled. The first time it happened we were luckily able to get on another flight 1 hour later. This time, all flights to our destination are booked for the entire day. Meaning, we will have to wait until the next day for a flight (spending money on another night at a hotel and each having to take an unpaid day off of work). This is unacceptable and I advise that you do not book with this airline. It's a disgrace.

Route: Kayseri to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "Not helpful at all"

Review:

Vancouver to Cancun via Mexico City with Interjet. Not good. Cancelled the direct flight, offered to re-book us via Mexico City adding about four hours travel time. The flight to Mexico City was delayed an hour and no time was made up to catch our connection. Nor was any effort made to get us to our connection or rebook us on another flight which could have been done while we were in the air. The desk wasn't really interested and seemed indifferent and had a lot of people on the same flight to rebook to Cancun. Not helpful at all and only one person who kept getting called away could rebook the flight. They delayed us another six hours and offered nothing else to keep us occupied for these hours. In summary, if you want a flight somewhat resembling the flight you initially booked don't flight with Interjet haha. Enjoy another airline that will help keep your holiday on schedule.

Route: Vancouver to Cancun via Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "Id recommend them"

Review: Phnom Penh to Bangkok. Nice check in, dedicated counter. Lovely lounge with comfortable chairs and good food. Boarding was good. Then we sat. And sat. And sat. At least an hour, waiting for approval to take off took a long time. FA were fine, not overly pro-active but pleasant, there was only three of us in business. The food, choice of two, was awful, Awful, poor quality hot meal, what a shame. Three course yuk, even dessert was dreadful, We parked in an outer area and had a mini bus take the three of us to arrivals. We had been given an express pass so immigration was quick and our bags were off early. We were out of the airport in 20 minutes, Id recommend them but I think Id go economy next time.

Route: Phnom Penh to Bangkok

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "painfully slow customer service"

Review: Flew Riga to Kiev. Apart from painfully slow customer service on-board, another deceptive and annoying thing is requirement to pay for adjacent seat allocation within the same booking. I know this tactic has been previously employed by some low costers but it was then pulled due to negative publicity and complaints from customers. Hopefully the same will ultimately happen with airBaltic.

Route: Riga to Kiev

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "appreciate these kind efforts"

Review: I recently took a trip to Srinagar and on my way back lost my phone at the airport just a while before the boarding. I panicked to find my phone everywhere which was noted by one of the Vistara airport staff named tabasshum who without any questions helped us look for our phone. Another of the airport staff member Suhaib also helped us a lot to find our phone. Both of these members helped us incredibly and sent us our phone back to Mumbai within 24hrs. They were constantly in touch with us till we got our phone and helped us with all the formalities procedures to get the phone. We are very grateful to both Vistara airlines and specially grateful to these to staff members Suhaib and Tabasshum from Srinagar airport. We really appreciate these kind efforts. And wish to fly again with vistara airlines.

Route: SXR to MUM via DEL

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "a very chaotic boarding"

Review: Plane left late, we had to take the bus to a very remote stand, we were closed in a bus filled with people before entering the plane for more than 10 minutes, boarding was very long and people were not well managed. In all a very chaotic boarding developed in a smooth flight experience.

Route: Lisbon to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Tigerair

Title: "an okay experience"

Review: Ningbo to Singapore with Tigerair, and the flight was okay, staff was unfriendly and didn't smile but I didn't have to interact with them except hello and goodbye, both of which went unanswered. The departure was a bit delayed (30 minutes) but we arrived in Singapore almost on time. Seats were quite comfortable, nice magazine to read. I would fly with them again if the flight is cheap enough, as overall it was an okay experience.

Route: NGB to SIN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Dolomiti

Title: "Never again with this airline"

Review: The worst experience ever! Flight Florence-Frankfurt was canceled half an hour before departure! We were already on the gate. Had to go back and wait 5 hours at the airport until the airline rerouted the flight. They decided to fly

us from Verona. We waited hours for the bus then they book us a cheap ugly dirty hotel where they put us in the rooms a bag with disgusting sandwiches. They didnt arrange for our transfer from hotel to airport next day. We had to pay for the taxi! Never again with this airline!

Route: Florence to Larnaca via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wingo

Title: "Worst airline you can pick"

Review: Worst airline you can pick, they will overcharge everything, bad service, very slow. Just one of those airlines to always avoid. Choose anything but this, do yourself this favor.

Route: Bogota to Cartagena

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "FAs were professional, pleasant"

Review: Yangon to Bangkok. Outbound flight was uneventful, boarding a bit organized via announced zones though a few managed to jump the queue. Inbound was better (although the boarding gate was noisy due to the squeaking sound coming from the escalator above Gate D5, I wish they could fix that very soon). In-flight service was OK although because of the air turbulence, outbound service for hot beverage was cancelled while inbound had to be rushed and was amazed how the FAs managed to balance pouring hot beverages between rows without spilling on customers. Were served hot meals even for a short flight. Plane was maintained well, although it would help if even TV programs are available as IFE. FAs were professional, pleasant and spoke good English. Will fly Bangkok Airways again. Lastly, their lounge access given to Economy passengers was indeed pleasantly welcomed. The area got crowded at some

point but food and beverages were refilled quickly and some passengers who left their used utensils on the limited tables were swiftly cleared by the staff.

Route: Yangon to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "canceled and rescheduled up to 4 days after"

Review: Horrible experience, the flight was delayed 3 hours and they said it was a "slight" delay because the previous flight had landed late. Then the flight was delayed another 3 hours and they blamed it on the weather. Finally, the flight was canceled and rescheduled up to 4 days after the original flight. The company provided no accommodation and customer service never answered the phone.

Route: Montreal to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "a good experience"

Review: I enjoyed the trip. Check in was easy, as was the bag drop at Melbourne Airport. The flight was slightly delayed, but it was no big deal. The staff were friendly and helpful. The cost only included beverage or food and water, but for such a short flight that was no big deal. Overall a good experience.

Route: Melbourne to Hobart

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "We had no seats assigned"

Review: My party of 5 booked with Air Canada to fly from Las Vegas to Vancouver and Vancouver to Sydney in October 2022. I was travelling with my elderly parents and paid more to get the premium seats with extra leg room for all persons in our party. I also chose the flights to ensure our transit and waiting times were not too long, as our party and especially my elderly parents would not cope well long transit times. In November 2022, I received notification due to change in flight schedules, our new flight and transit time in Vancouver would now be 12 hours. This would not work for us, and based on the Air Canada email I would log onto the Air Canada notification I would log onto the Air Canada website and make changes to the new flights or request a refund if the new schedule did I work. It seemed there were no other flights or information available for me to reschedule and so I wanted to cancel our flights to book with another airline, to get a refund the website said to contact Air Canada. This is when I found out there is NO WAY to communicate with Air Canada outside of Canada and the US. I searched all over the internet and only found numbers for people within Canada and US. At my wits end, I posted a message on the Air Canada Facebook. I got a response, and I explained the situation with my parents and that a 12 hours transit time was not workable for my situation, and if there were any other flights available with shorter transit times. I didn't get a response for 4 weeks, and had to continually send messages via Facebook. I informed them of the urgency and the need for a response, I requested that if flights with shorter time I wanted a refund, so I could purchase tickets with another airline. I got a response. I explained that the final leg of my flight from Vancouver to Sydney we had bought specific seats in row 18 with extra leg room, and wanted to confirm these seats were still ours. I was assured that seeing that flight and plane had not changed, so our booking and seats remained the same. I breathed a sigh of relief. All this took 2 months! Then at the end of Feb 2023, about 9 weeks before I was due to leave for my holiday, I received another notification that my flights had once again been rescheduled to the 12 hours transit schedule! I was furious and distressed and once again, had to message Air Canada to explain the situation again, and why a 12 hour transit time did not work and posed a risk to my parents health. I also requested a confirmation that our purchased seats had not changed. I got a response on Facebook and our flights were once again moved to the flights that I had been rescheduled to. They could not explain by my flights had been moved to the 12 hours transit time! Then in May 2023 24 hours before our flight was due to leave from Las Vegas

> Vancouver > to Sydney I got the standard check-in email for our flights. I logged in and to my surprise, the seats in row 18 we have purchase 8 months ago were no longer our seats. We had no seats assigned let alone seats with extra leg room. On the app I got a message that if I wanted extra leg room, I would need to pay \$164 per seat. The seats in row 18 were no longer available. I spent 30 minutes on hold and another 30 minutes with the person on the phone, who confirmed I had purchased there seats 8 months ago, but couldn't explain these seats were no longer available.

Route: Vancouver to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CityJet

Title: "attitude is appalling

Review: I turned up at the airport, CityJet ticket in hand, but was informed that my Nantes to London City flight was cancelled. As nobody else was there complaining, and I was at the desk for an hour, I can only assume that the flight didn't have enough passengers to make flying financially viable. The plane was due to leave London at 0905 to arrive at my departure airport, but never left. Ordering and paying for the ticket was done online and emails had been received from Cityjet prior to the departure date, however they did not email at any time telling me the flight was cancelled and by the time I found out, at the airport, it was too late to book another flight with Flybe and there were no other flights that day. I was going to London to a concert, tickets for which had cost over £100, there are also no tickets available for subsequent dates. Cityjet's attitude to their customers in this case is appalling, it has ruined a much anticipated event and day out all because of a failure to act in the customers interest. Customer service has taken a back seat due to laziness. Myself and my wife travel this route or Gatwick on a weekly basis using Cityjet or Easyjet, we both agree that Easyjet will be getting 100% of our custom from now on.

Route: NTE to LCY

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "very disappointed customer"

Review: San Francisco to Denver. Very disappointed customer. I've been a huge champion of the Virgin American brand up to this point. My entire experience checking into this flight was miserable. It started when I tried to check into my flight online but wasn't able to. After an hour long chat with customer service I was told that there was nothing they could do for me and that I could check in at the airport, no problem. So I get to the airport 2 hours early and proceed to self check in. I enter my confirmation code and the screen tells me that there is no matching customer reservation. So I call Virgin customer service and they are no help. They tell me to go to the Alaska terminal because that is where my flight was originally booked. So I start the process to head to the international terminal. I'm freaking out at this point that I may miss the flight. I decide to call Alaska customer service before making the trek to the other terminal. The customer service for Alaska was very helpful and the one saving grace of this experience. They told me to go back to the Virgin terminal and try the self check in again. Still no luck. Then they tell me to find a Rep. The Rep who was manning the lines was terrible and unfriendly. She told me I needed to wait in the full check-in line. The line took 40 minutes and it was only 15 people long. Finally I get to the counter and the rep prints my boarding pass no problem. 2 hours later and I'm just making it into the flight. What a terrible experience! Virgin and Alaska need to figure this merger out asap. This is terrible.

Route: SFO to DEN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "Seats were comfortable"

Review: Iberia is somewhere between average and budget airline. Seats were comfortable in economy. Entertainment was great with movies and games. There was plenty of overhead space for carry on luggage. I saw the crew come through the cabin twice, once for each meal. The airline cancelled seat assignments at some point, but did not refund

my \$120. I requested kid meals at check in but they did not provide them.

Route: Madrid to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Japan

Title: "horrible experience"

Review: Osaka to Tokyo. It was a horrible experience. We had our flight at 6.35 PM and the journey was only for 1 hour 25 minutes from Osaka to Tokyo but the delay was around 3 hours and they dont even apologetic for this whole mess! Because of this we almost miss our Last connecting trains. They gave such a lame excuse for this problem and didnt offer any other options (except money return). At that time no seats are available on other flights so we had to wait for that flight only!

Route: Osaka to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Estonian Air

Title: "crew friendly and smiling"

Review: Very nice and comfortable Estonian Air flight from Copenhagen to Vilnius via Tallinn, crew friendly and smiling. Even if Tallinn airport is very small, connection time was too tight. Smaller aircraft to Vilnius, but comfortable. For reasons unknown there were no sales on this 1h 20min flight. A good experience for the price, and safety was taken seriously.

Route: cph to vno via tll

Seat Type: Economy Class

Traveller Type: Business

Airline: Flynas

Title: "I had a wonderful flight "

Review: Riyadh to Lahore. I had a wonderful flight with this airline. The flight was on-time and the crew were friendly. The WI-FI and connectivity were poor but the in-flight entertainment was good. The seats were very comfortable and new.

Route: Riyadh to Lahore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "Till date not got any refund"

Review: Very pathetic customer service My travel was unfortunately was in Lockdown period, so flights got cancelled. However GO Air has promised me in December 20 to refund the amount within 10 working days. Till date not got any refund neither they give proper answers regarding my refund status. I am still following up with customer service every time they are extending dates Very Unprofessional staff, lack of training and lack of Knowledge as well.

Route: Srinagar to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "one of the worst airlines"

Review: Absolutely horrible! Never ever again. The flight was delayed going and coming back, the staff was rude. We had to pay an additional \$100 on top of paying for bags. I paid for 20 tickets for me and my family flying in between two

states to Orlando and they were extremely unaccommodating. They are literally one of the worst airlines you can do business with.

Route: Orlando to Midway

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "destroyed its customer service credibility"

Review: While staff are generally friendly on board Hawaiian Airlines flights, customer service for anything not in person is unforgivingly terrible. You will spend hours to get the most basic support like rescheduling a ticket. Their call center lines occasionally outsource to some foreign countries with people who barely speak English and it's very disappointing. Hawaiian for the last decade used to be my preferred airline, but with the death of Island Air and corporate greed caused by COVID you're better off flying Delta or Southwest. Very disappointed with how this company has destroyed its customer service credibility over a few thousand dollars? Corporate greed at its finest.

Route: Kona to Honolulu

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Namibia

Title: "most luggage left behind"

Review: Cape Town to Walvis Bay a week ago. Most luggage left behind in CPT with excuse that more fuel was needed. Flew back from Walvis Bay to Cape Town and not one piece of luggage of all the passengers arrived. Same fuel story given. No one can once again advise on when our luggage will arrive. Air Namibia is taking us for fools. No compensation offered when we arrived in Walvis Bay and stayed without luggage till the following night.

Route: CPT to WVB

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Georgian Airways

Title: "unprofessional for an airline"

Review: Tel Aviv to Tbilisi. I had an issue that I have not experienced in the hundreds of times that I have flown, which Georgian has failed to resolve. I booked a ticket and when I arrived at the ticket counter, they were unable to find my reservation. I dug further and found they cancelled it and made me buy a new ticket at the desk at a higher price. I find this suspect as I bought a ticket on another airline that same day and had no such issue with payment or ticketing. As a result, I was overcharged \$80 having to buy a new ticket at the gate because they failed to properly issue my original. To make matters worse, all documentation and forms I have submitted to the airline to receive a refund for the difference between my original reservation and my gate ticket price have gone unanswered. I think both to be very unprofessional for an airline with international presence.

Route: Tel Aviv to Tbilisi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "well-trained flight attendant"

Review: Seattle to Shanghai. Hainan Airline not only surprise me with how great their service was, but also let me felt how important a well-trained flight attendant was for a customer with acrophobia, for the first time. Flying in an iron box in the sky is one of the scarcest thing in the world, for someone who have acrophobia. The entire journey will be a torture. My hand sweat so easily when encountering turbulent, and the nervous was clearly showed on my face. I frequency asked for water in my previous trip in order to decrease my discomfort. Even though I told the flight attendants the reason, they still get annoyed sometime. I got used to it, and learn that It just how it is. No one likes a trouble maker.

However, this crew had bring me a totally different experience. one of the flight attendant quickly recognized my fear and asked me if I want anything in order for me to feel better. I told her that I might need a lot of waters to relief my fear. She ensure me the I can call for service whenever I needed. The attendant manager also came and checked on me. Later on, after the captain announced that we were going to encounter a turbulent, she brought me a warm hand towel! I was shocked by how attentive she was and truly felt much better with that warm hand towel. Detail is the king, I was truly amazed by her attitude on understanding my needs. If you do not have acrophobia, you will never understand how I felt in the sky. The flight attendents did an amazing job on comforting me.

Route: Seattle to Shanghai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "useless ordeal"

Review: Porto to Paris (Orly). Horrible flight, delayed, incompetent ground staff. First and last time flying with Transavia. Ground staff made several people send their hand luggage to the hold, claiming that the cabin would be full. In the end, over 30% of all cabin space was empty. In a flight that was already delayed by over an hour, this useless ordeal made us delayed a further 30 minutes.

Route: Porto to Paris (Orly)

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "service and quality of food was good"

Review:

Overall the aircraft was clean, except the toilets did not appear to have been cleaned during the flight as there were

tissue paper etc on the floor, and some items from previous flight such as headphones, cups etc were still left in the pocket. The service and quality of food was good. Unfortunately it appears that passengers are allowed to bring on board multiple items as hand luggage which does not help the passenger say in seat 19 able to use the overhead luggage compartment due to it been used by other passengers who are not in the vicinity of the seat. The ticket says 1 piece of hand luggage with measurements not weighing more than 7 kgs, (exceptions been handbags, computers) however it did not seem to bother the staff at check in or the crew on board. Passengers should only be allowed to store their hand luggage where their seats are allocated.

Route: Colombo to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LIAT

Title: "4 flights, only 1 on time"

Review: Beef Island to San Juan via Antigua. My husband and I flew LIAT for the first and last time. We had 4 flights over 2 weeks and only 1 was on time. Unfortunately, the on time flight connected to a flight that was 4 hours late which meant we spent 6 rather than 2 hours in Antigua during which time we only had announcements that the flight was delayed and a further notice would be forthcoming in 45 minutes. There were no LIAT personnel in the gate area who could give any information. I was very grateful that we were not connecting to another flight in San Juan until the next day. Our other 2 flights were 2.5 and 1.5 hours late and again I was very grateful that we were not under any time constraints. Our first taxi driver told us that LIAT stands for Leave Island Any Time and they lived up to their reputation.

Route: EIS to SJU via ANU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "lucky to see a difference with Y class"

Review: Business class on single aisle airplanes with this airline is a scam. Apart from the blocked middle seat, you will be lucky to see a difference with Y class seating arrangements either in width or in row spacing. See photos of Row 2 spacing on the UIO-LIM sector, or the distaffful shape of the useless armchair audio commands. Food serving consists of a sandwich wrapped in aluminum foil and a bag of potato chips (LIM-GRU, 4:30 flight), served at 3:00 am.

Route: Quito to Sau Paulo via Lima

Seat Type: Business Class

Traveller Type: Business

Airline: Rwandair

Title: "a very good experience"

Review: Gatwick to Dar es Salaam via Kigali. We had a very good experience with Rwandair - new plane, ample seats and leg room, all drinks were free including alcohol and staff were friendly and polite. On baggage checkin, a novice member of Gatwicks baggage handling staff, accidentally pressed the button to send one of our suitcases onto the conveyor belt without any tags or labels on it. Disaster we thought but were reassured that it would very quickly be found. After several enquiries as to its whereabouts, we found ourselves at the gate about to board, still without the missing case. We didnt want to board the plane knowing it was here at Gatwick, but were approached and reassured by staff that he would make it his personal mission to find the case. He gave us his card and we decided that email would be the best method of contact. We arrived in Dar es Salaam where we had an email from him saying he hadnt yet found the case - our hearts sank as we felt there was little chance of finding it. We had one night in Dar, then caught the ferry over to Zanzibar, where we spent another night in Stonetown. That morning he emailed us to say that the case had been found, sent on the first available flight to Dar to then be forwarded by air to Zanzibar airport where it would be arriving at 4pm that afternoon. We couldnt believe it! So, thank you Rwandair, we have sung your praises since coming back home because it was the personal touch that set you aside from other reputable airlines. We would very much enjoy flying with you again and would highly recommend this airline to anyone considering it. No need to worry, theyre

brilliant - go ahead and book it.

Route: Dar es Salaam via Kigali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "more than 3 hours delay"

Review: Hamburg to Prague. Horrible. For a 1 hour flight, there was at first 1.5 hour delay beginning at 8:00, followed by another last minute delay for a total of more than 3 hours delay. The same issue for the return flight resulting in a missed booked train and getting home close to 3:00 instead of 22:00. Little to no info was provided to the passengers. Found out later it had been going on for a few days. Will not fly again.

Route: Hamburg to Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "definitely worth the extra"

Review: Got upgraded via the online offer system - paid just under 1/2 of the fare to fly Business class so I understand that my review is not for the full fare on this route. This was my only experience flying anything besides economy class - so I don't really have much to compare it too. Upon boarding I got the rearmost row to myself, as there were only three other people in the cabin. The most noticeable thing was the lack of an IFE system in the seat, instead you get given an iPad (in a rather nice RB branded case) with a selection of films and TV shows. The quantity of content wasn't as comprehensive as Emirates or Qantas, however what was there was good - and easily enough for a ~2h flight. Might be worth mentioning that the particular episode of a TV show I ended up watching was censored pretty heavily - I've seen lines being cut before but it makes you wonder what the point of having a show like that is if most of the comedy has to

be cut/blurred out. The main point I would like to really commend on is how welcome I felt, as a backpacker who just wanted to try Business for the experience on the cheap I really appreciate how despite obviously not belonging there (considering how well dressed the other passengers were) the cabin crew made it seem normal and relaxing. Even though I didn't get to use the lounge in Singapore it was definitely worth the extra for that flight - however the economy on their A320's isn't too much of a downgrade for me at least, especially considering it would have been nearly 3x cheaper than the full business fare.

Route: SIN to BWN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "Staff very friendly and polite"

Review: Beijing to Prague. The best airline. Staff was very friendly and polite. Nice safety video. Beverages before takeoff. Food was very tasty. Legroom is big, you can transform your seat into bed. Plane wasnt very old (just 6 years old)

Route: Beijing to Prague

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "a short comfortable flight"

Review: Taipei to Hong Kong with Hong Kong Airlines was a short, comfortable flight. I checked in online and bag drop took about five minutes. There was a slight delay, of about 30 minutes, on the flight. Boarding was very quick as there weren't that many people, considering the size of the aircraft. There was a small meal and drinks service which was quite surprising for such a short flight. The seats were comfortable enough, for such a short flight, and the legroom was

adequate enough.

Route: TPE to HKG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "Service was good"

Review: Currently only Vistara offers premium economy in Indian domestic sector. Price is slightly above economy but worth for that. 1st 4 rows after business class is premium economy, seat pitch are good, comfortable than any airline except business class. Priority check in and boarding for premium economy passengers. First they served cold towels which was a pleasant starting. Though it doesn't Matter much but they shared a menu for the flight. Food was good for a domestic flight. Service was good. Flight departed and arrived on time.

Route: Delhi to Guwahati

Seat Type: Premium Economy

Traveller Type: Business

Airline: Meridiana

Title: "I was pleasantly surprised"

Review: Naples to New York JFK. I flew this airline with caution after the reviews but I was pleasantly surprised. One way with Meridiana for \$340 was the cheapest flight offered by any airline. We got a free checked bag which was nice especially after my experiences with other cheap airlines. The flight itself was also nice. We flew economy and I felt like I had sufficient room and comfortable seats that retracted. It was a ten hour flight and they fed us twice, both appetizing meals. I would definitely recommend this flight especially for the price.

Route: Naples to New York JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "incompetent as I have ever seen"

Review: Port of Spain to Curaçao. I unfortunately did not pay attention to the reviews of this airline, hoping it was a fluke. It really is that bad! They were unable to fulfil the original flight due to grounding its aircraft cause they couldn't afford the maintenance, they held us in the airport for 8 hours before finally releasing us to go to the hotel. Then the flight to take us to Curaçao was delayed which resulted in further delays and cancellations. As a result I lost a 2 night hotel stay as I was here. Then they held us here even after they knew we were not leaving and upon arrival they had no idea of any of the passengers situations. This company is a text book example of bad business. They are this incompetent as I have ever seen.

Route: POS to CUR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "Food was just terrible"

Review: Booked via Delta. Throughout the flight from Milan - JFK. Approximately 25 students socialized in the plane aisles and passengers asked flight attendants to ask them to be seated as they were partying throughout the flight. No one could sleep. I had noise cancelling headphones and still could hear them throughout the nine hour flight. Food was just terrible. Inedible. Waiting to grab food at JFK but we have been now delayed on runway over an hour. What is wrong with this airline and the staff.

Route: Milan to New York

Seat Type: Economy Class

Traveller Type: Business

Airline: Cebu Pacific

Title: "Disgraceful and shocking service"

Review: Our first was cancelled and rescheduled 5 hours later. It left Manila 2 hours late. We landed in Davao and waited for 40 minutes before we finally were able to get off plane. Yesterday our return flight to Manila was cancelled by Cebu Pacific. Disgraceful and shocking service. We along with so many others will never use Cebu Pacific again.

Route: Manila to Davao

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Philippine Airlines

Title: "experience was an absolute nightmare"

Review: Our plan was to embark on a family holiday, traveling from Melbourne to Tokyo. We had flights booked from Melbourne to Tokyo (Haneda) with a three- and half-hour layover in Manila, and our hotels were all set and paid for. 1- The airline made a change to our Manila to Haneda flight, which initially didn't seem like a big deal as we still had enough time to catch our connecting flight. 2- Then, to our dismay, the airline further altered our first flight from 8:00 am to 11:00 am, causing considerable stress. It only allowed us a mere hour for the layover, which seemed quite challenging but potentially doable. 3- To our dismay, 48 hours prior to departure, they rescheduled once again, pushing our first flight from 11:00 am to 6:30 pm. This change meant we would miss our second flight entirely. I had to spend a frustrating three hours on the phone with PAL (Philippine Airlines) to reroute our journey. 4- Eventually, we agreed to a new route: Melbourne to Denpasar (operated by Qantas), Denpasar to Manila, and Manila to Tokyo. However, this decision was made a mere 48 hours before our scheduled departure. Despite the frustration, we proceeded with the check-in process for the Melbourne to Denpasar leg and prepared to leave. 5- Merely 16 hours before our flight, they changed the Denpasar to Manila departure time from 1:00 am to 6:00 am. This alteration left us unable to catch our third flight. The constant changes were causing immense frustration, especially with such short notice. 6- I had to endure yet

another four-hour call with PAL's customer service to sort out the situation. They rescheduled our flights once more: Melbourne to Sydney (operated by Qantas), Sydney to Manila, and Manila to Haneda. This final change occurred less than 10 hours before our scheduled departure. 7- To compound the issue, PAL failed to issue our tickets despite confirming the new arrangement. They also neglected to call back as promised. Upon arriving at the airport to catch our Qantas flight from Melbourne to Sydney, we discovered that the tickets couldn't be issued because we had already checked in for the Melbourne to Denpasar flight. It was nearly impossible to locate PAL personnel at the Sydney airport, even with the assistance of Qantas staff. Frustrated and exhausted, we had no choice but to return home from the airport. 8- Thankfully, I received a call from a helpful Qantas representative while I was struggling to reach PAL again from home. She informed me that she had followed up with PAL in Sydney and arranged for a direct Qantas flight from Melbourne to Haneda. Finally, after a day of turmoil, we were able to board the plane. This entire experience was an absolute nightmare! The lack of management and poor customer service were beyond appalling. I'm baffled as to how they maintain a four-star airline rating. I strongly advise against booking with this airline. I'm still anxious about my return journey from Osaka with them.

Route: Melbourne to Tokyo via Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Titan Airways

Title: "hats off to Titan Airways"

Review: Flew to Banjul with Titan Airways as part of the Gambia experience from Gatwick on the 8th of March. Had a lovely flight, all the staff were lovely. We returned on the 19th of March but unfortunately we had on board a drunken abusive passenger, the cabin crew handled the situation very professionally and even whilst handling a most difficult situation they still treated all the other passengers brilliantly. The service was brilliant and all in all a brilliant flight, hats off to Titan Airways.

Route: Gatwick to Banjul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "Very bad refund policy"

Review: Denpasar to Bangkok. Very bad refund policy due to Covid19, my flight has been canceled but Lion air refused to refund, only give a voucher valid 1 year. I do not plan to flight for 1 year so it is useless. Spent hours with customer service for nothing. Bad experience.

Route: Denpasar to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "Flight was delayed 4+ hours"

Review: Flight was delayed 4+ hours and no communication was given whatsoever to passengers. It took 2 hours for them to find a printer just to print a document that they legally require to fly. We showed up 3 hours prior to a domestic flight and they were still not able to take our bags on time and print our boarding passes due to system issues.

Route: Toronto to Winnipeg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "a delightful experience"

Review: We have had nothing but a delightful experience, despite a missed connection in Warsaw. In flight, staff were professional and friendly. Food was good to very good and excellent beverage selection. Terrific coffee. The cabin was

very comfortable. Our flight attendants knew we missed our connection and went out of their way to make sure we knew where to go once we got off the plane. The transfer desk staff were overwhelmed when we arrived so we went to the business lounge. The attendant there confirmed that we had been rerouted to Istanbul then to Tbilisi. We asked if we could instead spend the night in Warsaw and fly direct to Tbilisi the next day. We were surprised to be accommodated especially as we were given a voucher for a great hotel and meal vouchers there. We would happily have paid our own way. We then asked if it was possible to retrieve our checked luggage and were directed to LOTs office in the baggage area. Staff there also proved to be helpful and pleasant. While I expected to wait an hour for our luggage to be retrieved, we were out in 10 minutes with our bags. I should add that you might not want to believe everything you read about Warsaw Chopin either. From security to passport control to random employees from whom we asked for directions, we were met with kindness and professionalism. I would definitely fly LOT again.

Route: Toronto to Tbilisi via Warsaw

Seat Type: Business Class

Traveller Type: Business

Airline: Peach Aviation

Title: "definitely not recommend them"

Review: We flew Peach Aviation from HKG-KIX in late September and would definitely not recommend them. Even for a low cost company, they are not worth the bother though they are quite cheap. I have and never had such a bad experience. There is no web check in, which is a nonsense. To make matters worse, check-in at HKG airport opened very late. (Check-in at KIX was a joke). Boarding was a nightmare. Peach staff didn't even try to organize the queue. Not even sure if there was any staff at all, in fact. Seats are cramped, even for a LCC. Seat pitch is 29" and my traveling partner's legs just did not fit (he's 6" tall). Bearable for 3 hours, but unpleasant. Terminal 2 in KIX is a glorified hangar. It's clean, though, and there is free WiFi, as well a 7-11 for food. Other LCCs use Terminal 1, which is much more convenient. Outbound flight (HKG-KIX) was delayed by 45-50 minutes. Not unexpected for an evening flight on a LCC, but there was no announcement, no information, nothing. Not even an apology. Peach staff was conspicuously absent. Inbound flight back to HKG was cancelled due to Mujigae typhoon. No other airline cancelled KIX-HKG flights, though

most were understandably delayed. But Peach just didn't want to bother, so they cancelled the flight outright at the last minute (50 min before the flight!), after keeping passengers in the dark for 1.5 hours. Peach staff was polite but completely useless, and seemed as clueless as the passengers. Again, there was no apology. No explanation at all in English (thankfully I speak Japanese, and could translate for other passengers). We were told to either queue up for 1 or 2 hours until they could rebook us onto other flights (probably the next day, or the day after, with no accommodation or compensation, naturally) or to fend for ourselves and ask for a refund later. Considering Peach's incompetence and total disregard for their customers, we chose the latter option, and managed to book at seat last minute on the afternoon HK Express flight, which got us safely home (and which, while a LCC, had competent staff and kept us informed of delays). Overall, the lesson is, you get what you pay for? We paid peanuts and got monkeys. Buyer beware! Personally, I'll take my business elsewhere and pay a bit more for a better LCC (HK Express performed admirably) or bite the bullet and use a normal company.

Route: Osaka to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "No proper customer care"

Review: Berlin to Warsaw via Delhi. Try to avoid this airline as much as possible. No proper customer care, rude staff at airport. Denied boarding at Berlin airport because of delayed check-in process (received boarding pass 40 mins before flying) and delayed security check even we arrived 3 hrs advance to the airport, due to this we missed our connecting flight to Delhi and whole booking was cancelled including return ticket. When I asked your customer support team (after 50 mins waiting time), they're simply saying just book another ticket as LOT Polish Airlines will take 7 to 30 days (sometimes much more time) to respond to customer complaints. No staff at airport to respond to customer complaints, you need to reach out to their customer service, which will take ages to connect. I never had such kind of experience with any other airlines. Sorry to say that LOT Polish Airlines is having the poor customer support/service. One of the worst airlines I ever travelled.

Route: Berlin to Warsaw via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Singapore Airlines

Title: "Delayed baggage when I arrived"

Review: What a shame. Delayed baggage when I arrived at the Paris airport. The representative told me that it would be sent the next day. I arrived on Thursday evening and it is now Saturday evening and I have not seen my luggage. Neither received any calls from anyone. I don't know where is my luggage and I am left waiting for it at home. Even low cost airline provide a better customer service support. I have no idea why it is cited as among the best airlines. It is not even Top 20 in my book. Was my first time flying with this airline and it will be the last.

Route: Kuala Lumpur to Paris via Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "I will fly with them again"

Review: I was really concerned about my experience with Saudi Arabian Airlines after reading online reviews. I am very satisfied with my flight. Ground crew was nice. Flight crew was caring and courteous. No missing bags also. I will fly with them again.

Route: Frankfurt to Lahore via Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "didn't refund me for nothing"

Review:

The worst airline. We got stuck in the airplane for 3 hours for mechanical error. And we reached Madrid 5 hours and a half later than schedule. This resulted in me missing my flight with KLM to Amsterdam even though I had 4 and a half hour transit time. When I got to Madrid my flight was gone even though it was delayed another hour. When I went to Air Europa office they basically told me tough luck, and fill out a complaint form. I ended up spending money to book a flight (earliest was next morning), to book a hotel room to spend the night, and transportation back and forth. I also ended up missing a day from my Amsterdam trip, not to mention losing my hotel reservation there because of a no show status. It has been two weeks and they didn't refund me for nothing. They didn't even have the decency to respond to my complaint or say sorry!

Route: Malaga to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Dragon

Title: "has been downgraded"

Review: Cathay flight from Kuala Lumpur to Hong Kong, which used to operate by Cathay Pacific, has been downgraded after taken over by Cathay Dragon. The overall service was not the Cathay shall have, perhaps this is because it is still a Cathay Dragon flight, not Cathay Pacific in reality. (Is it means that we cannot anticipate the same quality of services even it was claimed under same group?) I do not sure how serious Cathay group is treating this route, maybe you have already downgrading as it is not important to you, but as a frequently flyer between these two cities and cities within China mainland, I shall not try again or recommend to my colleague or overseas partners. KA730 on 19 April, there was NO welcoming drink even a cup of water was requested twice before I was attended (water was asked 10 mins after seat belt sign was switched off which is reasonably fulfilled safety requirements). Wine is no more an option for meal, only on request and only served when asked twice for my second cup, was attended. I can strongly feel

the flight attendant was not happy/willing to serve the passengers as they were leaving/walking so fast to avoid further requests. Meal was standard, but without hot tea! I felt uncomfortable as air-con was not strong enough. In my return flight on 26 April (KA727), it was another unpleasant experience with KA. Flight was delayed. I was informed at the HK airport, without knowing reason. I felt fine as I was too early (5pm) to be known, even when a friendly staff at the airport counter was politely asked me to check with the gate for details. I do understand there is always an unexpected or inevitable reason of flight delay, but nobody can tell us what was happened, including staff at the gate. They were not even looking at their customer who was asking for details and kept instructing me to be waited. No answer was given, including the captain and the flight attendant manager, no apology, no info about the delay, they just treated as delay was not happened! The worst part was, when I was trying to use the headset, I found out that the plastic package was opened, and a hair was attached on it! The flight attendant was not felt sorry, and just dragged the headset from me and looked at me, until I asked if I can have a replacement.

Route: Kuala Lumpur to Hong Kong

Seat Type: Economy Class

Traveller Type: Business

Airline: Brussels Airlines

Title: "Brussels Airline does not seem to care about passenger safety"

Review: During this Brussels Airlines flight, several passengers were not wearing their face mask. I looked at how a stewardess talked to a passenger who was not wearing his mouth mask for about 30 minutes. Not once did she tell him to put his mask back on. It was surreal. At the end of their discussion, I asked the stewardess if she could ask the passengers to wear their face mask. I complained to Brussels Airlines by email, got an impersonal copy/paste answer after 9 days, explaining how their filtering systems work, how flying is pretty safe, and I was also reminded with hygiene measures. Even during a pandemic, Brussels Airline does not seem to care about passenger safety. I strongly advise not to fly with Brussels Airlines.

Route: Tenerife South to Brussels

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "served only a sandwich and mineral water"

Review: I paid MYR1100 for the flight from KUL to DPS via Jakarta, and the cabin crew made announcement onboard about they serve so called "meal presented according to Covid19 SOP". We served only a sandwich and mineral water, and from Jakarta to Bali the same. I was hungry onboard and it wasn't a pleasant flight experience.

Route: Kuala Lumpur to Denpasar via Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "Last time I fly with Brussels Airlines!"

Review: Worst flying experience ever with Brussels Airlines! I booked a second flight because my planning didn't allow me to take the first plane. So I booked a second plane and paid for it. Then I got an email from Brussels Airlines: "We have cancelled all your flights because you were not on board". I called the customer service, they asked me to pay an extra EUR 40 to get my flight booked again. Last time I fly with Brussels Airlines!

Route: Brussels to Florence

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "Overall, an okay experience"

Review: Flight quite uneventful, although the hard product on Boeing 777 needs to be refurbished: it is outdated and

worn. Crew were okay, although they seemed very stressed and exhausted from servicing a booked-out 777, full of families and crying babies I (on a 3-hour flight), and service felt very rushed and inattentive at times. SVO Terminal C is beautiful, but crowded and full of bottlenecks, resulting in long queues at security and long walking distances. The Malevich lounge, though, is excellent. It is well-planned and has numerous comfortable seating with amazing tarmac views and, despite being severely overcrowded, it didn't feel like it. Overall, an okay experience, although much improvement is needed if Aeroflot wishes to achieve their ambitions of becoming a 5-star airline.

Route: Moscow to Larnaca

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "never experienced such humiliation"

Review: Flight out was without any problems, flight on time, staff very welcoming connection without any hassle London to Rome AZ207, then Rome to Algiers AZ802. Flight return one issue which I am quite concerned the lady from ITA Airways at boarding gate in Rome for the flight to London after desk check in our way to the plane asked for our passports my wife and mine and carried on with very embarrassing questions because we felt singled from other passengers. She was selecting by look and clothes yes so she asked us from which country we come from, my answer was from Algiers, then she asked my address in London then my Job, despite our Passports where both British citizen so I believe this is because we were not of European look. I have ever never experienced such humiliation.

Route: Algiers to London via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "good if you stick to the rules"

Review: Surat Thani to Bangkok. Overall a good experience if you know how to stick to the rules. Print your boarding pass, no mobile boarding pass, pay beforehand for your check in luggage (20K max) and respect the size and weight of carry on luggage. If you stick to these rules, things will be fine, smooth check in, boarding. flight departed and arrived on time. the crew was OK. Not overly friendly, but who cares, it's a low cost carrier!

Route: Surat Thani to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "seat pitch is very good"

Review: We travelled on the Dreamliner to Cancun and Birmingham with Thomson Airways. The seat pitch is very good in economy with a 3-3-3 configuration and although the overhead luggage are very spacious and plentiful, you have to be careful that nobody is standing underneath them when you open them, or else you will hit them. There are not enough toilets in economy class with only 4 between over 200 passengers resulting in constant queues, a major headache for people sitting near them especially the extra leg room seats. When we took off, the air conditioning vents that run along the side of the cabins, started to drip. The cabin staff were handing out paper towels to stuff on the vents and on looking along the cabin there were a lot up there already, so obviously a major problem. Inflight entertainment was ok but not very new films offered.

Route: BHX to CUN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomas Cook Airlines

Title: "worth the extra money"

Review: Manchester to Cayo Coco. The selection of movies, TV shows and music were fantastic, and free drinks. The

crew were excellent on both flights extremely helpful. We both received an amenity kit both ways with blankets and pillows. The upgraded meals were delicious. The seat pitch and width were great and the legroom was the best I ever had. Premium is worth the extra money.

Route: Manchester to Cayo Coco

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Eastern Airways

Title: "mattered as a customer"

Review: First time I have used Eastern Airways so wasn't quite sure what to expect however I was very pleasantly surprised at the experience. The price was £98 return Leeds/Bradford to Southampton. This is about £40 more than the cost of driving. It would also take 10 hrs in total driving (especially through roadworks on the M1). The flights were both on time and took less than the scheduled 65 mins. Check in staff very efficient, including fast-track through security (nice touch). Price also included a 15kg suitcase. Complimentary mints handed out at take off and landing, also offered complimentary drinks and crisps during flight. When was that last offered on a domestic flight on budget airlines? The plane as an older turboprop plane but clean and comfortable with lots of legroom. I will certainly use again and thanks to all the staff for restoring my faith in air travel as we all know how tedious it can get. I actually felt I mattered as a customer for once. Well done guys.

Route: LBA to SOU

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iraqi Airways

Title: "Never travel Iraqi Airways again"

Review: Manchester to Erbil. We checked in with our luggage and showed that two of the female passengers also held

a small handbags with them, we showed this at the check in with no problem. When at the gate to board in, one of the female passengers went on board with another family to help them since the family was of one mother and 3 children. When my self and my wife went to the gate to board they stopped us, telling us we had to pay £50 extra for the handbag that was our daughters handbag we were holding for her. They told us we either had to pay £50 cash or they would throw out things away or they would not let us board the plane. They would not accept my card payment at all, even though that's what I wanted to pay with. They also refused to give us any receipt. Never travel Iraqi Airways again.

Route: Manchester to Erbil

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Japan

Title: "disappointed traveller"

Review: Manila to Nagoya. Jetstar Japan is one of the worst airlines I have been on. My niece, along with her children, all under 7 years old, traveling in our party of around twenty people, asked for a cup of water as soon as the seatbelt sign was turned off. Both she and I were refused water saying, "you may purchase water if you'd like", which we did. This at a cost of around \$2.50/bottle. On the return flight I was once again refused water. Understanding it is a discount airline, it is unacceptable to be refused a cup of water. Very disappointed traveler.

Route: MNL to KIX

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "smallest seats that I have ever flown in"

Review: No frills, no customer service, no wifi, no inflight entertainment no free beverage or free snack. This is a case of you get what you pay for. The basic rates are very attractive, but you need to pay extra to book the seat & check a

bag. As far as the seats, the economy seats are the smallest seats that I have ever flown in. If you are tall, you will be uncomfortable, get the upgraded seats there is a big difference! Bring your own beverage and snack unless you want to pay for them on board. Our flight time got postponed 3x in one day until it got cancelled at 8:00 pm. (Related to thunderstorms along the route) It was rescheduled for the next morning for 7:15 then moved to 8:30 by the time we got off the ground it was 9:20 am. Airline offered a \$125 hotel credit, which of course there is not a hotel near any airport that cost \$125/nite! Our return flight was right on time as scheduled. On a positive note the staff was very friendly. -bring your own drink/snack, download your music, podcast or movie before you get on the plane. Otherwise, you will have to read an old fashioned book.

Route: Providence to Charleston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Insel Air

Title: "ok but not the best choice"

Review: We (2 adults / 2 kids) had 3 flights between Aruba and Curacao with Insel Air in October / November 2016. Fokker 50 Airplane was very old and the interior was in a poor shape. Armrests and seats were partially fixed by tape and some seat backrests could not be adjusted at all or were broken. Some investment in a new cabin would be highly appreciated. From Curacao to Aruba we had a MD83 which was also old but acceptable / good condition. No food and drinks were served but it's only a 20min trip so no problem. No entertainment, but only 20min. The flights itself were smooth and easy - no problems. The landings were perfect too. Cabin crew / ground staff was also friendly and ok. But what annoyed me was the behavior of the airline before the flight. The flight to Aruba was cancelled 2min before departure without any explanation or sorry. 8US\$ compensation per person and a new "on time departure" 4h later are not acceptable. The first flight from Aruba to Curacao (connecting hub - organized by KLM) was also 3h too late - also without any explanation. Only the third and last flight back to Curacao was 100% on time. So 2 out of 3 flights delayed. So underlined - Insel Air is ok but not the best choice. Unfortunately there is no real possibility to choose any other airline if you would like to travel between the ABC islands.

Route: AUA to CUR

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "The Ryanair of long haul"

Review: The Ryanair of long haul. That is to say, bad service, penny pinching and unpleasant flight attendants. I wasn't expecting much, but the meal was even worse than my low expectations. No choice of food so tough luck if you don't like meat and pasta. To drink, a choice of water or water. That was it. No breakfast, though you could pay 3 euros for coffee, not fresh of course. During the night, no water brought round and difficult to find. No attendants were to be found. I asked for a bottle of water before dinner. 3 euros to use earplugs to watch a film! More expensive than a lot of other proper airlines. The only positive - they left and arrived almost on time - I think both about 10 mins late so nothing major. All in all, a really unpleasant experience. I will not be using this company again.

Route: Madrid to Asuncion

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "pay for an aisle seat"

Review: Melbourne to Kuala Lumpur. I request for an aisle seat in the middle row. They say it is a full flight and I need to pay for an aisle seat in the quiet zone. I found out there were empty seats on this flight. I feel cheated.

Route: Melbourne to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "level of poor care"

Review: Krabi to Vancouver via Shanghai . While in Thailand, I was in a bad scooter accident which caused significant injuries to my lower left leg. My employment provides me with Great west life insurance. (GWL) GWL has arranged for my new flight itinerary which included a nurse for my care. The arrival at Shanghai airport. The plane landed and parked on the tarmac. All passengers were ferried from the tarmac to the airport building by bus. I was told there was no wheelchair for me. GWL had pre-arranged this detail with the purchase of the tickets. The flight crew had me walk with crutches to a ramp which lowered me to the tarmac. It was pouring rain and I was offered no cover while I was left there to wait for any assistance. I was very unstable due to having to stand for that period. Finally, a ground crew staff member (Porter) arrived with a child's wheelchair, I barely fit into it. I was wheeled to the airport building. The ground crew worker was yelling at me the whole way to the building saying this was not his job and that I would have to find someone else to help me when we got to the building. The porter took me without care, he was walking very fast, over bumps and narrowly missing other people. I was told to remove myself from the wheelchair and was placed in a office chair with wheels at the entrance doors. I was soaking wet and shivering at that point. I was left there, with no help. My husband began asking the cabin crew staff for assistance. Every single crew member from our flight just looked at me, some of them pointed and laughed at me, but everyone of them just walked away without care. My husband wheeled me on the office chair away from the entrance door, as I was soaking wet from being left on the tarmac in the rain. The temperature was roughly 7 degrees. My husband made several attempts to get help from any and all China Eastern staff members with no luck. Finally, after another 40 minutes, my frustrated husband went upstairs to find anyone to help me. My husband arrived 30 minutes later with a China Eastern staff member. This gentleman took me through customs, he took me to the front of the line bypassing roughly 450 people. The female customs agent started yelling at the porter who was helping me. They yelled at each other for about 15 minutes when the female agent got up and walked away and never returned, leaving only two customs agents to deal with the roughly 450 people. 20 minutes went by and a man came to take the female agents spot. Eventually we were passed through customs. We got to the security section. The same level of poor care occurred while attempting to board our connecting flight. Rude, verbally and physically abusive.

Route: Krabi to Vancouver via Shanghai

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "refunding the same ticket is 150 dollars"

Review: The flight from LA to the final destination Dumaguete via Manila was actually relatively pain free. Seats are uncomfortable after a few hours especially when you are 6 foot plus like myself. Food was borderline comparable to just about any experience you've had in your life when you wish you didn't eat something but I believe just about all airlines serve bad meals. My first major complaint with Philippine Airlines is the cost to check bags. The two bags I checked from LA to Manila were free. Checking the same two bags plus the two my wife had resulted in a 200 dollar fee for the relatively short flight from MNL to Dumaguete. That domestic flight wasn't even half full so not sure other than the obvious greediness explanation why Philippine Airlines charges this much to check bags. My other main complaint is I had also booked a one way ticket to Bangkok from Manila. As the date for that flight was getting close to arriving, my wife's mother became seriously ill and was hospitalized. This event made it impossible to make that flight to Bangkok. So I contacted Philippines Airline to request a refund since I don't know when my wife's mother will recover and we could visit Thailand as originally planned. A one way ticket from Manila was 130 dollars but Philippines Airline adds 50 dollars in fees just to book the ticket. The amount they charge for refunding the same ticket is 150 dollars. Not to mention the hoops you have to jump through with their request hub submission process and the ridiculous 25 to 30 minutes you have to spend on hold when they make you contact them by phone to explain the same exact details provided inside the written request. I'm not sure how these airlines are able to stay in business but one thing is very apparent, customer satisfaction isn't any type of priority or concern. It's a sad situation because the airlines in general and Philippines airline in particular seem to have way more interest in figuring out ways to gouge their customers every way possible than to follow practices that might make them happy.

Route: Los Angeles to Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "has been absolutely terrible"

Review: LATAM has been absolutely terrible in every way, we flew from Vancouver BC Canada to Puerto Vallarta and missed our flight due to a cancellation in Mexico city, LATAM cancelled our flight to Santiago Chile on Dec 21 and not a soul in the airport working at LATAM, we had to stay in Mexico city at our own cost in a hotel until they got us a connecting flight on the 24 of Dec. Our return trip from Santiago Chile was no different. We arrived at Mexico city airport to find out our connecting flight to YVR Vancouver had been cancelled, and yet again not one person working for LATAM in the airport was available to help us. Aeromexico was able to book us a flight home to Vancouver BC. LATAM has done nothing to help us besides cost us money in hotel stays, food and phone calls to LATAM trying to get some help. Absolute nightmare. I strongly suggest not flying with LATAM as they have caused my wife and I nothing but problems.

Route: Santiago de Chile to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "Jetblue is making my blood boil"

Review: I never even got to fly to my destination, Jetblue robbed me of over \$1000 and are trying to shift the blame on me. I booked a honeymoon flight for my wife and I back in 2021, which we could not take because of covid restrictions. We were issued travel credits (that expire for no apparent reason) instead of a refund. Now we had to scramble to find the time and money to take a vacation within their expiry period during a global pandemic. We tried to book a flight for a shorter vacation, but the schedule would not work out for us so we would have to postpone by canceling that next flight. They gave us a hard time for even doing that like we were trying to find some loophole to buy more time (but why do

these even expire?). Then we could finally cancel it and receive MOST of our credit back and they sent an email saying the credit will be valid until it expires (1 year per their policy), but they did not list the date on the email. I tried to go back and book a summer vacation using point I knew I had and saw those points expired THE DAY AFTER THE REFUND. I called to ask them to reinstall that credit since there was no warning and customer service hung up on me. I called back and someone at the escalation department was saying it was my fault for not being responsible with the credit! The gall on these people trying to gaslight and steal from me! Then when I asked how could this corporation have the heart to do this to someone who saved their hard earned money for their honeymoon that was shafted by the pandemic, they hung up on me again. Jetblue is making my blood boil! I tried citing them to the BBB but they sent some pre-generated response about the BBB not having jurisdiction over them because of the Airline Deregulation Act.

Route: Philadelphia to Turks and Caicos

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lufthansa

Title: "basinet seat is overbooked"

Review: Booking basinet seat has been the terrible experience. We booked bassinet seat on February 2023 via their customer care and when we reached airport to board on April 2023, they told us that basinet seat is overbooked and we do not have the basinet seat. Same experience in the return flight too. We had to fight at the counter for almost half an hour at the time of boarding to get us basinet seat at the end. So it was never double booked but they lied to us. Also, very bad experience with their coordination with partner airline. Their partner airline got cancelled and rescheduled but Lufthansa did not update the itinerary. I had to call them to update it but guess what on the day before flying , they randomly cancelled our booking again with the partner airline. Overall, I spent about 10 hours in one week fixing the airline reservation issue as well as basinet issue. Will never book with airline ever again.

Route: Delhi to Denver via Munich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bahamasair

Title: "The worst airline ever!"

Review: Our Bahamasair from Nassau to Orlando was 12 hours late. we arrived at 23.00 pm at Orlando! Therefore we missed our connecting flight LH465 from Orlando to Frankfurt which departed at 8.15 pm. During our 12 hour stay in Nassau we did not receive any information about the delay and no help at all regarding connecting flights. The customer service did not react at all. Maximum confusion at the airport without any gate information. Arriving at Orlando the ground representative of Bahamas Air was unfriendly and unwilling to help. This was our worst experience ever when traveling around the world. The worst airline ever!

Route: Nassau to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "Worst airline service possible"

Review: Pune to Delhi. My flight was cancelled by the airline. There is no option to rebook, reschedule or refund on my booking. Worst airline service possible. If you cannot operate, don't list your flight for booking. Pathetic.

Route: Pune to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LAN Airlines

Title: "we wanted to buy better seats"

Review: We tried to select our seats many days in advance in all three LAN Airlines planes we had to take. It was

impossible to select or buy our seats in flight 600 to LAX, because the website wasn't working to select seats for this flight. We called LAN and they said they said that the website was working. We also tried to buy better seats on the phone, but they also said that we had to buy them only (which it was impossible). After many communications with them, they checked in for us (without asking for that) with different seats (35B-35C) in the flight LA600 that were different from the ones they informed us on the phone (30B-20C). Finally, we could get better seats at the counter in Cordoba. But their customer service is completely evasive and sometimes rude. Also, we made our reservation some months ago with flight LA952 at 5:00 pm from Cordoba to Santiago, and then the company changed this flight leaving at 12:00pm which caused that we had to stay in a hotel in Cordoba and spend 8 hours in Santiago. We bought LA 952 at 5:00 pm because it was convenient for us, otherwise we would not buy that combination of flights! Also, the seats in Boeing 787 are very narrow and short, that is why we wanted to buy better seats!

Route: COR to LAX via LIM

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "Absolutely great"

Review: Melbourne to Heathrow via Brunei and Dubai. Absolutely great. I was a little apprehensive when booking with what I considered to be an unknown entity. Check in staff were excellent, and having to ask they changed my seat position for my comfort, seeing I'm 6'4". It was the most comfortable seating I have experienced, and service from cabin crew was excellent, they never seem to stop delivering food or drinks and were incredibly helpful and polite. I consider that both inflight entertainment and food were of a good standard, equal to that of more expensive carriers. Overall I found the level of service excellent and terrific value for money. I would have no hesitation in flying Royal Brunei in the future.

Route: MEL to LHR via BWN & DXB

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "exceeded all of my expectations"

Review: Cairo to New York. I had hesitated booking Egyptair because of many poor reviews of business class on routes. There were not any business class reviews for the non-stop Cairo to JFK. Much to my surprise the flight exceeded all of my expectations. The special ground check in took just a few minutes and the ground agent was courteous. Boarding was well organized and I was directed to my seat. There is no first class so this was a business class cabin. The plane felt new. The seat pods are spacious with plenty of storage space. There were blankets and pillows. There is a storage space with water as well as a storage space for headphone. They provide a nice amenity kit with a brush. The entertainment screen is large. There is an extensive selection of new releases as well as older movies. The entertainment system worked flawlessly. The flight attendants were very attentive. They check frequently to make sure my beverage was always full and asked if I have any special requests. The menu offered a nice selection of choices. The servings were plentiful although the quality was not up to the same level as my experience on other airlines in business class. And they brought all the servings on one tray although they did serve hot food separately. All in all, a very nice experience.

Route: Cairo to New York

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "horrendous when it comes to cancelling flights"

Review: Cathay is a great airline if you get on the plane. They are absolutely horrendous when it comes to cancelling flights and being inflexible and unable to accommodate you on partner airlines. My flight in November 2022 was cancelled and they would not let me fly on a oneworld partner. Instead they wanted me to do a 3 day layover and arrive 3.5 days late to my destination. Which is not ideal when you booked a 3 day trip. Only when I pointed out to them that I was arriving after my return flight left did they say "oh maybe we need to rebook the return too then". Ridiculous. There

are tons of oneworld partner flights that would get me there on time but they refused to accommodate me on any of them.

Route: Los Angeles to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Buddha Air

Title: "Flights are always delayed"

Review: Bharatpur to Kathmandu. Flights are always delayed and you often can't even find online updates. Basically, you arrive to the airport in the morning and the delay can be anything from 2 hours to 5.

Route: Bharatpur to Kathmandu

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: US Airways

Title: "will fly Delta next time"

Review: US Airways from Phoenix to Boston in First class. My seat and the seat of the lady in back of me were clearly broken. Mine could not have the seatback brought fully up and clearly had a huge impression on the seat from a very heavy person. This made me "roll" into the center right of the seat the whole time. No IFE in first class. For the money you pay you would expect music at the very least. You have to log into GoGo and pay the extra. No access to the Admirals Club in the airport. This is just disgraceful. I was told (after having to wait 10 minutes for 2 customer service agents to finish a personal conversation) it would be \$50 dollars a person extra. Outrageous. The food was marginal, not bad but not great either. On the flight to Phoenix it was slightly better. On the way back to Boston both meal selections were olive based dishes. Come on guys give someone a non-olive choice. The made to order ice Sundays were good. When we got in they had a problem hooking up the jetway so everyone was standing for about 10 minutes. In the middle

of this, one of the ground crew mistakenly pulled the APU cord which cut all the lights - so we were in the dark. The pilot started yelling at the ground crew (not very professional). Clearly no team at work here. Check in staff in Phoenix were very nice and helpful. Less so in Boston but not bad. Will fly Delta next time.

Route: PHX to BOS

Seat Type: First Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "impolite flight attendants and staff"

Review: Horrible airline with very impolite flight attendants and staff. Flight delayed 3h with no apology - not recommending this airline at all.

Route: Las Vegas to Seattle

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vietnam Airlines

Title: "they rescheduled my flight"

Review: I booked Vietnam Airlines via Traveloka from Hanoi to HCMC, and it was operated by Pacific Airlines. My flight before at 6.20 am and 2 days before the flight or maybe 1 day since my flight was so early they rescheduled my flight to be at 5.40 am without asking me first if I was suitable for that time or not. 6.20 am for me it was been so early and they even changed my flight 40 mins earlier! it happened to me with another airlines but all of them gave the options to change the date for free even for the Air Asia. but not for Vietnam Airlines. I tried to call Vietnam Airlines but never worked. I tried to reschedule via traveloka but got rejected, called them and they said that I must contact to Vietnam airlines because they had right to reschedule my flight. I've tried to call Pacific Airlines which is the plane that i flew but the CS asked me to call Vietnam Airlines since I booked thru Vietnam Airlines but it never worked. I missed flight

because I was late only 10 mins due to I saw wrong departure time, and I must pay full amount and the new flight which is I must wait for another 7 hrs. The seat of Pacific Airlines was even narrow legroom, I must bend my feet if I want to get into comfortable position.

Route: Hanoi to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "cover 50% of my new luggage"

Review: After several delays and canceled flights, we finally made it to Copenhagen on American Airlines and British Airways flights. My luggage was destroyed, wheels torn off. I had to buy new luggage in Denmark. I made a claim with British Airways to reimburse me but because I didnt have the receipt for my old luggage, they would only cover 50% of my new luggage. Advice, have receipts for your old luggage prior to flying so you dont get ripped off like I did.

Route: London to Copenhagen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "consoling messages but absolutely zero/no action"

Review: I received a sms from Etihad Airlines at 1am 1st July stating our 1st flight (EY463) was delayed so I stayed up and phoned Etihad to be told the sms was an error and received an email within 10 minutes from Etihad confirming the original flight time - but this was wrong as there was actually a delay. I phoned again during the day and waited on hold so long that our transport arrived to take us to the airport for the original timed flight so we then had to wait at the airport for 6 hours (not 3). Etihad staff at the airport told us that all connecting flights would be delayed for all passengers so we would not miss our connecting flights. However we received an updated itinerary stating our connecting flight would

depart 9 minutes before we were due to arrive in Abu Dhabi (even I know no one can go backwards in time). We arrived in Abu Dhabi ahead of schedule and ran (we are 60 years old) to the connecting flight's gate showing Last Call (after pushing our way through security) to be told that our baggage had been offloaded which is impossible because our plane had only reached the arrival gate 12 minutes before and there were 400+ passengers with luggage so how could our luggage be singled out and transferred to the connecting flight's aircraft and then offloaded in 12 minutes? We stood in line at the Departure/Arrival Transfer desk for 2 hours (I had to ask Etihad staff to bring water for the 100+ passengers waiting as it was 30+ oC in the building) and we were given a voucher for a 5 star hotel for my 60th Birthday but Etihad had not checked vacancies so after reaching the downstairs Transfer desk, we were told the 5 star hotel had no spare rooms so we waited 1 more hour to be transferred to the Ibis hotel. As our final destination did not require PCR tests, we had not been PCR tested (we had used Rapid Antigen tests at home and were COVID negative) so we had to stay in our hotel room and not use any hotel facilities. We had slept through lunch (after arriving in Abu Dhabi at 2.20am but not reaching the hotel until 7am) and had to eat a salad and fruit instead of a proper meal. I even asked for ice-cream and was told I had to pay. (We spoke to other passengers after their stay in Abu Dhabi who were not restricted from using their Hotel's restaurants and facilities. So why were we restricted to our rooms?). Etihad (on Facebook Messenger) had told me that the hotel Concierge would have to contact Etihad to arrange transfer back to the airport 3 hours before the connecting flight but the hotel Concierge phoned many times and Etihad never answered the phone (the phone was busy or did not connect). After waiting and waiting until there was only 2.5 hours before departure I paid for 7 people to travel in taxis back to the airport. I had been in contact with Etihad Support using Facebook Messenger and received consoling messages but absolutely zero/no action. I was told to wait and there would be action but there was no action at all.

Route: Melbourne to Geneva via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "planes are really old"

Review: Kuala Lumpur to Hong Kong. These planes are really old. not the first time taking Cathay Dragon flight from KL to Cathay, but discovered that most of the A330 are more than 20 years old, most probably these planes are passing on from Cathay Pacific. Food was just so so, no wine or blanket was offered. The cabin service is fine, no complain. I just wish Cathay Dragon should consider getting new planes to operate.

Route: Kuala Lumpur to Hong Kong

Seat Type: Economy Class

Traveller Type: Business

Airline: Kenya Airways

Title: "really regret giving KA a 2nd chance"

Review: On 29.11.2022 I tried to make a booking online for a ticket costing 930 USD for a relative however the kenya airways website showed error after the payment and the ticket was not issued. I bought the same ticket the same day from another bank account. On 30.11.2022 I contacted the KA customer service to cancel the booking in process (for the 1st ticket), the agent promised to do that instead he issued the ticket. He apologized and promised I would receive refund within 5 days, instead the 5th day the money was taken from my account (it was in authorisation status until). I placed a refund claim online which was acknowledged by KA and I was promised to be paid within 15 working days which did not happen. I tried to communicate with KA, however I either received no response or very general responses. I don't see any good will from KA to reimburse the money which was taken from my account because of the fault of their agent. Their whatsapp customer service is a joke, if you manage to speak to actual person the minute you mention refund they cut you off. Don't fly with this airline. I really regret giving KA a 2nd chance.

Route: Kigali to Mauritius via Nairobi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "a satisfying journey with Thomson"

Review: Gatwick to Montego Bay return, and a satisfying journey with Thomson Airways. Aircraft on the way to MBJ was very clean and modern. Staff are very kind and helpful when you need them to be. Only negative aspect is the in-flight entertainment is very poor with only a handful of movies. Food is okay just like any airline meal. Handling in MBJ is very slow to get through immigration. On the return leg a different plane as it was less modern but still comfortable but hard to get to sleep. Plane was delayed due to tropical rainstorm at MBJ with nothing to do but it was not Thomson's fault you can't help the weather. On the way back there was in-flight entertainment but no headphones so had to ask for them! Ground handling in LGW was okay. Altogether not a bad experience with Thomson.

Route: LGW to MBJ

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "wouldnt recommend it"

Review: Terrible accommodations. My seat cushion felt like it was loose. Every time I moved it would move. My tv never worked. There was left over trash in cup holder from prior flight. Very disappointed. I wouldnt recommend it.

Route: Newark to Los Angeles

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: SpiceJet

Title: "seats were not as expected"

Review: One of the worst experiences on a flight. I was heading out from New Delhi to Bangalore and it was not worth the effort. The seats were not as expected cleaned, the seat covers was teared from one side, likewise the seat which is allotted to me don't had the seat movable button since it was broken, so all through the entire excursion I needed to sit

truly awkward.

Route: New Delhi to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "will not hesitate to use RAM again"

Review: Paris to Casablanca. As usual excellent flight with Royal Air Maroc. Planes getting old are still very comfortable. Full meal offered on this 2h30mn flight with choice of main dish and beverages including wine. Friendly Attendants friendly and will not hesitate to use RAM again.

Route: Paris to Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Laudamotion

Title: "had to clean it ourselves"

Review: Vienna to Lisbon. Awful service, besides being delayed, when we found our seats, it had garbage from previous passengers. We ask the staff to clean it and they said that we had to clean it ourselves.

Route: Vienna to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tunisair

Title: "offered no other options"

Review: I booked a Lyon to Tunis, Tunis to Madrid a week or so before travel and the trip was 5 days in length. About 5 day after booking, TU sent me an email about a 3 hour schedule change on the return. This was not acceptable to us and TU offered no other options. I tried cancelling the return but the LYS manager asked how could a 3 hr change effect it and that TU does not have to follow EU rules. Recommend you book on another airline.

Route: LYS to TUN

Seat Type: Economy Class

Traveller Type: Business

Airline: SmartWings

Title: "Both ways the planes were late"

Review: Gatwick to Prague return. Both ways the planes were late. Currently sitting in Prague Airport for 2 hours, changes the gates and still no plane. Service is terrible, online checking didn't work so I had to queue with everyone, where only two people where serving. In the plane we didn't get chance to buy a coffee because cabin staff haven't managed to serve all passengers before the landing. It was first time and the last time I will choose Smartwings.

Route: Gatwick to Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "the flight service was outstanding"

Review: Since travel to Southeast Asia has resumed under normal conditions, I purchased a Business Class RT. All the ANA personnel were very helpful in every way. Business Class were boarded in group 2. It was a very structured and quickly accomplished. Flight service was outstanding and very efficiently done. Food was quite good and well presented. Connecting flight from NRT to BKK was a 789-9. Business Class was maybe half full. Once again the flight service was outstanding. I did think the food could have been a little better amount for a 6.50 flight. We arrived 20 minutes early and

very smooth immigration and customs. I changed my flight from Business Class to First Class from BKK to ORD. There was no First Class on NH808 from BKK to NRT. So, I flew Business Class and there was no food until about 1.30 before landing in NRT. Once again the flight attendants were outstanding. After arriving in NRT, I was escorted to the ANA First Class Suite lounge for the 8 next hours. Not very many people in the lounge. I was escorted to NH012 and boarded. Only 3 of us in First Class. The most outstanding flight service began. All the Flight Attendants introduced themselves. After the take-off and the meal service started. It really looked as if was going to a feast. I became quite ill and very cold. They set up my bed and gave me many blankets and I slept for about 8 hours. They constantly checked on me, which I appreciated very much. I did feel better when I woke up. We had to land in Rockford due to weather and did not get to ORD until about 6pm. I would recommend ANA Business class an First Class at any time. US airlines could learn a lot from Asian airlines.

Route: Chicago to Bangkok via Tokyo Narita

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "Customer service is a joke"

Review: VOLARIS is a nightmare! Customer service is a joke! If you decide to fly with VOLARIS be prepared to be stranded and not be notified of any changes of any any kind . Volaris is the worst airline. To top it off when you manage to get a hold of a real person all they do is give you the run around and after they hang up on you !

Route: Los Mochis to Tijuana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "£84 just to choose a standard seat"

Review: When you book the flights on TUI website, it takes your seat upgrade money before it shows you what seats are available and what extra space you get for your money, which is wrong! After booking and paying, it said we only get extra 2 inches legroom for (£78 for 2 people). When I changed it, I was then charged a £40 amendment fee. I was basically charged £84 just to choose a standard seat, when Easyjet would be £16. The selfish TUI airline staff also shut the front aircraft toilets to public and kept it to themselves, and all people on aircraft had to use rear toilets. When I complained to TUI about people queueing in aisle and standing over me, I was lied to and told all airline companies have done the same during Covid 19 pandemic, which is a lie as Easyjet kept all toilets open to public on flight in same week. When I complained to TUI their response was the most unsympathetic, unapologetic customer service response I have every received. I will never book a holiday or fly with TUI again.

Route: Bristol to Kefalonia

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: WOW air

Title: "a lack of care from WOW"

Review: Cincinnati to Edinburgh via Keflavik. Our baggage was missing when we arrived to Keflavik. We had plans to take a short walk to the bus stop, this was impossible due to the cold weather and our lack of appropriate clothes. We were not asked where our address will be and a multitude of appropriate questions that could have possibly helped with the recovery of our luggage. We were told to check in with the luggage office before our 6:50am flight. The office does not open until 8:30am, we left our hotel early and did not have time for breakfast. (Our flight was moved to an earlier time.. We were not informed about this at all, on any type of communication platform. This caused us to be denied check in. The lady at check-in was abrupt and unwilling to check my pregnant wife in while I was at the (CLOSED) luggage office. As I returned from the luggage office to the check-in desk we were told check in for our flight was closed so I asked to speak with a supervisor who then rectified the situation by checking us in. Me and my wife (34 weeks pregnant) were given the option to hurry up to terminal D (7 min jog). No care, help or advice was offered. It was clearly explained that we were not informed of the flight time change and that my wife is pregnant. We actually asked ourselves

to get in-front of people at the security check and when we arrived at gate. We were a total of 13 days without luggage. This is our first child and we were getting married on July 15th. Our wedding clothes and child birthing equipment were in the suitcases. WOW air have stated that we should have packed all essential clothing in our carry-on. We were told to go to Edinburgh airport to collect our bags, at our expense. One bag was still missing when we went to the airport and upon arrival the second bag was damaged. Customer service was really bad throughout the whole process. Calls to wow air were not helpful, some were put on hold, in the worst case we were on hold for 25 minutes and the deliberately disconnected when I asked to speak with a supervisor. Emails did not answer very simple questions. On our flight was a couple from Cincinnati who were traveling to Scotland for their honeymoon, this was the second time WOW air tried to get them to Keflavik. As we were not informed of the flight change and the couple were not on the Edinburgh flight on the 21st of June, it stands to reason they missed their flight due to a lack of care from WOW.

Route: Cincinnati to Edinburgh via Keflavik

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Lufthansa

Title: "disgraceful and very disappointing"

Review: It is now over a month since Lufthansa confirmed refunds in relation to a cancelled flight. Despite both email and verbal confirmations of refunds, Lufthansa have yet to honour the refund payment. It is unacceptable that a refund would be confirmed and then not actually paid, particularly in the circumstance where I had booked another flight with Lufthansa in order to return from Munich following my original flight cancellation. I have now in effect paid twice for my family to fly home. What makes this all the more frustrating, is that despite completing numerous Customer Feedback forms on the Lufthansa website, no one is responding to my queries and if any response is received it is an automated one. I have attempted three times to speak with a customer services representative and on every occasion they state that the refunds department is dealing with the request. At no point have I been able to speak to the refunds department and at this stage I believe Lufthansa to not be honouring the refund and frustrating my ever attempt to receive clarity on the situation in an effort to deter me from pursuing further. It is easily the worst customer service experience I have had

with an airline. Which is saying a lot given issues experienced during the pandemic. Truly disgraceful and very disappointing.

Route: Munich to Dublin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India

Title: "One of the worst flight experiences"

Review: One of the worst flight experiences in my history. A 15 hour flight without In Flight entertainment. It is unimaginable in 2023. If the screen works the audio does not work and Vice versa. I pre booked my seats and they would sit us separately saying your flight is canceled and told us to sit where they allot us as if they are doing us a favor.

There was no WiFi in the flight.

Route: San Francisco to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kenya Airways

Title: "I had a pleasant flight"

Review: After booking my ticket I was very much afraid of all the negative reviews I have read. But fortunately I had a pleasant flight. Both flights departure was on time. Luggage was received in good condition. Only thing that can be improved, may be the food. Some extra items can be added.

Route: Mauritius to Mumbai via Nairobi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kuwait Airways

Title: "a shame I wasted my money on such a poor product"

Review: Kuwait to Bangkok. Airline is a joke! First class lounge in the exclusive Kuwait Airways terminal is about 60 sqm^2. Food is extremely limited and not much to do before the flight. I was waiting for priority boarding but economy and first class were boarding together in my experience. Wi-Fi did not work for me throughout the flight, in-flight map did not work, no amenity kit, no chauffeur service, and overall seat was uncomfortable. Even the pillow is a joke for first class cabin. Not really sure how people fly this airline but I definitely would be happy making a stop at a near-by country with 5* service as opposed to flying direct with Kuwait Airways. It's a shame I wasted my money on such a poor product.

Route: Kuwait to Bangkok

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "seats not the most comfortable"

Review: Prague to Kiev. Nothing much. The plane wasn't very clean. The seats are not the most comfortable. The water was carried out only once and only before landing. The plane was 1 hour and 30 minutes late. The service was ordinary. It could have been better.

Route: Prague to Kiev

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "Worst company I have ever used"

Review: Stockholm to Antalya via Prague. Worst company I have ever used. Two delayed flights and treated med

really bad. I never use this awful company ever again. If you think about flying with this company, do not.

Route: Stockholm to Antalya via Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nok Air

Title: "excellent service"

Review: Hanoi to Bangkok with Nok Air. Excellent service from start to finish. Clean, professional, even loaded the plane from the rear to the front, so you are not waiting for the people up front to get to your seat. Lots of leg room. No in flight entertainment, but it was less than 2 hours, and even arrived early.

Route: HAN to BKK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flyadeal

Title: "they said the boarding was closed"

Review: The worst airline ever, I dont recommend. My flight was at 6:55am I was at the gate by 6:00am they were still close, so I decided to go toilet, pray and come back, so I get back to the boarding gate by 6:23am they said the boarding was closed and I lost my ticket! It wasnt only me but other 10 passengers. They havent even announced they gonna close the gate. They do that to rip people off, no refund or any kind of commendation was offered

Route: Riyadh to Madinah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "many problems are showing up"

Review: Belgrade to Amsterdam. Serious bag and problems during online check in process. They need to fix this at once! Once you have selected and paid for seat in online check-in process you can't go back or deselect them and return to a free one. The only thing you can do and that I found out after calling customer support is to wait for a manual restart of check-in process and that needs approx. 2 hours. What will happen if your credit card is not accepted for seat payment, like in my case, and you are checking in just hours before the flight? Customer support was not surprised by my question like it's something normal. She even suggested to leave her with credit card information so that they can authorize by themselves. Air Serbia looks like a fresh and modern aviation company from the outside, but from the inside, many problems are showing up. Hopefully, management will change soon with addition to government of Serbia stepping out from owner structure.

Route: Belgrade to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Brunei Airlines

Title: "airline did not apologise"

Review: Melbourne to London via Brunei in August 2019. The first flight was Melbourne to Bandar was meant to be a 787, and when we boarded it was an A320, claustrophobic and uncomfortable it was for a 7 hr flight. Trapped in narrow seats, with hardly any leg room. I upgraded at quite a cost to business class for this leg on my return flight as we did not want to undergo this again. Bandar to London was OK, very average and nothing much to comment, but the airline did not apologise for the inconvenience of the first leg, let alone making any amends. All in all not a good experience, and I would never fly this airline again .. just a 100-200 dollars cheaper than others. Not worth it.

Route: Melbourne to London via Brunei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Arik Air

Title: "couldn't be more helpful"

Review: Left on time for short flight of about 50 minutes from Lagos to Accra. Offered breakfast (egg, sausage and baked beans) with drinks. All nice. Had to shovel it down quickly due to the short flight time. Terminal staff let us down with my freight baggage. Couldn't be more helpful.

Route: LOS to ACC

Seat Type: Business Class

Traveller Type: Business

Airline: Transavia

Title: Transavia customer review

Review: Flight was average. Bumpy but nothing they can do about turbulence. Problem was luggage. They lost my sons luggage. After a day they claimed to have found it in Paris and sent it to Rome. But once It arrived Im Rome they lost us AGAIN! He was without his luggage the entire week. No one knew where it actually was or cared. There was no one at Transavia to help us. No one knew where his bag was. When we were at the airport to leave we went to talk to someone who told us his bag was still in PARIS! We went to talk to another person about who to contact in Paris and they actually had his bag, In a hallway, in Rome and no one knew it was there. So we finally got the bag due to our own persistence as we were returning home from our vacation. Think twice before checking a bag with Transavia. They are completely Incompetent

Route: Paris to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avelo Airlines

Title: "Avelo changed my flights"

Review: Avelo changed my flights to days that I can't even travel. I had specific days that I needed to arrive and depart. That was the first issue! Second, I went online (because it is impossible to speak to anyone at Avelo) and canceled the new flights expecting a refund. No! They issued a "travel credit". As if I want to fly this airline ever again. I have e-mailed customer support multiple times and have never had a response. I have called Avelo only to wait on hold for over an hour before giving up. I have never had such a poor experience with any company.

Route: Raleigh to Sarasota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "staff were unhappy and unhelpful"

Review: Hue to Saigon with Vietnam Airlines. The flight time was changed 3 times. However, by the end, it was still an hour late without any notification or explanation. When getting on the flight, it had an awful smell. The flight was clearly unclean beforehand. The staff were unhappy and unhelpful too.

Route: Hue to Saigon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Madagascar

Title: "operated by Air Tsaradia"

Review: Antsiranana to Sambava. Flight was booked in Air Madagascar website; flight was operated by Air Tsaradia, the new domestic carrier. Check-in quite fast; not too serious about little overweight luggage and cabin luggage; due to the short flight-time, no refreshments, fare a little bit expensive compared to flight-time; alternative would have been to

travel 12h on very bad road.

Route: Antsiranana to Sambava

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "chose to wait for 4 passengers running late"

Review: They chose to wait for 4 passengers who were running late for 40 mins and delayed everyone else who was on time for the flight. How ridiculous is that? If your passengers dont show up, you say no show and take their bags on and take off with the people who are on time! The people were clearly just caught up shopping. I put 1 star as at least plane was clean.

Route: Okinawa to Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jin Air

Title: "Just so grateful!"

Review: We had some troubles getting to the airport and were so worried we were going to be late. We arrived at the check in counter just a few minutes late, but the Jin Air employees were so kind and accommodating. They got us through security and to our gate and we made a flight we otherwise would have definitely missed. Just so grateful!

Thank you!

Route: Fukuoka to Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Dragonair

Title: "cabin crew are very nice"

Review: Dragonair is part of Cathay Pacific. From Hong Kong to Guangzhou is less than 100 miles, but they provide an excellent service . When on board, cabin crew deliver a bottle of water and a cookie. The cabin crew are very nice.

Route: HKG to CAN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "thank the staff of China Southern Airlines"

Review: I would like to thank the staff of China Southern Airlines. I might have faced the problem of not being able to enter Thailand. When it was determined that there was a problem with my preparation materials, they actively communicated and tried to find a solution. Finally they contacted their colleagues in Thailand and with the help the Thai immigration office confirmed that I could leave for Thailand. The staff actively tried to find a solution, at the same time asking my colleagues in Thailand to communicate with the Thai immigration office, and through their efforts I successfully embarked on a flight to Thailand. I am very thankful for their help, patience and kindness.

Route: Guangzhou to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "seat I had reserved was no longer available"

Review: During my flight in July 2023, a delay occurred. The cabin crew assured us that the connecting flight would wait for Cape Town passengers and that ground staff had been informed. However, upon arriving at Addis airport, I

found chaos with numerous delayed passengers and inadequate hotel accommodations arrangements. Furthermore, my in-transit luggage was missing for four hours, adding further inconvenience and the seat I had reserved was no longer available. I must highlight the unsatisfactory state of the toilets. One toilet was blocked, while another had accumulated years of sticky waste on the seat rim. Additionally, the cabin crew's uncooperative attitude in providing essential items for passengers, such as swallowing tablets or providing wipes for hand cleanliness, was concerning. Excessive noise from the kitchen area and lack of attention to passenger needs were also noticeable. I would acknowledge the contrasting experience provided in business class. I upgrade occasionally, or buy extra Shebamiles for upgrading or use Shebamiles. This is where passengers receive amenities like hot towels, menus, and recommendations regarding available choices. As a loyal customer who has flown with ET since 2011, I am disappointed to see the evident disparity in treatment between economy and business class passengers. It is disappointing when flights scheduled to arrive on a specific day are delayed, causing passengers to arrive a day later. This lack of consistency with the DBX-Addis-CT flights is worrying.

Route: Dubai to Cape Town via Addis Ababa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "Overall a great service"

Review: Zurich to Tenerife. Very pleasant experience with Edelweiss. Check in at Zurich is done by Swiss. It was efficient and staff was helpful. Boarding started 10minutes later than planned but once boarding was completed we were ready to go on time. I was travelling with two young children and the cabin crew were very attentive with us throughout the flight. They offered a kids pack with crayons and a a booklet with activities. The children breakfast was offered first and then to the rest of the passengers. Breakfast was very nice, with two types of cheese, and two types of ham, yogurt, fresh warm bread loafs were offered twice with a choice of white and brown bread. It felt like a business class service. During the 4 hour flight drinks were offered a number of times. The seating comfort was good (we were sitting in row 7). Seats had a decent recline whilst also leaving sufficient knee space. The seatbacks had a special small tray were

passengers can install and attach their tablets. Flight crew communicated before departure to advise of a slight delay due to traffic at the airport and throughout the flight offering details of the routing and arrival times. Arrival at Tenerife was on time and the baggage was delivered with less than 10 minutes wait. Overall a great service and good value for money.

Route: Zurich to Tenerife

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "did not load the luggage"

Review: Casablanca to Washington. I had a plane change in Casablanca, Morocco. Our flight was delayed for 4 hours. The airlines said there was a baggage handler strike so it took awhile to take care of the luggage. We flew to our final destination which was Dulles International. After waiting over a half hour for luggage to come on to the carousel several other passengers including myself went to the luggage counter. We learned they did not load the luggage on the flight. They gave us a form to fill out and it had a claim number spot. I asked for a claim number and he said to just call the number on the form. The next morning I called several numbers and received no help. They said I should have a claim number. I have spent numerous hours trying to get this problem fixed. I am going to travel back to Dulles which will cost me time and money.

Route: Casablanca to Washington

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "flight got rescheduled 7 times in 2 days"

Review: My flight got rescheduled 7 times in 2 days! Multiple last minute delays and so unreliable. Never fly Go First.

Extremely unreliable and poor management.

Route: Bengaluru to Ahmedabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SA Express

Title: "upset and disappointed"

Review: Johannesburg to Bloemfontein. After a 22hr flight back to SA, just wanting to go home, I was told my flight has been cancelled - didn't even get any notification about this. I am deeply upset and disappointed.

Route: Johannesburg to Bloemfontein

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "group of friendly staff"

Review: Melbourne to Xian. A unforgettable journey with a group of friendly staff. Food on the plane are fresh and delicious. Eye mask and earplugs provided are really helpful for sleeping. All the staff provide professional service. The warm and friendly atmosphere made tourists feel at home. Next trip I shall choose this wonderful flight and I am looking forward to seeing them again.

Route: Melbourne to Xian

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Maldivian

Title: "flight attendants were helpful"

Review: Maldivian from Male to Kaadedhdhoo return. To reach my resort I needed to take domestic flight from main airport to local one. Before the flight I was escorted to the lounge to relax. The flight was delayed due to rain and traffic at airport. The domestic terminal was small and crowded. The aircraft parked at remote bay so we needed to walk for boarding. The aircraft was new and clean. The seat comfort was okay for small aircraft, I was put in the front row. The flight attendants were helpful. They served newspaper but only in Dhivehi. After take off, the flight attendants offered juices and water. The flight took 1 hour I really enjoyed the view of atoll through my window seat. The take off and landing were so smooth. The return flight was not much different, only huge delay.

Route: MLE to KDM

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Airways

Title: "company is letting them down"

Review: London to Bangkok. I traveled with my wife who is Thai, I am British. Firstly I made a mistake with my booking and I understand that that was my fault but I was charged heavily. What was more frustrating was that I could not contact the airline personally by email as they did not respond. The telephone number supplied did not work either. To top that off my THAI wife got allocated 30kg of Luggage and me 20kg? We were sat together and checked in together and the check in staff just shrugged their shoulders and said "We have no control over that". I usually fly Korean Air (recommend) but this was my first of many trips to Thailand so I thought I would fly with the National carrier. Never again. No wonder they are going under when they need customers post covid I will say that the onboard staff were great though. The company is letting them down.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "there was smoking on the plane"

Review: Tel Aviv to Amman. We had a short flight to connect to Amman to connect to Heathrow to connect to LAX to Fly home. Food was not an issue, but there was smoking on the plane. Stewardess spent the entire time on her cell phone texting , even when announcement had been made to put electronics away. She never once looked up for her phone.

Route: Tel Aviv to Amman

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "Customer Service was totally non-existent"

Review: Flight on 04 Feb 21, Departs 8:35 P. Flight SY376, Class S. Flight left one hour late getting us back to Minneapolis after midnight. Flight crew verbally abusive. Head Flight Attendant was always and only about control. Customer Service was totally non-existent. It was replaced by loud abrasive threatening intercom demands repeated throughout the whole flight about the masking policy. It made you feel like the gestapo was trying to control a prison camp. The Head Flight Attendant set the abusive tone and all but one of the other staff followed this approach. Just doing this review gives me painful memories. We will not be using Sun Country anytime soon.

Route: Fort Myers to Minneapolis

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "I was pleasantly surprised"

Review: My first time on a Singapore Airlines flight and I was pleasantly surprised by the quality of the gluten free meals offered, the variety of inflight entertainment, the excellence of service, the continuous cleanliness of the toilets and just the overall ease of boarding, flying and of course the airport!

Route: Auckland to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "Terrible experience altogether"

Review: Terrible experience altogether. We have a small child who was sleeping in his stroller and the RUDE lady at the bag check had an extremely poor attitude. She said we had to check our stroller then and couldnt check at the gate. Never heard of such a thing and was certainly not the case flying to Paris. She became quite nasty and was screaming at my wife. In the end, we woke our child, checked stroller and carried him through the numerous check, long lined check points. I paid for priority boarding, but that doesnt matter because once they open the gate, everyone runs to board the plane. French Bee did not board first class, priority, etc., prior. Its a free for all. Youd think that on an 11 hour flight youd be offered some sort of beverage, ie., soda, juice, coffee NOPE, you have to pay for all drinks ALL. Same for anything to eat.. no snacks offered. It also seemed they needed to make an announcement regarding no smoking quite often very strange. Would I ever consider flying French bee again? Absolutely not.

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Airlink

Title: "Worst service today"

Review: Worst service today, booked flight for a unaccompanied minor (10 years old), arrived at OR Tambo 2hours

before checkin, had all the necessary documentation but was delayed by the airline staff to fill health questionnaires, my brother was then checked in but left by the flight and they did not bother to communicate as to what transpired instead they are saying we arrived late and should have been at the airport 3hours before.

Route: Johannesburg to Harare

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "dull as dishwater B757"

Review: Larnaca to Manchester. I recently enjoyed a holiday with my family group of 7 consisting of 4 adults and 3 children. The first point is with regard to the online check-in service on the outward flight. My wife and I have always checked in via the normal procedure at the check in desk. My daughter preferred the online method. To my mind, our use of the unfamiliar touch screen procedure seemed no quicker than letting an experienced check-in desk assistant carry out the task. One of my daughter's cases was found to be 2.5kg over the modest 15kg allowance. There is every chance that a person may waive this minor indiscretion, but the online system is totally arbitrary culminating in a £45 surcharge, this was later waived by a TUI assistant to be fair. Moving onto the flight itself there were no issues of note other than being on a dull as dishwater Boeing 757. Very basic. The week long holiday at Tofinis Hotel near Ayia Napa was great, enjoyed the food etc. No probs. On the return flight we found it to be delayed just prior to the return transfer. 2 hours on a late night flight but no major issues, these things happen. However, it was common knowledge amongst the passengers due to internet checks but on arrival, the TUI rep chose not to mention it. I sort of understand that because why would anyone make themselves the focal point of peoples frustration if you dont have to. Onto the flight and again we found ourselves on the rather tired looking 757. I suspect TUI are suffering due to the grounding of the 737 max of which they were the biggest customers and I understand the company's predicament. The flight was adequate and on landing at Manchester we found the airport was disorganised due in part to procedural disruption arising from the ongoing terminal expansion. We were held on the plane and kept informed over the tannoy by a clearly irritated member of the cabin crew who informed us that we needed to be bused from the tarmac to terminal and the

airport hadn't been expecting us! Half an hour later we were disembarking and the journey was complete. The following day I felt as rough as sandpaper, cold symptoms and a sore throat. I cannot conclusively put this down to the plane journey but it is known that changes in air pressure can cause physiological effects like toothache and joint pain. Having taken trips on the uber modern TUI Dreamliners with their humidified cabin air I had forgotten just how rough an old plane could leave you feeling. I hope for TUI's sake that their fleet problems can be resolved sooner rather than later.

Route: Larnaca to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "refund in the form of credit points "

Review: AirAsia India is not customer-oriented air carrier. In Covid-19 spread issue, they are allowing to cancel tickets but refund will be in the form of credit points which can be used later. And allowing to reschedule the itinerary with payment of ticket difference amount.

Route: Hyderabad to Bhubaneswar

Seat Type: Economy Class

Traveller Type: Business

Airline: Japan Airlines

Title: "terrible ground staff"

Review: At Haneda Airport, I encountered terrible ground staff. They seemed reluctant to have passengers check in at the counter insisting customers use the kiosk to print their boarding passes and baggage tags. There were staff members present, but they seemed to be in a bad mood or too tired and didn't want to help passengers with issues they were facing. I always thought that Japan Airlines' service was full of enthusiasm and proactive in assisting customers, but that was not the case.

Route: Tokyo Haneda to Taipei

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "experience was extremely disappointing"

Review: The booking process went smoothly. However, the cancellation experience was extremely disappointing as there were no alternative options provided. The customer support agent I spoke with was rude, lacked compassion, and proved to be unhelpful. I had no choice but to book another flight with a different airline, which came at a significant expense, just to reach my destination 12 hours later than planned, causing me to be late for a speaking engagement. Moreover, when I called to reschedule my return trip, I encountered a similar lack of empathy and was informed that one flight's cancellation had no impact on the booking of another. To make matters worse, there were no options provided to speak to a supervisor, despite being told that I was already speaking to one who displayed the same rudeness and lack of understanding. Overall, while I used to consider Jetblue a reliable airline, this experience has significantly diminished my confidence in them. From now on, they will not be my top choice for air travel.

Route: New York to Las Vegas

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Lion Air

Title: "Crew was courteous"

Review: Bangkok to Jakarta. No online check in possible, but the airport check in was smooth. Staff extremely lenient about grossly oversized hand luggage carried by many. Flight departed on time and arrived 15 minutes early. I was given an emergency row seat but could also find several empty rows on board, making for a comfy journey. Crew was courteous, only customs forms were not provided.

Route: Bangkok to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "No refund option"

Review: My Flight cancelled by airlines and then after they are not even picking up the call. No refund option. Contact details given are of not use because the never reply and never pickup calls. Worst experience ever had. They just eat my money, from last four months I'm calling them for refund but they not picked even single call.

Route: Mumbai to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "Extremely poor accountability"

Review: Extremely poor accountability when it come to Flight Cancellation. Jetstar is becoming renowned for its last minute flight cancellations. This is made so much worse by their lack of accountability or responsibility to their impact on their customer base. Had my flight cancelled by JetStar and they could offer another flight for 36+hrs , on top of this they offer horrible compensation for expense incurred and only if you choose to rebook with Jetstar. (\$150 for accommodation and \$30 for all other expenses per day) If however you book another airline the next day (24hrs earlier than their offered flights) they will not cover any of the costs.

Route: Sydney to Adelaide

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "a waste of time and money"

Review: I paid a higher fare from Ho Chi Minh City to Bengaluru via Kuala Lumpur. OD 562 was delayed during departure and was further delayed en route due to traffic congestion over KL. Missed my connecting Malindo flight OD 241 to Bengaluru. The company asked me to stay at a hotel in the terminal for two days cause the next departure to Bengaluru was after two days. Ended up buying a full fare ticket to Bengaluru without any refund from Malindo. All in all what a waste of time and money.

Route: Ho Chi Minh City to Bengaluru via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LIAT

Title: LIAT customer review

Review: My experience with this Airline in Puerto Rico was awful. I had a fly from Boston to San Kitts. When I got to San Juan, I found a note that said the the fly to Saint Kitts was cancelled due to the storm. I looked for LIAT staff and I was unable to find one. I tried calling all the numbers listed on the note. I showed up at the airport yesterday at 4:40 AM trying to get to the next available flight. When I got there they told me it was not guaranteed that I was going to fly to St. Kitts. I was left in San Juan for 3 days. There was a flight to leave after 7 hours they boarded everyone but me and my 10 year old daughter. They gave every passenger a voucher for breakfast but us, yelling at me saying that I did not qualify for the voucher. Staff told me that there was a flight to Antigua the next day but she could only accommodate one of us. My daughter is 10 years old. The next flight was on the first. Another passenger offer to give his sit and she refused. How do you recuperate from this?

Route: San Juan to St. Kitts

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Spirit Airlines

Title: "not offer any options after 24 hours"

Review: Spirit Airlines take your money and do not offer any options after 24 hours, which I found out after the fact. I attempted to change flights and it was higher than the original flight. I attempted to cancel and would have lost all of my money. Can you imagine how many people they have done this way and how many millions of dollars they have just taken from people? Life is hard. Circumstances change. I urge and strongly recommend that you do not fly with Spirit! Changes need to be made with this airline!

Route: Memphis to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Asiana Airlines

Title: "Seats were okay"

Review: Haneda-Gimpo-Haneda on Asiana's A330. The aircrafts were a little old but no problem for this 2-hour flight. Seats were okay. PTVs were also okay but a little difficult to navigate. Meals were good for this short flight. Flight attendants were friendly and professional.

Route: Tokyo Haneda to Gimpo

Seat Type: Economy Class

Traveller Type: Business

Airline: Oman Air

Title: "bags a week after my arrival"

Review: Melbourne to Tehran via Muscat/Abu Dhabi. I received my bags a week after my arrival in Tehran because

they engaged another airline (Etihad) to do the first part of the journey, my bags were held in Abu Dhabi the staff in Tehran were rude and unhelpful trying to avoid accepting the responsibility. I think this company is far from being an international professional airline, they are known for missing bags. The second issue was the extremely expensive cost of rebooking a flight once you miss one flight it cost me \$1300 Australian dollars to rebook my flight from Abu Dhabi to Melbourne

Route: Melbourne to Tehran via Muscat/Abu Dhabi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "Worst customer service ever"

Review: Worst customer service ever. No phone number to call. My flight got cancelled, no help, no refund.

Unbelievable

Route: Boston to Berlin via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "no compensation for food or accommodation"

Review: I do not recommend flying with Aeromexico at all. I had a few hour layover in Mexico City which they ended up turning into a 26 hour layover (meaning my vacation literally lost a day) with no compensation for food or accommodation. I also had premium seats on one of my flights which we paid a few extra hundred dollars for and they oversold the flight and put us in economy with no food that we ordered and no refund. Also the most turbulence and worst landing Ive ever experienced - they braked so hard when landing that everyone got shoved forward in their seats.

Dont fly with this airline.

Route: Peurto Escondido to Vancouver via Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "trouble-free journey"

Review: No complaints. Smooth and attentive service . Comfortable seats and food good. The flight left 45 minutes late and arrived 7 minutes early. Luton Airport isn't the best airport but I guess they have to base themselves somewhere so if it keeps the prices down then I will cope. Thank you EasyJet for a really nice, trouble-free journey - I will be back!

Route: Luton to Larnaca

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: Croatia Airlines customer review

Review: Booking was easy, free seat selection and 23kg luggage included. Needed to register sports equipment and it was done by phone. Mobile check-in done using Miles&More app as Croatia Airlines uses Lufthansa check-in BCN. Croatia Airlines flies from non-Schengen gates E so nothing to do there as only one cafeteria, a small Duty-Free stand with very limited choices. Boarding on time, FAs welcoming us on board. Seat pitch is around 32 inches. Inflight magazine has lots of photos and articles to help pass time onboard. Small complimentary snack and drinks service and then later offered items from BOB program. Prices for BOB were triple than in the supermarket. We landed on time, customs cleared in 2', luggage delivered in 7'.

Route: Barcelona to Zagreb

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "never book a flight with Spirit Airlines again"

Review: Sunday 18, I scheduled a 9:37 am flight to Las Vegas but we couldn't board because a flight attendant was coming from a different flight. This wait was 2 hours. Coming back, Friday 12am we leave on time at 6:45pm but couldn't get off the plane until there was an open gate. The pilot explained this would take 25 mins but it was an hour after we landed. Finally got off the plane at 1:30am. I will never book a flight with Spirit Airlines again.

Route: Chicago to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "it was a horrible experience"

Review: We got delayed in Accra for hours only to miss our connecting flight to London. Hence, I had to stay overnight in Casablanca. At Casablanca, the food was very poor, with no vegan options. The hostel room was dusty with dirty used bedsheets and dirty bathrooms as well. We could not find toothbrushes, toothpaste, or even towels at duty-free shops. Their staff were very extremely rude and were not remorseful. Some passengers amongst us had to stay for 2-3 nights because there were no vacancies on the next connecting flights to their respective destinations. And when we complained, instead of feeling remorseful and issuing apologies, theyd rather tell us to return to Ghana and join another airline. I missed a very important meeting, the very reason why I had to travel, hence my trip was in vain, thanks to the incompetence and inefficiency of the airline I chose! Its been more than a month now, and no one has reached out to apologise for all the opportunities we lost because of their failed operations. Theres no way Id advise anyone to choose Royal Air Maroc. In summary - it was a horrible experience.

Route: Accra to London via Casablanca

Seat Type: Economy Class

Traveller Type: Business

Airline: Qatar Airways

Title: "Width of seats unacceptable"

Review: Width of the seats is unacceptable. I can recommend business class, I advise against a longer economy class flight due to the seats.

Route: Munich to Phuket via Doha

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "seats offer a lot of privacy"

Review: ANA has one of the best business class seats that offer a lot of privacy and comfort. Even for a tall European of 1.85m the seat is long enough to find a comfortable sleeping position. Flight attendants are outstandingly friendly and attentive without being obtrusive or robotic, and from my experience they all speak very good English. Food quality was above average, but although the flight from Tokyo to Sydney is 9.5 hours, main meal service comes on one tray with appetizer and entree served at the same time, which I find not really reasonable. I found breakfast on this route rather bland and meagre, but flight attendants are happy to find some add-ons, e.g. a left-over cheese plate or so. Inflight entertainment is generally OK, but falls behind Singapore Airlines or Qatar in terms of choice of movies or music, at least the European/Western selection, they might have a better selection for Japanese, Korean, or Chinese taste.

Route: Tokyo-Haneda to Sydney

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "Would not refund me"

Review: Would not refund me during COVID-19 epidemic. A few weeks ago, I was going to cancel my flight due to the COVID virus that's hitting NYC (Which is where I'm from,) obviously flights got cancelled, and just a few weeks ago, I was able to cancel my flight from the page but I only didn't just to wait it out to see if they would cancel it themselves. Now, the cancellation page isn't working, and they refused to refund me. Their policy says you can cancel for a refund with a fee. Now I can't even cancel at ALL, the page literally doesn't go to the cancellation page anymore.

Route: Tokyo to Nagasaki

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germanwings

Title: "vowing never to book Germanwings again"

Review: We were delayed 5 hours in Istanbul and received a sandwich on the plane as compensation. Told by the cabin crew that many planes were delayed due to technical problems that day so we would definitely catch our transit flight to London. Arrived Dusseldorf, no information given, transit closed. Eventually told to go to Lufthansa ticket desk where we joined a long queue for about 2 hours. Eventually told "no flights tonight, maybe one on Monday" (2days later). Lufthansa and Germanwings staff didn't seem to know who was doing what. Came back to ticket desk at 5am next morning and given overbooked standby ticket for 4 hours later. We made a fuss and insisted on getting a seat (otherwise we would have taken the train). We were given a seat but suspect that others were "bumped down" by Germanwings who were prioritising based on who made the biggest noise. Bad karma probably meant our flight took off but had to turn back to Dusseldorf due to more technical problems so we went round the same circle again - delay, no communication. This time we ran across the airport to the now familiar ticket desk where we were given tickets to London via Munich. Arrived home 39 hours after we left Istanbul, vowing never to book Germanwings again. Flight out with Turkish Airlines was a dream, should have booked return trip. Had to pay extra for Germanwings luggage which wasn't clear through Opodo the booking agent.

Route: Istanbul to London via DUS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia India

Title: "seat pitch is something that needs to be kept in mind"

Review: After a long time, I had decided to fly back to Bangalore on Air Asia on this afternoon flight as the timing was convenient for the arrival. A point to note is that the check in for the flight has opened almost 2 weeks before the departure of the flight as opposed to the usual 48 hours which is present on the other flights. Also another point to note is that the default seat selection which is provided by Air Asia seems to be free of cost, however if we try to change our seating rows, then a charge of Rs 250 needs to be provided for the window / aisle seats. As me and my wife were travelling together, I had decided to go with the default seat selection so as to avoid the extra seat fares. During the check-in the staff was proactive enough to accommodate me and my wife in a separate line which was faster than the usual long queues present. Also the crew wanted us to provide a feedback on the check-in process and how it could be improved and this was a pretty fun thing that was done. Boarding started well on time and one thing to note is that, if you are a person on the taller side, the seats could be a bit cramped. I have flown on other low cost carriers and Air Asia seems by far the most cramped when it comes to seat pitch. On short haul flights they are fine however on flights of more than 2 hours it could get uncomfortable. Also during boarding, I did not see the crew welcoming everyone on board which is something that was surprising considering how well the staff at the check in counters were. Flight landed well ahead of schedule and baggage was also retrieved quickly. For the money that was paid, the service provided was nice. However seat pitch is something that needs to be kept in mind.

Route: Kolkata to Bengaluru

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "a great experience today"

Review: Just come off a flight from Gatwick to Fuerteventura. Absolutely fantastic flight. Captain was very polite greeting all the passengers when we disembarked with a smile. In the cabin manager BJ was superb. He and the rest of the crew did a great job by making customers feel special which is unusual in today's climate. Plane was completely full but was clean on arrival. The only negative was we were 2hrs delayed from Gatwick. Well done TUI for a great experience today.

Route: Gatwick to Fuerteventura

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Spirit Airlines

Title: "Spirit could not get me home"

Review: Spirit Airlines canceled my flight home from Las Vegas to STL 20 minutes before we were supposed to depart. After paying \$303 for my luggage (\$89 for a carry on, \$89 + \$178 for a checked bag over 40lbs.), I waited hours for my flight only to be canceled just a few minutes before. At the ticket counter, after waiting an hour, they could not get me a flight to St. Louis for two days! Also, I would not be accommodated for these two days meaning no hotel, food, or car reimbursement. The only thing they did for me was switch my flight to Chicago (not even close to my destination) and that flight was still the next day and, again, was not my destination. Spirit could not get me home even though that's what I paid for. I spent almost 24 hours at the Vegas airport, had to go through security three times, and pay \$550 total in baggage fees. I've never had such a horrible experience with any airline in my life. Please, do not fly with Spirit. It is simply not worth it. I am an inner city, tier-1, art teacher who works two jobs and barely makes enough to pay rent. These baggage costs and inconveniences are a huge expense for me. Not only was I disheartened, I felt like I was completely and utterly scammed. I also felt like there was absolutely no care taken in trying to get each passenger an alternative flight. I mean, I won't even be making it back home to STL. I'll be in Chicago. Then it's on me to find a way home.

Route: Las Vegas to St. Louis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "amazing attention to the level of details"

Review: My experience in flight SV20 on Feb 21 2022 was great. The care and the level of service was awesome. The amazing attention to the level of details paid by the crew to each passenger was noteworthy. It felt like if you're flying a private jet. Having a Flight Chef on board makes a great deal of difference in the level of service.

Route: New York JFK to Jeddah

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Sky Airline

Title: "Excellent experience throughout"

Review: Excellent experience throughout. We were meant to fly from SCL (Santiago, Chile) to ZCO (Osorno) on 8 Aug. Our first attempt was thwarted as we were unable to land at the destination airport due to heavy fog and had to head back to our origin (the crew would have fallen out of duty, which made a diversion impossible). Communication and management of the situation were flawless. We were kept up to date at all times, and we were given generous meal vouchers. To top things off, we were even provided with a compensatory voucher for our next journey with the airline. The latter came in totally unexpected, as the hiccup was of course not the airlines fault and beyond their control. After a two-hour wait at SCL and once the fog had cleared, SKY flew us to our destination. A big thank you and well done to the staff at SKY Airline, both visible and behind the scenes, for this seamless, passenger-friendly, and pleasant experience.

Route: Santiago de Chile to Osorno

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: AirAsia India customer review

Review: Guwahati to Delhi. We get it its a budget airline. But if the flight is getting delayed then you should let the passengers know about the delay beforehand and not 1 hour before the flight.

Route: Guwahati to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eastern Airways

Title: "denied a place on the plane"

Review: Southampton to Leeds. Eastern Airways bumped me off my flight to Leeds and I missed my sons graduation as a result. For professional reasons, the only travel option available to me was an 08.35 flight from Southampton to Leeds which would just get me there in time, and a 14.00 return flight the same day. I booked the flight in good faith several weeks in advance to ensure I had a seat. At the Gate I was denied boarding as the plane was overweight and 2 passengers would have to be left behind. Despite remonstrating forcefully and explaining why it was so important to get to Leeds on that flight, Eastern Airways could not be moved. Eventually, the airport staff (whose behaviour was at all times sympathetic and polite) asked the other passengers who were waiting on the transit bus for a volunteer to give up their place, explaining the circumstances. Unfortunately, no one took pity on my plight and I was denied a place on the plane. I was left distraught and upset having missed an unrepeatable family event. No compensation was offered by the airline, and there has been no attempt to contact me to offer either an explanation or apology. Yet another instance of the airlines overbooking flights, but this time with a human cost.

Route: Southampton to Leeds

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bamboo Airways

Title: "this flight was terrible"

Review: The review for this flight was terrible. 2 times I booked through the bamboo website using my credit card but it always failed, but the payment has been successfully taken. Call to CS they promised to call me back within 2 hours but after 3 hours I was not contacted. I was afraid the price would go up I asked for certainty because I didn't want to double book. My Vietnamese friend helped contact them and according to him I should ordered again, after I made a payment with a different credit card I still didn't receive the ticket. I complained to them via IG and they promised to forward my ticket and cancel another book in the morning. I explained that the price could go up in the future but they promised that I got the ticket according to what I bought. the next day I was contacted by them and they asked me to go to their office and kept on promising that I would get my ticket without having to buy a more expensive ticket, the ticket turned out to be 50% more expensive. after I got there. CS there was not at all helpful and they even admitted that the error was from their website, and what a brilliant service from them I was told by them to buy another ticket at a higher price - they admit it was their fault, and I am the loser because I was charged twice and as a recovery service I have to pay for the 3rd ticket at a price that is 50% more expensive and even their manager doesn't provide a solution, just ask for my number just to check who called me and yet again and also they asked the risk information too regarding my credit card. The food they provide is only 1 type, namely pork sandwiches. as a person who does not eat pork because of religion this is really very disappointing, there is no other food alternative so I don't get a meal. If possible to give 0 stars, i would be love to give it

Route: Hanoi to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avior Airlines

Title: "airplanes are very old"

Review: The airplanes are very old, and there's no IFE or WiFi connection. The crew was kind but there are some problems with the people at counter, they don't give the complete information of schedules. The ticket was expensive compared with other countries because they don't offer the prices in Bolivares, only in dollars. But actually it's the best option to travel in Venezuela. The biggest problems in Maiquetia airport are from the immigration and security personal, also the installations are deficient. There's no paper at bathrooms and blackouts are common.

Route: Caracas to Medellín

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: NIKI

Title: "should be ashamed of your policy"

Review: Flew Innsbruck to Palma. 101 to carry a suitcase is shameful. I thought Ryanair were deceptive in their hidden costs but this is completely unjustifiable. You are required to book cases 30 hours prior to flying, we tried 24 hours before as we hadn't fully packed and didn't know our requirements. NIKI you should be ashamed of your policy.

Route: Innsbruck to Palma

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bhutan Airlines

Title: "good things to say"

Review: Kolkata to Bangkok. I have nothing but good things to say about Bhutan Airlines. They're a great ambassador for their country, even though I never set foot in Bhutan. I flew from Kolkata to Bangkok on an Airbus 319 in Economy bulkhead. Surprisingly, I had the row to myself. The plane was clean and colorful, decked out in Bhutanese red and gold in the interior, and the crew were in traditional Bhutanese outfits as well. Seats were comfortable, we were on time, and

the flight was only about half full. There was a meal on this short hop featuring Bhutanese cuisine and it was truly outstanding--one of the best economy class meals I've had in years. Even the inflight magazine was superb, highlighting not just places to see and things to do in Bhutan, as well as spotlighting some of the more unusual aspects of their culture, such as women taking multiple husbands. Bottom line, it was not just a great transport experience (on time, hassle free) but an educational experience about their home country as well. I can't wait to take them all the way to Bhutan.

Route: Kolkata to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: KLM Royal Dutch Airlines

Title: "deceiving experience for a big big price"

Review: Bad experience. Delayed luggage (4 days) on arrival to Florence. We had to buy clothes and toiletries in Florence. The standard store receipts were rejected for the refund because they didnt have enough details. On our way back the first flight was delayed so we missed the correspondence and had to wait 25 hours for the next flight. Overall extensively deceiving experience for a big big price. Never again KLM.

Route: Florence to Montreal via Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "Constant mechanical problems"

Review: Constant mechanical problems which is a huge concern. Both flights (to and from) flight were delayed several times due to mechanical problems. Initially supposed to take off at 9 AM and was delayed 3-4 times. We did not take off until 1 PM. The return flight boarded on time but we are stuck on the plane delayed, taxiing back to the gate for the

second time due to a second engine problem.

Route: Fort Myers to Raleigh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rex Airlines

Title: "old fashioned customer service"

Review: Upon checking in at the Rex Airlines counter at Sydney airport I received exceptional and thoughtful service from Jorja. I have a pacemaker and Jorja took the time to assist me by walking me to the appropriate security section and making sure I was taken care of by security staff. I found Jorjas assistance invaluable and nothing was a problem for her. Jorja showed not only professionalism but also a kind caring approach to my needs. I will not forget her kindness. What a wonderful approach to old fashioned customer service.

Route: Sydney to Coffs Harbour

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "very enjoyable flights"

Review: London to Cape Town via Johannesburg. I just wanted to say how impressed we were with South African Airways. The staff at the check in desk and the cabin crew were very helpful, professional and friendly. The plane and its seats were very comfortable and extremely clean. This is in comparison to British Airways. The food was also very tasty. Overall we had very enjoyable flights. Well done SAA and we look forward to fly with you again. Thank you!

Route: London to Cape Town via Johannesburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Korean Air

Title: "They insulted me in Korean"

Review: Travelled business in 2014 with Korean/KLM to Europe and good experience. This time we had 3 business class tickets from Sydney to Amsterdam partnering with KLM - who were wonderful - and return Sydney via Rome with Korean. The flight crews were attentive but cold, clinical and lacking the human touch. The lounges at Incheon are a nightmare akin to two MacDonalds in different parts of the airport but overcrowded, full of screaming badly behaved children, and with poor quality food and beverages and lack of seating. The attendants at the lounge desk were like cardboard cutouts unhelpful and arrogant when I asked for shower access. They then insulted me in Korean, not knowing I speak it! I persisted and let them know in Korean that I understood their insult. I was finally pointed to the shower section and had a hurried shower. Finally, during our holiday a family member in Sydney became gravely ill and we attempted to alter our return dates to an earlier date. This was possibly the worst aspect of having to deal with the "customer service" operatives of this airline. Night after night we rang them and were drip fed information about seats available on given dates waiting for a date where we could get home. At least two of the male operatives were unbelievably rude to my wife when she spoke with them, talking over the top of her and there was no audio delay to justify such rude treatment. They offered us economy seats which my wife could not take as she has a medical condition that requires a sleeper or flat bed for long haul. We didn't get anywhere with them. On 22nd October, there were 3 unallocated business tickets available back to Sydney which would have got us back 5 days earlier but when we asked about these we were told because we'd paid a different fare schedule, we could not have them unless we paid an extra 3000 per ticket in Australian dollars or Euros. We paid approximately AUD 16,500 for the original tickets. We simply couldn't afford this so we were forced to wait for the originally ticketed flight later while we dealt with our anxieties about our sick family member in Sydney. Meantime, these people flew an aircraft from Rome to Sydney with 3 empty business class seats. This may be the corporate world model for aviation now but business still depends on goodwill and Korean Air have lost our goodwill forever. We will never fly them again under any circumstance, whether for work or pleasure. They are disgraceful in their treatment of passengers in need and not worth our custom.

Route: Sydney to Seoul

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "passengers were simply left stuck"

Review: Flights delayed by over 1 hour and the airline crew decided to leave all the passengers stranded on the aerobridge that connects to the plane. With no update and communication, all the passengers were simply left stuck with no access to water.

Route: Birmingham to Belfast

Seat Type: Economy Class

Traveller Type: Business

Airline: El Al Israel Airlines

Title: "This is a screwed up airline"

Review: Traying to check-in online for the flight from London to Tel Aviv is impossible since the website doesn't accept neither the booking code (used to check-in on line from Tel-Aviv) nor the ticket #. Contacting El-Al on Whatsapp is like talking to an idiot since they provide the link to the same check-in website and it doesn't work. This is not a surprise with Israeli websites which have a tendency to fair and not respond. Trying to get any help by calling in the phone number published for UK (London/Manchester) all you get is a holiday greeting (Halloween?) This is a screwed up airline - expensive with the worst customer service. Fly whatever other airline but not El-Al.

Route: Tel Aviv to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ravn Alaska

Title: "delayed with no explanation

Review: Anchorage to Homer. Last 4 times I have flown with Ravn Alaska my flights been delayed with no explanation given at any point. Starting to think maybe Ravn Alaska just doesn't know how fast their planes go? Other than that i have no issues but waiting an extra hour or more every time i fly is getting old.

Route: Anchorage to Homer

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Amaszonas

Title: Amaszonas customer review

Review: Flew La Paz to Uyuni and return. Check-in was easy and outbound flight was on time. No bag fees or seat selection fees. Limited snack service on the plane - choice of coffee, juice, water or soda but adequate for a 45 minute flight. No IFE but with the Andes on one side and lakes and salt flats on the other it wasn't really needed. Seat pitch was surprisingly good - not sure of the measurement but I had a few inches clearance for my knees (I am 6' tall) which is better than economy class on most of the legacy carriers. Return flight delayed by about 30 minutes but not a major problem. Had to change our return flight and the fee was about US\$4.00 so I can't complain about that. The only odd thing was the baggage handling at Uyuni. The ground crew unloaded the bags onto a cart but kept it there while they then loaded the outbound flight. After the cart was brought to the bag claim, we were not allowed in until all the bags were place in the claim area. Sort of an odd arrangement and not sure if that is on the airline or the airport ground crew. All in all a reasonable flight experience. Recommended.

Route: LPB to UYU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "bags slightly over the weight limit"

Review: We checked in for a flight on 29th March to fly from Turkey to Georgia. There were zero issues and their staff didn't notify us that our bags were slightly over the limit. Our flight was cancelled. After 14 hours of waiting, we checked in for a second time (and their staff mentioned nothing about our bags being over the limit). Once we were through security, we were pulled aside and asked to pay 200 Lira for our bags being slightly over the weight limit. Naturally, I tried to refuse because we were not told about it. Had their staff told us we could have moved some items from our luggage to our hand luggage and avoided the mess. We were told that if we did not pay, we would not be allowed on the flight. It then turned out that the 200 Lira was actually 480 Lira (approx £40 pounds). Two of their employees checked our luggage in with a smile and then had the audacity to inform us that we were slightly over the weight limit. To add insult to injury, one of our suit cases is now broken and they are refusing to refund the money.

Route: Antalya to Tblisi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cyprus Airways

Title: "there was no one there"

Review: Larnaca to Athens. I was about to board with a friend of mine in a flight scheduled at 10:40 local time. Due to the traffic we had approximately arrived at the airport at 10:05. We rushed into the check in stand but there was no one there, we were informed that the guy had just left so even if we had taken our tickets we wouldn't be able to board the flight since there was no one there to check our hand luggage. Customer service was not answering, we were panicked and when they finally decided to pick up the phone they informed us that we won't be able to board even if the boarding phase was not actually ongoing. Thus we lost our tickets, had to overpay a ticket for later that day and destroy our vacations for merely 5 mins, just because they wouldn't pick up the phone and rush to leave their posts.

Route: Larnaca to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAAG Angola Airlines

Title: "doesn't value your time or money"

Review: I recently had the "pleasure" of flying with TAAG, the Angolan airline that makes you wonder if time actually exists. Seriously, their flights are so delayed that you could have time to write a novel or learn a new language while waiting for your plane to finally take off. And don't even get me started on their customer service. When my return flight was delayed by more than 7 hours, I knew I would miss my connecting flight in Luanda. But did TAAG care? Not one bit. They wouldn't refund my ticket even though I didn't even take the flight to Luanda because I knew I would be stranded there without a visa to enter the country. But hey, at least their ticket prices are high enough to make you think you're flying with a premium airline, right? Wrong. In fact, after flying with TAAG even Ryanair would feel like a premium airline. In all seriousness, if you're looking for an airline that doesn't value your time or money, then go ahead and fly with TAAG. Otherwise, save yourself the hassle and choose a different airline for your next trip.

Route: Luanda to Sao Tome Island

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vueling Airlines

Title: "two pieces of luggage left behind"

Review: My husband and I were traveling from JFK to Venice. We had a connecting flight from Barcelona to Venice with Vueling. The first problem we encountered at JFK we had to pay for our luggage from JFK to Barcelona and then to Venice even though we did not have to check in our luggage at Barcelona. They charged us 350 Euro for 3 pieces of luggage. They didn't charge us for the weight. They charged by the pieces. Our luggage went straight from JFK to Venice but we were told because it was a connecting flight we had to pay for them from Barcelona to Venice which did not make any sense at all. The flights were delayed going to and coming back. We didn't know that we had to order our

meal and pay for it ahead of time. Can you imagine that after your flight was delayed sitting in the airport for several hours and finding out you don't have a meal? Coming back two pieces of our luggage were left behind. We were told that they only have one flight coming out of Venice so we have to wait at least 24 hrs. I will never travel with that airline again.

Route: Barcelona to Venice

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Berlin

Title: "worst experience with an airline"

Review: Bucharest to Miami vis Sibiu, Munich. My worst experience with an airline so far. 3 weeks before departure, they changed dates and hours - technically I could choose to get my money back, but buying from another company with such short notice would have been much more expensive - what I paid for was Bucharest to Miami with one stop, what I got was the same with 3 stops - what I paid for was Miami to Bucharest with one stop, what I got was the same with 2 stops. I had to book a hotel room for one night in Berlin because the flights were not in the same day after the change they made (still waiting for a refund), and they failed to deliver the luggage in Miami. It arrived after 2 days - out of 4 Air Berlin flights, 3 were delayed by approx 1 hour each. AirBerlin call-center is bad. They say on the web-site is 24h, but that's not true. If you call them when they don't work, they don't say come back at operating hours. They just let you listen to bad music indefinitely on your own expense. and when they do answer, they even give incorrect answers (like saying Bucharest to Munich is a direct flight, which was certainly not.

Route: Bucharest to Miami

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air China

Title: "Refund policy is ridiculous"

Review: Guangzhou to Vancouver via Beijing booked for mid-April. The worst airline I have ever seen. Air China doesnt care their customers and just want to get money from their customers. Refund policy is ridiculous and try to cheat customers. When you call customer service, the only thing they said is there is nothing I can do. Will 100% not to choose this airline ever again

Route: Guangzhou to Vancouver via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "Overall a good experience"

Review: Manila to Busuanga. Self check-in and drop-off of the case was quick and effective. The aircraft made a well-maintained impression. The seat spacing was good, the on-board staff were friendly and the food could be expanded against payment. Overall a good experience.

Route: Manila to Busuanga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "my luggage was lost"

Review: I flew from Denmark to Australia with a stop in Melbourne and Ho Chi Minh. I ordered vegetarian food for my flights which they didnt have any of when I flew. Then when I arrived in Melbourne my luggage was lost. I filed a report and waited and waited for days. I contacted the airport and Vietnam Airlines who said the same thing over and over again that they couldnt locate it. They dont work together with the other airports to find it. This thing has made my vacation so stressful and terrible!

Route: Paris to Melbourne via Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "Austral flights were better"

Review: Ushuaia to Puerto Iguazu via Cordoba. I booked three domestic flights with Aerolineas Argentinas and two were on the regional Austral. The flights were closer to being on time than I experienced with other airlines down here, and basically everything went off without problems. The Austral flights were actually better - the Embraer planes are more comfortable and roomy than Aerolineas Argentinas 737s (which looked new but were a bit cramped) and the Embraer seats even have small entertainment screens (can be hard to get earphones though). You get snacks on longer flights, just a drink on shorter flights, and it might be a regional norm that no alcohol is available.

Route: Ushuaia to Puerto Iguazu via Cordoba

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Amazonas

Title: "onboard service is good"

Review: La Paz to Sucre with Amazonas. Their tickets are expensive compared to other airlines in Bolivia, and don't be fooled by the "promos" on the website, the final price is always higher than BoA or ecojet. The ground service is good, they even offer a cheap shuttle to Sucre airport, they claim to have a perfect "on-time" record but they have the reputation to cancel trips when the plane is not full enough, onboard service is good with a drink good enough for all the short trips they do and seat room is ok taking count the CRJ 200 is a small plane! The planes are as basic as any regional jet is but are pretty much quiet. Never used it yet but I've been told their La Paz-Santa Cruz air shuttle service is terrific.

Route: LPB to SRE

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "missing my connection to Tampa with United"

Review: My initial Jazz flight July 23 left 2hours late from Vancouver, which lead to missing my connection to Tampa with United. After 2 hours in the United airlines customer service line up, I was informed that there was nothing that United could do because Air Canada was in control of the ticket and they were the only ones that could rebook me on the next flight. This has to be the WORST policy because there was not an air Canada agent anywhere in the Denver airport to be found. I had no idea how to get this problem solved. After and exhausting search, I was so distraught that I left the secured area and after more attempts to find an air Canada agent I went to the United Airlines check in counter. The United agent (Carol Ann) went above and beyond to help me and while she was on hold with Air Canada she was busy checking in customers for a departing flight. She finally was successful in being able to provide me with a boarding pass onto a flight leaving to Tampa the following morning. How is it possible that United Airlines can be an alliance (partner) when they do not have authority to get Air Canada passengers where they are booked to go when the passenger has an existing boarding pass. If passengers who find themselves in this situation are supposed to know to call air Canada, then that is also a poor policy. I do not roam with my phone and certainly not going to pay for cell minutes to hold for Who knows how long?

Route: Vancouver to Denver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "felt so helpless and disregarded"

Review: The flight was a connecting flight to Seattle, WA from Honolulu HNL connecting in Maui OGG. The Maui to Seattle flight was delayed by over 4 hours and we were not informed or notified in any manner. We had arrived from Honolulu and were waiting by the gate when we noticed the departure time change. I was traveling with my wife and 9 month old son and we did not expect this and didn't know what to do since this was our first time travelling with him. My wife went to inquire about the situation and was told by the manager/chief at the gate desk and they said "there is nothing we can do". She was worried because we did not have any baby food left or formula and it was frustrating. I went to speak to the same manager/chief and ask if we could get any assistance because we would have to sit in an airport with an infant for an additional 4 hours on top of the initial 2 hour of our flight. While I was talking to them they called security and threatened to get us thrown out of the airport because manager said she will not speak to us because "we could not understand even is she tried to explain it" I believe she was trying to imply we were incapable of understanding her and we need to move out of the way so she can help other customers. Shas just gotten another frustrated customer who was yelling and screaming at her and being hysterical but she gave her a completely different treatment and gave her another flight since she was from there and decided to flight out another time. We stood back and record while the security arrived and started questioning us. This was so frightening for us. We didnt know what was going to happen to us. Were we going to get arrested? were they going to take out infant son from us? what were we going to do in a place that is foreign to us and we did not know anyone there so thats where we were recording for our own safety. We decided to wait it out because it felt like the more inquiries or help we requested it was met with aggression and complete disregard of our infant child. We swore never to travel there ever again because we have never felt so helpless and disregarded and treated so poorly compared to others.

Route: Honolulu to Seattle via Maui

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: JetSmart

Title: "value for money was great"

Review: Puerto Montt to Santiago. The value for money was great. We got cheap tickets but the processes were all

very efficient. No long queues, fast check-in and very friendly staff.

Route: Puerto Montt to Santiago

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "you get what you pay for"

Review: Durban to Johannesburg. As a low cost airline, in FlySafair you get what you pay for. No inflight entertainment, any beverage you want you have to pay, seats that don't recline. No USB plug to charge your phone. The really good thing is that the service was really fast. Fast boarding, fast disembarking and you got your checked baggage fast.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "I was pleasantly surprised"

Review: Not perfect but better than expected. Having flown quite a bit around the Pacific, most of which does not warrant a good rating, I was pleasantly surprised by the latest offering from Fiji Airways. The plane was newish, the flight crew were friendly and the seat, for a relatively short haul international flight, was pretty much as good as you get (lay flat, power and widgets etc.). The IES was a tad lacking but this is only a one film flight so there was just about enough. And by the time you read this most of the renovations at Nadi airport should have been completed so you wont have to experience the rather dismal business class lounge. Going the right way.

Route: SYD to NAN

Seat Type: Business Class

Traveller Type: Business

Airline: Air Astana

Title: "Service was exceptional"

Review: Excellent service from Air Astana team. A very pleasant flight of just under 4 hours flying from Moscow to Almaty. Service was exceptional and the crew very attentive. A very smooth flight and pilot was very careful with manoeuvres. Overall I was very impressed with this airline and felt very safe.

Route: Moscow to Almaty

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cayman Airways

Title: "worst airline I've ever flown"

Review: Leaving Grand Cayman the flight was delayed over 3 hours, I'm finding out now that delays are a normal part of doing business for Cayman Airways. I was forced to miss my connecting flight out of Tampa and was forced to pay an additional \$1,700 to cover the cost. Cayman Airways would not reimburse the cost. The Gate Agents were confused and did a horrible job communicating anything. I will not fly Cayman Airways again, worst airline I've ever flown!

Route: TPA to GCM

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ernest Airlines

Title: "flight has been cancelled"

Review: Milan to Kharkov. So my flight has been cancelled. I have receive email with this info at 19:48pm when departure time was 5.30am the next morning. When I arrived to Milan Malpensa airport at 1am I found Ernest info point

which was closed and no person in the airport didnt know something about the reasons of cancelling my flight. And now i am waiting 5 am when info point is opened and i will be able to understand the reasons why my flight was cancelled and how can i return to my homeland.

Route: Milan to Kharkov

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "deserves it's 4 star rating"

Review: Gold Coast to Hong Kong via Cairns. Check in at Gold Coast was less than 5 minutes. No Lounge Service for Business Class. Left on time for 2.5 hr flight to Cairns. Only a muffin and drink served for breakfast but crew were very attentive. 1.5 hour stop in Cairns. Relatively full flight to HKG. 2 full meal services - 1 hour out of Cairns and 90 minutes before landing. Choice of 3 meals each service with 1 western and 2 chinese. Meals were good portions and very tasty. Plenty of drinks available with crew constantly checking for refills. Daytime flight so didn't take advantage of the fully flat seats, which are very comfortable. AVOD was limited with (understandably) mainly chinese TV shows. Crew were very professional and chatty making for a very pleasant flight. Hong Kong Airlines Business Class deserves it's 4 star rating.

Route: OOL to HKG via CNS

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Qantas Airways

Title: "Did Qantas forget how to run an airline?"

Review: Safety is great but timeliness is a close second on my book. On arrival at Honolulu it took over an hour for our bags to come out, causing us to miss a connecting flight. Departure is currently more than 3 hours late and counting. The latest excuse is the food is late being delivered. I don't know but there seems to be a real problem with the ground

services in Honolulu. Did Qantas forget how to run an airline?

Route: Sydney to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "it is now pathetically poor"

Review: Mumbai to Hong Kong. Cathay Pacific used to be my favorite airline, but it is now pathetically poor. Cabin service, especially in Business class used to be something to look forward to, but words such as bad, uncaring, aloof, absent come to mind - also, considering the current Coronavirus pandemic, my tray table and armrest were notably dirty and not cleaned properly. I was unimpressed that there was no soap in the soap dispenser in one of the Business class bathrooms. Shame. Cathay has lost its way and is now just a poor alternative.

Route: Mumbai to Hong Kong

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "rude staff and terrible customer service"

Review: We flew from Brindisi to Rome, service was trash everyone there is on a power trip, no customer service skills at all. Very rude. Then Rome to NY, the flight was fine, but they didn't pay Delta for our connecting flight to Atlanta. Delta found our name in the system but said the spots were only reserved and basically Alitalia owed them money, to actually book the flight. We didnt find this out till we got to NY because none of the service desks/ppl at the gate were able to print us our ticket in Rome or brindisi and didnt say why. So we get to NY Find this out and end up missing our flight. Were still on the phone with the airline on hold to get this sorted out. Im very disappointed with my overall experience with this airline. Unreliable airline and rude people working for them. These are only the issues we had on the way back

home to ATL. We had issues otw to Rome too- again rude staff and terrible customer service.

Route: Rome to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "worst experience ever"

Review: London to Amritsar via Mumbai. The worst experience ever. One of my two checked in bags never arrived at Mumbai airport and while I asked the customer service people there, no one seemed to care that I had to catch the next flight to Amritsar in 1 hour. They asked me to file a claim for my bag and as I was in line, my next flight took off, so I had to wait 4 hours at Mumbai airport till they found another flight to Chandigarh after 5 more hours. However, its been 6 days now and I havent received my lost bag yet. I have been calling their office everyday and all they say is they need another 24 hours. This is horrible service and I had very important articles in that bag. I dont know how to get it back. Do not ever trust this company with your baggage or time.

Route: London to Amritsar via Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Dragon

Title: "crew was exceptionally efficient"

Review: The flight from Hong Kong to Taipei was eventually operated by Cathay Pacific plane and staff, though it used to be a Cathay Dragon flight. They used long haul business cabin to operate the flight, with flat bed and fancy entertainment system. Hot dinner was served in the ultra short flight, with dessert and also appetiser. The crew was exceptionally efficient. However, the boarding was quite confusing.

Route: Hong Kong to Taipei

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Eurowings

Title: "canceled my flight at the last minute"

Review: They canceled my flight at the last minute, leaving me at 10 PM in the connecting city with no instruction or solution to go home. I managed to find (and pay) for a 9 hours train to Berlin. 6 months later, they did not reply to email, didn't receive a refund, and when you called them, the agent was completely useless, advising you to wait (6 months doesn't seem enough for her?) or send emails (10 already), because she has no direct connection or number for the refund department - if it exists. Unbearable customer service if we can call it that way, total scam.

Route: Mykonos to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Dolomiti

Title: "service indeed"

Review: After a fraught day missing a flight from Paris CDG and being rerouted to Genoa via Munich we boarded a well presented Air Dolomiti aircraft only to hear a message from the Captain that there would be a 20 minute delay waiting for passengers from Amsterdam. After they eventually arrived he again came on the intercom to say that he realized we had a cruise liner to meet and he would expedite the flight - and he did flying it like a light aircraft to reduce a 90 minute flight to a 48 minute flight - congratulations to him! The cabin crew were 3 smartly dressed young ladies and the purser was almost in tears when she was the one to tell us that our luggage was not onboard. The snack was, rather strangely, a cellophane wrapped apple but they insisted on us having a second Prosecco "to cheer us up". Then when we landed they came to assist us with our baggage claim - service indeed!

Route: MUC to GOA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "I would fly again"

Review: Good service kind staff. I would fly again. Very comfortable seats and nice food. Friendly cabin staff. Overall 10/10 experience I would fly Malaysian Airlines again.

Route: Kuala Lumpur to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Business

Airline: ANA All Nippon Airways

Title: "efficient and pleasant FAs"

Review: Itami to Haneda. Short domestic flight. Osaka Itami airport is under renovation, dusty and unpleasant. Check-in was smooth, domestic lounge was spartan (lunch time but no warm food), boarding was robotic, aircraft was extremely clean, with efficient and pleasant FAs serving drinks.

Route: Itami to Haneda

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "never fly Alitalia again"

Review: We booked two tickets from Munich to Rome via the Alitalia Homepage and got a direct confirmation. At the airport, we were informed by very unfriendly and slow staff that we would not be on the passenger list and Alitalia cannot

transport us with the booked flight and we shall buy another ticket in an Alitalia flight 6 hrs later. The staff denied to provide contact to her boss and did not give her name. We had to book another one-way-flight on the same day with another company, spend 380 extra. When arriving in Rome, we again contacted a service staff. She was much more friendly and informed us that Alitalia had some software problems resulting in bookings via the internet not being correctly processed internally. She promised that our costs will be reimbursed. We then contacted Alitalia to get our reimbursement. Unfortunately, although we spent much time to precisely indicate all circumstances and additional costs, Alitalia only reimbursed the 254 for the original ticket but did not reimburse the additional costs of 380 for the extra flight to Rome (and we had to pay another 250 for the flight back from Rome). Furthermore, and most disappointing, Alitalia did neither give an explanation nor an excuse. We will never fly Alitalia again!

Route: Munich to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "don't understand transit"

Review: Bangkok to Hanoi via Ho Chi Minh City. Received an email a few days before departure informing us our direct flight to HAN had no be routed through SGN (commercial reasons we are told). Got to BKK, check-in wonderful with bags processed to SGN and transit boarding cards given to us also. Arrived in SGN anticipating a smooth transition to our next flight, but this was anything but. Turns out this airline don't understand the IATA definition of a transit flight, at all. Complete mess where we had to go through immigration, queue several times and check our bags in once again. On the positive side, we did have 4 beers and a delicious airline sandwich for about 5 onboard. Crew were pleasant enough.

Route: BKK to HAN via SGN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "blend of arrogance and incompetence"

Review: A perfect blend of arrogance and incompetence! I booked a trip from Syd to Perth. Barely an hour before boarding they sent me an email saying flight has been cancelled and they rerouted my itinerary through 3 extra stopovers and an extra 9 hours of flight time and transit! Absurd entitlement and narcissism. I was already at the airport and was told that if i wanted to talk or see any other options, by that time my rerouted flight (which would leave just 15 mins later than my original time) would leave and I maybe left without any options. Ruined my whole day, took me 14 hours instead of 5, made me miss an urgent meeting, made me run around the airport from desk to desk, and all that while not a single apology or sorry from any of their despicably behaving airport staff, instead acting as if I was lucky to get the flight. Never again with this fraudulent and ruthless company! Aussies deserve better.

Route: Melbourne to Adelaide

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "I had a great flight back home"

Review: I would like to share my appreciation for your ticketing agent, Tomoko. I wish I had a better photo of her or it would have been better if I had a photo with her. Tomoko was the agent who attended to me in LAX, FRI 8/5 at around 1pm Pacific Time for the JL 061 flight to Manila, Philippines. She was most efficient and demonstrated outstanding customer service. She was very genuine in ensuring that I am able to get on that flight and get back home safely to my family. I hope this message reaches you Tomoko! You are so excellent in what you do, helping JAL customers. Thank you again for being so awesome! I would also like to commend JALs inflight WI-FI. I had some work to complete and was able to do so with onboard internet. Thanks again for the great end to end service! I had a great flight back home!

Route: Los Angeles to Manila via Tokyo Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Adria Airways

Title: "never flying them again"

Review: Adria Airways flight from Pristina to Munich was smooth, return flight was terrible. Get notified flight is delayed (can see it on tarmac). Told there is a technical issue and we will fly to Ljubljana, Slovenia for a connecting flight. Reality, the flight was half full and we were forced onto another Adria flight so they could save a buck. Our recompense, a free meal at airport. Never flying with them again. When Lufthansa reps tell you this always happens it should be a sign.

Route: MUC to PRN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "Worst experience ever"

Review: Worst experience ever. Coordination between ground staff and cabin staff is zero. My flight was planned to departure at 2215hrs right now im sitting inside the flight for almost one hour and did not even got a cup of water. Keep Air India as your last option.

Route: Delhi to Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "the worst flying experience"

Review: Worst airline ever. Flight cancelled on our way to Japan, alternative flights provided for 2 days later. Flight was the delayed making us miss our connecting flight. On return home, flight was delayed 4 hours making our luggage miss the connecting flight. Luggage still hasnt arrived 3 days later with absolutely no communication from the airline. Philippine airlines staff and not helpful in the slightest with any query. The staff at Manila airport are also horrendous. Each person you talk to tries to handball you off to another person. This is by far the worst flying experience. The fact that they were the cheapest airline doesnt make up for this horrible experience. Wouldnt recommend ever.

Route: Tokyo to Sydney via Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pobeda Airlines

Title: "pay 25 euro to print the pass"

Review: On 22nd December 2018, I check-in online on their web site for the flight Pisa to Moscow. Immediately after having finished the check-in and being assigned the seat, I have been trying many times to print the boarding pass but the link to open the Pdf document was not operating. and there was no way to print it. at Pisa Airport I had to pay 25 euro extra penalty to print the pass. I am badly surprised about this company.

Route: Pisa to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "did not wear a name tag"

Review: Check-in uneventful. Boarding a zoo with a rude employee denying me boarding, claiming some zone story. Upon boarding I found a number of passengers that were probably the right 'zone' since they were seated in the rear already. An old ATR POS that Aegean must likely keep to connect some small islands that cannot accommodate jets.

Why they would use these consistently for the third largest Greek island is unclear to me. Once seated in 15C and having put my backpack above, I see the flight attendant pushing it to make space for someone's big suitcase. When I objected, she pulled it down and told me in the rudest way to put it under the seat in front of me. Said attendant did not wear a name tag.

Route: Mytilini to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Pacific

Title: Jetstar Pacific customer review

Review: There is no Web check in for the flight from HCMC to Singapore return. After getting the boarding-pass, passengers were checked again with their hand-luggage strictly for 7kg at the end of the check-in counter by another agent. The hand luggage weighing more than 7kg have to be sent as check-in luggage with an additional fee of 60SGD. After check-in, all passengers were forced to depart immediately even they check-in 3 hours before the departure time of the flight. In order to assure this, the agent keep the boarding-pass of the passengers and follow the passengers to the departure gate, only give to boarding pass to the passengers at the departure gate to be sure that they will never come back?

Route: Singapore to Ho chi minh city

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "friendly and very efficient"

Review: First time in Asiana Business Class on flight from Hong Kong to Seoul. Asiana's business class seats are in a staggered 1-2-1 configuration on the A380. The seats could be turned into a flat bed and were very comfortable, in

particular considering that it was only a three-hour-flight. Service was friendly and very efficient, and the quality of the food was impressive for a rather short flight. I would take Asiana again without hesitation.

Route: Hong Kong to Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: Malaysia Airlines

Title: "They lost my parents' bags"

Review: Awful airline. They lost my parents' bags, and they were flying business class. After numerous emails, Malaysia Airlines has still not compensated my parents. It is ridiculous that they flew business class and still received such poor service. Moreover, it was a direct flight, which makes the lost baggage an even more baffling incident. Nevertheless, no efforts to compensate our parents have been made. It has been almost 2 months since they returned home without their bags, and Malaysia Airlines is still dodging all compensation requests.

Route: Kuala Lumpur to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "Amazing service"

Review: Amazing service, from check in to boarding to landing. It was amazing. My daughter also forgot her tablet on the airplane and we received it back within two days! Which is amazing!

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SmartWings

Title: "recommend the airline"

Review: We booked a ticket with Czech Airlines from Dubai to Prague and we were told we will fly with SmartWings. The ticket price was too hard to refuse so we went for it, the website was a bit confusing on luggage and food/entertainment. Great check in service and aircraft, wonderful crew and service. There was warm food, drinks, some Czech movies on small drop down cabin screen and an on time experience. Highly recommend the airline.

Route: DXB to PRG

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "paying for mockery"

Review: I think this company exists only because it is abusing EU regulations by the letter. They even did not have a plane in site at time of go to gate. Did not bothered to announce the delay or to make sure the airport displays the delay. NO ANNOUNCEMENT in the airport. The data should have come from this company. Because of the 2 hours delay without any responsibility, they decided it is cheaper to allocate the aircraft after check in is closed. I am pretty sure the hygiene on board is missing in action. And we had a fly proudly flying around with us all the way home. Useless delays, total disrespect of the passengers, constant overbooking/oversold tickets, no time for actually hygiene in the aircraft. An air pirate of the same type as Ryan Air. It is no wonder they are the sole remaining low costs around with multiple routes. It is not complicated to be profitable if you abuse your clients with regulations on your side. Everybody dreams of selling something they don't actually have. It is sad when this is a trip to your holiday. Isn't it? Why do regulations help them? How is it possible to not announce the flight delay until the passengers passed the gate? Because of regulations. So let's change them for better. Do not protect such companies. Flight schedule is not to be taken as optional or a joke. I do not enjoy paying for mockery.

Route: Larnaca to Bucharest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "None of our 4 suitcases arrived"

Review: We were traveling from Amsterdam to Phuket with stopover in Moscow Sheremetyevo which is a total mess. None of our 4 suitcases arrived at the final destination. We were crowding with a large group of travelers at the baggage claim desk at Phuket airport who had the same problem with Aeroflot. The staff was continuously smiling but that does not help. Aeroflot claims that they have a lost luggage tracking system but it doesn't work. Calling customer support is pointless. I called like 20 times and I was every time disconnected while waiting on the line. The staff in Phuket promised to deliver bags tomorrow to our hotel. If that happens I will amend this rating but that is how the situation looks for now. Having all 4 bags lost for every member of the family is the worst nightmare that can happen to you while on your holidays.

Route: Amsterdam to Phuket via Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "it took Air France 3 days to ship my bag to me"

Review: Delayed baggage, and even longer delays (3 days!) in shipping it to me. Air France has scheduled far too short a connection time in Paris for its flights from West Africa (Guinea and Central African Republic), and given the change in terminal and slow security at CDG, I always end up having to run in order to make the final call for my London flight - very stressful. Air France themselves have the same problem - the last time I flew, my bag also missed the connection, and arrived in London three hours after me. That's when things really went downhill. Despite the fact that I live only two hours drive from Heathrow, it took Air France 3 days to ship my bag to me. I can order something on Amazon by midday

and have it delivered the same day, but Air France takes 3 days to ship to an address two hours drive away. The final cherry on the cake: arrogant, indifferent customer service. When I called to complain about all of this and asked for a manager, the operator initially refused to let me talk to a manager, saying this was just about a bag. When I insisted, he said all of the managers were in a meeting, but he refused to get a manager to call me back - he said I would have to ring again and try to catch them when they're available! I will instead now vote with my feet, and stop using Air France for my flights to West Africa. Terrible airline.

Route: Conakry to London Heathrow via Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: SpiceJet

Title: "I didn't even get to my flight"

Review: I didn't even get to my flight. It was a transfer flight and there was no information shared with me at all about online check in or that I had to check out and check back in again on my transfer flight. They only sent me a whole lot of promo mails which besides that it's annoying makes it hard to find the actual important mails in your inbox. Besides the all the promo mail, there wasn't any mail about online check in or that I had to check out from my transfer and check back in. Instead they let me all the way through to the gate and told me on the last moment that I was supposed to check out and back in. And the website was also not clear in that (I checked). I took a sprint to the check out and went back in, but check in was closed and they didn't do anything for me other than telling me that I should have known somehow. No (partly refund), no later flight instead, nothing. Only telling me that I should have known somehow what the procedure is and pointing to the terms and conditions part on my e-ticket, which by the way says nothing about checking out and back in in a transfer flight. Be aware of this. No spice jet for me anymore.

Route: Bangkok to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Mokulele Airlines

Title: "Horrible company"

Review: Horrible company. Changed outbound time with no notification. Sent us to a different aircraft, no security no one walked us to plane. We boarded wrong aircraft. Return flight they moved departure time then cancelled with no re-booking so we had to book on Hawaiian the next day and spend the night ourselves to get home as no one answered customer service at all. Dont book them !!

Route: Hilo to Kahului

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Serbia

Title: "Rude staff, long lines"

Review: Helsinki to Athens via Belgrade. Worst airline ever! Rude staff, long lines, no food, dirty airplanes that have a weird smell. They changed the airplane before the flight from an Airbus A320 jet to some old Boeing (probably 737) it took off shaking left and right and smelled like something was burning. The sound system gave me a headache and what they were saying was unintelligible even the safety instructions. I have seen third world countries airlines with better services and standards. Even budget airlines are way more comfortable. If you are thinking about flying with Air Serbia then think again. I am never afraid of flying but this time I did feel flying anxiety on board their flights.

Route: Helsinki to Athens via Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Georgian Airways

Title: "strive mightily to avoid them"

Review: Gatwick to Tbilisi. I purchased tickets in August, for a November flight. We were arriving from the US to Gatwick, and were to connect same day from Gatwick to Tbilisi. Georgian Air decided sometime (September? October?) to change to a fall schedule, which did not include a Monday flight to Tbilisi. Georgian Air never emailed or called. We learned approximately 3 weeks prior to our late November flight, that we would be arriving in London on a Monday, but could not connect to Tbilisi until Wednesday. Georgian Air never 1) attempted to place us on another carrier for same Monday, 2) offered a partial or full reimbursement for the flight or expenses or inconvenience, nor 3) apologized at all. Georgian Air placed me on the Wed flight and said all is fine, your flight is good for Wed. This cost me 2 hotel nights in London (not cheap) plus train tickets to/from Gatwick to hotel, plus food for 2 days, AND we missed the business meeting that we were flying to, anyway. For a 5+ hr flight, they rattle around for the first 2 hrs, then wake you more than an hour prior to landing, for no apparent reason, so don't plan on getting to sleep any significant amount. The crew is friendly and seem very competent, but the airline is apparently disorganized and has no idea how to compensate clients when they cost them unbudgeted funds. I may have no options but this airline in the future, but I will strive mightily to avoid them.

Route: Gatwick to Tbilisi

Seat Type: Economy Class

Traveller Type: Business

Airline: Level

Title: "experience was a nightmare"

Review: Newark to Paris. My experience was a nightmare. This was primarily due to the very rude and rough behavior of the Level Airlines Team, on board, towards me and other passengers. They were extremely rude, would not stop to ask passengers such as me if I wanted to buy something to eat or drink, would not reply when talked to. One of the hostesses ran her trolley into my foot and did not apologise until I insisted ; another Airhostess was putting her elbow almost into my face while I was asleep in order to serve a passenger their pre-booked meal behind me, this woke me up and she refused to answer when I asked her politely if she could move the trolley up a little, finally after I asked 4 times in 2 different languages, she said no, she would not move the trolley and told me "there is no need to be unpleasant."

Seats are poor quality with thin cushioning, very little leg space, they provide no headphones, and bundles it into a 16 USD package, same with blankets etc. The airline accepts payment in EUR or Credit card, does not accept USD.

Route: Newark to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "The aircraft and comfort were impeccable"

Review: New Aircraft. Excellent Service. Comfortable Lie-Flat Seats. Spacious. Highly Recommended. Service was fine, nothing to write home about. Lounge was also fine, nothing exceptional. The aircraft and comfort were impeccable.

Route: Panama City to Montevideo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "Etihad showed complete disregard"

Review: Etihad managed to cancel my initial flight for unclear reasons. I was offered a refund or an alternate flight through my travel agent. Etihad showed complete disregard to the fact that due to their cancellation, I've had to incur changes in changing my hotel bookings and essentially extending my trip. My layover at AUH is now 5 hours 30 mins instead of 1 hour and 50 mins. I am travelling with a small child. All I had requested from Etihad for giving me all this trouble was to give my family access to the lounge at the airport as they have been directly responsible for the increase in our lay over time. I had not even asked for compensation for the charges I've had to incur to modify our holiday. Etihad showed complete disregard to this and demonstrated a clear lack of professionalism towards us in this case. Quite shocking, they are not the same airline as they used to be in the past and after the above incident, I will not be travelling with them again and would not recommend anyone to either.

Route: London to Mahe via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Serbia

Title: "cancelled while we were driving to the airport"

Review: The flight from Sarajevo to Zürich, over Belgrade (20.08.2022) was cancelled while we were in the taxi driving to the airport. There is no Air Serbia support on the airport. Airport Sarajevo staff sent us to the hotel and we got phone number of Air Serbia support for Bosnia to deal with the new tickets. But it is impossible to get anyone on that phone number. We spent all mobile phone credit by waiting on the line. An hour later we just got a new tickets for 2 days later, without a chance to comment. No other option is offered. Meanwhile hotel is booked by the airport for only one night. We wrote to all publicly given addresses trying to reach out to someone in Air Serbia. All without success. So, basically, they are canceling the flight without telling the reason, sending new ticket without asking whether those 2 days make a difference in your life, without ensuring accommodation over a whole forced stay. Also flight to Sarajevo didn't go without troubles. Connecting flight was 4 hours delayed. Nobody explained why or apologized. We went to the service desk at the airport where we got sandwiches and bottle of water as compensation. When we finally got to the plane, my seat as well as seats of several people around were broken. I had to hold recliner by hand.

Route: Zürich to Sarajevo via Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nature Air

Title: "Avoid this airline"

Review: We booked our flights for our family to fly from San Jose to Tambor in November and subsequently booked our hotel and car rental. Today, 3 days before we fly they have sent us an email cancelling the flight! No explanation or

help to change it, just a request for details to arrange a refund - awful customer service! Avoid this airline, use Sansa instead.

Route: San Jose to Tambor

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "Till now i didn't get yet my baggage"

Review: I have connecting flight from DXB-MNL-RXS. The flight was delayed for more than 2 hours. When i reached to domestic flight transfer Helpdesk one of the staff took my bagage and I go directly to departure entrance to get in on the flight to Roxas. When i reached Roxas my baggage was left behind on the airport, and they are saying i will get my luggage by the next day but till now they said my luggage is missing in manila airport.. Till now i didn't get yet my baggage.

Route: Dubai to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "I was extremely disappointed"

Review: The quality and value for money of upgrades to business and premium economy are appalling. I paid significant amounts to upgrade my passenger class due to an accident that occurred on top of existing mobility limitations. I was desperately in need of a more comfortable return trip. I was extremely disappointed and after the trip, Lufthansa didnt even bother to respond to my emails. I had to chase them several times and their interest was nil.

Route: Bangkok to Birmingham via Munich

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "Everything is great"

Review: Bangkok to Phnom Penh. I use the Self-check-in Counter. Everything is great I was surprised by the legroom of Thai Air Asia. The legroom is so spacious, more spacious than other Air Asia aircraft. And Thai Air Asia is the most spacious Legroom on low-cost airlines I ever tried. The cabin crew is nice. Another on-time flight.

Route: Bangkok to Phnom Penh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "anything that can go wrong will go wrong"

Review: While travelling with Flydubai anything that can go wrong will go wrong. I have booked with my family a tour from 15 to 23 June this year on Maldives, flight from Minsk to Male (connection in Dubai). The flight from Minsk to Dubai was delayed repeatedly, we stayed at the airport for a whole night, and then it was cancelled. We have spent a day in a hotel near airport. Next flight has been scheduled for the next night but it was delayed for an hour. Because of this, we did not get to the connection flight (when we passed the passport control it was already last call). Our flight was rebooked for the next night, we spent another day in a hotel in Dubai. My son felt bad after two sleepless night and me with my wife felt exhausted. The last flight (Dubai Male) was also delayed but it is not the worst. They lost our baggage. Btw, before that flight I have asked if the baggage is on the same plane and the staff representative confirmed. Therefore, we have lost almost 3 days of holidays and Flydubai refused to compensate neither lost days at the resort nor compensation of moral harm. I assume based on the feedback and the comments it is a common practice for Flydubai to act like that. Never recommend this company to anyone.

Route: Minsk to Male via Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pacific Airlines

Title: "Worst airline in Vietnam"

Review: Worst airline in Vietnam. They delayed the flight without any notice for 2.5 hours, which one can find only in the airport after check-in. More of that, they knew that didn't will be delayed, because they delayed all their flight that day, but still didn't notify passengers. No water, no food, nothing to apologize. Moreover, they started boarding when it should be the departure time.

Route: Ho Chi Minh to Phu Quoc

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "too little space between seats"

Review: Great service and overall experience good, but too little space between seats when the table is down. The flight was shorter then announced so that was a bonus.

Route: Tenerife to Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "last time ever flying with TAP "

Review: I have been unable to reach the airline over the phone and their voicemail is full. I'm getting, at best, 1 email

back per day. During the email back and forth, I mentioned that it seemed like my bag was being routed back to Casablanca, which is my vacation destination. The agent proceeded to tell me that they had my Grenadian address on file, and even confirmed it. This morning, I received an email from a gentleman in Casablanca CMN informing me that my bag is ready for pick-up. Again, I'm 4000 miles across the Atlantic and it is physically impossible for me to do so. So far, not a single person in this airline has even offered an apology and everyone is acting like this is the most common situation. It goes without saying that this was my last time ever flying with TAP and I will spare no amount of money in the future to avoid your company.

Route: Casablanca to London via Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "friendliness of the crew"

Review: This was a code share with Singapore Airlines from Paris to Auckland and on the return Auckland to Singapore leg SIA booked me on Air NZ. After flying 2 legs in Singapore Airlines premium economy the Air NZ seating was vastly superior, both comfort and space. Same 2-4-2 seating but in each row of middle four there was one seat empty so the configuration in the middle was actually 1-2. After reading so much bad press about Air NZ it was a surprise that the cabin crew made a huge effort to walk around the premium economy cabin and introduce themselves to each passenger by name, there was also a hot towel. But what made the Air NZ premium product vastly superior was the friendliness of the crew, they made an effort to replenish drinks and chat to customers and provided excellent service! Now the management of Air NZ need to catch up with their crew and improve their EU website which is a disaster, I actually tried to book this trip on AIR NZ but the website was useless.

Route: Auckland to Singapore

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "crew were very attentive"

Review: Denpasar to Amsterdam via Jakarta Have flown Garuda Indonesia domestic in economy several times. This time decided to fly their Business Class DPS-CGK-AMS in B777, it was worth it. Cabin crew were very attentive, friendly and service oriented. Food (Indonesian) that I chose tasted good. Lavatories are bigger than other airlines i have ever flown with. The service matched the price, from VIP check in desk to the smiles. Take a seat and they will do the check in for you. Of course the Sky Priority gate through security. Keep it high Garuda

Route: Denpasar to Amsterdam via Jakarta

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Seychelles

Title: "experienced such a bad service"

Review: Antananarivo to Abu Dhabi via Mahe. I have never experienced such a bad service! Lots of delays, mechanical problems with aircraft. No clear communication what was happening with the engine problems and updates so very stressy for all passengers to make connections. Very outdated aircraft. Problems with boarding pass issuing for many passengers while transiting in Seychelles! Frustrating with inadequate ground staff follow up! Halfway the food service some meals where already out of stock. Super rude check in at Antananarivo Airport. I have a silver frequent flyer card from Etihad which is their partner and normally my allowance was 40 kg. I arrived with a surfboard back and had to take out 8 kg as they said they only allow 32kg. My other bag was already checked in so i had to take it all as carry on. There where laughing and showed no mercy at check in-no humanity. I can't understand why a world class airline like Etihad teams up with them. This is island style aviation at its worst! Will take my business somewhere else.

Route: Antananarivo to Abu Dhabi via Mahe

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Seychelles

Title: "My luggage never arrived"

Review: Johannesburg to Mahe. I have never received such disgusting service as with Air Seychelles. My luggage never arrived from Johannesburg and I had to deal with a rude lady in Mahe who told me my bag would be on the flight the following evening and sent to La Digue. They gave me a number to follow up on that when finally someone did answer they just said they don't know where my luggage is and put the phone down on me. They put the phone down on my mother as well. Surprise my luggage never arrived.

Route: Johannesburg to Mahe

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "not be flying this airline again"

Review: Do not travel on this airline if you value your luggage -- they may return it damaged, and then wipe their hands of the situation by sending you an email saying what happens to the baggage is out of their control because it has to - and I quote directly the nonsense they sent me -- "pass through the hands of several service providers in the airport context." Unbelievable that they don't respect their customers enough to compensate for damaging their luggage. Particularly don't recommend them if you are travelling with children (in my case, two small children) - they damaged my child's car seat so as to make it completely unuseable then said I could no longer make a claim once I had stepped out of the airport. Apparently after a flight you are expected to then traipse around a large airport and track down their lost luggage office which is nowhere to be found, while dragging along two small, tired children, in order for them to believe you're not making this up (who has the time?) They claim reporting directly at their (invisible) lost luggage office is for "transparency" reasons, when actually transparency on their part would have been them telling you they can't be trusted to safely check in a car seat. Flying is expensive, as is a child car seat. The least you'd expect is to get the service you

paid for. Will not be flying this airline again.

Route: Johannesburg to East London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vueling Airlines

Title: "Flight attendants were strange"

Review: Sat in front row, one and a half hour flight from Ibiza to FCO. Flight attendants were strange. They did one beverage cart run for full flight, when that emptied (1/8 of the passengers), they came back up to front galley, closed curtain so passengers got the message they were closed, bathrooms not available, etc. Then some lovely warm pasta smell began emanating from the front (likely a crew meal). They laughed and chatted with curtain blocking both passage and window barrier in front of 1A-C.

Route: Ibiza to Rome

Seat Type: Economy Class

Traveller Type: Business

Airline: Cape Air

Title: "customer care was sub par"

Review: St. Croix to San Juan. The flight was fine - customer care before and after was sub par. At checkin I was refused checking my bags through to my final destination. My printed itinerary showed entire route attendant didn't care. Called United my connecting airline who acknowledged everything was in place and correct they called Cape Air. Response they still didn't care would not make the change. We had to get our bags in San Juan go back to United check them through go through TSA again and run to get on the plane. I am not a fan of Cape Air they had the power to fix it at check in and refused multiple times. Lazy, Uncaring and not my problem, was the attitude. never again.

Route: St. Croix to San Juan

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "Awful service experience"

Review: Awful service experience. Staff were very rude, did not care about customers. The food selection was poor and had no fizzy drinks on the way back to UK. I had to wait 3 hours to check my baggage as the staff were extremely slow with with all customers complaining and had to run to get to the plane. In addition they charge for you to book an economy seat! At least 40% were chargeable seats! They do not value your money.

Route: New Delhi to London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "changes every minute"

Review: Our flight was smooth at first. We enjoyed our trip from Manila to Cebu. But during our return to Manila, our flight was delayed from 5pm to 5.50pm then to 7.20pm to 7.10 pm to 7.25 pm and lastly to 7.50pm. Due to these changes every minute, we have been confused and were not able to go to the gate 20mins before the final time of departure. We arrived 6 mins late and were not accepted on the gate. Our flight was forfeited and we need to book another flight to be able to return to Manila. It was so devastating and heartbreaking as we have to incur another expense to return to Manila that costs us same price of round trip from Manila to Cebu and vice versa.

Route: Cebu to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "stealing my cash"

Review: I had flights from Manila to Bangkok and when travel bans for COVID-19 were release. I decided to call them and get a refund as per their policy, I was informed that my flight was cancelled by someone without my knowledge and the remaining fund were put into a "Travel Fund" (which was less than half of what I paid them and I will never use). Worst of all they can't even guarantee that this person will not be able to make a flight booking with the remainder of the travel fund thereby stealing my cash, honestly don't think their call centre agents even understand what the issue was here, it's very said that their business is run in such an unethical way, I didn't even get a chance to fly with them. Safe travels.

Route: Manila to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eurowings

Title: "Second flight this week the nightmare continues"

Review: It is me again. Second flight this week the nightmare continues. Nearly 2 Hours of delay flown by a partner airline Avion Express far from inspiring confidence. Eurowings is week by week achieving bigger negative surprises. The monopoly in GER for Lufthansa and Eurowings turns to be devastating for customers. Can only advise against the airline.

Route: Berlin to Düsseldorf

Seat Type: Business Class

Traveller Type: Business

Airline: Hong Kong Airlines

Title: "professional and attentive staff"

Review: Hong Kong Airlines trip from Hong Kong to Taipei. Seat 15A in business class on this A330. impeccable cabin cleanliness, professional and attentive staff, very comfortable seat with good entertainment. More than good food and impeccable service. Flight on time and very pleasant thanks to the staff.

Route: HKG to TPE

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "strict carry on weight policy of 7KG"

Review: They have a very strict carry on weight policy of 7KG. I was forced to put £5000 worth of lenses into checked

luggage. No option to pay extra, wouldn't allow me to book an extra seat to double my luggage rate. I'm praying to god they are ok when I land. Staff on the desk didn't seem to grasp why this was such a huge issue or why a photographer might easily carry more than 7KG in hand luggage.

Route: Narita to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "I was pleasantly surprised"

Review: Pittsburgh to Berlin via Keflavik. I was hesitant to fly WOW because of all the bad reviews but I was pleasantly surprised. There is not one thing that was bad about our flights. Every plane was on time and our baggage was there when we landed. No waiting at all. Check in was very easy and the attendants were very helpful since this was my first time flying overseas. The flight attendants were extremely nice and very professional. The seats were comfortable with plenty of leg room. They are a no frill airline but they do have onboard food and drink service that you can pay by credit card.

Route: Pittsburgh to Berlin via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "worst service in our lives"

Review: Wife and I flew here back in May and just the other day. Lost luggage 2 pieces x5 days. Thus time 2x pieces luggage now counting 3rd day. Cannot say the customer service is awful because when you are rarely able to reach anyone you get the run around no responsibility, no professionalism, no accountability. I could go on about the flights themselves yet would take far too long here. Been traveling globally for 40 years and we have never seen and had to

experience worst service in our lives. Yet, they have the audacity to charge outrageous prices and their idea of excellence is simply getting you there in one piece alive. Pitiful, pathetic, incredulous to describe briefly! STAY AWAY, you will be denied access to water on the plane and the food is inedible to say the least. Didn't even have a boarding pass for our connection out of Paris.

Route: Atlanta to Paris via Amman

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "told a refund will be processed"

Review: In November, an air travel bubble was supposed to open between Hong Kong and Singapore. I booked a flight for the 24th, was so excited as I have not been flying since March! Unfortunately, just a day before its opening, due to the worsening 4th wave in Hong Kong, they had to postpone the travel bubble until further notice next year. CX acted in a very timely and professional manner, stating clearly all the options, such as flight credits or full refund. I rang their number, and a friendly attendant answered my call in no time. I was told a refund will be processed in a few weeks time. I look forward to flying with them again in the near future.

Route: Hong Kong to Singapore

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "went to Air France"

Review: Birmingham to Nice with Monarch Airlines. Arrived at the airport with a second luggage to put in hold. Learnt at the check-in desk that it was impossible to buy a second baggage allowance and therefore that every kg represented by this luggage will be charged 10£ as well as 36£ penalty fees. Finally for a ticket bought 40£+20£ (first baggage

allowance) they were asking me 256£ supplement for one additional hold bag. Obviously refused to take the flight and went to Air France and got a much cheaper rate. To make the thing worse, the employees at the desk were unprofessional and not sure about the baggage allowance policy. After 10mn of debate, I was sent to the manager on duty. In addition to be patronizing towards me, she was arrogant, made my experience even worst.

Route: BHX to NCE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "flight times changed at least 5 times"

Review: I booked round-trip flight from LAX to Bangkok via Taipei for January 2020. Since the time I booked the flight 5 months ago, the flight times were changed at least 5 times. The latest arrival time is much later than the original arrival time which created a problem for my plans. I cancelled the fight but was charged \$200 cancellation fee (\$100 for each person in the booking). Since my cancellation was due to China Airlines change of schedule, the \$200 cancellation fee should be waived. But China Airline refused to refund.

Route: Bangkok to Los Angeles via Taipei

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "Terrible customer service"

Review: Flair Airlines is dishonest. Reasons are generated by Flair Airlines for delays and cancellations. I received an initial reason "aircraft has been delayed in Ottawa (YOW) due to adverse weather conditions affecting flight schedule outside airlines control." My flight was delayed 7 hours and the weather was just fine in both locations I contacted the Flair compensation department following the delay. From my experience, Flair Airlines fails to respond to emails in a

timely manner, Flair Airlines denies compensation and generates alternative reasons for delays after delays have occurred. Terrible customer service.

Route: Ottawa to Halifax

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eastern Airways

Title: "airline is shockingly disappointing"

Review: Booked a return from Leeds to Aberdeen at considerable cost. The outward leg was delayed as flight crew could not be found and operational issues being quoted yet again by the helpful ground crew. On my return again advised that Leeds Flight is cancelled and now flying to Humberside due to operational reasons. Humberside flight delayed by 2 hours. Taxi offered from Humberside to Leeds as is the norm with Eastern. Once again flights cancelled to save fuel costs and everybody stuffed into one aircraft then bussed like cattle to Leeds. Never using this airline again and now decided to drive and use a hotel. This airline is shockingly disappointing in the manner it cancels it late night flight to double up and save cost. Why offer the route if you have no intention of honouring it.

Route: Aberdeen to Leeds

Seat Type: Economy Class

Traveller Type: Business

Airline: WOW air

Title: "license to be rude"

Review: Boston to Keflavik. Horrible airline! Really WOW - wow the worst ever! Their personal act like they've got license to be rude. First and last time I'm flying Wow Air. For the international flight they charged me \$70 for a small carry-on!

Route: Boston to Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "extra for Premium is not really worth it"

Review: The seats in the premium economy are in 3-3-3 arrangements compared to the 3-2-3 in the older version of the aircraft. The seat space is similar to the economy with a little more leg space. Paying extra for the Premium is not really worth it. Sometimes the premium economy seats are cheaper only go for it, when this option is available. No wifi on-board on this aircraft, TV sets can't be tilted. If the person sitting in front of you reclines his/her seat you can switch off your screen and plan something else to do. It's the first time to see the newer version of the aircraft is worse than the older one they were using.

Route: Delhi to Frankfurt

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: SpiceJet

Title: "no courtesy shown to us by SpiceJet"

Review: We are a family of 3 and had booked a flight to Guwahati from Mumbai for 6.10am for Wednesday 17th May 2023. It was supposed to reach around 10. We had an onwards journey to Shillong. When we tried to check in, we realised that flight has changed to evening 19.00 hrs. To avoid losing a day in Shillong, we had to book a day prior and had to book a stay in Guwahati. Spent around 20k more. This flight was delayed by 30 min. On our return journey, we had a ticket from Guwahati for 17.10 hrs on 21st May 2023. Reaching Mumbai back at 20.30 hrs same day. While we tried checking in previous day, we learnt that flight time has changed to 23.30 hrs. And reaching back at 3.00am the next day. We had no choice as other airline flights were not available for 3 people or exorbitantly expensive. We had to continue and checked in. The flight was delayed from scheduled 23.30 hrs on 21st May to 00.45am on 22nd May. We

have landed on T2 terminal at 4.20am. We have lost sleep, money and an entire of work day pre travel and post travel. We have barely slept. They have offered a sandwich and Rajma Chawl at the airport. It is a hardship which we will never forget and not recommend SpiceJet to anyone. The leg space between the chair is extremely low. An average height person like us was hitting knee to the seat ahead. Extremely bad experience both ways. There was no courtesy shown to us by SpiceJet ground staff and cabin crew. Just a customary apology was given. We will never recommend Spicejet airlines to anyone. If there was a zero star or negative star to rate, would have picked it to rate the service.

Route: Mumbai to Guwahati

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qatar Airways

Title: "Flights always on time"

Review: Thank you Qatar Airways Due to the nature of employment, I fly on regularly with long distance flights since 2000. During 2020 with the COVID outbreak, my then carrier of choice stopped flights to and from Johannesburg, South Africa. Qatar Airways was the first airline that resumed flights from South Africa and by times the flights were less than 10% full, but Qatar kept on flying and that bought my loyalty. In addition to the above, why do I continue with Qatar Airways? Flights always on time (very important for me!) ground and flight personnel professional and friendly, Doha transit very quick and efficient even with numerous flights disembarking, providing socks, eye masks and toothpaste kits for even Economy class, food and drinks served of good quality, and lastly - flight schedules work out perfect for me.

Route: Johannesburg to Baghdad via Doha

Seat Type: Premium Economy

Traveller Type: Business

Airline: Air Serbia

Title: "Air Connect crew was pleasant"

Review: I can't give a full score because there was a 45 minute delay. The flight was operated by another company called Air Connect and its crew was pleasant and the plane clean and modern.

Route: Budapest to Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "refusing to give me a refund"

Review: I booked a trip to Europe with Alitalia through my credit card for May 2020 before COVID-19 was an issue. I bought travel insurance in case I had to cancel the trip for any reason. Once COVID-19 started escalating, I had to cancel my trip. I am an essential worker and couldn't leave the US or else I wouldn't be allowed back on some job sites. The credit card company told me the only way to get a refund is by talking directly to the airline, but I haven't been able to get anywhere with Alitalia. What is the point of buying traveler's insurance if not for instances like this? They are not allowing me to rebook the trip and are also refusing to give me a refund, so they basically ate my money. I am very dissatisfied with the customer service at Alitalia and will never recommend them to anyone who is planning a trip to Europe. This is a helpless situation, and they are taking full advantage of it. Even one star is too much to give to them.

Route: Houston to Milan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "great service and flight"

Review: Johannesburg to George. Thanks for great service and flight. Will definitely use AirLink again. Great lunch and drinks included and friendly staff.

Route: Johannesburg to George

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "should waive cancellation charges"

Review: Bangalore to Jammu via Delhi. I had booked GoAir flight to Jammu via Delhi for my family of 4 Pax, the booking was for 13 March 2020, and i had booked it on 19 Jan 20 under PNR -E735MM. Due to corona virus , we decided to cancel our trip. I called GoAir and they said that cancellation fee waiver is offered for only those bookings that were initiated between 8 March and 30 April, but not for those bookings initiated prior to it. Now tell me why would one book amid a full blown Corona virus threat and intend to cancel it later, If these airlines were genuinely sympathizing with buyers affected by Corona virus threat then they should waive cancellation charges for people travelling between 8 March and 30 April, and not for bookings made between 8 March and 30 April.

Route: Bangalore to Jammu via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Luxair

Title: Luxair customer review

Review: Luxair tends to operate 2 types of planes mainly (767 are covering holiday destinations) - Bombardier Q400 (turboprop) and Embraer 145 (jet). I've flown with the latter one from Luxembourg to Paris CDG. Plane is tiny, so tiny that standard cabin luggage has to be put to cargo hold as delivery on aircraft - the lockers are big enough for a laptop bag and nothing more. Flight attendants very professional, polite and helpful - nothing to complain about, food was decent for such a short flight (60 min) which however forces you to eat quite quickly. I frequently fly with Luxair and I can recommend the airline, they are small, planes are tiny but service is good. Keep it up Luxair.

Route: Luxembourg to Paris

Seat Type: Business Class

Traveller Type: Business

Airline: Icelandair

Title: "Pretty poor service"

Review: IcelandAir sent out an email saying to check in three hours in advance of departure due to airport delays. Given the problems at Dublin Airport (security delays of 5+ hours on May 29), this seemed eminently sensible. Unfortunately, when I showed up 3 hours prior to departure, the check in counter was closed and at least 150 people were waiting to check in. 15 minutes later the line was even longer and still no check in agent. The time to go through security to the gate was about 1 hour, figure 1 to 1-1/2 hrs to go through check in and that the gate closes 15 min before departure. Anyone needing extra time would likely miss their flight. Pretty poor service.

Route: Dublin to Seattle via Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "transfer you mid sentence"

Review: The airline cant even inform you anyway through texts or emails if a flight has been cancelled. Called customer service and when it was something they didn't understand, they automatically transfer you mid sentence while you are talking and then you have to wait 10 -20 minutes for a new operator.

Route: Labuan Bajo to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wideroe

Title: "Avoid Wideroe"

Review: The flight was fine. I learned later that I could have booked it through SAS which is what everyone should do. I mistakenly paid for extra baggage i thought I was paying for but it turns out that this was included. I found the site confusing and so made a mistake. When I learned about this at the Oslo airport, no one at the the desk could correct the problem and they told me to contact customer service via chat or email. At Leknes I did contact, I was told it was company policy that you could not cancel an add on service. They would not evn let me cancel the unnecessary and what will be unused charge for the January 31 flight back to Oslo. Turns out the flight was joint with SAS and I used their app for boarding pass anyway. Book through SAS and get good service. Avoid Wideroe

Route: Oslo to Leknes via Bodoe

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "Terrible service"

Review: Terrible service. Overcharged for baggage despite published price. Horrible old plane with bad options to get drinks (water, soft drinks) without paying.

Route: IAH to SAL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aircalin

Title: "Surprisingly very good"

Review: Melbourne to Nouméa. Surprisingly very good airline and good business seat for a three hours flight. Very good staff and very good product in business. Among them: Nikko Japanese whisky!

Route: Melbourne to Nouméa

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Ravn Alaska

Title: "give away your seat"

Review: Anchorage to Kenai. They will give away your seat even if you are in the airport. Not worth the risk to fly with them. I give them the lowest rating possible. Who gives away a paid for seat? These guys. Shouldn't I be able to use or not use my seat as I see fit?

Route: Anchorage to Kenai

Seat Type: Economy Class

Traveller Type: Business

Airline: NAM Air

Title: "very happy with the service"

Review: Flew NAM Air from Sorong to Jakarta on Flight No IN587. The check in process was fast and efficient with very friendly staff. We took off on schedule and arrived in Jakarta ahead of schedule. My luggage came out within 10 minutes of landing and was handed to me by NAM Air ground staff. The cabin crew were very friendly and I was very happy with the overall service provided by NAM Air and would certainly fly them again.

Route: Sorong to Jakarta

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Regent Airways

Title: "Terrible experience"

Review: Terrible experience with Regent Air. I booked a round trip ticket from Singapore to Dhaka. The departing flight was delayed for 4 hours without any prior notice. The return flight was canceled without minimal effort to make an alternative arrangement. The staff are rude and abusive in attitude. No sign of apology in their faces despite creating so much inconvenience.

Route: Singapore to Dhaka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Scoot

Title: "next time will pay extra"

Review: We flew with Scoot on our Singapore-Sydney route on the way back from the UK, which we booked through Singapore Airlines. However, we were disappointed. We paid a little bit extra for a "Scoot in Silence" seat, which was like a small economy area where children weren't allowed. Food was pretty terrible (but included) however drinks were not included, except for water. We had brought our own water on board but had to pay for any extra drinks, which I wasn't happy about. No entertainment system, so come prepared with your own devices. I wouldn't fly Scoot again, and next time will pay extra to fly with Singapore Airlines the whole way.

Route: Singapore to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "cabin crew were very friendly"

Review: London (LHR) to Milan (LIN). Boarding was quick and efficient, flight departed on time and cabin crew were very friendly. The aircraft was clean, seats were comfortable and the price was excellent. I strongly recommend Alitalia.

Route: London (LHR) to Milan (LIN)

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "staff are inefficient"

Review: Bengaluru to Chennai. We were made to wait for half an hour in the baggage drop line. Line was short, staff were inefficient. Our e-boarding pass expired before our flight and we had to get a new one with different seats. We had to wait for the bus again for 10 minutes in the hot sun before we could board the flight. We took AirAsia from Chennai to Bangalore as well. Similar experience. Staff are inefficient (ground crew) and processes terrible. Not recommended at all.

Route: Bengaluru to Chennai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "Worst airline ever"

Review: Berlin to Copenhagen. Worst airline ever. They just lost me and my friend as customers! We booked (two fairly expensive tickets, 390) 3 months ago and when we came to the check in we are told we are on stand by due to overbooking. We didn't get any information before hand. Not any texts or emails. We were randomly picked and we were not the last ones to check in, we were actually early. I don't know why they chose us because the man behind the desk didn't answer any of our questions and he was rude and just wanted to get rid of us. So now we're sittning here at Tegel Airport and we have to wait 5 hours until the next flight leaves. Great times.

Route: Berlin to Copenhagen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "overall opinion is horrible"

Review: I had to fly from Berlin to Paris on 6th of July. First time booking a flight with Transavia. 6 hours before the flight I receive a message saying that my flight is cancelled due to a technical problem. Ok, happens. I had an important, urgent medical appointments on July 7th and 8th morning (thanks to those appointments a surgery was planned). The problem had to be solved immediately, so I contacted them via What'sApp, replies took time, I decided to call them. The call lasted 38 minutes. They offered me 3 solutions : Another flight on for 13th of July. Doesn't work for me. Reimburse my ticket, but doesn't solve my problem. Get another flight from another company. Yes, but the condition was to "find a new ticket with a reasonable price close to the initial one". To be more precise, I paid 98, they told me I should find something under 150. If you book a flight the same day, of course all the prices are going to be high! So taking into account the high prices of flights for that day, the service agent made me understand that I won't be fully reimbursed, therefore I'll have to pay extra money. I could finally find a flight for 198, sent a mail and I'll see if they pay it. An overall opinion is horrible. I had feeling they were mocking me offering a solution which wasn't a solution at all even though I explained the importance of being in Paris for me. I'll try to avoid this company in the future as much as I can. The only positive point is the service agent who was adorable, really understood my problem and tried to help me, but couldn't do it due to her limits.

Route: Berlin to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "changing a flight costs more than paying for a new one?"

Review: I had a trip Porto - Milan - Bristol, after Ryanair cancels my flight a few hours before the flight with no

alternative options for me to fly to Bergamo, I asked for a refund for the second flight leaving Bergamo. Everyone can tell that the second flight was also affected but Ryanair doesn't allow me to cancel, refund or pay 45 to change the flight, the flight cost 27 - why does changing a flight costs more than paying for a new one?

Route: Porto to Bergamo via Bristol

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hi Fly

Title: "a very good experience"

Review: Salvador to Lisbon. Everything great. The flight was on time and the flight attendants were super nice. Good food and served in nice quantities. The entertainment was very personalized. It was a very good experience.

Route: Salvador to Lisbon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeromar

Title: "Incompetent and unfriendly"

Review: Ixtapa-Zihuatanejo to Mexico City. Once more a delayed flight, just three hours but without any guarantee. Just "we hope that more or less at 4pm we will have a plane". Incompetent and unfriendly staff, truly the bad side of Mexico, just the image the country does not want to give. Everybody here gives you the impression that they want you out of their face and expect you to be thankful that there might be a flight after all. Which is not yet secured.

Route: Ixtapa-Zihuatanejo to Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "Seats were not comfortable"

Review: Tel Aviv to Vienna. Both flights were delayed, only on our return flight an excuse and explanation was given. Both flights were oversold and especially in TLV they even tried to separate groups which is in my opinion an absolute no-go. The planes did not look very inviting (cleaning was certainly reduced to a minimum). Crew was quite nice on the flight to TLV (experienced and mature crew members) but on the flight back there was not even a hint of a smile (young ones but certainly with no motivation). Service was quite surprising - somehow I thought on a 3,5 hours flight there would be offered a bar service (or at least a possibility to purchase drinks) but they only distributed medium-size water bottles and an overheated sandwich which had no taste at all. Seats were not comfortable at all. I assume for the chaos at the airport in TLV EL AL is not really responsible but the check-in area looked and felt extremely disorganized. Really feel sorry for those people who have to use it frequently.

Route: Tel Aviv to Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "The worst airline experience"

Review: The worst airline experience. After destroying my bag, the claims office at the Boston airport made all these promises and for a brief moment, I felt assured I'd be taken care of. Not only are they negligent but they're trying to get away with not paying me. Airport staff took photos of every item damaged, and I provided receipts for 10 out of 13 items (who even keeps receipts from years ago!?), still no payment is being made as they're trying to get away with not paying me.

Route: Las Vegas to Boston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "Worst customer experience"

Review: Gold Coast to Sydney. Worst customer experience ever. The flight was cancelled, promised refund on 28th September 2019 and no refund amount given yet plus got an email today that you can go seek legal advise if needed. Just there to get money providing pathetic customer support. Will never recommend this airline.

Route: Gold Coast to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Blue Panorama Airlines

Title: "a pure scam"

Review: Santorini to Milan. There was no place to enter our middle names when we booked on line yet we were not allowed to board our flight because our boarding pass did not have our middle name as per our passports. To board, we were forced to pay an extra \$50 euro/pp but our boarding passes were never updated with our middle names - a pure scam. We were told that this is the only airline with this charge. They now ask for your middle name. Customer service is non-existent as they really do not want to hear from you. Do not support this airline if you have choices. It's the only way to put a stop to such unethical businesses and practices.

Route: Santorini to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lufthansa

Title: "Very disappointed with Lufthansa"

Review: On April 11th, I checked in for the April 12 flight Cluj-Napoca to Toronto via Munich. At the check in Lufthansa offered an upgrade for premium economy. I paid for the upgrade and next day to the airport I was told that I am on stand by at Munich. When I arrived at Munich, I was told that I don't have the upgrade because Lufthansa sold more upgrades than the available seats they have. Arriving home I waited for Lufthansa to return the money, which didn't happen. I had to fill up some forms twice and almost a month to get the money back. Very disappointed with Lufthansa.

Route: Cluj to Toronto via Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "had worst experience ever"

Review: I booked my Air Asia tickets for 2 Nov around 2 PM flight which got cancelled and rescheduled to different flight at 4.25 PM same day. At morning I received a call that new rescheduled flight delayed by 1 hour. After reaching to airport I again received a message that flight is delayed for 1 hour more and then it got delayed for more finally taking off at 9 PM and landing at 11.15 PM. So my 2.30 hour flight was actually 9 hours long. In airport AirAsia provided lunch which was only 5 spoons of biryani and there was no food provided in flight. Due to this I had to pay for lunch and for dinner and finally taking cab instead of metro. All of this increased my budget. So disappointed with Air Asia, No value of our time, had to pay more and my whole day and plans was compromised. Please avoid taking AirAsia, I with my family had worst experience ever.

Route: Goa to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "do not offer free glass of water"

Review: Everything was nice and fast until we got into the airplane. On speaker they said we will leave in 10min, but instead we waited for an hour to depart (without any one saying why). So toilet for an hour was unavailable. Flight cost 300\$ from Paris to Rga and airBaltic do not offer free glass of water. It just felt cheap for what I paid.

Route: Paris to Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Luxair

Title: "Very nice staff"

Review: Luxembourg to Copenhagen. Very nice staff, they were helpful and smiling. We received a sandwich, which is rare nowadays. It was a pleasure! I will for sure fly again with them.

Route: Luxembourg to Copenhagen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "I would 100% use them again"

Review: Wanted to start off this review by saying: Remember most people only leave reviews when they have a bad experience. So having said that, our experience was great with Copa Airlines! We booked in August \$500 to Costa Rica and back. Which was a great deal and when I later checked the prices in October it was up to \$1500! Obviously reading the reviews I got so scared our tickets would be cancelled or something so I legit didnt start booking things for our trip until a week or two before. The day of our flight came and everything checked out, we checked in online easily, I love that we got to pick our seats without paying (not many airlines do that nowadays), and when we got to the airport - because we only had carry-ons and already checked in - we were able to go right through security. The two flights we

took there left on time, we were served a sandwich on the 5 hour one, and were perfectly good flights! Crew was nice, COVID protocols were followed and we got to our destination on time! I was also shocked we got our own entertainment service in economy class (private TV with movies and games and a USB charger). They also handed out headphones for free (even thou I had some they are the iPhone ones and dont fit for the TV so they gave me a pair - Ive been on other airlines where they wanted to charge me \$16). We fly back in a few days and I have no worries at all. I would 100% use them again and probably will if I can get good priced flights!

Route: Toronto to Costa Rica via Panama

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "system separated us"

Review: Trang to Bangkok. Booked 3 people on the same reservation including a child. Their system separated us even though 3 seats were available together. System said I had to pay I get seats together but wouldn't let me change. Agent at the airport was worthless. Only thing he offered was upgrading to premium and paying 400 baht each. Don't fly thus airline. NOK AIR let's you select seats for free.

Route: Trang to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volotea

Title: "They are refusing to reimburse us"

Review: Volotea was delayed leaving our departure island and we almost missed our international connection. During the transfer they also lost our luggage. They are refusing to reimburse us due to not talking to someone at the airport. The airport at which we had 20 minutes to make it to our international flight home. To recap: Volotea was delayed,

almost making us miss our connection. Next, Volotea loses our bags. Then, Volotea refuses to reimburse us anything for our lost bags because we didn't have the time to file a claim at the airport.

Route: Santorini to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eurowings

Title: "nearly missed the plane"

Review: Again 1.5 hours on a normal inner German flight. Delay was brought to attention 15 min prior to expected departure. Lounge and screens did not notify about boarding ca. 10 passengers including me nearly missed the plane. When you think it cant get worse you can rely EW finds a way!

Route: Duesseldorf to Berlin

Seat Type: Business Class

Traveller Type: Business

Airline: Peruvian Airlines

Title: "avoid this airline if you can"

Review: La Paz to Cuzco with Peruvian Airlines. The aircraft is 22 years old, everything worn and aged, from chairs to carpet, to window blind, to toilets. The seat was most cramped. One welcoming think is that they still serve drink and snacks even for an one hour flight. My flight was on time but I observed flights were cancelled frequently. For the daily LPB-CUZ route, I found 3 out of 7 flights were cancelled. Avoid this airline if you can!

Route: LPB to CUZ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Panorama Airlines

Title: "worst experience flight"

Review: Tirana to Bologna. The worst experience flight I ever had. First they charged 60x2 = 120 missing middle name and the box for it wasn't available when booking. Customer service to Albania very poor, didn't have any info, and the most ridiculous thing they lost my luggage never came to Bologna (not found yet today September 2017). Called for a long time not customer service answered beside once a call center representative who didn't even know what to say. E-mailed three weeks in the row and couple answers "we are trying to track it. To all passengers who still fly with Blue Panorama, be careful and carry your luggage in the plane with you. Be careful when you book too otherwise the tickets will cost double with scam fees or if you don't have any money to pay it you will loose the flight.

Route: Tirana to Bologna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "compliment the cabin crew"

Review: I would like to compliment the cabin crew on this flight. Their attitude and attention to detail reminded me of the good old Ansett Airline days where the staff took great pride in looking after their passengers. You could see that they just enjoyed what they we doing, especially Sergio's contagious smile beaming the full length of the aircraft that topped off an overall excellent experience. I was fortunate to get the same on my return flight ZL152 on 14 Dec 2022. Please thank this team for a job well done. Rex Airlines has definitely become my number one choice when flying domestically.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "find this airline within average"

Review: Tokyo Haneda to Rome via Beijing. I find this airline within average, with no substantial difference with more expensive carriers. The ticket price is the lowest overall, but service isn't as bad nonetheless. Sometimes on-board personnel have an overworked outlook. Food maybe not top of the class, but not bad either. Economy seats are economy seats, no much to be done about it. If I had to find a couple of minuses, one is the animosity of some passengers, and a second would be the rather limited choice of the IFE movies and TV shows (most are Chinese-only Chinese productions)

Route: Tokyo Haneda to Rome via Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "the good service"

Review: Trelew to Buenos Aires. I was surprised by the good service. I wanted to pay for extra kilo's of luggage since the maximum is 15kgs for an inbound flight and I will fly intercontinental later on. My suitcase was 18kgs but the ground stewardess told me that I don't have to pay for it, 18kgs is no problem at all. I reserved a window seat (5F) and when I came to that place, only 5D was available. My neighbor was a crying baby. In that moment I thought that this was going to be a worse flight. Then a man came to me if I wanted to change seats because he was the father of the crying baby. So: yes please. Still no window seat and I tried to explain that it was rude to take my windowseat, but I don't think he understood. I didn't expect food and drink service for a 1:50hr flight, but they offered us lovely cookies and a drink. Good job for this airline!

Route: REL to EZE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "did absolutely not get what we paid for"

Review: We booked business class with 1x2x1 seat configuration with flatbed in a B777 from Paris to Johannesburg and back. On the outbound flight, AF changed the plane (B777 with other cabin configuration) 10 hours before departure and we were downgraded to premium Economy, because there were not enough seats in the business. On the return flight the plane also was changed (B777 with other cabin configuration) and we flew in a very old and narrow business class with 2x3x2 configuration and no flatbed. This is not fair business. We did absolutely not get what we paid for.

Route: Paris to Johannesburg

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "refused to do refund"

Review: Rj cancelled my flight and refused to do refund and provided only one option to use a voucher which I accepted (there were no mention that vouchers are non refundable) few months later I wanted to use the voucher but there were no RJ trips from Sydney to Cairo (which is the original trip) then I asked for refund and here comes the problem, they started sending me to different departments and ignoring my refund request then I waited for sometime and tried to book again but still no flights. I when I complained again that all other airlines now have flights on those routes I got a response to call customer service and when calling customer service they tells no flights and you can email customer care, email customer care and they point you to customer service really bad experience. One positive note that all customer service employees were personable but not helpful.

Route: Sydney to Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Caribbean Airlines

Title: "Crew excellent on one hour flight"

Review: Flew Georgetown to Port of Spain. First leg of Georgetown to Toronto was excellent. I found out someone had bumped me out of my aisle seat and I was now in a window seat but check-in staff were excellent in trying to find a solution. Boarding was early and smooth - funny how efficient things are when no rush! Crew excellent on one hour flight. Great cockpit announcements. Bar service fast and efficient. Only drawback was ancient cabin but hey, it was a short flight.

Route: Georgetown to Port of Spain

Seat Type: Economy Class

Traveller Type: Business

Airline: Korean Air

Title: "the most excellent crew "

Review: Honolulu to Incheon. I recently had the most excellent crew on a flight KEO54 on February 10, they were proactive and attentive throughout the flight, showing me to my seat, assisting with storing bags, bringing me drinks.

Route: Honolulu to Incheon

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "customer service was horrible"

Review: American Airlines canceled the flight my wife and I were scheduled on, we sat at the ORF airport for five plus hours waiting for it, delay after delay. We were informed it was canceled due to the incoming flight crew from New York

being unable to continue on with our fight due to the delays it incurred. While there getting the bad news with everyone else, we overheard a lady mention that this was the third day in a row the same American Airlines flight had been canceled on her. Due to American Airlines inability to plan ahead and swap flight crews to enable us to fly later that evening when the plane did arrive, it caused us to have to cancel our vacation entirely. When we called American Airlines directly after we were told the flight was canceled, a representative told us they could not get us on another flight to our destination within the next few days. The customer service rep did slip up and say there was another flight with seats on it the next day but the seats were marked up to \$4K each and he told us he could not put us on that fight! Due to American Airlines inability to plan ahead or get us on the next flight I was not able to see my Daughter who flew out of Houston to see us, my brother and his children or my Mom and Step-Dad all of whom I have not seen for over a year. I am in the Military and nothing is more disappointing than not getting to see my family the few times a year I can, especially when it's due to an airline company failing to uphold their end of a ticket purchase! Also, due to the last-minute flight cancelation, the non-refundable costs we incurred include; TWA hotel @JFK, our portion of the destination accommodations, and Airport parking for the day we waisted sitting there. My brother also flew American weeks before and had his flight canceled on him two times before he finally made it to his destination. The customer service was horrible when we were on the phone, they did nothing to assist us and were not able to answer most of the questions we had pertaining to our cancelled flight! My advice is don't fly American unless you are prepared to have a week of delays in getting to your destination, it appears this is quickly becoming their standard operating procedure.

Route: Norfolk VA to Antigua via New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "the inflight service was horrible"

Review: Took Royal Jordanian to Amman Jordan. The flight itself was ok but the inflight service was horrible. There were so many ethnicity on both legs of my flight but that wasnt taken into consideration when it comes to the meals that were served. They catered only to the Arabic passengers. Just my opinion. I went to and returned from Amman without

eating anything but rolls. Very first flight Ive been on and you cant get cranberry juice. All the money paid for a flight and you get a half of a small cup of something to drink. Ground crew was ok both in Chicago and Amman. Ill be returning to Amman pretty soon and obviously the price of the ticket will dictate which airline Ill be flying on. If I have a choice it wont be Riyal Jordanian.

Route: Chicago to Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAME

Title: "they deduct cancellation fee"

Review: I booked a flight with Tame from Quito to Bogota, it was 07.00 in the morning, a month later my agency told me that flight time has changed, they changed from 07.00 to 21.00. new time was not acceptable for me. Just because it was early flight I chose it and paid more than other airlines. So i asked my agency to cancel the flight and get a refund. 2 Months later they made refund and i got half price of what I paid. The reason was I cancelled the flight and they deduct cancellation fee. Thats a real scam. You cannot change time more than 12 hours and ask me accept it.

Route: Quito to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "flight was delayed 2 times"

Review: My flight was due to take off at 6.10, 05/05! The flight was delayed 2 times before they rescheduled while we are in the airport with 2 kids after 7pm due to maintenance which is understandable! Now when you reach out to get help rescheduled through customer service due to their inconvenience the representatives are so rude like you inconvenienced them or something! This was my sons 16th birthday trip and it has been nothing but a hassle! The didnt

want to help with the rental car I also booked through them to pick up on the 5th I asked for a supervisor wasnt given one the smart mouth lady came back and said she issued a credit for my first day of the rental car which I havent seen!

Route: Columbus to Myrtle Beach

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "airline is the least comfortable"

Review: This airline is the least comfortable I have ever flown on. Seat pitch is so low I could not comfortably for my legs in any way.

Route: Madrid to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "staff are friendly"

Review: Flew on a domestic flight from Busan to Jeju. Check in agents at Busan were amazing and their bosses allow them to have bubble tea at the counters. The lounge is rather small at Busan with only light snacks and soft drinks on offer, it is located before security. The staff are friendly, Qantas offer much better in their domestic lounges but one must realise Qantas charge much more for their J class product in comparison to Korean Air. The aircraft is an A330-300. The business class product is amazing, lots of extra leg room, if you want the most leg room, choose row 7. The flight attendants were exceptional in their customer service.

Route: Busan to Jeju

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "customer service was excellent"

Review: First time flying with Airasia. Hospitality and customer service was excellent. I arrived late in airport due to my car got an accident and check in gate was closed. However upon requesting airline staff that I have international connection, they allowed and assisted me in getting to the aircraft. A very big thank you to AirAsia India for making my travel successful.

Route: Ranchi to New Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Ground staff are very unfriendly"

Review: Ground staff are very unfriendly and not helpful, making my trip unpleasant to start up with. The waiting line is also quite unorganized with no supporting staffs maintaining order. Nonetheless, I was able to check in my luggages and headed to the boarding gate with no big problems. Seating comfort on the economy class in B777 and food quality are above average. The entertainment screen works fine. No delays on departure. I may not want to fly Emirates in the future.

Route: Dubai to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "How long is long enough?"

Review: As a frequent traveler, it should be disappointing to any travel related business to hear they are by far a customers worst experience. It's been nearly 1 year while I wait for ticket to be refunded, 1 year. Just a moment ago, I got off the phone during my once a week call to the Royal Air Maroc customer service, asking if perhaps this is the week they will do the right thing and give me my money back. Sadly, no this isn't the week. The nice lady on the phone informed me it's only been 3 months since receiving my refund claim and that due to covid, things can take a bit longer. Well, let's start with the fact that the airline never notified me of the flight cancellation, and made zero effort to communicate with me regarding the cancellation, or credit or a refund for 6 months after they cancelled the flight. Once I finally reached out via phone call and email, I waited another several months with no reply. At this point, obviously frustrated, I began calling back more frequently and was finally notified that my refund claim was filed incorrectly and I had to file it again. So now nearly 1 year later, while chatting with this nice lady on the phone, she tells me that since I've only waited 3 months since my claim was re-filed, I simply haven't waited long enough. How long is long enough? At this point, it's pretty clear that I was essentially robbed by this airline, and the most frustrating part is that every time I call asking when they will do the right thing, they just smile and keep lying more. Beyond awful service, companies like this should be pursued criminally. While I don't wish anyone to go through such experiences, one look at Royal Air Maroc online reviews and the story becomes clear. I'm not the first and won't be the last. But hopefully, through reviews such as this and those of others who've been cheated, people will eventually avoid, avoid, avoid, until Royal Air Maroc does right by its customers, or goes out of business. While I'm sure there are great staff working for this company and certain aspects of this review should probably be rated higher than a 0, I refuse to be treated this way any longer.

Route: New York to Geneva

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "denied to provide lounge access"

Review: Very poor service. I had to leave to Bahrain from London on 9th September. The daily flight was delayed from 2 hours to more than 5 hours after checking the status for more than a month. Airline denied to provide lounge access

after we waited a long time in the Airport.

Route: London to Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Dragonair

Title: "remains good today"

Review: Flew from Hong Kong to Shanghai, the first time I have flown with Dragonair in over 13 years. It was a good airline then and it remains good today. The outbound portion of the flight was delayed by over an hour, which was beyond the control of the airline. Service and the inflight meal were good. The IFE on board didn't have the latest equipment, but still had a good selection that was more than enough for a two-hour, 20-minute flight (which had to be expedited because of the delay). The return portion was delayed by half an hour, which is practically on time for Shanghai standards. This flight was no more than half-full and I got two seats all to myself. Again, service and amenities were good.

Route: HKG to PVG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "definitely don't recommend them"

Review: Would never fly with Malaysia Airlines again and definitely don't recommend them. I flew between London Heathrow to Auckland via Kuala Lumpur mid-December 2022, returning to Heathrow the first week of January 2023. Every single flight was delayed, luggage was lost on return to London (the delay was ample time to allow the ground crew to transfer the bags), and cabin crew were rude. On one leg the steward was so fed up telling every passenger the meal choices (first airline ever that didn't hand out meal choice cards) that all we got was 'spicy or non-spicy' before the

tray & croissant were literally thrown at us. This is also the first time my luggage has never made it back at the same time as I did. The airline made no announcements regarding delayed flights, and no apology either. The outbound flight arrived over 3 hours late in Auckland meaning my sister had to order & pay for a taxi to pick me up. Should have arrived on Thursday evening at 2355 - instead we arrived after 3am on Friday morning! A complete farce from beginning to end.

Route: Auckland to London via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "very nice and friendly"

Review:

Boston to Beijing. The cabin staff of Hainan Airlines is very nice and friendly. During the long journey, they offered me delicious food, friendly service, and an interesting chat. It is my first time to have a chat with the cabin staff in the airline and the journey is no longer boring but relaxing because of them.

Route: Boston to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "can't be this incompetent"

Review: After I got badly hurt during an attempted robbery in Quito, Ecuador, I could no longer proceed to travel to Peru and Bolivia. So I provided LATAM Airlines with the information and evidence they needed and asked for a refund of both tickets. It was incredibly frustrating to communicate with their customer service. It was like 6 different people were handling my case, without communicating with each other. Several times I got sent the same emails by different people, asking for information I already gave them. Either they did not understand or did not want to understand me. To be

honest, at a certain point, I got the feeling that all this confusion was on purpose, just to discourage me from getting my refunds back (also based on reading reviews from other passengers). You're supposed to be a professional airline. You can't be this incompetent, can you? Eventually, I got a full refund for one ticket, which is good, but I still lost 545.97. At this point, I'm just too tired to pursue it anymore, so all I can do is warn my fellow traveler. If the flight goes well, be happy. But if problems arise, you have been warned.

Route: Quito to Cusco via Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "AirAsia is weighing cabin baggage"

Review: AirAsia is weighing cabin baggage along with laptop bags and ladies hand bags. Any additional baggage beyond 7 kg (combined weight of cabin bag+ laptop+ ladies hand bag) is charged INR 1900 per kg. I faced this at Delhi Airport today.

Route: Delhi to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "disappointed with the service"

Review: Fake advertisement of the ability to purchase additional baggage. 15 euros per kg. When I had originally purchased the ticket, it was made clear on the website that I would be able to purchase additional baggage. Today I was trying to complete my check-in and purchase the extra luggage however the website did not allow this option, I therefore rung the contact number available on the website to make the purchase and to my surprise was told that I could purchase the extra baggage only once I arrive at the airport, only after questioning the lady on the phone, I was told that

in fact I could not take an extra suitcase but only pay for extra kilos in the luggage which I already have (£15 per kilo from the suitcase I already have). Unfortunately, I have already brought and paid for an extra suitcase from London to Lisbon with the expectation that I would be able to take it to Cape Verde. Im highly disappointed with the service I have received thus far, I usually take this trip with TAP however decided to try something new and now I am being charged an additional £450 for a suitcase. This was extremely unclear across the website and now I have no choice but to throw away my suitcase with all my belongings as the price of this was not advertised.

Route: Lisbon to Cape Verde

Seat Type: Economy Class

Traveller Type: Business

Airline: Rwandair

Title: "recommend this airline"

Review: Entebbe to London via Kigali. I can thoroughly recommend this airline. The service is as good as (or in many cases better than) any major airline, with cabin crew who are courteous, helpful and attentive with good quality food and beverages. The aircraft are new and the cabins are spotless. The seating in business class offers lay flat beds and they offer Premium Economy cabin. I travel a lot in Africa and even if there are quicker options I prefer to take this airline. Punctuality is good and in flight service even on short flights is excellent. The let downs are the appallingly slow security check at Kigali which can take an hour which causes delays to flights at busy times. This is a problem required to be addressed. Also they could do with a wider choice of films on the entertainment system.

Route: Entebbe to London via Kigali

Seat Type: Business Class

Traveller Type: Business

Airline: China Southern Airlines

Title: "crew were friendly and patient"

Review: My flight from Shanghai to Guangzhou was delayed 3 hours due to the bad weather. Thanks to the staff, passengers were well-ordered during the delay. The cabin crew were friendly and patient answered my questions about the regulations of nucleic acid testing in Guangzhou. All cabin crew wore protective clothing throughout the whole journey from Guangzhou to Vancouver, so appreciated they were trying their best to keep us safe. We didnt have WiFi service during the flight, I hope they can improve this next time.

Route: Shanghai to Vancouver via Guangzhou

Seat Type: Business Class

Traveller Type: Business

Airline: Volotea

Title: "never fly with them again"

Review: The company forces people to pay extra money to acquire their boarding passes during Check In. They claim if do online check in 48 hrs hours its free, the app and website were malfunctioning and I wasn't able. 2 hours before flight the check in Gate was full of people complaining for the same issue. When I complained to the personel of the airline they told me they haven't been paid and work overtime too. The flight was horrible. I will never fly with them again.

Route: Athens to Heraklion

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "Recommend for short inter island flights"

Review: Flow inter island from Honolulu to Hilo and back for a quick weekend trip. We came from the mainland and visited Oahu so we thought of visiting Hilo island. Flight from Honolulu to Hilo was good - at check-in, the name on the boarding pass didn't match as ID and TSA requested me to go visit Guest Services; they rectified the issue quickly. Boarding was quick and efficient. For a 35 minute flight passionfruit juice was served which was adequate. Flight took off

on time, crew was very efficient in the service. Likewise for Hilo to Honolulu sector. Recommend Hawaiian for short inter island flights!!

Route: Honolulu to Hilo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ethiopian Airlines

Title: "my suitcase was broken"

Review: Customers care is horrible! I flew with Ethiopian to Paris. At arrival my suitcase was broken. I filed a complaint at the airport and the crew promised to send me a replacement suitcase. After 5 weeks waiting and trying to contact the customer service still nothing I will have to fly back without a suitcase and my one year old baby. Very bad service.

Route: Mombasa to Addis via Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "Very nice staff"

Review: Porto to Turin via Madrid. Nice airplane, flights on Time. Very nice staff people, was a good flight and was very well impressed with the timing and the amount of effort to make customer feel ok.

Route: Porto to Turin via Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Lion Air

Title: "Terrible airlines and terrible service"

Review: I have been waiting 6+ months for a refund, and they never reply to any emails or enquires. Terrible airlines and terrible service. They have basically taken free money for a service that was never provided. This airline is nothing short of a giant scam. Never will I ever book with Thai Lion Air again, and I will warn every single traveller to avoid this airline at all costs.

Route: Bali to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "never choose this airline again"

Review: Kunming to Shenzhen. My wife and I went up to Check-in Counter E36 at about 7:15 am on 2 April, about 3 hours before the time of our flight --- fortunately. After checking our China permits and HKSAR passports, the lady told us that the reservation list did contain our names. But the corresponding numbers for our names are totally different from our permit/passport numbers. So she couldn't give us the plane tickets, even though we had paid for them on-line at Expedia website. At first, she did not want to help us at all. Then we insisted to see her supervisor. Shortly afterwards, a man came and simply told us the problem was with Expedia and not with the airline, that we should call Expedia and asked them to change the numbers for our names accordingly. After more arguments, he asked the lady at Counter E36 to help us. She took us to another counter where many more phone calls were made. Finally, they fixed the problem and gave us the tickets. The whole fuss went on for about 45 minutes and at the end we were not given any explanation for the problem. Nor was any apology given. They kept insisting that the problem was ours and the airline was not responsible for the mistake. During all my trips, I never experienced anything like that. I will never choose this airline again.

Route: Kunming to Shenzhen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "Nothing on time. Nothing organized"

Review: ZERO OUT OF 100. Worst airline I have ever flown. Nothing on time. Nothing organized. Was selectively pulled out to have bags weighed and charged more. Extra 900 pesos for a carry on that weighed 8kg. Flight was delayed at every stop. Didn't arrive to catch our transport in Puerto Princesa on time. Then again leaving the flight was delayed an hour. Still sitting here as a matter of fact. Philippines Airlines and Cebu Pacific both moving smooth on either side of us.

Route: Manila to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India

Title: "I asked if he could upgrade me"

Review: I boarded a flight from JFK to BOM on Monday, May 1st. The flight was scheduled to take off at 10:45 AM but was delayed until 5:20 PM (nearly 7 hours). Everyone had to deplane. Air India only provided each of us a \$15 meal voucher for the long delay. On my way back to JFK from New Delhi on Thursday, May 18th at 2:20 AM, I asked an Air India check-in rep if he could upgrade me to business class. He said no because all the seats have already been taken. When I boarded and got off that flight, I saw that wasn't the case. I decided to submit a case on the Air India website and then was prompted to email . I sent them an explanation on Friday, May 19th detailing all the inconvenience that was caused. Surprisingly, they replied to my email on the same day saying that they have "shared details with the concerned airport" and once they receive a response, they will get back to me. I never received a response from them ever again. I requested a follow-up on May 29th, May 30th, and finally June 6th via email. I also called Air India on June 6th, but the rep kept asking me for my ticket number. I informed him that I've already flown and do not remember my ticket number. I asked him how I can find out this number. He didn't provide any assistance.

Instead, he only repeated himself and decided to hang up. Very frustrating. I am appalled by the customer support team's lack of urgency and horrible service.

Route: New York to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "we will avoid flying AirAsia again"

Review: Check in was easy, both flights were on time and luggage arrived without incident. That was the best of it. Every announcement was screamed at us in multiple languages. They woke the whole plane up with 2.5hrs to go (scheduled landing at 0330hrs) so they could serve breakfast to about three passengers. You can't bring water on board, and you pay for it on the plane. The passengers were generally pushy and rude. KLIA is a filthy dump and we will avoid flying Air Asia again to ensure we don't have to transit there in future.

Route: Sydney to Phuket via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "quality of the food was horrible"

Review: Madrid to Dublin with Iberia Express. The trip was terrible, I travelled alongside my boyfriend. The plane departed 30 minutes late which honestly could of been more toleratable if we hadn't been put onto the plane like a herd of sheep. After take off we realised that all around us there were babies, not just one but 4. Every single child was screaming at the same time and they were uncontrollable. I am just wondering, how is a person supposed to "relax and enjoy their journey" when nobody seems to give a damn about the other passengers. The staff were just as frustrated as the other passengers who had to sit through a 2.5 hour flight but did not assist. Also I would like to mention that I

ordered a Carbonara pasta and what I was given was a pot full of water and powder. The quality of the food was horrible, and was definitely not worth the price. Definetly not choosing this airline ever again.

Route: Madrid to Dublin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "offered assistance"

Review: Have always flown with Tiger as my choice of budget airlines, and so far only Tiger have not given me flight delay problems. Recently I just booked another flight to travel in November. Due to unforeseen circumstances, I was forced to cancel the trip. Although Tiger have stated their policy as no refund and no cancellation, the staff at Tiger truly went the extra mile for me and my family. They offered direct and correct channels of assistance and help, were cheerful throughout. Alternatives were given for me to choose, and they resolved all issues. Thank you Tiger, the human touch is really felt.

Route: Singapore to Taipei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aer Lingus

Title: "I'm not using this airline again"

Review: Never again. I fly every week & I'm not using this airline again. My 3.20pm flight has still not left & it is now 5.36pm. The engines have not started up yet & the communications have been appalling on the continued delays all afternoon! I had booked assistance, and stupidly thought, it would not be required as its such a short flight. Im now in agony, very stressed & not so much as an apology from the Airline. Ill be taking my regular business travel elsewhere.

Route: Dublin to Birmingham

Seat Type: Economy Class

Traveller Type: Business

Airline: Kenya Airways

Title: "it needs to stop penny-pinching"

Review: This was not my first time flying business with Kenya Airways but it was definitely not the best. The Plaza lounge at LHR was not serving alcohol on the basis that the food was not substantial. Boarding was chaotic although there was a business line everyone was using it. After eventually getting on the aircraft, and after a long wait, I was offered a small glass of champagne. Seating was old-style parallel pair, business was about half full and there were signs of ageing. It then took an inordinate amount of time for the meal to be served choice was meat or chicken. It was probably the first time ever that the starter and main course were both rice. The flight was uneventful and although not fully flat-bed I did manage to sleep. No bottle of water was provided. Breakfast was a small dry croissant, yogurt and a small bowl of fruit. I know airlines are struggling but given how much I paid for the ticket to have a service which was not as good as premium economy on some other airlines was frustrating. If Kenya Airways wants to compete with its rivals it needs to stop penny-pinching and offer its business customers a level of service which justifies what they have paid.

Route: London to Nairobi

Seat Type: Business Class

Traveller Type: Business

Airline: Sky Express Airlines

Title: "totally unacceptable in 2019"

Review: Naxos to Athens with Sky Express Airlines. The worst airline I have ever flown! We have just arrived in Athens to be told the captain chose to not take any checked baggage at all on the flight! Yes - not one suitcase was carried apparently due to the aircraft being over weight. They off loaded 2 passengers (voluntarily) and then don't tell you your bags are not going to make it on the flight - you find that out when you arrive in Athens! So we have a connecting flight

to Austria - but they will only send the bags to Vienna - not Salzburg which is our final destination. We think they will arrive - by ferry around 8pm tonight! So, we have to stay in Athens - at our cost - change flights for tomorrow. Apparently - this happens daily, totally unacceptable in 2019. Get bigger aircraft's that can handle passengers luggage requirements.

Route: Naxos to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "let registration for flight"

Review: On 8th August, 2020 we sent 8 seafarers via Aeroflot by flight SU2578 to London Heathrow where crew should had been departed the same day to the USA. All seafarers hold guarantee letters from agent in the USA, from Company, issued tickets to the USA and valid c1d USA visas. But check-in and registration was refused by Aeroflot at check-in desk and their representative at Sheremetevo Airport showed low competency while refusing registration. Aeroflot representative denied accept immigration exemption of UK government for transit of seafarers with valid C1D visas, refused talking to Company representative and was rude. On hot line of Aeroflot we were told that it is unacceptable that their representative behaved like this. Because of incompetence of Aeroflot employee we lost lot of time and nerves. All was solved once this employee finished his working day and more informed and professional representative let registration for flight for our seafarers.

Route: Moscow to London

Seat Type: Economy Class

Traveller Type: Business

Airline: LAN Airlines

Title: LAN Airlines customer review

Review: The plane was late both ways from Cusco to Lima and return also. We were at the airport for over 5 hours and we missed connecting with our party to take the tour which cost us additional money. They had a flight to Cusco, which was scheduled to leave after our flight, but they did not put us on it. No reason given. You are never told when you will be able to leave, they leave you waiting without any communication.

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Regent Airways

Title: "should improve their service attitude"

Review: Singapore to Dhaka. Flew with Regent Airways for the first time today. Is it the airline policy not to provide blankets to passengers? I thought it was a given in any airline. The staff mentioned to a male passenger it will be hot later on the plane so no need for blanket. What kind of explanation is that? Paying for ticket is also paying for the service and goods within the airline for that period of travel for usage. Also, the staff serving are not happy and don't smile. They should improve their service attitude.

Route: Singapore to Dhaka

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "customer service was very poor"

Review: Overall PLAY assistance and customer service was very poor. In Boston the assistance at the Boarding Gate was unprofessional. PLAY needed to arrive earlier. They needed to announce what the expectations more clearly, before all the confusion began. Passengers who did not have a red tag on their personal item and carryon needed to bring them up to the desk. Then people were charged \$90 for bags that they normally can bring on other airlines as a

carryon. The PLAY personnel kept leaving the desk. Passenger became anxious and kept cutting in line to be the next person served. No orderly process. Getting a boarding pass on MyPlay was extremely difficult. Several people asked us if we had as much trouble as they did. The site would need to be accessed several times. It finally worked for the trip from Boston to Keflavik, but not visa versa. I was confused when it asked if I had a check in bag, etc. I paid for it already. Fortunately, I was able to go back on the site and confirm my bag status. The boarding pass final step didn't provide a pass. A popup was shown, but I didn't get to read it. One person should have been available at the PLAY desk in Keflavik. We were not even sure it was the service desk, until security helped us. People want to move on and get through security. Also, at Keflavik we took a bus to the airplane. The priority people didn't get bused separately, so they were just mixed in with the crowd entering the plane. Again, unorganized. In general, the other parts of the trip were good. We left on time and arrived early. The plane staffs was good and Icelandic staff. The checked bags arrived quickly.

Route: Keflavik to Boston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "Horrible communication"

Review: Both flights from Jakarta to Penang back to Jakarta had three delays, and they canceled two of our flights, then delayed the final return flight to a 1:40 am departure. It caused us three extra hotel night expenses for a 2.5 hour flight. Horrible communication. We were not even informed of the delay.

Route: Penang to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Seychelles

Title: "avoid Air Seychelles!"

Review: I purchased a ticket directly from Air Seychelles for Mauritius to Mahe In the end, I was not able to travel, and so I did not make the flight. I have been trying to get in touch with them about a refund (not a full refund but a refund of all fees and fares less some penalty), but all they did was send me an automated reply saying that they were working on it. I even tried to get in touch with customer service, whom I previously had some contact with about another ticketing issue. And all she said this time around was that she would refer my case to the "appropriate department", which never happened, as this happened in March and we are into July now. So in one word, avoid Air Seychelles!

Route: Mauritius to Mahe

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ViaAir

Title: "flight was cancelled"

Review: Not heeding the advice of all the bad reviews for this airline, we purchased tickets given the good price. We were notified the day prior to the departure that the flight was cancelled. No explanation and just told a refund would be issued.

Route: Austin to Birmingham

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Saudi Arabian Airlines

Title: "flight was cancelled"

Review: Amsterdam to Dubai via Jeddah. Never again. Flight delayed at first (original departure time 15.55h), finally boarding at 19.30h. At 20.00h (still waiting to enter the plane) the ground staff came to tell us that the flight was cancelled. Only because the pilot had issues with his crew and their flying hours. After the cancellation, no service was

provided. All passengers had to find their own way to a certain service desk where (as we were told) they would take care of the situation and try to book all of us on another flight. This service desk was nowhere to be found, nobody was willing to help us. When we finally found the service desk, they told us that maybe the flight might leave after all. (Our luggage was still on the plane). At 21.30h they confirmed that there was no flight and there were no other possibilities to fly to Jeddah or Dubai. The bags should come any minute, they said. At 23.30 h we were still waiting for our baggage. All that time there was no possibility to get something to eat or to drink; not even water was provided. Short summary: the issues of one pilot of this airline did cost us our complete holiday trip to Dubai, to which we were looking forward to for months - no other possibility was offered. Thanks a lot, Saudi Arabian Airlines!

Route: Amsterdam to Dubai via Jeddah

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "Ruined my experience"

Review: New York to Tel Aviv via Belgrade. Worst airline I have ever flown with. 2 big delays. No solutions for the people. The only solution is to stay 2 nights in Serbia. Shame. Ruined my experience in New York. Will not book this airline ever again

Route: New York to Tel Aviv via Belgrade

Seat Type: Economy Class

Traveller Type: Business

Airline: Norse Atlantic Airways

Title: "won't be rushing back to fly with Norse"

Review: I won't be rushing back to fly with Norse air again. The meals are very small. The meals are tasty but quite pricey. I had chicken & mash. The snack before we landed was Sorrentina tomato and mozzarella, tasty, hot, but tiny!

They give you wooden knife, fork, spoon, very hard to cut with their flimsy wooden knife. If you don't order a meal you have to pay for tea and coffee. Normal coffee is \$3.50 usd on the plane. They only served drinks twice in 11 hours on the flight from London to Los Angeles. First cup of tea was barely lukewarm. Coffee was hotter but not hot. Exit row was empty, many passengers asked could they move to the exit row after we got into the flight but they were told only if you pay usd 50 for an upgrade. So three seats in the exit row stayed empty the whole 11 hours. I thought it was a bit mean. Movie selection was the best thing about Norse. I paid extra for an aisle seat in economy - not much room, got up on my feet every hour to stretch. Will definitely chose the competition, instead of going with Norse again, they had a big launch for their July London to USA flights, but the passengers don't get treated to any luxury. Also checkin at Gatwick was very strange, you had to wait to get into the queue for the checkin ... I overheard passengers being told by checkin staff, monitoring the queue.... to get off their mobile phones when they are in the Norse queue - very strange indeed. You have to pre-order & pay for the hot food online before you fly. You have to pay for a blanket and you have to pay for earphones.

Route: Gatwick to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "15 hours late arriving in Finland"

Review: The flight from Larnaca to Riga was about 2 hours late and there was no time for a connecting flight from Riga to Helsinki. The plane was told a completely wrong gate where we have to go and there was no connecting flight. In the middle of the night at Riga Airport without any information on how to proceed how to get home. No notifications were received by phone or email. Three hours of searching for information and bags at the hotel to sleep and finally 15 hours late arriving in Finland. I asked Airbaltic how they like to fix this. No answer

Route: Larnaca to Helsinki via Riga

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "3 hours delay"

Review: We took off with 2 hours delay for our destination which was Paris. On the way the pilot said that due to weather conditions (mid summer) we will land to another airport. At 10 pm we landed in Brussels. Even though the crew member said they will arrange for us transportation to Paris and they will compensate us, they never did. We manage to go to our destination at 10 am with our expenses. On the way back we had 3 hours delay plus 26 people had to stay back because they said one crew member was sick.

Route: Larnaca to Beauvais Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Coastal Aviation

Title: "experienced excellent customer service"

Review: We had great experiences with Coastal on 3 separate flights within Tanzania. Our planes generally had 10 passengers on board, plus pilot and co-pilot. For peace of mind, we were permitted to check that our bags were in the cargo hold of the plane before boarding. I was nervous about flying on such a small aircraft, but all flights were smoother than expected and relatively short in duration. We experienced excellent customer service via e-mails when arranging for our XL bags (due to equipment for photography and diving), and the staff member was able to answer our questions about transfer from the Dar Es Salaam domestic to international terminal. Note: It's a 5-7 minute drive, and there is a Coastal shuttle that runs between them. Only a couple of minor flaws: The air conditioning did not appear to be working on one of the planes while we were on the ground, so it was very hot. One of our flights inexplicably was delayed about 30 minutes, but fortunately it did not affect our itinerary in the least. Overall, I was very happy we chose Coastal Aviation for our inter-Tanzanian flights and would not hesitate to fly with them again.

Route: Arusha to Dar Es Salaam via Mafia Island

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Scoot

Title: "refund should be made for overpayment"

Review: I have been flying Scoot air to Penang and Bangkok since Covid subsided. Overall, the travel experiences have not been satisfactory. Recently, we paid for extra leg room seats 4D and 4C when the tickets were purchased online. When we checked in physically at the counter, the boarding pass were issued accordingly. However, after boarding the flight to Bangkok minutes just before the plane took off, the airline staff requested us to vacate the seats and move to the back row seats as though they did not know we had paid for front extra leg room seats (I shown them the receipts and boarding pass). Despite having secured 2 extra leg room seats as indicated in the boarding pass. Different staff appeared and indicated that the plane has been changed last minute and the current seats belonged to Scootplus and we must move to row 31 and 32. She took our boarding pass and use pen to amend the boarding pass seat number. We paid additional additional fare of SGD 190 for 2 to remain in Scootplus and requested for the refund of SGD 54 for extra leg rooms seats (2). After 2 weeks, still no news although the hotline said they would investigate and revert. The experience was certainly not something we cherished. It was ok to change plane due to unforeseen circumstances but refund should be made for overpayment. For any underpayment, we were happy to top up as well. Earlier experience to Penang also did not end well as date change of ticket online in the portal were not very smooth, very hard to make date change during May - June 2022 (the price differentials for flight/date change were much higher than buying a new ticket). Eventually, I just bought another tickets for the whole family instead of making travelling date changes.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cubana Airlines

Title: "service even more basic"

Review: Departure from Toronto March 31st started off with the check in desks not being ready when I arrived, but they set up a little later. Didn't appear to be any issues with the departure time of 12.50. Flight ok, service ok, basic, notice no movie screens, no ear phones issued, no pillows or blankets provided. Flight went smoothly and arrived at SCU on time. Return was another story entirely. I've noted from other reviews that Cubana appears to have developed a steady pattern, which may now be a practice, of not being on time, major delays, and very poor to no information being communicated to passengers. Yes, airlines experience delays and equipment problems. But in this day and age what continues to happen with both of these companies is not acceptable. So, for the return. The 6.05 departure on April 7th from SCU was originally on time, but then it was delayed. No explanation as to why. At approx. 7.30 or 8 an official came into the departure lounge and passengers went to speak with him to find out what was going on. We were told the flight wouldn't be leaving until 3 am. We asked about being taken out of the airport and accommodated for more comfort etc. due to the length of the wait and were told no. We asked about food and refreshments and were told that was being organized. The timing of the departure changed 3 more times after that, moving to 10pm and 11pm that night, and then finally an empty jet arrived at 12.20. Rumour had it that there was a problem with the flight coming down from Toronto and it had to turn back. Same thing with a flight that was allegedly coming from Havana. We were also told that they had to get permissions in place for our plane to land at Toronto in the wee hours of the morning (eg: 2.30am). Once the empty jet landed and we loaded, we took off at 1.30 am. Service even more basic than the flight coming down - drinks and a snack were served but nothing else. No duty free offered. And, again, no earphones, no movie screens, no pillows or blankets. We flew without any incident, landing in Toronto at 5.30 am. A lot of passengers had to miss work / school that day because of the toll all of that drama took. Again, by this point in time Cubana and Hola Sun seriously need to pull up their socks and change their ideas and approach towards their schedules and their approach, especially with regard to providing better communications and information, to the travelling public. There are limited airlines that fly into Santiago. But that doesn't mean Cubana has any sort of monopoly and can treat passengers like that.

Route: YYZ to SCU

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "no smile or interaction"

Review: I flew Alitalia return Rome to Delhi return in business class and the on-time performance was perfect. On the DEL-FCO flight we landed 15 minute ahead of schedule after leaving DEL airport on the exact scheduled time. When entering the aircraft the steward did not greet us, did not smile, did not look at the boarding pass to show me my seat. Bins were occupied by blankets and needed to ask a stewardess to remove them, which she did with an accusing expression as if it was my fault that the blankets were there. The food was heralded as inspired by a famous restaurant, but in reality was not. When serving the meal, crew was polite, but no smile or interaction to me. During the night nobody came through the cabin to offer a glass of water or a snack. The galley had a bottle of water and Coca Cola, but no snacks. The water was served in a plastic beaker. Before landing, none of the crew asked if we had had a pleasant flight. When leaving the aircraft, no pleasantries, no smile to me.

Route: Delhi to Rome

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "never fly this airline again"

Review: If you have a physical disability, do not expect any help from these people. I am a wheelchair user and this was my first time flying since becoming disabled so I was already nervous. We received 2/10 assistance getting to my seat. When we landed, a flight attendant clapped her hands and said chop chop, time to get to work. To my mother to assemble my chair and received no assistance obtaining parts from the overhead compartment. Coming back to Florida, we relied on other very nice passengers to hold the flow of people moving so we could get off. My mother had to carry 2 large carry-on bags, a purse, and wheelchair seats and handles all the way to the gate entrance with no help. The attendants coming home were very nice, but should have at the very least held the flow of passengers getting off. We

will never fly this airline again.

Route: Minneapolis to Destin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "the experience was amazing"

Review: This is not the first time I have flown Vistara, and the experience was amazing. The Check-In was pretty quick. On board service was excellent and the staff was polite. The flight was on time. In spite of a short flight, they still served good snacks. The seat was also better than most airlines I have flown, and the plane was clean and hygienic. I will fly with them again.

Route: Delhi to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "will fly 11 hrs late"

Review: Mumbai to Perth via Kuala Lumpur. Staff is rude, they are not allowing to bring our water for baby in the flight. In the Mumbai to Malaysia flight they did not offer any meal or water (if you want you have to buy at very high cost and very less quantity. I brought a cup of water 50ml at 300 INR). In the ticket had mentioned only 1.5 hrs halt at Malaysia, when we reached at Kuala Lumpur we informed that next connecting flight will fly 11 hrs late. I shocked, I asked staff to arrange any other option or give us complementary, I was asking them again and again this but they did not respond. Even Malindo staff are not helping me to tell how to reach to next connecting flight terminal. Flight is very dirty and congested. In paper (ticket) whole journey was 13 hrs, but got 23 hrs to reach to Perth with pathetic experience.

Route: Mumbai to Perth via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "Absolutely horrendous"

Review: Vancouver to Lima via Mexico City. Absolutely horrendous. Cannot physically fly to Lima due to the lockdown from Covid-19, and I was given expirable credits that I cannot physically use to book flights due to the lockdown. Customer Service department told me that this was best option they could give us, when it is just a rip off. Since we can't even use it if we wanted to. So my flight is nonexistent, and so is my money.

Route: Vancouver to Lima via Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "a disappointing experience"

Review: Very poor customer service and a disappointing experience. Avoid if you can. This company offers a budget service far worse than other competitors and when flights get cancelled only offers a voucher instead of a refund.

Route: Dubai to Doha

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Airways

Title: "Just not worth it"

Review: Warning to tall Passengers, do not fly with Jetstar. If you are tall like me and need to pay for an exit row seat

so you can actually fit, do not fly with this airline! Your booking is not secure and you may find yourself in a row behind the exit row with no apologies or option to move. This is what happened to me and I will not take the risk of flying with Jetstar again. Just not worth it. Zero stars.

Route: Sydney to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "The worst experience ever"

Review: Many flights were cancelled and delayed for hours without the clear communication. Info on airline website and Kona airport website was wrong. No updated info was provided. People has been waiting at gates for 5-10 hours. The worst experience ever. The board of airline should resign. I give 1 score because of employees at airline who have worked hard to solve the problems. Otherwise zero to the board of airline

Route: Kona to Honolulu

Seat Type: Business Class

Traveller Type: Business

Airline: Laudamotion

Title: "no customer service"

Review: Vienna to Dublin. Where shall I start! Sat in seat 30D, waited over 1.5 hours to get inflight food, was last to be served because of the seat. Ordered a meal deal and waited and waited at least 20 minutes no sign of it. We were descending at this point asked the very rude hostess where my meal was and she said she would check. Once again 10 minutes went by no dinner 10.00 paid at this stage had a packet of crisps and a 7 up unopened. Requested a refund as we were about to land told could not be done and she said to bring it with you! Requested supervisor told too busy to speak with me and given a 6.00 refund after paying 10.00 ! The cabin crew have to be among the rudest, unprofessional

people I have ever dealt with on a flight and certainly no customer service lot of work to be done to retrain. I do expect a reply to this as to the reasons for such incompetence.

Route: Vienna to Dublin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "Left my jacket in overhead locker"

Review: Innsbruck to Amsterdam. Travelling back from holiday, very early start. Left my jacket in overhead locker. Unfortunately I could not get all my hand luggage etc into one locker and forget I left the jacket in another locker. We were one of the last people to leave the aircraft. I contacted airline help desk 30 minutes after arrival. They said the cleaners must have taken it. They didnt care, took no details told me to contact loss and found in the airport. Which required me going out of the departure area finding the lost and found desk. They said I should really go via the airline. I said I did and they then directed me to the online form. Had to go through security again etc. Basically a complete waste of time. Lost a lovely light weight winter jacket £225 plus sunglasses £100.

Route: Innsbruck to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "I didn't have Canadian visa"

Review: I booked a flight from Hong Kong to Seattle through Hong Kong Airlines website. However, when I visited the counter to check-in, I was rejected and missed the flight because I didn't have Canadian visa as there was an internal transit at Vancouver. After asking what Hong Kong Airlines can do to fix my problem, they told me to call to contact center by myself, and it took me 7 hours (9am to 4pm) to get an answer that they could do nothing, not even a refund,

and it was my mistake not checking with Canadian immigration rules before booking the flight. As a result, i needed to book from the another airline which is very expensive and I get nothing, not even sympathy.

Route: Hong Kong to Seattle via Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Airline

Title: "The worse airline I ever met"

Review: The worse airline I ever met. I change the date of my flight they charge me 15 dollars and they say everything is fine I do no have another payment and at the airport they can't find my flight reservation I gave them all my information my tickets and they just say they can't find me after send me from a place to another and when I call sky airlines suddenly I have 195 dollars to pay for change the date of my flight. Finally I pay and then they said you are already late for your flight. I ask them if I can go in another flight they say you have to pay 195 dollars. I explained them I just paid 8 minutes ago they say you missed that flight. They make me lose my time at the airport if they just could and tell me you need to paid instead of make wait until last minute so I can pay for nothing and miss my flight and make me pay again.

Route: Cuzco to Lima

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "We had a good experience"

Review: Chiang Rai to Trang via Bangkok. We had a good experience with Air Asia as we were worried about the bad reviews here. Check-in went great, pre-booked luggage was also no problem. Both planes were a little late (about 30 minutes), but that was no problem. The staff seemed good English speaking as they also answered questions.

Route: Chiang Rai to Trang via Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "hours of extreme trouble"

Review: I booked a flight from Bahrain to Faisalabad about a month ago. I reached the airport on the day of flight. To my shock, they informed me and about 50 other passengers that the aircraft was already full. They made us wait for hours without any explanation. If someone shouted at their unprofessional behaviour, they shouted back. Later, the staff offered two difficult options; either to go to Islamabad instead of Faisalabad with the next flight or to wait for another few hours to get a new ticket for a flight to Faisalabad two days later. I had already spent hours at the airport in this frustration, I chose to go to Islamabad. It took me hours of extreme trouble to reach from Islamabad to Faisalabad all because of this nonsense done by Gulf Air. They are extremely arrogant people, very unprofessional, rude to the passengers, and untrustworthy. They offer no explanation, no compensation for changing the tickets and no sympathy to the poor passengers who made the mistake of booking with them.

Route: Bahrain to Faisalabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Salam Air

Title: "customer service is poor"

Review: The worst flight I have ever been, the customer service is poor. Cabin crews were rude and they even don't know how to talk to the passengers. The flight is too noisy and not comfortable. They even don't know to speak English.

Route: Dubai to Trivandrum via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "flight is about 80% full"

Review: Beijing to Hong Kong. The flight is about 80% full. My seat is in the middle next to wings. I was served a meal without any choice. As I really didn't want to eat spicy noodles the cabin attendant gave me breads instead, but no butter. Since no entertainment on this old airplane, a passenger use speaker loudly of his mobile phone to watch something in flight.

Route: Beijing to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "informed we missed the flight"

Review: Vancouver to Beijing. When we arrived in Beijing we had a 8 hour stopover. We toured the Airport and arrived back at our gate about 1 hour before departure. We heard a Chinese Announcement about flight to Manila and repeated by a very bad English. When we approached our gate about 3 mins later than boarding, we were informed we missed the flight. The plane had not left terminal.

Route: Vancouver to Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Amaszonas

Title: "Ground and onboard service was fine"

Review: First time flying with this airline. All in all I've heard positive remarks about them so I've been wanting to take a

flight with them. Not much I can say as they did their job properly. Ground and onboard service was fine. As it's a regional airline, I think all of their planes are small sized (i.e. Embraer). The only comment I have about their company site. It wasn't easy to buy a ticket there, so I ended up buying it from an agent.

Route: Santa Cruz to La Paz

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Golden Myanmar Airlines

Title: "pleasant and positive"

Review: Yangon to Mandalay with Golden Myanmar Airlines was very pleasant and positive. The airline online booking system was good, check-in counter staff very friendly and the check-in was easy. The flight left the gate as per schedule and the flight was comfortable. Cabin crew were friendly and efficient. Passengers were served with light snacks during the approx. 1.5 hrs flight.

Route: Yangon to Mandalay

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "Excellent service on board"

Review: London to Casablanca. It was a pleasant flight. Very quick check-in. The embarkement was in time. Excellent service on board. Enjoyed the meal and beverage. Globally very satisfied.

Route: London to Casablanca

Seat Type: Economy Class

Traveller Type: Business

Airline: Lucky Air

Title: "almost 160 dollars excess baggage fee"

Review: Bangkok to Chengdu. I am furious with this airline. I tried to contact them about adding more luggage and just kept being put in circles with no answers. Then once Ive arrived to check in they charge me almost 160 dollars excess baggage fee instead of letting me increase the amount. I was super embarrassed. All I was trying to do was go back home. I will never recommend this airline for anyone.

Route: Bangkok to Chengdu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "Staff were very friendly and helpful"

Review: I had the option of boarding a plane set to depart 1 hour prior to my intended flight which was great. Unfortunately it was delayed by over 40 minutes. Staff were very friendly and helpful. Food was minimal but that's ok given it was a short flight.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "antiquated check-in, flight issue system"

Review: CANCELLATION!! Was booked on 6/25 DL 380 8am flight (nonstop) LAX to DC. At 5:03 Delta sent text: We look forward to welcoming you on board soon. Your flight to Washington, DC (DCA - DL380) is departing on time from Gate 20 in Terminal 3 at 8:00 AM. On my way to LAX, 5:27 DELTA Cancelled flight and rescheduled me on a red eye

leaving at 5:25am on 6/26 arriving in DC at 2pm (stopover in Minneapolis. Arrived at LAX to try and change red eye to different flight. After waiting in Checkin line then had to endure Over an hour wait in Assistance line. Antiquated check-in, flight issue system. *TIP: DO NOT FLY DELTA!!

Route: Los Angeles to Washington

Seat Type: Economy Class

Traveller Type: Business

Airline: AirAsia X

Title: "they served free meals"

Review: Kuala Lumpur to Tehran. It was my first time taking Airasia X and I didn't expect too much from it, since it is a low-cost airline. I almost missed my flight (because of the traffic in the airport), but the plane has not departed, even though it had passed the boarding time. Inflight, the seat is small but everything looked okay-ish, nothing special. During the flight, they served free meals. The meals were decent. Surprisingly, they gave you free mineral water (served in bottle) which was unexpected, since they usually charge you for that (at least a short-haul flight). I ordered a food online, but they did not serve me, which was disappointing. Overall, it was okay.

Route: KUL to IKA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "definitely use Vueling in future"

Review: Best check in in many year, efficient staff and took me 10 min. For the price 84 the seat can be uncomfortable but service is excellent. Will definitely use Vueling in future!

Route: Belgrade to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "Flight attendants were friendly"

Review: Flew Aerolineas from Aeroparque to Puerto Iguazu. A rather good experience. Aeroparque airport is becoming to small for the amount of traffic and hence was rather cramped. The plane looked brand-new and was very clean. Liked the pilots' announcements. In-flight the entire plane sang a cumpleaños feliz. Flight attendants were friendly with one exception. Flight was uneventful. They serve only drinks for free which was no problem given the low fare. I would recommend them.

Route: Aeroparque to Puerto Iguazu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LAN Airlines

Title: "overall pleasant experience"

Review: Sydney to Auckland with LAN. Able to check-in and choose seats online, but you would still need to go to the desk for boarding pass even with carry on only. Service was efficient, and frequent flyer privileges (such as express lane) was honoured despite being in economy class (Often no longer the case in some other One World airlines at SYD). The cabin was lovely and fresh, but the seats were uncomfortably narrow. Seat pitch is tight but adequate for my (below-average) height. Service was friendly. AVOD screens are large and responsive, and there was a good choice of entertainment. The only disappointment was the food - the flight goes right through lunch time (4 hour flight taking off around 11am), yet we were served a small, stale sandwich and a small piece of cake - well below par of most full-service airlines. Nevertheless, an overall pleasant experience. The flight arrived 30 minutes early.

Route: SYD to AKL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "most uncomfortable flight"

Review: The worst airline ever. I traveled with this company back and forth from Tel Aviv to Paris. Both flights had delays of over two hours, the staff behaved appallingly, bad service, poor speech. The seat is the smallest and most uncomfortable flight I have ever been on, not recommended at all.

Route: Paris to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bahamasair

Title: "really took care of us"

Review: When I tell you the reviews was so discouraging and negative but go against all odds. The flight from Freeport to Fort Lauderdale was peaceful and safe. It was 3 members in my party. We were scheduled to return to the US on Sunday but do to hurricane Dorian on the way we had to leave the resort in a hurry. All the airlines we're booked! The only thing available was Bahamasair and I'm so grateful and took a huge leap of faith and booked. The aircraft took off on time with no delays, no turbulence and the pilot and team we're all will dress and pleasant. The Bahamians really took care of us. The flight was maybe 25 minutes with safe landing. When I read many of the reviews people were complaining about delays. Remember delays not denied. Thank you Bahamasair.

Route: Freeport to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "never pay for business on Copa again"

Review: Business class in a recently refitted plane provides no inflight entertainment system, no plugs to recharge phone or tablet. We were not provided with a blanket or even a small pillow (contrary to what I had read before booking) and the plane was cool enough that I had to use my down jacket as a wrap. Water was provided once in a small paper cup with no offers of a refresh. Copa entertainment app which I had downloaded not available on my screenless flight. The meal was yuck and only choice left for me by the time the flight attendant worked her way back to row 4 was beef. No veg or kosher options. My meal was identical to the one my friends had in economy. Seat 4E barely reclined So I am not sure what my business bump up actually accomplished. Would never pay for business on Copa again; what they say you will be treated to and what you actually get bear scant resemblance to each other. Icing on the cake when we arrived in Montreal near midnight we were told we would need to wait 45 minutes for our luggage. No explanation provided.

Route: Panama City to Montreal

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Aeromar

Title: "service was excellent"

Review: Puerto Escondido to Mexico City on Aeromar. Small plane and we left about 30 minutes late. Plane was not full and just one stewardess working the flight. The plane appeared to be new. It was in excellent condition in the cabin. Service was excellent but it was very expensive for a flight of less the two hours.

Route: PXM to MEX

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "charged us a cancellation fee"

Review: Ottawa to Saint John. We purchased tickets, costing over \$1300 and due to a medical emergency we had to cancel our vacation. Porter Airlines did not refund our money, charged us a cancellation fee and gave us a credit that is basically unusable. Do not fly Porter Airlines

Route: Ottawa to Saint John

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: "lacking in cabin crew services"

Review: Bandar Seri Begawan to Kuala Lumpur. I must admit that Royal Brunei's service is excellent. Good on time performance, aircraft using a new fleet, exciting in-flight entertainment options, efficient check-in process. But to be honest I am a little lacking in cabin crew services, several times I had to call the cabin crew to ask for additional drinking water but it takes a long time for them to respond.

Route: Bandar Seri Begawan to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "refund amount wasn't returned"

Review: I flew with Gulf Air from Bahrain to London on September 2019, it wasn't a pleasant flight due to long queues, slow service, clear lack of manpower in the airport, and abysmal treatment in the plane (had to wait 1/2 hour to get a pillow for my child). I wasn't planning to utilize that airlines again, but unfortunately, due to lack of other options, I had to book my flight back on March 30th, 2020 through Gulf Air to Dammam, Saudi Arabia. But then travel restrictions to

Saudi from Bahrain were imposed, and I had to cancel my flight. Even though their official website refund policy states that the refund cost is 10BD (30 USD), and it would take no more than 1 month to be completed. I was informed that it would cost a 100BD (350USD) penalty, and would take 2-3 months to be processed. So far, it's been a month and a half, and still the refund amount wasn't returned to my account. By the way, when I called to cancel the flight, it was an international call, and I had to wait on-hold for approximately 25 minutes until someone responded. Overall, I wouldn't recommend this airlines to anyone, and I will still pursue my refund amount, as I heard from a friend that he never got his refund even after 3 months for his flight.

Route: London to Bahrain

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "terrible customer service"

Review: Chicago to Mexico City. My wife booked a flight to leave at 3 pm with our 1 year old - about 25 hours before, they emailed us that they switched the flight to a different one at 1 am in the morning for no reason. We called customer service, waited on hold for around 3 hours to be told that they were not going to do anything about it. She basically has to accept the new flight or not go. Could not believe it. Absolutely terrible customer service. How can you do that to a person? Terrible company - you can't treat people like that!

Route: Chicago to Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "first and last time"

Review: We arrived at Hong Kong Airport at 0550 for a 0750 flight to Bangkok. Upon checking in at the check in counter

was told our flights had been changed to 2205 due to overbooking. We had got up at 4am to arrive at the airport on time. I asked why our flights had been changed when I was holding in my hand a printed copy of my flight reservations. Was told by check in counter and supervisors that flights are overbooked and nothing we can do. They put us on standby for the next two flights, also overbooked, to no avail. We were at Hong Kong Airport for 16 hours waiting for our flight, they gave us each 60 Hong Kong Dollar meal vouchers but would do nothing else for us. I asked to be put on another airline and was told I would have to pay for that if I wanted to. This is the first and last time I will fly Hong Kong Airlines.

Route: HKG to BKK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "suitcase was tampered with"

Review: Dusseldorf to Delhi via Rome. Upon arrival to Delhi, I was told my baggage was not boarded on the plane. They said it will be delivered by next flight. Next day, they said the baggage is misplaced or lost. Asked for me to fill long forms and give proofs of my residence, work etc. In the mean time I had to buy basic clothes and toiletries (as nothing was offered by the airline). However 8 days later, I finally received my baggage but the locks were broken, the suitcase was tampered with and some items missing. It was a gross case of negligence and mishandling. In order to compensate the airline offered a meager sum of 100 euros. Would never fly again and would not recommend it.

Route: Dusseldorf to Delhi via Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "lost everything we paid"

Review: Do not fly with this airline. If something comes up you will lose all of your money. We were supposed to fly to

London and our little ones passport never arrived. And yes, we didnt start renewal process in the last minute and we paid for expedited shipping. We have been waiting for it since February. No matter how many calls we made to congressmen and passport agency we werent able to get in person appointment for same day passport but we were assured that paying \$80 for 1-2 days shipping will get us passport on time. Anyway, who ever from passport agency was working on passport have decided to slap us in the face and charge us days before trip but creates shipping label on the day of our flight. We wanted to call this airline but there is no number. We emailed them and explained what happened and asked them just to help us switch our departure flight from Thursday to 2 days later (Saturday) with of course paying some fee. We were offered \$940 credit and to book departure and return flight again. Few minutes after that we got new email saying that offering \$940 credit was mistake and that they are willing to offer just \$240 credit and that we have to book all flights again which in this moment costs over \$4000. We lost everything we paid for this trip.

Route: Orlando to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Blue Air

Title: "delayed 1.5 hours due to technicality"

Review: Flew Rome to Liverpool with Blue Air. Overall a good experience but outbound flight delayed 1.5 hours due to technicality which could have happened to any airline, but it would be good to give the captain some lessons in honesty and clarity, eg: don't say we're on our way in a couple of minutes, when it's 20+ don't say very soon when it's not.

Route: Rome to Liverpool

Seat Type: Economy Class

Traveller Type: Business

Airline: Andes Líneas Aéreas

Title: "have not reimbursed my money"

Review: Buenos Aires to Bariloche. The airline canceled my flight without letting me know. I had paid for 4 passengers. At the check in they informed me the flight was canceled and they offered no help. I had to book last minute with another airline for over twice the cost and Andes Líneas Aéreas still have not reimbursed my money.

Route: Buenos Aires to Bariloche

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Edelweiss Air

Title: "a pleasant surprise"

Review: Dubrovnik to Zurich. Flying business with Edelweiss was a pleasant surprise, this low cost branch of Swiss offered excellent service, great food and excellent comfort. The only downside was that there was no access to Airport lounge at departure, which was very dissatisfying as it is one of the main reasons I chose to fly business.

Route: Dubrovnik to Zurich

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Scoot

Title: "missing my second flight"

Review: My flight from Amritsar to Singapore was late around 7 hours. None of passengers were informed. End up missing my second flight Singapore to Sydney, at airport I was told that my next flight is after two days. End up buying another ticket with Malaysia Airlines via Kuala Lumpur. Cost me another \$1200. Made a complaint, no return my call.

Route: Amritsar to Sydney via Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "never book with AirAsia again"

Review: Flight was cancelled more than 2 weeks prior to departure for "Operational reasons". Attempted to secure a refund but it took over 2 weeks just to get a response. AirAsia, decided that, rather than a 5 hour transit, an alternative flight a day later with around 15 hours of travel was a sufficient substitute. Over 3 weeks later and I am still waiting to understand if I will receive a refund. Will never book with AirAsia again.

Route: Phuket to Siem Reap via Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "you pay for what you get"

Review: Bangkok to London. Original flight cancelled and got moved to a new flight on 18th March. I was told at Bangkok airport to speak with London on recompense for the extra night, and they used the corona virus excuse for not paying yet, 24 hours later. I guess the saying is true, you pay for what you get.

Route: Bangkok to London

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Rossiya Airlines

Title: "strongly not recommended"

Review: I flew Rossiya on a business trip Moscow to St.Petersburg return. First leg of the trip was OK, but the second one was terrible. First, they changed the seat, from 6D to 22D, unannounced. I first found out about it at boarding there a girl clerk (not smiling) bluntly crossed with a pen seat number printed out on a boarding pass and wrote down a new

one at the rear of the plane. To my complaint she barked out; plane change, when I insisted, big aviation safety guy, who was loitering at the boarding desk apparently doing nothing but entertaining the girl, started to threaten me that he would put me off the the flight if I don't accept the seat change. Great experience for those who long for good old USSR style service! Otherwise strongly not recommended!

Route: St.Petersburg to Moscow

Seat Type: Economy Class

Traveller Type: Business

Airline: Loganair

Title: "The service was reasonably good"

Review: Before booking my return flight from Edinburgh to Southampton, I was horrified after reading the unfavourable comments given to this airline that I nearly wanted not to book with it. In the end, I decided to fly with them. I felt I need to counter balance those unfavourable comments as they did not reflect the experience I had flying with this airline. The service was reasonably good. The flights (Edinburgh to Southampton, and Southampton to Edinburgh) both took off on time. The inflight staff were friendly, and they even served coffee and a small snack. The luggage arrived on time as well. Only thing I could say is some seats on the aircraft looked a bit worn out, but for a flight of just over an hour, it was not too bad. I would fly with the airline again if the domestic airfare is not so high. Next time, if I were to travel to Edinburgh to Southampton, I would probably drive as this would save me money. That doesn't mean I would not recommend flying this airline, because I would.

Route: Southampton to Edinburgh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "friendly flight attendants"

Review: Amsterdam to Seoul via Xiamen. I booked a flight from Amsterdam to Incheon and had never heard of Xiamen Air before. Great service, friendly flight attendants, tasty food (chose the Asian options), and modern, spacious aircraft. I had 1 very tight layover in Xiamen due to construction work at the airport. The ground staff at Incheon provided us with all necessary information and the staff at Xiamen helped us through all the security steps and got us in the airplane on time. The other layover was long (10 hrs), but they provided a free transfer lounge and free hotel stay. FYI: foreign credit cards don't work in Xiamen restaurants, so bring/exchange RMB.

Route: Amsterdam to Seoul via Xiamen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "pay a huge mark up"

Review: Tokyo to Bangkok. Everything is good except when I went to check my luggage, it cost \$200 usd, on the internet check in was priced \$75 but they shut down the option to check in within 24 hr. It forced me to go to the check in counter and pay a huge mark up to check one luggage, and the line to check in was so long only 3 girls working and 3 just to collect.

Route: Tokyo to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: Air Serbia customer review

Review: This company need serious customer service education. Lack of information, shady answers and waiting time longer then 20 days to answer is something that you need to calculate if you are willing to purchase tickets with this company! They took all my personal documents for ticket refund and they told me they are able to refund 60 bucks for

ticket value of 1300\$. Air Serbia put me on hold for 20 days for decision. They asked me for additional documents 3 times and got everything they asked for. Unfortunately they decided to offer \$60. Airplane was 20 years old, they are using aircrafts which Etihad got rid of. Air crew were nice and food was solid. Conclusion: dont expect any money back from this airline!

Route: New York to Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "The cabin service was good as always"

Review: We flew this airline again. This time from Bangkok to Phuket. The check-in was smooth and takes less than 10 minutes. The flight was on time. The cabin service was good as always. We were served with Orange Pie and a bottle of Mineral water. However, the arrival was delayed due to airport congestion. Otherwise excellent.

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wingo

Title: "cancel my flight with no reason"

Review: The worst experience you can have if you are traveling, please don't do it. Its not worth it. They cancel my flight with no reason and they even charge you for printing your boarding pass at the airport.

Route: Quito to Bogota

Seat Type: Economy Class

Traveller Type: Business

Airline: Hawaiian Airlines

Title: "Terrible customer service"

Review: Hawaiian Airlines is great for flying, but terrible customer service. My wife has been on the phone with them about once every 2 months for the past year trying to get her name changed on her Hawaiian Airlines account. The customer service tells her to do the same thing every time and that she will be contacted within 24 hours. She never gets a return email, call, nothing. She just got off of the phone with them and the representative told her to literally just hope that it gets done this time. She asked to speak with someone else and was denied. This is literally never going to get resolved. Terrible customer service.

Route: Honolulu to Maui

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "would never fly with them again"

Review: Honestly I would never fly with them again. They changed my flight twice by a day each time, as well as my return flight by 2 days. When I contacted them about this they were extremely unreasonable and gave boilerplate responses. Forget trying to get them on the phone, they charge for that.

Route: St. John's to Hamilton

Seat Type: Economy Class

Traveller Type: Business

Airline: British Airways

Title: "what an earth is going on at BA"

Review: I wasn't going to bother reviewing this flight as I seem to be on a perpetual downer with BA but the airport

experience convinced me otherwise. After having our flight class reduced from First to Business, then offered an alternative route on the outward leg in First to make up for the disappointment, they then reneged on this. As it was a special anniversary it sucked. Flying back we checked in online to our chosen window seats, at the gate we had to show our passports as we passport before boarding as we were hand luggage only. Trying to board we had our passports checked twice more and were issued new boarding cards for centre seats. Unbelievable! The flight itself was very quiet and only half the normal crew for this aircraft was unavailable. This meant no pre-departure drinks and a limited selection of food. The crew was great but what an earth is going on at BA, they have this unique knack to snatch defeat from the jaws of victory every time. I say this as the new club suites are great.

Route: Atlanta to London

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "Worst airline ever"

Review: Cape Town to Sao Paulo via Johannesburg with South African Airways. Worst airline ever. Disorganized, not very clean. Very old in every way. Very noisy, seats uncomfortable, little service. Food more like coach. Cant believe I used lots of points for this experience. Worst business trip ever. Love Africa but need a better way to get there.

Route: Cape Town to Sao Paulo via Johannesburg

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "the aircraft was not well cleaned"

Review: After boarding the aircraft and finding my way to my seat I noticed that it was very dirty and there was trash in my seat. The flight attendant was kind enough to clean my seat for me but I was disappointed to find that the aircraft

was not well cleaned.

Route: Detroit to Beirut via Amman

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Comair

Title: "flight itself was unremarkable"

Review: Cape Town to Johannesburg. Club check-in for our Comair flight to JNB couldnt have been more unfriendly and the agent failed to mention the SLOW lounge. We let her ticket our luggage through to LHR, without collecting it at JNB, as she said it would work. Well, well see. The lounge was frenetic, although food and drink were plentiful. The 737-800 was a new model, although Club seating was the usual Club Europe arrangement. Departure was delayed by 60 minutes, but that still left two hours for transfer on to the BA LHR flight. The flight itself was unremarkable and we made up some time. Cabin crew seemed efficient and had a sense of humour. Not at all bad, really - assuming our luggage catches up with us.

Route: Cape Town to Johannesburg

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Japan Airlines

Title: "excellent service and comfort"

Review: JL68 on Dec 14, 2022 - Best flight of my 4 (SEA-HAN & SGN-SEA) to Vietnam. I agree with another review that JAL serves good food ex-Tokyo, but mediocre on other routes. Very satisfied with the excellent service and comfort on this trip, and I rate this carrier just as good as other 5* carrier that I have flown recently (Asiana, EVA & Singapore).

Route: Tokyo Narita to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "The flight is delayed"

Review: Frankfurt to Las Vegas. I am sitting in the dreadfully uncomfortable "waiting area" after "upgrading" for only \$230! The flight is delayed again. No weather problems, etc. From Frankfurt airport, you are parked in the bowels of the airport just to find the gate. The staff is surly at best and the common response is: "What do you want me to do about it?" There is no place to get food or even water.

Route: Frankfurt to Las Vegas

Seat Type: Premium Economy

Traveller Type: Business

Airline: Tame Línea Aérea Del Ecuador

Title: "no contact and no money"

Review: In January 2018 Tame canceled our flight from Quito to Lago Agrio with short notice. They offered us a flight 24 hours later which did not suit our itinerary into the rain forest. Tame was notified about this. In order to repay we had to send copies of payment with credit card, copy of credit card, copy of passport, copies of tickets, etc! We did this twice electronically and once with surface post. Since this was done, no contact with the airline and no money. Be careful!

Route: Quito to Lago Agrio

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "o not respond to customer complaints"

Review: They do not respond to customer complaints and requests. I went through a number of issues on my flights back from Bangkok, for which I sought compensation from Gulf Air and been ignored. It is impossible to get a response from them and the phone numbers on their website do not work. My initial itinerary was supposed to take 10.5 hours, which was changed to a new itinerary which would've taken over 14. On the day, the first flight was delayed, causing me to miss my connecting flight to Riyadh (also with Gulf Air), meaning i had to spend the night in a hotel and fly the next day. Overall, my final journey took over 21 hours, and I arrived at my final destination more than 26 hours later than i had originally planned, given the initial flight change.

Route: Bangkok to Riyadh via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "I didnt receive baggage"

Review: Jeddah to Kozhikode via Mumbai. Lost baggage - pathetic response from their team. If you care your belongings,never ever travel with jet airways. Since 3 days I didnt receive baggage.

Route: Jeddah to Kozhikode via Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "friendly and efficient"

Review: Singapore to Kota Kinabalu, my first experience of the SilkAir B737-800 product. Boarding was by zone number, and uncomplicated. I had the luxury of an empty seat next to me, so that made a difference when I took my seat. First impression was of fairly simple but clean-looking cabin environment. Seat backs were sculpted plastic and very basic, with only the tray table and a deep plastic pocket to lose your belongings in. The B737 always strikes me as

a rather more cramped cabin than the A320; and so it turned out when checking Seatguru, with 1 inch less pitch and seat width than the A320. We were given cool towelettes and offered newspapers before takeoff, and a hot meal appeared (chicken spaghetti, which proved a bit difficult to eat for obvious reasons). Entertainment is available by the SilkAir Studio, and the choice of music proved disappointingly poor, although more movies appeared available. Service was generally friendly and efficient, and we landed feeling at least half human.

Route: Singapore to Kota Kinabalu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "Nasty customer service"

Review: This is by far the worst flight experience ever! Starting with delays and bad customer service to over pricing for luggage. \$180 for a suitcase and a bag of golf clubs. They really trying to squeeze every penny out of customers. Never flying here again. Nasty customer service from all angles. No one knows how to speak to people.

Route: Orlando to Phoenix

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Europa

Title: "Would not recommend the airline"

Review: The flight itself was okay regarding plane and onboard entertainment, as well as punctuality. However, leg room is very little and the on board service is an very disappointing for an 11hr flight. Everything extra except for one meal (no choice) and water. Flight attendants also are not necessarily very nice. Ground service is the worst I have seen. You are randomly assigned a seat even if you fly as a couple that booked together. There is no way to change this. Online check-in in advance was not possible. Would not recommend the airline again. Their advantage however is

clearly the price.

Route: Madrid to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "hunt in order to get my luggage"

Review: They don't hire enough customer service and staff. It has taken me over 3 days so far in the process of trying to retrieve my luggage. They canceled a flight so I could not get to my connecting flight. However they sent my luggage to the country where I was to get the connection to my final destination. Customer service gave me wrong information twice regarding my luggage. It takes hours to get in touch with customer service. In one attempt it was literally seven hours. When you finally do they give you the wrong information. This happened multiple times. They sent me on a full on scavenger hunt in order to get my luggage. And I still haven't gotten it. United must be held accountable for their negligence. I have spent hours of time energy on trying to locate my luggage. When I went back to the airport as I was incorrectly instructed the air port was operating like a third world countries. Very few staff member and not well trained. There has literally been financial loss.

Route: Newark to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "Extremely dissatisfied and disappointed"

Review: This is by far one of the worst experiences ever. Flight from Maui to LAX was scheduled at 12:40pm. When we arrived at the gate, we were told it was delayed. Then, we were moved to another gate. No one ever provided updates. We sat for hours to later find out the flight was canceled. No one from the airline came out to direct the passengers to

next steps. Line for ticketing did not move. Luggage did not come out until 5 hours after the flight had been scheduled to take off. I had to book my own flight out for the next day and book a hotel, totalling \$1,000+ for 3 people. This is an additional significant expense and hardship for my family. Who knows if and when I will ever be reimbursed. This airline needs to get it together and have a process for communicating to passengers what the process is in these situations. Extremely dissatisfied and disappointed. This was my first flight ever to Maui and first flight with Hawaiian and I'm not sure I'll use this airline ever again.

Route: Kahului to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "had my worst experience ever flying"

Review: I just had my worst experience ever flying courtesy of American Airlines. I booked a round-trip and I lost a day stranded in the airport to go to my destination because American Airlines delayed my flight and now I'm stranded in Miami until Wednesday because American Airlines just canceled my Monday flight at the last minute and they just left me to my luck.

Route: San Juan to Austin via Miami

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "random and inconsistent baggage fees"

Review: Save your money. Even if you think youre saving money with the initial flight prices, theyll get you with the random and inconsistent baggage fees. Also, expect your flight to be delayed from a few hours to an entire day.

Route: Vegas to Orange County

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sun Country Airlines

Title: "What a blessing"

Review: Montego Bay to Fargo via Minneapolis. What would we have done without the kindness, professionalism and graciousness of the staff at Montego Bay, Jamaica? After Delta stranded us, we ran to Sun Country and were able to get on their flight toward home. We had to leave Jamaica that day, no exceptions, to comply with Covid tests-negative that America requires to get back into America (which is fine until an airline tells you your flight is cancelled.) I don't have their names but all the Sun Country staff on December 29th, 2021 reassured us "Yes, we can accommodate you and your family". What a blessing they were to us. So, thank you, Sun Country staff in Jamaica. We are home now, safe and sound. We did use Delta for the last leg of our journey and all went fine.

Route: Montego Bay to Fargo via Minneapolis

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Astana

Title: "All flights on time"

Review: Saint-Petersburg to Astana, Astana to Almaty and from Almaty to Tbilisi. Food just perfect, chicken with baked potatoes, next flight potato dumplings with bacon, and the last one beef with pasta. Good amenity kit on international flights in economy class - useful brush, tooth paste, socks. First flight was on A320 with no personal screens, but I used KC TV app. Next flight about 1 hour and it was B757 with personal entertainment, and the last one was Embraer 190 also I was using KC TV. Cabin crew on the flight from Almaty to Tbilisi was unbelievable attentive. All flights on time, clean cabins.

Route: St Petersburg to Tbilisi via Astana / Almaty

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "incorrect or misinformation"

Review: For two days Saturday 24 and Sunday 25 August we were at the airport to board our direct flight from Sydney to Hanoi. On both days the flight was cancelled. Like all passengers we were subjected to incorrect or misinformation or just lies about when this flight VN 786 was going to leave. Now we are told that we have been booked on a flight to HO Chi Minh tomorrow with no confirmation of our on flight to Hanoi. This has been a public relations debacle for Vietnam Airlines their lack of honesty or even communication with passengers as to the likely outcome of the issue has been nothing short of horrible. No ground crew to properly explain and assist passengers you cant just leave to Qantas staff to take all the heat. The final insult was the presence of 6 uniformed police offices at the loading bay to assist with possible crowd control. So disappointing given very good flights last year.

Route: Sydney to Hanoi

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: CityJet

Title: "the Avro is an absolute joy"

Review: I was on an Aer Lingus flight operated by Cityjet. My flight was late due to weather in London, and my original flight got cancelled, but I got put onto a flight 55 minutes later. The flight itself was OK. The seats on this little Avro are very cramped. Cityjet uses a 3-3 configuration instead of the standard 3-2. This makes the seats very thin, and leaves you with not much room. The inflight catering was provided by Aer Lingus, and featured a buy on board service. As this was a morning flight, I opted for a Hot chocolate and some shortbread, and for £4.50, this was decently priced. But the highlight of this flight was well and truly the Avro RJ85, which I wanted to fly on before they all get retired, and I am very

pleased I did. It is a unique experience, and I would recommend for any aviation fans to try this flight, as it is relatively cheap, and the Avro is an absolute joy.

Route: London City to Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "Worst flight ever"

Review: Prague to Tel Aviv. Horrible service. Provided them with all the security details needed including: place of work, cards, IDs, certifications and they still had us investigated as if we were terrorists. They came back with new questions all the time and still after all questioning was done we had to wait and wait for too long. Our bags were opened and our dirty clothes and shoes were put taken out of their bags and put on the clean ones. Worst flight ever. A nightmare!

Route: Prague to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "got charged for a small bag"

Review: I got charged for a small bag as a carry on luggage. On their website it says it is only 35 dollars but they charge me \$65, also my luggage came completely destroyed.

Route: Los Angeles to Seattle

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "rude ground handling"

Review: Warsaw to Zurich. Incompetent and rude ground handling in Warsaw (LS AIRPORT SERVICES) crew lost our bags on a direct flight and found it and sent in to Zurich when we were on our way back so our bags stayed in Zurich. Ground Handling in Zurich (AAS airline assistance Switzerland) a bit overworked but still doing their best for passengers even in critical situations (lost luggage in WAW) On board, no complains everybody professional, polite and smiling great experience during the flight even in very stormy conditions.

Route: Warsaw to Zurich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "These little gestures make the world just a bit more livable"

Review: It takes a lot for me to find a website to put my experience with a particular airline into a paragraph or two. However, when I had a distasteful experience with Indigo Airlines on my way to a Bagdogra and when the reason of my disappointment was absolutely reversed by Vistara Airlines, I had to take out time to write this review. My luggage bag's wheel went missing due to mishandling by the Indigo airline staff. I normally don't have the patience to drain my energy in fighting, Therefore, I received my luggage and left the airport. What came as a pleasant surprise was that I when I boarded my Vistara flight on my way back, carrying the same luggage bag with missing wheel, Vistara, despite taking a written note from me during checking in, of the damaged luggage bag, assumed that the luggage bag could have been damaged by them, fixed it with a new wheel. When I got my bag with the fixed wheel I knew I had to put this review to thank them. These little gestures make the world just a bit more livable.

Route: New Delhi to Bagdogra

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "will never fly with them again"

Review: New York to Tel Aviv via Moscow. I paid \$150 for upgrading from the Economy to premium economy. The flight was full and there was no place in premium economy so they gave me a regular seat in Economy. I contacted the flight attendant to refund the money I paid for the upgrade and she referred me to a customer service I called customer service twice and mail them about what happened and they obviously ignored and said they dont know what I am talking about. I have been waiting a year for a refund! I will never fly with them again!

Route: New York to Tel Aviv via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Luxair

Title: "Nice and smooth flight"

Review: Luxembourg to Faro. Nice and smooth flight, In contrast to LG flights from Faro, online check-in is available on flight to Faro. Crew was friendly and catering was good. However, again, the lack of English and Portuguese announcements is really unpleasant for passengers who dont speak the 3 national languages of Luxembourg. To improve immediately.

Route: Luxembourg to Faro

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "lousy customer service"

Review: Toronto to Fort Lauderdale. This is the worst customer service ever. I bought some tickets from Toronto to Fort

Lauderdale for September 9, 2022. Since Immigration Canada has not sent me my new permanent residence card, I cannot travel. I have been trying to communicate with Air Transat for days and finally, after an hour and fifty minutes of waiting, they answered me in customer service. After explaining the situation to the woman who answered, she promised me that everything was resolved and that I only had to call my agent (Flighthub), and that they could give me the credit to travel on another date or when I received the new permanent resident card. So I called my agent but they checked and there was no note on the reservation. And they told me that I should call Air Transat again. I have been trying for the last two days with no success. I have called several times and after more than an hour of waiting per call, this is disconnected by Air Transat. My trip is scheduled for tomorrow morning so I will lose almost CA\$1000 due to Air Transat's lousy customer service. I don't understand why the woman told me this and she didn't do anything. It's totally unfair

Route: Toronto to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "This is basically cheating by Finnair"

Review: I generally don't write reviews but after what I experienced with Finnair I decided that I am going to share my experience with everyone. I flew with Finnair from Berlin to Delhi as a round trip. The ticket I purchased did not have baggage included in it and hence had to purchase it as an add-on and the price was 70 Euros, and while going to Delhi I tried to purchase it from the Finnair website but was unable to as the site did not accept any cards, the site says that it accepts visa and master card but the transaction always fails. Luckily as I purchased the ticket from another provider called Ease my trip I contacted them and was able to add the baggage from Berlin to Delhi and was informed that during the return trip I can add it at the counter. However after approaching the counter I was informed that I will need to pay an extra 20 Euros for adding the baggage at the counter, which is absurd as I tried to use the Finnair site and also the third party service. This is basically cheating by Finnair by purposely not allowing payments on their site so that the customer will need to pay extra at the counter. As per me this is the worst airlines ever and would not suggest it to anyone.

Route: Delhi to Berlin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "a gruelling experience"

Review: San Francisco to Orlando. I could not believe an aircraft of this size that offers movie, music, games and TV entertainment did not have earbuds available for purchase. I sat in flight for 5.5 hours with basically nothing to do. What a gruelling experience. Although this is my first time flying with Virgin America, next time I hope my employer will make a better choice.

Route: San Francisco to Orlando

Seat Type: Economy Class

Traveller Type: Business

Airline: Avianca

Title: "absolute worst airline"

Review: This is the absolute worst airline I've ever flown.. Each of the 4 legs of our trip had tremendous issues, inconvenience, and staff who are rude and don't seem to care. The ultra-short layover seems to be intentional to cause people to miss their flights. We watched another flight leave half a plane of people behind in their rush to close the doors, knowing there was another connecting flight. When I say zero amenities, I mean absolutely nothing.

Route: Miami to Rio via Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "Thank you for such a great service"

Review:

I flew with them on the 24th March 2023. What a great service and the Airline rep Debbie was so helpful and friendly and she helped us to do a very smooth check-in. I have to say it was 5 star service all the way from London to Bangkok and back and I cannot wait to fly with them again. Thank you for such a great service and looking forward to fly with you again.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Boutique Air

Title: "left stranded in Baltimore"

Review: Because my flight was cancelled with this airline, I was left stranded in Baltimore. The flight for the next evening was also cancelled. My whole weekend was ruined because of this. I got a hotel room for the night. The next day my husband drove three hours to pick me up, and three hours back. When I received a text that my hotel reimbursement was declined, I was not a happy camper. I will never, ever fly this airline.

Route: Baltimore to Altoona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "our baggage were missing"

Review: Jakarta to Penang via Kuala Lumpur. A very bad experience flying with malindo, firstly during my connection flight we having delays more then 1 hours. It become worst when we arrived at Penang we found our baggage were

missing. Until now from Malindo only email us that they cannot found our baggage.

Route: Jakarta to Penang via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "lack of communication - horrific"

Review: Boarded flight from PBI to HVN on 12/31/22. During boarding, there was an issue as two teens weren't allowed to board due to the plane being overweight. Pilot said that we had to carry extra fuel due to weather in New Haven. After 45 minutes of a standoff the girls boarded the plane. No clue what changed to allow that. The first attempt to take off was aborted due to a light going off. We pulled off the runway and waited until that cleared. So an hour after our scheduled departure we took off. We didn't land at our estimated time and it was clear we were circling. When we finally landed 20 minutes after the pilot said we would, he then announced that we were in Hartford. Once in Hartford, we were stuck on the tarmac for 90 minutes until a gate opened up. When it did, we were allowed to deplane with zero communication from flight crew about next steps. In fact, it was only a BDL employee at the gate that mentioned that our bags weren't being unloaded. Hopefully they will show up in New Haven today but we've heard nothing from Avelo and it's impossible to get through to them. I understand that weather happens. I've been delayed and diverted before but the lack of communication and safety concerns were horrific.

Route: West Palm Beach to New Haven

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: Frontier Airlines customer review

Review: I booked this flight a month ago to see my brother on military leave. They delayed 4 times. Then canceled the

flight. They provided no other options and gave us a 100 dollar voucher. Flights to Buffalo are \$1000 at this time. It's meaningless and I'll never fly with Frontier again.

Route: Houston to Buffalo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: fastjet

Title: fastjet customer review

Review: Clean cabin, helpful and friendly service. Most of my fastjet flights left on time. I used Fastjet between Dar Es Salaam and Uganda, South Africa and Malawi. Flights were over 75 per cent full, especially Uganda and Malawi. This is a budget, no Frills carriers. Flights were smooth, great service and clean cabin.

Route: Dar es Salaam to Entebbe

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "there were issues with Sunwing flights"

Review: We went on vacation in an all inclusive trip to Jamaica from April 11 - April 18 2022, well with the flight delays it was more like no sleep and April 19 2022. The resort was the worst one I have ever been at, the people were rude, the Sunwing rep onsite was never available to talk to. When flights were delayed, no one informed us, it was only after missing the pickup time and panicking with a family of 5 that we found out there were issues with Sunwing flights. This costed us meals, stress and a day of work. I am so upset. There is so much more but this is the surface issues.

Route: Montego Bay to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ethiopian Airlines

Title: "The staff were mostly distant during the flight"

Review: This review only covers BKK to ADD Business Class was less than half full, not a high work load for the staff.

Flight went sour for me 20 minutes into the flight, the Purser yelled at me for no reason, I was stunned. Claiming I jumped the queue to the bathroom (there was no queue). This has never happened to me, beats me what she was thinking, poor behaviour from a Purser! The staff were mostly "distant" during the flight (not just to me!), but some were very friendly and nice. Food was nothing fantastic (beef was tough). During the entire flight, the Purser looked sour, luckily she was mostly working in eco. At arrival in Addis, chaos as eco passengers stormed forward and I missed the business class bus and my wheelchair assistance.

Route: Bangkok to Johannesburg via Addis Ababa

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "turns into a 4.5 hour flight"

Review: They made us wait 30 minutes without informing why there is a delay. Ac wasn't on and the attendants told us nothing. Not even water was provided. Later, they announced there is a problem with the light of the plane and will need to change aircrafts at Venice. Now a 2.5hour flight turns into a 4.5 hour flight.

Route: Lyon to Santorini

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: BA CityFlyer

Title: "still give drinks and a snack"

Review: Amsterdam to London City. I was not originally on this flight, I was due to go to Southampton with KLM but the flight along with many others was cancelled because of the weather. The wait at the KLM transfer desk was running at over an hour so I gave up and went to BA. Very good price for a flight to LCY three hours later. Unlike their big brother (British Airways), BA CityFlyer still give drinks including alcohol and a snack on this short trip. Left an hour late due to weather. Crew fine.

Route: AMS to LCY

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "The worst part was the food"

Review: I flew home from Rome to Toronto an almost 10hr flight. First we were given separated seats (traveling as a couple) the check in attendant was rude and kept us waiting for 20 minutes didn't even mention that the seats weren't together. The flight was delayed for 18 minutes, no communication. The worst part was the food, it looked like left over boiled chicken with some nasty sauce and soggy tasteless veggies. Best part was the friendly air hostess and the smoothest landing.

Route: Rome to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India Express

Title: "the worst experience"

Review: This was the worst experience from Calicut to Cochin with Air India Express. However, our flight of 45 min from Calicut to Cochin had a delay of 3 hours for no explicit reason except technical aspects, and we missed our 2 next

flights with different airlines. Despite explaining the situation to 5 different people, nothing was done to help us, no refund or help to find new flights. Never fly with Air India Express, you're never sure to arrive on time. This is completely unrespectful and not honest at all.

Route: CCJ to COK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Loganair

Title: "heard nothing from Loganair"

Review: I booked & paid fully for a return flight from Glasgow to Donegal for 22 May 20 returning on 25th May'20 On 16th March I received an email from Loganair informing me that my flight was being rerouted to Derry instead of Donegal. As this was unsuitable I requested a refund & on 18th March they agreed to & said it would take 28 days to process. However when I contacted them again in May as I still hadn't received the refund I was told it would take 60-90 days to process. It still hasn't been processed & I've heard nothing from Loganair.

Route: Glasgow to Donegal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "my seat too tight"

Review: Ft Lauderdale to Copenhagen. I'm a 1,83m, 85kg, average body, not fat. In a new Boeing 787 with 9 seat per row, my seat was too tight for a 10-hour trip. Obviously my shoulders were out of the seat, consequently, every time the hostesses passed, they woke me up. My food was scarce, and even the snack, having to order using the seat screen, charging sodas (\$3.50 a can of soda).

Route: Ft Lauderdale to Copenhagen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "outstanding on our flight"

Review: My family and I flew on Garuda Indonesia on GA088 from Jakarta to Amsterdam in June 2023. On arrival at Jakarta Terminal-3 the Garuda ground support team were waiting to help and assist us with our luggage and check-in. After checking in we were escorted through immigration and into the lounge. Drinks, snacks, and full pre-boarding menu was available . When it time came for boarding, we were escorted to the aircraft. After takeoff, the chef provided us with a very good selection of meals, when the food arrived as each meal was prepared by the Chef onboard it was very well presented and tasted even better. We had two full meals onboard additionally the cabin crew were available throughout the flight offering snacks and hot and cold drinks. The First-Class cabin is very comfortable and when it came time to sleep my family and I had a good rest. The cabin crew were very attentive to me, my wife and two children. Nothing was any bother for them, and they always greeted us with a re-assuring heartwarming Garuda-Indonesia smile. I recently read that Garuda-Indonesia on June 20th, 2023, was awarded the Best Cabin Crew 2023 and I would fully endorse this as they were outstanding on our flight. Therefore, I would like to thank the Garuda-Indonesia Cabin crew Margaretha Bernadette, Mardiana, Ade Kurniawan, Nesyanti for their help and assistance to me and my family, they certainly made us feel at home. Upon arrival in Amsterdam, we were met at the plane door by the Schiphol VIP Center team which is part of Garuda Indonesia service. We transferred to the VIP lounge to await our connecting flight. Wi-Fi is available onboard, however it is expensive for 250Mb limit.

Route: Jakarta to Amsterdam

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Shaheen Air

Title: "cabin crew friendly"

Review: I flew with Shaheen Air on 18 Jan 2016 from Dubai to Karachi. Check-in was good. Cabin crew friendly and smiling and before take off a drink was served and a newspaper. After take off nice dinner was served, with chicken Korma, Zeera Rice, Riata and Hot Tea.

Route: DXB to KHI

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "efficient inflight service"

Review: Bangkok to Chiang Mai. Excellent flight. Super fast and efficient inflight service with good food. All budget airlines (including BA) who charge for in flight food/beverages and consequently take ages to get through the cabin should take note. This is the way to treat your customers and provide excellent service.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "My flight was changed 4 times!"

Review: My flight was changed 4 times! American Airlines delayed my outgoing flight 3 times without considering the time it takes to get to the gate of the connecting flight. The 1st 2 times it was cancelled I did not get an email from customer service with the new flights.

Route: Jackson MS to Phoenix via Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "not even an apology since"

Review: On Flight SA203 to JFK New York 21 June 2018 the entertainment etc was not working. Not only our family of five but all the passengers on the flight. The staff did not know how to resolve the problem, served dinner and vanished leaving one staff member in the galley who I did not see once came round to offer water. The staff emerged again for breakfast service and advised us to take the matter further with customer services from SAA. We reported the incident, got a reference number and not even an apology since.

Route: Johannesburg to New York JFK

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "they reschedule the flights"

Review: Danang to Ho Chi Minh City. This is the second time we travel during this trip with Vietnam Airlines. Both times they reschedule the flights, letting us know one day before and then they delayed the flights again in the airport. On board it's okay, but it's annoying arriving later than you planned and staying more time waiting in the airport.

Route: Danang to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "never fly with Swoop again"

Review: I am type 1 diabetic. An hour into my flight I had a very bad low that was crashing. I had eaten my own snack

but that did not suffice. I asked an attendant if she could get me a glass of apple or orange juice and she proceeds to tell me most people carry their own snacks, I explained to her I did and it's still crashing, I just need sugar. She said she could get me water. I had to tell her again I need sugar not water. Eventually another attendant comes and gives me 4 squares of chocolate. I was never checked on or asked if I needed anything else. I will never fly with Swoop again.

Route: Halifax to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "would definitely recommend"

Review: People rarely give good reviews more often opting to write something when things go wrong, but it's been such a long time that I've had a good experience with an airline carrier, that I had to leave a review! I had a great experience with EVA Air flying from Vietnam to the United States. The trips consisted of 2 flights, one for 3h and one for almost 12h, both trips were great. The staff was very friendly and professional. The food was also great. I didn't feel like I was being scammed out of my money at every step of the trip like I do a lot of the time nowadays with US airlines. I would definitely recommend this airline.

Route: Saigon to Los Angeles via Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Koryo

Title: "hot/cold drinks and a hamburger"

Review: Pyongyang to Beijing with hot/cold drinks and a hamburger which was adequate for length of flight. Very polite and welcoming service. Efficient check in and boarding. In flight entertainment limited to a video of recent North Korean hits. Pyongyang Times and Korea Today available to take on board.

Route: Pyongyang to Beijing

Seat Type: Economy Class

Traveller Type: Business

Airline: Monarch Airlines

Title: Monarch Airlines customer review

Review: On time, lovely flight and crew very friendly on flight to Alicante on 20th June. Well done Monarch on your excellent service which started at check in through to our arrival in Spain. We were part of a group of 17 and they made the whole journey a breeze.

Route: Manchester to Alicante

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Tahiti Nui

Title: "never been treated so badly"

Review: Papeete to Auckland. Customer portal down September 8th and 9th, so cannot even put a complaint through, no email back from their customer service yet. I went to the Papeete airport at 6am for my 9am flight. Checked in, baggage, everything. As the departure time drew near, we were none the wiser on the delay. Finally 9am rolled around, and they told us it would be another hour delay. More and more time was added, and none of the announcements were legible. Finally they tell us the flight is cancelled. They make us walk out of the airport in the heat, and go through customs which took a very long time. Then, we were forced to cue in a line to find out when the next flight was available. Everyone waited in line for an hour. When I got to the front of the line, they told me it was up to me to find my own accommodation and that the next flight was 1am the next day - and to provide them with my email and phone (which I did, I also provided them with the Air BNB host where I was staying cell number). Luckily, they had a spare room at the Air BNB. I racked up a huge cellphone bill trying to get the car company to not cancel my rental, which, they did anyway.

My host drove me to the airport the next day at 10pm. We get there to find the place empty, and security telling us that the flight was cancelled. I go to the Air Tahiti Nui office that is at the airport, and I ask why I was not emailed or phoned about this. She Shrugged her shoulders and said it was not her fault. I asked her what I am supposed to do, and luckily, the Air BNB had a couch I could stay on as every hotel was booked. I went back to the place, and awoke at 6am again. Finally on the 3rd day I boarded my flight to Australia. I have traveled to a number of tropical island places, and I know, things work a bit slower on island time. But honestly, the customer service was rude, and horrible. I have never been treated so badly - and had such a horrible experience.

Route: Papeete to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "decline on the quality of service"

Review: Flight left Manila on-time. Some interruptions in serving meal due to turbulence but captain kept the seatbelt sign for too long though fine already, but I understand. Food portion got smaller & smaller and slight decline on the quality of service. Still a better choice for a direct flight.

Route: Manila to Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "Never, ever fly China Airlines"

Review: Because we missed our JFK connection our incoming flight was late, so China Airlines suspended our tickets. What is "suspension?" a normal person might ask. Suspension is a special thing China Airlines does. It freezes your ticket so that not even the airline that delayed you can rebook you. Then, China Airlines' office doesn't open till 12 noon.

This was sad news at 2am at JFK. When they did open, they did not answer the phone -- we were on hold for 2 hours 13 minutes before some Tool picked up to inform me that, because we failed to present ourselves, China Air was imposing a \$150 per ticket fee to release the tickets. After over an hour and the usual escalation, the Tool gave me a phone number and email address to which JetBlue must present evidence that their flight was late so they'd release the tickets graciously without the fee, like any normal airline would any day. So, after 15 hours on nearly continuous phone calls in the airport, we got clearance to rebook, and Jet Blue put us on Cathay Pacific. Returning home, we checked our bags through to Orlando, knowing we'd have to clear customs & recheck them in NY. Now China Airlines explained that they don't think they can get our bags from one terminal to the next within the next 9 hours for our next flight. And the food was ghastly to boot. Never, ever fly China Airlines.

Route: New York to Cebu via Taipei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: French Bee

Title: "Its impressively awful"

Review: Never understood how bad low cost airlines can be until I flew with French bee. Its impressively awful. None of my other experiences have nearly been as bad. The staff were pretty bad. Like I wave my arms and scream to get their attention and they somehow miss me from 2 feet away. I asked for water when they were walking around with the beverages but they walked right by me all 3 times out of 3. They push the cart right through at least 10 rows of seats. Once they were walking by with the beverage cart and went through 20 rows of seats until they decided to randomly stop. I assumed theyd return but they did not. The luggage was delayed by 2 hours. The check in process was a nightmare. Especially when Im on vacation, I try to be understanding but some aspects were just avoidable. Delays happen, thats ok, but some issues were just, unnecessary, unprofessional and below the lowest standards.

Route: Paris to Newark

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Binter Canarias

Title: "Excellent airline"

Review: Tenerife Norte to Gran Canaria. Excellent airline, clean and new plane. They offer a chocolate snack and a glass of water, and a candy just before landing, all this in a 25 minute flight! There is even a wifi entertainment system on board! The best airline I have used.

Route: Tenerife Norte to Gran Canaria

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "The seats are premium"

Review: Got Premium economy since they were the only available seats going to Manila. The seats are premium and comfortable for the less than 2 hour flight. Food service was so so.

Route: General Santos to Manila

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Hi Fly

Title: "This company is a disgrace"

Review: Due to a technical problem on our Thomas Cook flight we were delayed 24 hours and had to fly with HiFly. We paid for premium economy but were placed in economy next to the only toilet working on the flight. This was a bone of contention because other people were allocated our P.E seats. There were no alcoholic drinks available and by the time they got to us the food had run out so we went hungry. No entertainment available, it was pathetic. My wifes headrest

fell off and when I reported this the crew member shrugged his shoulders and done nothing about it. The crew who were from Portugal were ignorant and rude. The aircraft was filthy and as described before only one working toilet. This company is a disgrace and the aircraft should not have been allowed off the ground.

Route: Orlando to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "The seats are okay"

Review: The flight took off on time. Food was okay. Water and other cold beverages were offered several times during the flight. They also collected the trash couple of times after each service. Ice cream cup was served in the middle of the flight. Snack before arrival was so so. The seats are okay. On board entertainment - I had trouble finding something interesting to watch. This was return flight. To point out the food on outbound flight was horrible - especially the dinner-inedible mess.

Route: Zurich to Philadelphia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "the worst airline"

Review: Writing this review after almost 10 attempts to fly with GoFirst and the flight has been cancelled at every single instance. This is the worst airline. They have an extremely unethical business practice of showing flights on online portals that you book and then cancelling them. Apparently, they do not deem it fit to inform you in advance that the flight is cancelled and you have to continuously check it on their portal to learn for yourself that the flight is cancelled.

Route: Ahmedabad to Mumbai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eastern Airways

Title: "found the flight comfortable"

Review: Flew Newcastle to Birmingham with Eastern Airways for the first time today, and found the flight comfortable and flight attendant polite, courteous and professional. The plane was loud but that's to be expected for a small plane. I would definitely recommend and fly again with them.

Route: Newcastle to Birmingham

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "Transferring my baggage was miserable"

Review: Transferring my baggage was miserable, everything got broken, my baggage and my sweets boxes got damaged. I did not think that Royal Jordanian airlines would accept such a practice

Route: Beirut to Dubai via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kulula

Title: "no communication at all"

Review: I booked an early flight to Durban 3 March to have a full day of work in Durban. I arrive at the OR Tambo airport only to find out that my flight has been cancelled and no communication at all. They put me on another flight 3

hours later, this is ridiculous. Not sure how any business can operate like this in this difficult economical time.

Route: Pretoria to Durban

Seat Type: Economy Class

Traveller Type: Business

Airline: Tigerair Australia

Title: "never fly with this company again"

Review: Melbourne to Brisbane. Stay away from this company. They may sell flights 20-40 dollars cheaper in comparison to Virgin but their service are way worse. I book flight with checked Sport baggage, called them 2 days before to called the sport baggage and was told they don't refund for it, and if I decide to change it to normal luggage allowance I would've pay over \$20 for that. So inconsiderate service, total rip off. I will never fly with this company again.

Route: Melbourne to Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "has the worst customer service"

Review: Zipair has the worst customer service. The check in employees at Narita airport are rude and unprofessional. When you try to contact them via phone, they tell you that communication is via email only. When you email customer service and you question them or disagree with anything, they will ghost you. I do not recommend this company.

Route: Narita to Seoul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "Unprofessional cabin crew"

Review: Flew Kuwait Airways from Frankfurt to Manila via Kuwait. Unprofessional cabin crew. One crew member even told me that he could not give me water a second time around, yes I asked for a second time as I was thirsty. Unprofessional and untrained staff. I will not be flying with them again. I am a frequent flyer and this was my second worst experience after Air India.

Route: Frankfurt to Manila via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: euroAtlantic Airways

Title: "I would have rather walked back"

Review: Flew back with euroAtlantic Airways due to Thomas Cook going bust and to be honest I would have rather walked back! Even though this was a repatriation flight it was well over priced! Flight cancelled twice without any reason. Then delayed once boarded for over an hour. I had paid and booked for premium class with Thomas Cook, this aircraft had premium seating. On boarding the aircraft I explained to an air hostess that due to a surgery I had I needed better seating than economy. I was told she would look into it, this was never done. I later found out that a minimum of 2 premium seats were left empty for the staff to use. I asked for a pillow to use to sit on, again they didn't have this. Even though this was an overnight flight the food was terrible and looked as though it has been packed from Manchester and left on board until we finally had it. The drink service again was terrible. Warm drinks, no ice and 2 small drinks on an 8 hour flight. No tea or coffee facilities unless you went to them. There was no entertainment on board the flight. Even though TVs were fitted to each seat these were not active. This made for an extremely painful and boring 8 hour flight! In the toilet there were panels missing and what looked like dead bugs in the cavities where the panel was missing. Upon landing back at Manchester the plane was pretty much dropped on the ground and the brakes were slammed on! Overall you might as well cancel your holiday if you have to fly with this company.

Route: Punta Cana to Manchester

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "Very poor service"

Review: Århus to Moscow via Prague. I travelled together with my 6 years old son by this airline the 22 june. We supposed to arrive to Moscow at 16 oclock, but the plane was 1,5 hours late. As a result We missed the next flight and had to find a place to stay overnight, that was not easy. I wrote a complain to the official site, but didnt get any answer still. I dont recommend this airline to anybody. Very poor service and indifference to customers.

Route: Århus to Moscow via Prague

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Level

Title: "most horrible experience"

Review: The most horrible experience Ive ever have for 40 years flying. Its not cheap, when you add all necessities, and its more expensive than any others. Never again! No leg room, horrible service. Dont buy it!

Route: San Francisco to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Winair

Title: "found them to be very reliable"

Review: I had 4 flights with this airline and found them to be very reliable, st Maarten to Statia and St Maarten to Saba

and back, planes are very small but perfect for these 15 minutes hop. ground crew were friendly and even tagged my bags to Antigua on a codeshare with LIAT, I was surprised, they all arrived without major problems, they are quick and professional, sometimes slow sometimes not. The prices are very high though. The only worriesome moment I had with them was when one of the pilots shouted aggressively at the other just before engine started.

Route: St Maarten to Saba

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "Worst flying experience"

Review: Montreal to Brussels. Worst flying experience so far in my life. Upgraded to economy plus, to make sure of priority luggage handling. Its been a week since I landed now and no new of my lost luggage yet, which I need to properly execute my job. No way to get proper response and help the claim of being available 24/7 is a blatant lie. Next to this in flight there was no option for my dietary restriction to which the staff promptly gave me chicken and pasta, where I just made clear I don't eat meat. Truly terrible and costing me money at this moment every day I can't do my job properly

Route: Montreal to Brussels

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Volaris

Title: "Very disappointed with this airline"

Review: Very disappointed with this airline. We had our flight booked for Cancun to Portland from 2pm - 9pm on the 28th with a short layover in Guadalajara. To start, our first flight from Cancun was delayed 40 minutes, making us late to Guadalajara and our flight to Portland had already left before we arrived. The flight attendants did not know how to help

us in the slightest, we were re-directed to several different employees all over the airport before finally being directed back to the main lobby and had to wait in line just to speak with the check in staff. When we were finally seen, the employee accused us of missing our flight and when we explained that it is was not our fault he told us the only available flight was the following day at 9:30am and that we would have to pay for an additional Covid-19 test before he could provide us with the boarding passes. I won't even get into how terrible the process was to get the test done. After, we returned to the check in desk for our boarding passes and had to wait 40 minutes before being seen again. A different employee helped us this second time and again insisted it was our fault that our flight was missed, this person barely spoke English and had to translate through text (which was fine, as long as we got through) however, he kept walking away from the desk to ask a coworker questions and obviously was having trouble getting our flight figured out. Once he was finally able to do so we were told that we would not be able to check our luggage in until the following morning, mind you this at 7pm. So in addition to having to wait 14 hours for our flight home we were not permitted into the departure area we had to wait in the airport entrance in a Burger King lobby until the following morning. We got up early to make sure we were ahead of the line and even the at 3am the Volaris check in was packed of people and it still took us an hour to get checked in. Overall very disappointed in the service of this airline and will not be recommending or using it in the future. In fact we will very likely be discouraging others from booking with this airline.

Route: Cancun to Portland via Guadalajara

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "Crew were in a good mood"

Review: LAX-RNO. Only carry-on bags so no airport check-in needed. Thru TSA and right to the gate. Flight was about 30 minutes late but we were informed. 2230 hrs departure so airport fairly quiet. Plane arrived and departed super fast and was only half full of passengers which was nice. Standard beverage and snack offered. Crew were in a good mood as it was their last flight of the day. Smooth quick flight to Reno. Landed, exited and in our car all within 15 minutes. Southwest is always our first go to when flying in and out of Reno.

Route: Los Angeles to Reno

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peruvian Airlines

Title: "Worst experience ever"

Review: La Paz to Lima. Worst experience ever. They were late by 3 hours due to 'weather issues', which, we learned later, were just light rain and to really poor organisation. They said we would be fine for our connexion and that they would do the necessary arrangements for us at Lima. But they didn't. First lie. Then they said we would be reimbursed our missed flight. Second lie, we never were! They let us down at Lima with no flight options, no help whatsoever, they just didn't care at all. We had to buy new ticket to get out of there for a high price. I can't believe this happened but we weren't alone, many people were in the same situation as us. This seems like a very well organised fraud. Never ever fly with them if you have other options.

Route: La Paz to Lima

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "Thank you for a wonderful flight"

Review: You already feel that you are in Thailand with the warm welcome of the cabin crew. Also the way they help parents with kids, Thai crew did it with their hearts. I always fly with Thai airways whenever I have a chance to. Thank you for a wonderful flight.

Route: Bangkok to Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: "window seats on exit row should be removed"

Review: US Airways from OGG (Kahului, Maui) to Phoenix Sky Harbor. There were no pair of economy seats available together online. Traded 2 Seat "E"s 4 rows apart for row 27, seats E/F. Was told only it was an exit row. Flight was a redeye, hoped to sleep, as it lasted 6 hours. Spouse, (about 5 feet tall, less than 90 lbs) sat in seat F. We could not get comfortable - armrests would not raise, seats were very narrow - for me, For my wife, window area was cold, no pillows were available, and she had no legroom due to protruding window slide cover. She had to turn towards me and put her legs on top of mine. I could not get something to drink, as I then could not use the tray table. US Airways would rather couples pay for preferred, choice, or 1st class seating, than provide enough regular priced coach seats. The window seats on the exit row should be removed.

Route: OGG to PHX

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "Do not fly JetBlue"

Review: Do not fly JetBlue. They will absolutely screw you over and you will spend 10 hours of your time trying to talk to someone while stranded without any helpful information. We lost a lot of money. Will likely not fly again.

Route: New York to Detroit

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "person at checking counter was rude"

Review: Booked extra bag, but upon checking they did not find it. The person at checking counter was rude, she was literally saying "I see no added bag, now pay or leave yours behind". Even though my mother had been showing her the booking confirmation with clear text extra baggage with it. My senior mother, that time frustrated and tired, lacking the language capacity to explain herself, decided to just leave the luggage behind. Contacted customer service afterward, they wrote "As it was not associated with the flights, it seems it has caused the airport to not be able to see it upon checking the reservation." How could a bag even be "not associated with the flight"? I even booked it together with the flight. They offered a refund for the purchase fee of the extra bag, but just tell us to "contact the airport" for the 20kg bag that we were forced to leave behind.

Route: Frankfurt to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "changed our flights soon after booking"

Review: LATAM changed our flights soon after booking, changing our 2 hour layover in Lima Airport to a 24 hour layover, also making us miss our first night of our booking in our resort. We attempted to resolve the issue with our booking agent, and with LATAM staff at the airport, in their call centre but they were unwilling to help us or reimburse us for anything at all. Since when is it acceptable to leave 2 senior citizens in an airport for 24 hours during a covid pandemic without offering any help. To top it off staff at the airport were rude, I could resume their message to "it's not our fault". I would like to know who's fault they think it is. I filed a complaint with LATAM, but their response can be resumed "I am very sorry you had a bad experience, there will be no reimbursement". Fly with this airline at your own risk, and allow plenty of time for itinerary changes as they appear to be very unreliable and unwilling to help.

Route: La Paz to Punta Cana via Lima

Seat Type: Economy Class

Traveller Type: Business

Airline: Jazeera Airways

Title: "This is the worst airline"

Review: This is the worst airline I have ever encountered in my life. We went to go check-in the bags onto the aircraft. When we were asked by the check-in attendant if we had any liquids in our bags that we are checking into the aircraft (NOT carry-on bags). We told him we have a bottle of zam zam water (less than 5L). He told us to take it out and its not allowed to take it into the aircraft, so we explained to him that we have travelled onto many flights around the world and that its allowed to take liquids into your check-in bags and not the carry-on. In which he rudely replied and said zam zam water isnt allowed to leave the country. In which I replied to him and told him to look directly behind him because the rule board is literally hanged right behind him, and it states that over 10L isnt allowed, but up to 5L is allowed to take in check in bags. He said he wont give us our passports back and said that he will cancel our boarding passes to deny us from flying. Arguments started to happen and many of the other workers started to get involved and at this point we were being deliberately delayed from our air flight and a lot of yelling was directed towards us. I asked the check-in attendant to talk to his manager in which he replied that he doesnt have a boss, and I will only speak to him. He did in fact cancel our boarding passes even though he isnt allowed to, and we had to involve airport security to re-activate our boarding passes just 5 minutes before the flight took off (we almost missed it). I will only give 1 stars because I cant give 0. I truly do not recommend this horrible airline.

Route: Jeddah to Dubai via Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Blue Air

Title: "check in in the airport cost extra money"

Review: I understand most of the people do the check in online in order not to stay in lines in the airport, however now there is another reason. The check in in the airport cost extra money. In my case it cost the same amount as the flight

ticket. It's not the fact that I paid the money which annoys me the most, it's the fact I was not informed, let me decide if I want to pay that or not. When I asked at their office why there is no notice, they replied that we should be the ones who research online about this, I feel like I was scammed.

Route: Cluj Napoca to Bucharest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "recommend for its low price"

Review: Flew on Tigerair TR2455 from Kuala Lumpur back to Singapore. I got my one way ticket for SGD27, which is cheap. However, I was disappointed that a paper boarding pass, which looks like a receipt, is issued even at the check in counter. And the counter was quite chaotic. Apart from that, the cabin is quite comfortable, refreshments available for sale. I will recommend this airline for its low price.

Route: KUL to SIN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "It was extremely uncomfortable"

Review: I flew the business class with China Airlines from Sydney to Taipei on 3 April 2023. When I purchased the ticket in mid February, the seating plan for the business class indicated 4 seats in each row (I believe it was Airbus 350-900). I selected 14D as my seat. A few days before departure, I received a notification from China Airlines that my seat was reassigned to 3D (no other messages than that). When I logged into the airlines' web, the new seating plan now showed each row had 6 seats. Without suspicion, I selected 4A as my new seat. When I boarded the aircraft on the day of departure, I realised that China Airlines had substituted this long haul flight with an aircraft suitable only for short

haul flights. The seat space for the business class is very limited. The seat can only be laid down to about 45 degrees and there was no room for me to put my legs straight. It was extremely uncomfortable and almost impossible for sleeping (and it was an overnight flight). The supposedly complimentary wifi for the business class did not work for me (I suspect the aircraft was not equipped). The whole experience became a nightmare. I believe it is unethical and dishonest for an airline company to charge the full fares of a long haul flight and then substitute the aircraft with a short haul one, without seeking an agreement from the customers or any compensation. I would have been better off to take the economy class, at least saving myself an extra A\$3500 (I paid over A\$4800 for round trip).

Route: Sydney to Taipei

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Sichuan Airlines

Title: "good value and great service"

Review: Flew Sichuan Airlines from Melbourne to Chengdu. Clean plane, friendly staff and great service. Food was great, 2 options for Chinese or Western style catering. Comfortable seats, and clean bathrooms. Flights were on time for both flights. From Australia the Qantas Business Class Lounge was available to use and from Chengdu there was a lounge available. All aspects of the flight were great and I was really surprised at how good value and great service I received in this airline.

Route: Melbourne to Chengdu

Seat Type: Business Class

Traveller Type: Business

Airline: Brussels Airlines

Title: "Worst customer service"

Review: Worst customer service we've ever experienced. An agent made an error on a booking amendment resulting

in us having to book an expensive last minute flight. We called immediately to dispute the matter and were assured we'd receive a call back shortly. That was almost 2 months ago. We have called a further 5 times to no avail. The matter is still not resolved. We will never be using this airline again. 1 out of 10 in generous. Would give it 0 if I could.

Route: London to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Dragon

Title: "still room for improvement"

Review: This is the 2nd leg of my journey in November 2017 having arrived from Seoul. I had to re check in again despite that previous flight was on Cathay Pacific CX415. Hong Kong to Kota Kinabalu on A320-200 vin a 2 class layout cabin, the seat has been refurbished with the thinner seat. The new seat are not equipped with personal IFE- IFE is only possible by downloading KA studio into mobile device. Hot meal and beverages were provided. The standard of the in flight catering is fine though there are still room for improvement. Based on my flying experience with Cathay Dragon, the portion of the meal tray has been reduced.

Route: Hong Kong to Kota Kinabalu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "we had such a great steward"

Review: We went to Canberra for a funeral and on the flight back we had such a great steward Johnno such a happy person with a great personality, making everyone feel so welcome. Nothing was a problem, even though it was a short flight he was the best, see you again Qantas

Route: Melbourne to Canberra

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "Awful customer service"

Review: The morning flight I was supposed to take was delayed 10 hours because of "bad weather" at Aurora airport (curiously other airlines departed at that time without any delays). The real problem was that Copa overbooked the mid day flight and delayed the morning flight to transfer those overbooked tickets to the the flight I was taking. Very dishonest. The delayed flight made me lose my connection to JFK and forced me to sleep at Tocumen airport to take the next flight. Staff was clueless, unhelpful and rude. Awful customer service

Route: Guatemala to New York via Panama

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "It was immaculately clean"

Review: Zipair is JALs budget airline. They dont have classes of travel, you just pick your seat (flat bed, emergency exit etc) and pay accordingly. We usually travel BA or JAL business class. This trip was last minute and JAL business was going to cost \$8k. Instead we paid just over \$2.5k to fly with Zipair in their fully flat seats. Your ticket includes nothing but 7kg of cabin baggage (and they do weigh rucksacks/handbags etc), a bottle of water and the seat you booked. Check in process was not good. Of course we arent used to queuing for check in, but here everyone queues. There is no Advanced Passenger Information loaded, so with covid added the check in process was long. Also both our cabin bags were over 7kg so we had to put a bag in the hold. (You can pay to add a bag to the hold, but you cant pay for additional cabin baggage. They are strict on weight to the gram). We were also asked if we had a return ticket, which as it was booked at the same time as the outward trip was a bit worrying. Finally because the seat map is misleading we had not

booked seats together (eg row 2 does not align across the cabin so although we had seats that were both in row 2, in fact I was sat behind and to the right of my husband. This was pointed out to us at check-in but we werent allowed to change our seats despite the fact that there were only 2 other seats taken in the fully flat cabin. Seats must be booked at least 24 hours before check-in and again this is enforced strictly. (We couldnt even change seats on board although the seat on my husbands left was free). The fully flat bed was nearly as good as JAL/BA business class (not quite so much storage). Includes reading light, table and some storage space. You can stow your hand baggage under the foot stool for take-off and landing (an improvement on the new BA business class seats). Its quite hard, but otherwise good. It was immaculately clean (again better than BA), cabin crew were excellent and it felt safe. There is no entertainment screen. WiFi is included free of charge, and a (very) small selection of films is available. The fully flat seat has a USB charging point. Fairly basic food and drinks can be bought on board by ordering via your mobile device and QI code. The onboard shop opens about an hour after take-off and closes about an hour before landing. Otherwise meals must be booked in advance. Pre-booked meals are served before the onboard shop is open, so you cant buy a drink until after your meal. Cushions and blankets are not included, but can be bought from the online shop. In deciding whether to use Zipair you need to compare cost to convenience. If you have time to download movies, book seats in advance (there is no app to make this easy), pre-order meals, and to bring your own pre- and with-meal drinks that will help. Also to bring your own cushion/blanket if you like to sleep as soon as you get on board. For me, some of the joy was missing. There wasnt enough meal/entertainment/shopping to pass much time for those who are not good at sleeping. Is that worth \$5.5k - only you can answer that.

Route: Tokyo to Los Angeles

Seat Type: Business Class

Traveller Type: Business

Airline: Rhein-Neckar Air

Title: "Great experience"

Review: Mannheim to Berlin. Great experience, flying like in the past: good service, no queues, customers first. I can recommend.

Route: Mannheim to Berlin

Seat Type: Economy Class

Traveller Type: Business

Airline: Volotea

Title: "flight was on time"

Review: The flight was on time, and the aircraft clean. The flight crew was very friendly. The Megavolotea program is useful to save money.

Route: Rome to Olbia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "no confirmation for my stay"

Review: When I booked my flight I was given the option to add a hotel which I did however when I went to check in at the hotel there was no confirmation for my stay. Allegiant charged me, sent me confirmation but the hotel did not have the confirmation and basically I was left no hotel and had to rebook directly from the hotel. I called Allegiant the day of and was on hold 3.5 hours since this was the day I flying I could not stay on hold. I have emailed them but have not heard back. Their chat is unavailable. My flight was fine and I was able to confirm but if you want a package do not book it with them

Route: Fresno to las Vegas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "endless frustration"

Review: If you want endless frustration dealing with an AI instead of real customer service, then this might be the place for you. It is almost as if this company intentionally tries to make it difficult so they don't have to help you.

Route: Hanoi to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China United Airlines

Title: "worst airline I ever been on "

Review: Beijing to Guangzhou . I was looking for the reviews about this airline, so far the worst airline I ever been on in my entire life, they don't even give a drop of water. They have their own trolley with merchandise for selling (nothing for the passenger) plus I needed to pay for my hand luggage (the only one I bring here) with less than 8 kg, and they didn't accept me take it to the cabin.

Route: Beijing to Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ViaAir

Title: "never be booking Via again"

Review: I would give them a zero, but that's not possible. My one complaint about the booking process was that there was no definition online about the size of a personal item. However, I didn't even get the opportunity to have a flight experience. My Thurs/Sun flights were cancelled the Tuesday before my departure. The only explanation was "schedule change." Their phone number sometimes puts you through to a human, sometimes you're only allowed to leave a message. I was issued a full refund, but was not compensated for the price difference in the Frontier flight I booked (\$68

more, departing a day later on both ends of the trip at less convenient times) or for the rental car I had to reserve due to flying into a further away airport (\$100, MSY instead of BTR). They offered a travel voucher for \$100, but I will never be booking Via again, so I didn't bother accepting it.

Route: SFB to BTR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "check in counter staff wont help you"

Review: Based on my experience and that of my colleagues, I strongly advise everyone to avoid Philippine Airlines when flying from Singapore to Manila, especially during the evening. Aside from delays due to Manila airport congestion, the check in counter staff in Singapore Changi Airport wont help you if you wish to take an earlier flight. They would outright tell you to go to the ticket office in downtown Singapore. Its such a hassle, if youre already at the airport and the check in for the earlier flight is almost closing. They didnt even bother to take a look at my ticket. I was so frustrated that no policy for go-shows was put in place, but still in the end, I thank Amanda, one of the handling agents, for her candour because according to her, without assurances from the ticket office or anyone from Philippine Airlines, she might be liable for penalties in case they bumped me to an earlier flight for free. Sadly, my PR512 flight which was scheduled at 19.05, was delayed for almost 3 hours, without any compensation. Im never flying Philippine Airlines from Singapore to Manila ever again.

Route: Singapore to Manila

Seat Type: Economy Class

Traveller Type: Business

Airline: SATA Air Azores

Title: "I am beyond angry!"

Review: Toronto to Funchal via Ponta Delgada. I am beyond angry! First time customer to SATA, and will be the last time ever. we booked Sao Miguel + Madeira 11 day vacation through Azores Getaway for Christmas and New Year holidays. The flight from Toronto to Sao Miguel on Dec 21st. Was delayed for 7 hours. Of course we didnt find out until after arrived to Toronto airport at 5:30 PM. Too late to drive back to Ottawa. Stayed at the airport for 10 hours and we really tired and cold overnight. This was only the beginning of the nightmare. On Dec. 24th, Christmas eve, our flight from Ponta Delgada to Funchal was delayed again by 10 hours. We missed our paid rental car because the rental car office closed at 9 PM at Funchal. The SATA airline staff told us to take a taxi and get reimburse later. We did exactly that, and emailed the receipts to the provided email address. Guess what? The taxi fare was 23.5 Euro but SATA can only pay 10 Euro based on their rules. We never wanted a free taxi from SATA. We paid for our rental car already but we couldnt get the car because of the delay. We missed our Christmas eve dinner. We had to take taxi again on Chrismas day to the airport again to get the rental car. What we have done to deserve that? we didnt even choose SATA on our own as we didnt know which airline Azores Getaway would use for the vacation package. I am too angry to write more for now. But I will later. It is not about the money anymore.

Route: Toronto to Funchal via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "I missed my onward connection"

Review: My flight from Birmingham/ Istanbul 14 July was over 3 hours late departing due according to Turkish Airlines to Airport Baggage Handling problems. As a result I missed my onward connection to HCMC without any proactive action by TK. It took considerable time to locate the TK Office in the vast Istanbul Airport, and the TK Representatives were disinterested, lethargic, evasive and rude before I persuaded them to provide a solution, which was one involving a flight to Dubai and thence to HCMC. Not my choice. Accommodation was not offered, and this involved finding another Office and a long wait. As a result I did not reach my destination until early on 17th July instead of the intended 15th. Sometimes things go wrong, but the denial of responsibility, failure to resolve the problem in a timely and effective

manner and failure to have its Staff act in a reasonable manner is unforgivable. I will be travelling this route again, but never with this Airline, and never via Istanbul Airport.

Route: Birmingham to Ho Chi Minh City via Istanbul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "AI has given nothing but lousy service"

Review: Can an airline be this inefficient! From beginning to end! AI has given nothing but lousy service and that is being generous. I landed in Delhi at 11pm and my plane to Toronto was supposed to leave at 3.35am. They said that it was delayed and will start at 5am. The staff made a big show of checking documents which started at 3.30am. Our documents were checked three times at least. Just to kill time and to make a show that something was being done! There was no order to the boarding! We boarded around 4 am and now its 7am and we are still sitting on the plane- a closed space, with people coughing. In 3 hours no water was even served and besides the initial announcement no updates to the passengers. We are being treated as cattle and not human beings. Theres no courtesy of keeping us in the loop. This is a broken down plane. Nothing works. For a 14 1/2 hour non-stop flight, theres no entertainment. Honestly, at this point I wonder if I will get where I need to get, alive and in one piece. AI is playing with our lives and is being extremely disrespectful of our time. We have lives and jobs to get to and theres a reason we plan a trip. This is the second time I have flown AI in 6 months, for lack of finding any other airline and this is the second time Ive sat in the plane for 4 hours while technical issues are being dealt with! I would give this negative stars if the option were available!

Route: Hyderabad to Toronto via Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "Avoid this airline"

Review: Avoid this airline. Do not fly with Air Europa if you have a connecting flight. They give you one hour to board the next flight but in reality, once you get off your first flight, you only have 35 minutes remaining. Then you have to run as fast as you could to the next terminal and pass through passport control which has massive queue. My husband who is EU national (he used the privileged gate for EU national), arrived quicker at the boarding gate and asked the 3 staffs in the gate to wait for me, (if ever I will be running late) due to the long queue in the passport control. They all refused as if it was our choice to come from the other end of the airport. Good thing we are young, with minimal luggages so we were able to arrive on time but I was really exhausted from running. If you're old, or have a family, children or not used to running, consider your plane ticket obsolete. The staff at the gate have zero empathy and they seem to have no idea that some of their passengers are coming from an Air Europa connecting flight because they just don't care about you at all. If they cannot accommodate their own passengers coming from a connecting flight, why would they sell this flight in the first place? Some of you might say that I could've joined my husband in the EU national passport control queue to arrive faster, my husband asked the staff in Madrid airport if I can join him, they refused and said that if he wants to join me, he should queue at the "all passport"

Route: Valencia to Gatwick via Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "got us seats on the next flight"

Review: Bangkok to Phuket. I paid for tickets for me and my family 4 months in advance. We get to check in and were told our flight was cancelled and that they sent me an e-mail three days prior. I asked to be put on another flight there were no seats for the whole day. They offered me a refund but i wasnt willing to just walk away. They offered me and my family to fly stand by but knowing that everything was booked i declined and asked them to put us on another airline which they refused. The desk people although polite were not helpful and did nothing to get us a seat. After finding a manager on my own I insisted that what Nok Air did was wrong and I wasnt going to leave the airport, she then got us

seats on the next flight.

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Azerbaijan Airlines

Title: "good service onboard"

Review: I was travelling from Heydar Aliyev Airport to Antalya. Was a able to book very cheap ticket in March for flight in July. Allowed cabin baggage was 10 kg - great for solo travelers. Comfortable flight, good service on-board, no delays and friendly staff. Recommend and will choose next time.

Route: GYD to AYT

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "The worst customer service I've ever encountered"

Review: Qantas cancelled our flight two years ago and still has not refunded us the hundreds of dollars in excess baggage we paid for. I've spoken to them about this many times, and they don't deny they owe us the money, they just say someone will get back to us about it, and no one ever does. Any time I phone they say they have no record of any of the hours and hours I've spent on the phone with them before, and say they need all the information again. If I have a reference number from the last call, when I call again they say the number doesn't refer to anything and they have no record of the case. The worst customer service I've ever encountered, and it's cost us money we couldn't spare - but they really don't care. Avoid at all costs.

Route: Auckland to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "single worst experience"

Review: This is the single worst experience with an airline I have ever had. Everything about this was just insane. Promises of 'budget Friendly' were just the start. Me and my partner flew from Athens to Gatwick, £300 with cabin overhead baggage not included? (We are from Australia where this is standard for all airlines) If the tickets were actually budget I would understand. We arrived at Athens airport to find our flight delayed 2 hours. Ok, it's bad having your flight delayed but I gave them the benefit of the doubt since this happens to a lot of airlines. We looked up the aircraft info to find that there was no previous flight. As we waited at the airport we had 5 or 6 different times given to us by Wizz. Once the gate finally opened we made our way. We sat on the ground since seating was not available. Once we were ok to board we were put onto a bus to go to the plane. Once we arrived the driver opened the doors, told us "don't exit yet" and so we were left on the bus (packed in very tightly, there are no seats) for 15-20 minutes as we watched the cabin crew cleaning the plane through the windows. Why drive us out if the aircraft is not ready? And the plane has not had a previous flight AND was delayed 2 hours, the plane should have been prepared already? Once we finally got off the bus we were met by what I would find out to be some of the rudest hosts on a plane I have ever met. Every 5 seconds over the PA "please do not block the aisles to avoid further delays" to me seemed a bit rich after our experience so far. Also people are boarding, we aren't going to be seated in 3 seconds? When we sat, the aircraft was in a disgustingly awful state. Crumbs are everywhere, rubbish was left in the seat pockets. This aircraft was sitting here at the airport for a long time and the crew had done an abysmal job at preparing for passengers. The flight itself, once we got into the air was ok. Nothing special (they like to push their 'duty free' items on you for purchase, however I found that I could buy most of this stuff at Tesco for half the price). We landed at Gatwick and this is where the true torture began. Passengers stood to collect their luggage. As we were departing, the host grabbed the PA, stared directly into passengers eyes with the most disgusting look I have ever seen from flight crew "DO NOT BLOCK THE AISLE WHILE WE ALIGHT FROM THE AIRCRAFT" this was met with passengers fuming, how are we meant to get our luggage down then? He repeated it as I walked towards the front door of the aircraft "DO NOT BLOCK THE AISLE WHILE WE ALIGHT FROM THE AIRCRAFT"

he proceeded to put down the microphone then step in front of me, put his finger to my face and said "WAIT" passengers piled behind me after this man had just told us not to block the aisles. He put his finger down "ok go". Me and my partner were livid. The consistent snarky rude comments from this crew was the worst customer service experience I had ever read not just from an airline but from any company I have ever dealt with. Please if there is one thing you take from this, DO NOT BOOK A FLIGHT WITH WIZZ AIR.

Route: Athens to London Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "Worst company I ever flew with"

Review: Phu Quoc to Ho Chi Minh. Worst company I ever flew with. I booked 3 flights and all 3 flights were rescheduled more than 3 times. When we were in the airport the plane had a delay of 1 and 1/2 hours. They are not reliable at all considering that we booked 3 flights and none of them were on time! (One flight was rescheduled with 4 hours)

Route: Phu Quoc to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "worst flight experiences"

Review: Plane arrived in Ft Lauderdale and I proceeded to the carousel to retrieve my bag. I waited nearly three hours for the bags to be delivered. Apparently it was raining and lightning and the airline would not send crews out in the weather. Three hours seems like a long wait, but if it was for security reasons, I would have understood. However, Jet Blue never sent a rep to inform people of the issue, how it was being resolved or how long it would take. There were a

multitude of carousels with people waiting for bags and JB was NO help. They were making announcements over a PA system that most of us could not hear or understand. There were a few JB employees - waiting with passengers. I approached one and asked if he knew what the problem was. He suggested I go to the Baggage Service Office. There were three women sitting there. Not one of them wandered out of their office to explain to everyone at the airport waiting for luggage what the problem was. When I asked she said "I just spoke with them. They're working on it." The lack of concern and professionalism was very disappointing. One passenger said her husband got an \$80 ticket waiting for her. My friends waited over 2 hours in the cell phone lot - one of them is in a wheelchair. No offer of some kind of compensation or an apology. I also had spotty wi-fi. Not the first time this has happened to me on a JB flight. It used to be my preferred airline. Next flight I will shop around. This was one of the worst flight experiences I've ever had. No wonder they're #7. I remember when they used to be #1 customer rated.

Route: Boston to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "staff polite and professional"

Review: Birmingham to Dalaman return with Thomson Airways. The staff were polite and professional. There wasn't a good amount of legroom for a 4 hour flight, and the Boeing 757-200 aircraft seemed dated. However, overall it was a great flight.

Route: BHX to DLM

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: "In flight service was excellent"

Review: Hamilton Island to Sydney. Check In was quick and easy. There is no business class lounge at Hamilton island but this is not an issue as the check in time before departure is quite short. Flight was a little late boarding whilst the plane was cleaned. Flying a B717 was a first for me but was comfortable and smooth. Qantas had supplied Ipads for the inflight entertainment, although the battery was flat on mine, so I used another. In flight service was excellent. Good view of Sydney on final approach to airport. Flight arrived on schedule and bags were on the belt by the time we had walked to it.

Route: Hamilton Island to Sydney

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Bahamasair

Title: "surprisingly had plenty of legroom"

Review: Flew Bahamasair round trip from Fort Lauderdale to Freeport on 03/22/2016 and 03/28/2016. Both inbound and outbound flights were on new ATR72-600. Slight delays (no more than 45 minutes) on each leg. This aircraft was very clean and surprisingly had plenty of legroom for a turboprop plane that seats 60 passengers. Other than on takeoff and landing, the cabin is very quiet once in the air. There was no need to use the Bose QC20 noise cancelling headphones. This is a rather short flight less than 1/2 hour.

Route: FLL to FPO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "Luggage are still in Glasgow"

Review: Came from Glasgow to London and took connecting flight American Airlines from London to North Carolina. It's my third day here in North Carolina and still waiting for my luggage. They didn't even bother to transfer the luggage

to connecting flight. Luggage are still in Glasgow.

Route: Glasgow to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "worst travel experience in 25 years"

Review: Worst travel experience in 25 years of travel. Tried to fly Boston-Ponta Delgada-Lisbon on June 25th at 10:40pm with SATA. Check-in: three hour chaos, hundreds of people lining up to the other side of the airport. No explanation as to why it was taking so long. Flight delayed: 3 hours with no explanation. We waiting at the gate until 1am, no announcements about delay or apologies. Lots of families with young kids and elderly people who didn't speak English who were at a complete loss. Flight cancelled: they cancelled the flight at 1am and sent us to the check in counter. Chaos. No representative was there from the airline, only an airport employee who didn't have any information about rebooking. They sent us home (or to hotels) to wait for more information. Flight reschedule: eventually booked on TAP airline a day later. Zero communication - no email, no text notifying us of rebooking. I only found out I was rebooked because I was trying to get on a TAP flight. Missed all my reservations in Ponta Delgada. With additional taxi fees to and from the airport I lost over \$200.

Route: Boston to Ponta Delgada

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "very polite and helpful"

Review: Warsaw to Moscow return. Standard in economy class is better than in LH, or LOT. We got a tasty sandwich, apple, and choco wafel. For drink, selection of juices, tea & coffee were served, in Moscow free newspapers and

magazines. The aircraft was extremely clean. Flight attendants were very polite and helpful and very well organized however, the aircraft was near full. Ground service in Moscow is organized better than in e.g. CDG, or Lyon. In all airports you have to wait in the lines for passport control, it usually takes about 20 - 30 minutes, but in WAW was 20 also. From the airport is a very comfortable train to the center.

Route: Warsaw to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Nostrum

Title: "expect better from Air Nostrum"

Review: Alicante to Madrid. Uncoordinated ground staff who left 2 wheelchair users waiting without communication for over 30 minutes in a communal area. Check-in was laborious with one staff member conducting personal conversation rather than processing her passengers. Boarding was slow, very slow indeed! Two wheelchair users were left in a hot area without communication and were then boarded first. This was no problem other than other passengers being required to descend narrow stairs and wait for a bus. The bus was very full and needed to make 2 journeys. Passengers were allowed to carry with them far too much luggage and this proved to be problematic in the extreme. Following departure the staff were poorly coordinated and communication was poor. Arrival was prompt but a bus was needed to negotiate a very large Madrid airport! Clearly, much needs to be done to improve matters. One would expect better from Air Nostrum.

Route: Alicante to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Mauritius

Title: "would fly with Air Mauritius again"

Review: I was pleasantly surprised with Air Mauritius. The aircraft was clean and the flight attendants very helpful. The entertainment system is a little dated, and the seats are a little narrow. The meals going out were okay, but on the return journey not so good. Plenty to drink through the flight. Take off and landing excellent. I usually suffer with my ears but had no problem on this trip. I would fly with Air Mauritius again.

Route: Heathrow to Mauritius

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "Strongly advice avoiding this airline"

Review: The worst airline I have flown with. Finnair charges huge premiums with no additional care from service staff. We were messed around multiple times by Finnair staff - where we originally paid for special seats, these were automatically changed so myself and my elderly Grandfather were sat away from each other. I spent over an hour in Finnair's extremely slow customer service - to which I was assured the seats had been moved back to their original spots that we had paid for. Then when checking the day before the flights - we saw our seats had been changed again. I spent another 1.5 hours in Finnair's customer service to which we were informed that our seats were changed due to my elderly companion not meeting requirements for the seat - which we were not informed in any way! Then that assistant assured us we had now been booked in for extra-legroom seats, and to our pleasant surprise - were not extra legroom when arriving at the plane, not even next to each other. Finnair charges such a higher premium over other airlines doing the same route such as Ryanair - which I have never had a problem with despite being 3 times cheaper. Blatantly scamming their customers in broad daylight with extremely high prices for food items in the cabin too - the highest I have ever seen on a plane. 8 euros for a 250ml beer, seriously? Furthermore - I paid extra for their wifi service, which only actually worked for the 20 out of 60 minutes that I paid for. Strongly advice avoiding this airline and their disorganisation.

Route: London Heathrow to Helsinki Vantaa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "Disgraceful customer service"

Review: Our flight was delayed over 4 hours due to a fault on the aircraft. We were offered no refreshments or help and missed an important meeting. Made a claim which they acknowledged over 3 months ago. Since then nothing - they ignore emails and have no number you can call. Disgraceful customer service. They claim you cant phone them as they want all written details, This is an excuse it is so they can ignore you. I have flown with them three times this year but will not anymore

Route: Edinburgh to Alicante

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkmenistan Airlines

Title: "crew disinterested and surly"

Review: Ashgabat to Birmingham. Absolutely awful! Cabin crew disinterested and surly, I would hate to see them have to perform in an emergency situation. Aircraft grubby with the crew unable to work the inflight entertainment. No real attention to the safety briefing. Crew smoking in the toilets and cockpit door wedged open for a while. Cabin crew did not use shoulder straps on take off and landing. No alcohol served and food terrible. An airline that should not be allowed to fly in the 21st Century. Avoid

Route: Ashgabat to Birmingham

Seat Type: Business Class

Traveller Type: Business

Airline: Air Canada

Title: "been changed to basic economy"

Review: I booked a return ticket and today received this email for my return flight. I have always supported them and used for my business for years; however, today I received notice that my Premium Economy flight (I had already applied upgrade to business) from Montreal to Malaga via Zurich has been changed to basic economy. How can an airline treat clients like this, they stated; "We're sorry your itinerary has changed due to unexpected business or operational constraints on our planned flight schedule and we have automatically rebooked you on another flight."

Route: Malaga to Montreal via Lisbon

Seat Type: Premium Economy

Traveller Type: Business

Airline: Lynx Air

Title: "hours waiting for a crew member"

Review: Pathetic service. This airline does not understand basic concept of time is money. First they delay the flight and then they spend hours waiting for a crew member who was late for already delayed flight. Whats wrong with them? They dont serve food and drinks so what do they need additional crew member for?

Route: Edmonton to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Caraibes

Title: "rude customer service"

Review: St Martin to Paris Orly via Pointe-à-Pitre with Air Caraibes. Seats are very narrow and legroom very limited. On the outbound flight to Paris my individual screen along with numerous others in the Economy cabin were not functioning and despite advising the crew nothing was done. Both out and inbound flights to and from Paris were

delayed and very disorganized boarding process didn't help. Poor seat cleanliness and rude customer service.

Route: SFG to ORY via PTP

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "web site is misleading"

Review: Vientiane to Mumbai via Bangkok. We (2 travellers) only chose this airline for the baggage allowance, in spite of its long layover time. Their web site says 10 kgs extra as flyer bonus, but the ground staff insisted it was 5 kgs only - the information on their web site is misleading.

Route: Vientiane to Mumbai via Bangkok

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: VivaAerobús

Title: "they leave when they decide to leave"

Review: The flight was scheduled for 8:05pm and about 30 minutes before that time a gate assigned. Not long after I got to the gate a garbled verbal announcement was made. I went to the Viva office who confirmed it had been delayed until 10:30pm. At 9:45 the notice board said the flight time was 11:30pm. I arrived at the gate just before 11pm just as the gate notice board changed to indicate the plane had lifted off- 30 minutes before the time indicated. By the time I found my way to their customer service desk there were still about a dozen very angry customers still in line, having missed connections, forfeited hotels and car rentals. When I got to the desk they put me on a flight the next morning. No apology, no explanation of what happened. All I can say is wow - they leave when they decide to leave. And here I am spending the night in the airport.

Route: Mexico City to Merida

Seat Type: Economy Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "Avoid this airline"

Review: Manila to Los Angeles via Jingdiang / Qingdao. I have never taken the time to write a negative review in my life. Call me old fashioned, but I just do not care enough to complain online for other people to read. I booked a one way return flight on Xiamen a week or so ago from Manila to LAX with two layovers in China. I have flown with China Eastern, China Southern, Air China and China Airlines, so I thought nothing of it. Another pass through China and I would be in Los Angeles for my mothers birthday on the 16th. Upon arriving to the airport 2 hours early and checking in I was notified I could not board my flight because I didn't have proper clearance. I explained to the rep that I had no plans of entering CHINA and would only be passing through. Still not allowed. I explained I had been through China 4 times on layovers and never had an issue. Still not allowed. Long story short it took two hours arguing for the airlines to agree to a 30-60 day refund. It turns out Americans cant connect through their layover city so they are selling tickets that are unusable. No compensation. Just blank faced souless stares. Avoid this airline at all costs.

Route: Manila to Los Angeles via Jingdiang / Qingdao

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Fly540.com

Title: "Avoid them at any cost"

Review: I have never used an airline with a worse customer service, or on schedule departure than fly540, especially the managers and customer service in Juba and in Nairobi. Just today, December 25th 2017, I was scheduled to travel to Nairobi from Juba, South Sudan and got to the airport 1 hour and 45 before departure time, to be told the flight is full and the manager and check-in agent told me that my seat has been sold to another customer who was at the check-in

desk before me. This is the airline that never departs on time and passengers have sit for hours (min 1.5 hours) in waiting area for the airline to arrive. I bought my ticket (round trip) 3 months in advance. fly540 is the absolute worst airline that you wished you had used their flights, airlines, come into contact with their rude and unprofessional staff. I will never use them again. Avoid them at any cost.

Route: Nairobi to Juba

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Brunei Airlines

Title: "comfortable and clean enough"

Review: Surabaya to Bangkok return via Bandar Seri Begawan. The planes are comfortable and clean enough while cabin crew are polite and friendly. I was disappointed by the fact that on three of the four flights they ran out of one of the meal choices before they even served half the passengers. (quality of the meal was good for short-haul). Another negative with Royal Brunei is the fact it is a dry airline so no alcohol can be served. If it changed this policy, it could be far more competitive. My fare was over US\$200 cheaper than Garuda and Singapore Airlines, so I got very good value for what I paid.

Route: SUB to BKK via BWN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "supposed to be a cheap airline"

Review: It's supposed to be a cheap airline but with everything they charge it really isn't. Not only do they not have TV on long flights, but also outlets to charge phones. They also charge for both check in and carry on bags that are ridiculous high. 250 for a check in bag and my carry ok another 70. Oh also 26 for every extra pound/kilo. So the 700

plus I paid for the ticket was for the oxygen I was gracefully allowed to breath while on their aircraft. Hope you don't need to use the bathroom I'm sure there will be fee for that as well.

Route: Athens to Boston via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: " Trip Verified | "

Review: Their online system appears to have a massive defect which would cause a tremendous issue. After issuing the reservation that I have provided documentation of, I received a note that appeared to be a scam, claiming my credit card had not approved the charge for the flights I had received confirmation of. Checking my credit card statement, I was charged for the tickets. When contacting Austrian, they stated that having not been paid their system canceled my flights without notifying me. However, their agent then confirmed they had indeed billed my card and their charge was in fact being held against my card. Their agent admitted that they were utterly befuddled by the numerous errors within their system, the error in cancelling my flights, the error in stating they had not been paid, the error in not notifying me of a cancellation, etc. Essentially, she was polite, but could not sort out any reason for the numerous mistakes Austrian had made. I have blocked payment to Austrian and booked another airline as I cannot risk failing to reach Vienna for a business meeting. This should serve as a cautionary tale to check, verify, investigate, and take any other action possible to ensure Austrian has not failed spectacularly in what should be a trivial business transaction.

Route: New York JFK to Vienna

Seat Type: Business Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "staff went on to say that the card was fake"

Review: Today my wife and two sons 10 and 13 who are US citizens had the worst experience with Royal Jordanian Airlines. My wife and two boys were flying out of AMM to Sharm. As my family arrived to the ticket counter my wife presented the boys PCR tests and the CDC vaccine card showing that my wife had been vaccinated. The staff went on to say that the card was fake and that she cant take it. My wife called me immediately and I called customer service and was told that their staff is wrong and the CDC card is good enough. Here are the rules from the RJ site going into Sharm . PCR test before travelling: - Either a negative PCR test result 72 hours prior arrival, except children less than 06 years- Or a certificate of vaccination provided to conduct a PCR test upon arrival at Sharm El.Sheikh with a cost of 30 USD Fully Vaccinated Passengers: Vaccinations certificates proving that full course of vaccination has been completed issued from the following countries are approved: (Australia, Bahrain, Canada, China, EU Countries, Japan, Jordan, Kingdom of Saudi Arabia, Kuwait, Liechtenstein, Malaysia, Morocco, New Zealand, Oman, Qatar, Russia, South Korea, Switzerland, Taiwan, Tunis, Turkey, United Arab Emirates, United Kingdom and USA). The vaccination certificate shall be in the Arabic or English language only and presented to airline personnel prior to boarding. My wife tried everything and was forced to stay behind and our boys went on with their Aunt leaving their mother behind. My wife then left the airport went and got her PCR test and was forced to purchase a one way ticket from a different airline to be able to go on her trip and meet with our boys and her sister. Once back At the counter it was different people helping her. My wife presented her passport and CDC card again just to see what they say and they looked at the card and issued her boarding pass. To my wifes shock she said I was told I needed a PCR test and here it is and to her shock she was told we dont need a PCR test from you or even need to see it because you already showed us your CDC card. It was obvious that the staff intended to prevent my wife from not leaving at the time and forced the separation of a mother and her 10 year old and 13 year old sons. My wife asked for a supervisor many times and kept getting the run around which is always thicker with the employees of RJ at Amman Airport. I tried calling the RJ offices and was on the phone for 45 min with a rep continued to give me the run around who refused to give me her last name or even transfer me to a supervisor!

Route: Amman to Sharm El Sheikh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Nostrum

Title: "price to not show up for a flight"

Review: I booked a return ticket with Air Nostrum and found out that I could travel a day earlier. When I tried to change the ticket the price quoted was twice the price of the ticket I had paid before. I decided to book one sector with another airline and wanted to cancel that sector. The price to not show up for a flight that i paid for was over 100 euro. I could not cancel otherwise and if I would be no show the return ticket will be cancelled. I learned my lesson and will not book tickets with this airline again.

Route: Madrid to Melilla

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "seat, plane and amenities are super clean"

Review: Despite 11 hr GZ-AKL flight time, the whole experience felt only 4 or 5 hours thanks to excellent sleep made possible by 180 degrees lie-flat seat. The seat strangely enough isn't comfy when it's in recliner mode, much better in normal seating mode with leg rest/lumbar support adjustments. The message function is awesome. However, the seat design isn't really for storage of bags/shoes. The spaciousness of the seat is more for writing and putting many dishes/items etc. Nevertheless space is plenty in overhead locker. The CZ business class experience isn't designed for people who want luxurious/special flight experiences. It's more for passengers who want good products, great (Chinese) food and things that just work. The seat, plane and amenities are super clean. The punctuality is outstanding. The service is more on the practical and task-completing sides than those of Emirates/Singapore/Qatar airlines. Great attendance, efforts and politeness. Despite not being fluent in English the crew are very hard-working and proactive in helping people. It's remarkable that it wasn't too long ago since China Southern resumed it's "normal" ways of operation. To have abundant numbers of staff (seven, even for not-big business cabin) is quite impressive.

Route: Guangzhou to Auckland

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "horrible customer service"

Review: This airline has horrible customer service. They made me pay for a carry on with a backpack that was not even questioned on the way down to Fort Myers. Do not fly this airline. They do not care about their customers and charge unnecessary fees. Not worth saving money on a ticket...because you dont. Terrible experience.

Route: Fort Myers to Raleigh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Express Airlines

Title: "would recommend this airline"

Review: My friend and I flew round trip from Athens to Zakynthos, Greece with Sky Express Airlines. I was a bit apprehensive because I get nervous when taking smaller planes (also a propeller plane). Needless to say I had nothing to worry about. These two flights ended up being the most smooth of all our 6 flights in 12 days. There is only one flight attendant on board but both ways they were very friendly! They even give you candy, cookies and beverages, despite the fact that the flights were in total 40 mins take off to landing. I would recommend this airline for any travel within Greece itself. Our first flight was delayed about 30 minutes, but considering the flight time was estimated at 1 hour and ended up only being 40 mins, it didn't make much difference in the end. They also included a free 15kg checked bag at no extra charge, which is more than any other budget airline. Gooder value for you money.

Route: ATH to ZTH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "I doubt I will fly American again"

Review: This is the worst experience. I paid good money to have aisle seats and because our flight was canceled for no known reason, we were bumped to middle seats. I did not pick middle seats for a reason. I paid to have aisle seats and should have had seats changed to the exact same choice. I doubt I will fly American again. This is the third time we have been screwed by American.

Route: Salt Lake City to Myrtle Beach via Charlotte

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "WiFi didn't work"

Review: You can buy sandwiches and crisps but don't expect a hot meal. Because the plane is a narrow body, there are no screens. Not helping matters is the fact that the BA prebooking shop for food didn't recognise the flight number, and the onboard WiFi didn't work.

Route: Amman to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "tv screen did not work"

Review: Almaty to Dubai. Business class with 28 seats and 15 degree seat recline for more than 4 hours flight? First and second rows are for extra charge, that gave you no choice for meal. As they start asking meal preferences from

back rows, by the first row it happens nothing to choose from. Only one restroom in business class. Broken multimedia system, tv screen did not work. Still there is least and not last - very nice crew members.

Route: Almaty to Dubai

Seat Type: Business Class

Traveller Type: Business

Airline: Emirates

Title: "never did the refund"

Review: I purchased 3 round trip tickets for my family members back in November 2022 to fly in March 2023 for approximately \$2300, while I was booking I didnt notice that tickets are non-refundable. With in a first hour after booking I decided to cancel tickets, I called the Emirates customer service and explained the situation I asked if its possible to cancel, they said sure you can , will refund you the money with in 21 business days. They canceled my tickets and never did the refund. I called they many times after asked for the money they said my tickets not refundable. They should not have cancel them then, they gave me wrong information. Would not recommend to deal with company like that.

Route: St Petersburg to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "Bahrain to Chennai was terrible."

Review: I have traveled to London to Chennai and the first leg of the travel was bit okay but the second leg from Bahrain to Chennai was terrible. I asked for a non veg meal and they said we dont have and not offered any kind of alternatives. Next time my friend asked for a cup of water where the cabin crew said "Cant you see we were busy?"

Route: London to Chennai via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "the flight is preponed"

Review: Actual time was 6.45 pm. It was informed yesterday that the flight is preponed to 5.15 pm and I had to rush leaving half work to reach airport. After 4.30 it's displayed as delayed for 25 minutes. Finally flight took off after 6pm.

Route: Banglore to Ahmedabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "Service on point as always"

Review: Always good to travel business in a Boeing 787. Prefer this over the Q-suites they have on some flight. Yes the privacy door is nice, but the seats in a Boeing 787 is more comfortable. Service on point as always. Lunch was quite poor in selection and quality.

Route: Stockholm to Doha

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "surprised about the performance of Pegasus"

Review: After reading all these reviews here I have been a little suspicious to book Pegasus to Istanbul. Anyhow all my business contacts are on the Asian side and to get from the new IST airport to the Asian side can take longer than the flight to there. I have been surprised about the performance of Pegasus. Flights are dammed on time. The first

low-cost-airline for quite a while which is scheduling their flights that the last round-trip of the day is still on time. I booked me seats in exit rows which are offering a little more space so I was fine. The processes are quite well organized and in SAW my bag was on the belt before I could even arrive there. The bar service is ok. You can buy warm meals and beverages. Price are a little on the high side an the need to improve the payment system. The fact that 3 credit cards issued by German and Irish banks have been rejected which have been used in Turkey and Germany before and after with no problem needs to be changed.

Route: Hamburg to Istanbul SAW

Seat Type: Economy Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "She is truly an asset"

Review: My 87 year-old mother and myself have done this same trip 3x, And each time we have been serviced by Patricia (from Mahlon Sweet Airport in Eugene). She is the best agent you have. She made sure we had everything we needed -- my mom requires wheelchair assistance, so flying is especially stressful!! She helped us through every check point and even took some pictures as we boarded the plane. She is truly an asset to Horizon Air and Alaska Airlines.

Route: Eugene to San Diego

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Niugini

Title: "I was overweight on luggage"

Review: Port Moresby to Hong Kong in December 2019. I was overweight on luggage. But the airport treatment I got, was traumatic. The power was off. The internet was off. I either had to pay \$800 or leave my bag behind. I wanted to pay the fine, but the power was off for hours. I could not change currency. I could not pay the customs, because they

could not give me a receipt. I almost missed my flight.

Route: Port Moresby to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Mahan Air

Title: "overall a good flight"

Review: Mahan Air from Kuala Lumpur to Tehran. Check in was fast and friendly. The signage to find the premier lounge in Kuala Lumpur airport was almost non-existent and took me a while to locate the lounge which offered minimum amenities. Boarding was efficient and the A340-600 was packed for this flight. The aircraft interior was new and clean with smiling crew. The flat bed was great and plenty of food was offered for this 8 hour flight. Perhaps the refreshment (pizza and a burrito) at the end of the flight was a bit too much. Only negative thing I can think of was not much entertainment and it was limited to public LCDs . Considering the business class fare was almost 40% cheaper than other airlines which operated indirect service, it was a good buy. I was especially impressed by the very attentive flight attendants. Overall a good flight.

Route: Kuala Lumpur to Tehran

Seat Type: Business Class

Traveller Type: Business

Airline: Fly540.com

Title: "oblivious to their clientele"

Review: Nairobi Wilson to Lamu, and on the day of my flight a VIP was to arrive at Nairobi Wilson Airport which translated to airport and fly540 staff scattered all over the place and oblivious to their clientele sitting at departures : no one to advise on time of departure, or worse in this case how to check in for your flight. Waiting patiently you soon learn that when flying from Wilson Airport that you must go to the fly540 offices 2 kilometres away at Langata house - a critical

piece of information inconveniently left out when booking at their town offices. The rush to make a sale on account of my money and time At their officees in Langata house, they advised that it was too late to board and that for a fee I could have my ticket changed. This is where good faith in business starts to wear thin, going back and forth on why I should have read the small print that says where we should obtain our boarding passes (that's like telling someone to check the ingredients when you go to the restaurant), obtaining a ticket has still been problematic.

Route: WIL to LAU

Seat Type: Economy Class

Traveller Type: Business

Airline: Bulgaria Air

Title: Bulgaria Air customer review

Review: I fly Bulgaria Air frequently due to the fact that they are without competition on many routes from Sofia. I do not agree with many of the utterly negative opinions about Bulgaria Air. For the 50 something flights I have had with them in the last year, there were no major delays. I last flew on the internal flight VAR-SOF-VAR. The aircraft was one of their new Embraers. However, it did surprisingly look worn out. Boarding started with a delay of twenty minutes, yet we landed on time in Varna. The crew was, as per the general rule in Bulgaria Air, surly. It seemed that the best I could get from them was ignorance. Service was adequate - a chocolate bar and a soft drink. The flight was completely booked so it was amazing how three flight attendants distributed drinks and snacks to 100 people within twenty minutes. The seat comfort was quite ok and I am really not a small man. The best part of the flight was the captain who gave a very entertaining announcement during the flight. All in all, a very decent airline - not the best but not the worst. I would recommend them again.

Route: SOF to VAR

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Brunei Airlines

Title: "airline was closed over the weekend"

Review: London to Melbourne via Brunei. Flight was good and crew were great. But upon trying to check in online I had noticed that my 4 year old daughter and 15 year old son were allocated seats away from me. When I tried to change seats nothing happened. Tried to contact my travel agent and she said that the airline was closed over the weekend. What sort of supposed international airline isnt contactable 24/7? So now I had to wait till the last minute to sort this out. I thought that it was a duty of care that minors were seated with their parents? If you want customer service dont fly Royal Brunei.

Route: London to Melbourne via Brunei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Express Airlines

Title: "no one had even bothered to contact me"

Review: Though I had been allowed 23 kgs in my suitcase to arrive into Greece via Emirates, Sky Express only allowed 17 kgs to fly from Crete to Athens. We discovered later that the ticket counter rep had forgotten to put a tag on my suitcase, but she was alert enough to give us a 78 Euro bill to pay for the extra weight and a couple of fake passes to a "VIP lounge" that took us asking four different airport staff the location of, because no one seemed to know it existed, and which actually turned out to be nothing more than a hallway with a few chairs lined against the wall. Totally not worth the back and forth walk around the airport or the set of stairs we had to climb with our carry on bags. Supposedly the VIP pass allows people to board ahead of the line, but no one called out any different categories and everyone was allowed to rush out of the door at the same time and onto a bus that would drive us to the plane, where we would have to climb a set of stairs to board. Upon arriving in Athens, we discovered one of our suitcases didn't make it. Actually, we didn't even know if it made it or not. Maybe it was still in Crete, or maybe it made it to Athens and was forgotten outside behind the luggage carousel. No one could tell us anything, nor did they even try. The Sky Express counter rep was less than helpful and made it clear to us that she did not want to deal with the issue of lost luggage, despite that being her

actual job behind that counter. Instead, she sent me all the way back to the carousel to wait for my suitcase even though I had told her the conveyor belt had stopped running, all the other passengers were gone and the sign above the carousel indicated that there were no more bags. She refused to fill out a lost claim for me and kept insisting that there were delays and that the luggage might "show up at some point" and sent me back to wait at the empty carousel four times. After three hours with no results and her refusing to help me, the rep finally filed a claim report for me and gave me a number to call. She promised someone would call me in a couple of days with news about my luggage, but I never received a call, email, text message or anything. In fact, the number on the report she told me to call turned out to be an inactive number. So, I had nothing but an empty promise and a fake phone number at my disposal to try to find my luggage. Nine days later, when I was leaving Greece, I arrived at Athens airport early to see if anyone had bothered to look for my suitcase. There were at least ten other people crowding around the same claim counter who also lost their luggage with Sky Express, and no one was getting anywhere with the counter rep. After a while, we were told to walk around the airport and look for our bags in the corners of the building. When that didn't yield results, we were finally escorted to the basement of the airport where hundreds of pieces of unclaimed luggage lay unclaimed and many untagged. It was there where I finally found my suitcase. Since my arrival to Athens from Crete nine days earlier, my suitcase had just been left there unclaimed and no one had even bothered to contact me to let me know that it was there. I suppose people who don't like to help customers should not have jobs in customer service.

Route: Crete to Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "was really impressed"

Review: Based in Germany. I flew with Silkair in economy from Phuket to Singapore on September 22th, 2018. For only one hour and a half flight (short haul flight), I must admit that I was really impressed about the very good service on board. We had two complete menus to choose and many kind of drinks for free. Enough space between the seats and the stewardesses was really friendly. Unlike for flights within Europe, I am no more used to that. We usually get at least

a small sandwich or snack. By low cost airline, we need to pay extra if we want to get something to drink or eat. It was great pleasure for me to take this airline.

Route: Phuket to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "bad attitude by gate agent"

Review: Los Angeles to Seattle. Really poor service and bad attitude by gate agent. Unnecessarily gave me a hard time despite being first class. Unfriendly staff attendants that kept complaining about becoming part of Alaska and how different the culture between the two airlines is. Lounge was cramped and hardly had any good food.

Route: Los Angeles to Seattle

Seat Type: First Class

Traveller Type: Business

Airline: Lynx Air

Title: "\$85.00 per carryon luggage"

Review: We left Calgary on June 1/23 to attend our son's wedding, at the check in counter there were at time only 1 person checking people in at a very slow pace and then we were told upon check in the there was a cost of \$85.00 per carryon luggage. Our flight was changed from one side of the airport to the total opposite side my husband was in a wheel chair due to mobility issues. Lack of communication all the way around leaving. On June 5th we arrived at the airport and stood in line to be checked in to catch our return flight home, my son went up to the counter to ask if we would be able to catch our flight on time as again only 2 people checking in large groups of people and the lady reassured him that we would catch the flight. when it was our turn to checkin the same CRS looked at us and said Sorry plane is full and that bag is to big for carryon. She said that there were several attempts to board people going to

Winnipeg (which our direct flight was changed to) so we asked for a manager and had to wait a very long period of time hoping to get on the next flight out. I have never ever been treated with such disrespect in my life.

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "it was a very stressful voyage"

Review: Sydney to London via Hanoi. I had many issues with all the flights. First of all they were nearly all delayed. One was delayed for about 4-5 hours and we were left in Hanoi without any information. They said the plane had a technical fault and wouldn't even give us a time of takeoff. It was actually a bit scary as the flight information was removed from all the flight screens. Warm beer was served to us! Once we arrived in London, when I got home I found my luggage completely soaked and everything needed to be rewashed and a few items damaged. On my return leg I had a long layover in Hanoi so requested to have my luggage delivered there as I was concerned it would get soaked again. They ended up not being able to find our luggage in Hanoi. After a very nervous and long layover and many many calls throughout the long layover, they found our baggage at the airport. The only reason I am giving them a 2nd point is the service on the plane was acceptable. Apart from that, it was a very stressful voyage. My complaints to their complaints department fell on deaf ears and nothing was done about it. I would never fly with them again and advise to avoid.

Route: Sydney to London via Hanoi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "BA refuses to make it right"

Review: Beware of British Airways and their marketing to make you believe that they are full of class and level above

the rest. They won't treat you that way when you get bumped from a flight and it is their responsibility to compensate you for their mistakes. We recently had a trip home planned from MRS to SEA. A mechanical issue meant that we departed late from MRS to LHR where we needed to make a connecting flight. We landed with plenty of time to make it to our next gate, but a series of issues and choices by British Airways kept us from boarding our next plane. The crew did not let off passengers with connecting flights first nor did they hold the next flight for a mere 5-10 minutes for passengers to make connections on their airlines. Plus, we discovered that we had actually been bumped off our next flight before we even landed. We were pushed to Virgin Atlantic to figure out how to get us home. It extended our travel day by 8 hours! We were traveling with children as well. No offers of compensation or upgrades were made. And now BA is refusing to provide us any financial compensation. We paid for a trip home with only one connection and instead had two connections, multiple airlines to deal with, security through an extra airport with kids for a midnight flight we were never planning on. That is not what we paid for but BA refuses to make it right. So beware potential travelers!

Route: Marseille to Seattle via London Heathrow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rex Airlines

Title: "a wonderful flight experience"

Review: I didn't know of Rex Airlines before I booked. I needed to visit family & Jetstar & Virgin prices were over my budget, especially for such a short trip. My sister suggested I check out REX prices. They were half the cost of the 2 major airlines and with no added cost surprises like luggage & seating. My expectations weren't high, but I was pleasantly surprised. The on board staff were exceptionally pleasant, helpful and obliging. The space when seated was larger than Jetstar offers, and the leg room accordingly. And what a surprise to be offered a snack with Tea or Coffee, AND at no extra cost. My only disappointment is, that they don't fly to Darwin. I hope that happens in the near future because if they do, they will have a new permanently loyal customer. Thankyou REX for a wonderful flight experience.

Route: Adelaide to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "staff could not be faulted"

Review: I travelled from London to Melbourne via Dubai and Brunei in 26 hours and returned Melbourne to London via Brunei in 23 hours. I thought the return flight was scheduled to stop at Dubai (3 flights of approx 7 hours each on way out was a very easy way to travel) so my concerns of travelling on a 14 hour flight was turned on its head. As we flew out of Melbourne in the evening we chased the night. The whole journey back was in darkness so it was ideal to sleep whenever you wanted. Last time I travelled with Royal Brunei (6 years ago) was not a great experience. This time it was so much improved. The comfort of the reclining seat and back rest was good for economy. The food was better than most plane food although not excellent. My last trip to Melbourne on Cathay Pacific three years ago was an awful experience in food and staff. The staff on Royal Brunei could not be faulted. They were attentive and helpful always with a smile. The journey was not interrupted by constant messages from the captain so it was relaxed and peaceful. The toilets were always clean. Downside was that there was not a great choice in new films. I had seen most films on offer as they were older films. The strict rules of Brunei airlines means that films are adapted to remove sex, bad language and too much violence. This obviously restricts choices. Secondly, the plane running from Brunei to Melbourne and back is not a Royal Brunei but a partner airline. All was much the same but the plane was older and Seats did not recline as well as the Royal Brunei plane and it only had a few film choices (less than 10) which were the same on both outward and return flights. On my outward journey, fatigued, I managed to leave my Kindle Fire on the plane. After landing at Melbourne I contacted Royal Brunei thinking that I would never see it again. Within a week they contacted me and told me it was at Brunei and I could collect it on my return. When I arrived at Brunei on the way back I was helped by a wonderful lady who personally took me to Lost and Found and sorted out the return of my Kindle. As there was a fast turnaround time of about 40 minutes between flights. She deserves a special mention as I dont think anybody in any other airport would be as kind and helpful as she was. I paid £660 for the return flight which I felt was best available. For the money I cant fault it. I have travelled back and forwards to Australia 9 times in the last 18 years and this 23 hour return is the fastest yet.

Route: London to Melbourne via Brunei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ellinair

Title: "Staff is very good"

Review: Moscow to Thessaloniki. I usually use this company in my trips to Moscow. Even if i was wondering about this new company that they use leasing airplanes, i tried it and i want to say just one thing. these are our lovely Greeks. Every trip is small party, specially when the destination is a Greek airport. People are drinking free alcohol (Greek wine), they are eating, and are enjoying their trip. Staff is very good.They use more than 3 languages.

Route: Moscow to Thessaloniki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Pacific

Title: "work on better communication"

Review: Hanoi to Hong Kong. An email was sent to us stating that check-in time closed 30 minutes prior to boarding time. We arrived 40 minutes before boarding. An airline representative already placed a tag on the check-in luggage then proceeded to tell us to we were too late for check-in and that we would have to book another flight for the next day. We showed them the email and they said their company policy for check-in was actually 45 minutes and the email was a mistake on their part. This took around 15 minutes. After complaining they finally allowed us on the flight. We rushed through security and to the gate only to realize that the flight was delayed for 30 minutes. Without the complaints we probably would not have been able to board this flight. Jetstar should work on better communication with passengers and providing better customer service.

Route: Hanoi to Hong Kong

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LAN Airlines

Title: LAN Airlines customer review

Review: I was travelling with LAN Argentina from Bahia Blanca to Buenos Aires. After the start of the boarding flight was canceled due to bad weather. I had a flight from Buenos Aires to Madrid on the next day and tried to get some assistance from LAN Argentina due to that fact. Hopeless, no assistance. I had to look for alternative flights, taxi, food, hotel, etc on my own. Tried to get the refund from LAN but their site does not allow to ask for it (displays error message. Contacted airline via mail several times but never got even an answer not to mention the refund that in spite of insisting was never done.

Route: BHI to EZE

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "It was the worst experience"

Review: It was the worst experience of my life. We were boarded and held in the scorching hot corridor for hours, after which they used us out without a word of explanation . Flight never took off. they never provided 1 percent of regulations 261/2004, nothing at all. In any communications they only lied to me and said something else in every letter. Refused to pay compensation.

Route: Cagliari to Milan

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "messenger system which is a joke"

Review: This review pertains to their customer service when something goes wrong. They cancelled one of my flights. I had to scramble and take a train because I had all my vacation plans settled. I immediately filled out their forms while still in France. I spent two weeks of long hold times trying to get them on the phone. When I did, they made me fill out another form. I followed up using their messenger system which is a joke. It takes them 2 or 3 days to respond so the back and forth of explanations takes forever. Messenger said it was refunded but couldn't tell a date or amount. I called again and they said it would take at least until July. This is absolutely ridiculous!

Route: Strasbourg to Lyon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "caused stressful environment"

Review: 12 hour flight delay due to cabin crew strike. Had we been informed early enough we would have stayed in Barcelona. We were not allowed out of the airport. Limited food, blankets, pillows were available. Angry emotions caused stressful environment. We lost a big chunk of time on our 1st visit to Israel. We have made numerous attempts to connect with customer support to obtain recompense for the loss. We were hoping to get this taken care of while still in the country. We have received no word in regard to this matter. We were approached by several disgruntled passengers who were filing a lawsuit with EL Al as they said this happens all of the time Hopefully, we are contacted soon in regard to restitution.

Route: Barcelona to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "\$35 each for seat assignments"

Review: A basic but fundamental complaint. After purchasing two United Airline code-share tickets on Austrian Airlines, I learn that I now have to pay Austrian an additional \$35 each for seat assignments, unless I want to see what's left 47 hrs before departure. Doesn't "Star Alliance Partner" mean anything? Doesn't status as a million-mile flyer (on UA) mean anything? This charge is insulting.

Route: Washington to Vienna

Seat Type: Economy Class

Traveller Type: Business

Airline: LC Perú

Title: "without any complications"

Review: I flew with LC Perú from Lima to Cuzco and back, service onboard was perfect, legroom okay, crew very friendly and professional and both flights on time. I also booked a flight to the north coast of Peru with LC Perú, unfortunately they canceled this route giving me an alternative flight with another airline (LAN), also giving me the possibility to notice that LC is by far better than LAN (now LATAM). But the service of rebooking (paying far more for the new ticket than I paid for the LC flight) was quite good and surprisingly without any complications.

Route: LIM to CUZ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "No contact possible"

Review: Direct flight was cancelled within 24 hours before departure. Alternative flight via Frankfurt was offered but

almost 3 hours earlier than original and had to be at airport at 5 am. After complaining return flight was also cancelled. I do not know why. Got a refund that I did not ask for. Chat with KLM to reset return flight was refused. Had to book my own return tickets with extra costs. Pure misery, spend many hours due to faults of KLM. No contact possible.

Route: Amsterdam to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: "really cheap and not that bad"

Review: Melbourne to Kota Kinabalu via Bander seri Begawan on Royal Brunei. The Boeing 787 Business Class was superior than I thought it was going to be. Yes they don't serve any kind of alcohol, however it's possible to buy a small bottle in Duty Free after security and bring it on the plane with you. The crew will not serve it to you, however ask for a mixer and ice and do it yourself! The seats laid down to a flat bed, and at 6ft 4inches roughly, it was just a little short to lie on my back (I'm 6ft 7). However with a bit of adjustment I was able to get comfortable and sleep. The only negative thing about the seat was the headrest - it's not moveable in any direction. This makes relaxing in a z shape almost impossible. Food was good, on the flight from Australia, they served a variety of Australian inspired dishes, and on the return more arabic influenced fare. Crew were quick to respond to drink requests etc. Decent sized portions as well! You don't get a decent amenity kit, and it resembles something from economy class, with an eye mask, ear plugs and that's about it. No PJ's either. However it is really cheap and not that bad for the money spent.

Route: MEL to BKL via BWN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Sky Airline

Title: Sky Airline customer review

Review: Normally it is really hard for people over 6'8 ft tall to fit into economy seats. Therefore, we ask the airlines for emergency seats. However, Sky Airline is one of those airlines that gives these type of seats to anyone, but not to those who actually need them. This is how my short, really uncomfortable trip started. No entertainment aboard provided at all, even the airline doesn't allow the passenger to use any electronic device in the entire flight. My food was a small sandwich and a soda, normal plane food. Once we arrived at the airport, we had to wait over an hour to receive our bags. According to the airline, "They didn't have much workers to give us our bags earlier". The worst part of it, is that they have this huge logo in every plane saying that they were granted the Skytrax Award as a best airline.

Route: La Serena to Santiago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "Seating was comfortable"

Review: Return flight with Gulf Air, Bus boarding from terminal, entering aircraft was so hot aircon not on. Offered a welcome drink lemon and mint of course was needed in the warmth. Was asked to move seat so husband and wife could sit together, no problems. Wasn't offered pyjamas, skipped over by cabin crew and wasn't asked for my dinner options till just before take-off, again missed by cabin crew. Inflight entertainment wasn't working, had to ask 3 times for it to be fixed. Food onboard was amazing, plentiful, hot, fresh. Seating was comfortable with its massage function.

Route: Bahrain to Bangkok

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Eurowings

Title: "Cannot recommend the at all"

Review: The worst of the worst airlines: the flight had a delay of 2 hours and 50 minutes. No help from the ground staff

was given in terms of telling the passengers what to do or offering some water or a meal. No reaction at all. During the flight the crew stayed at the galley because of the turbulence we offer no meal service. There were no turbulence. The crew must have been tired so they didnt want to do any unnecessary additional work. Please try to avoid the when you can. Cannot recommend the at all.

Route: Nuremburg toHamburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Lufthansa

Title: "definitely not worth it"

Review: Upgraded to business class through last minute bid. Paid amount was acceptable but definitely not worth it, except for the priority boarding and free middle seat next to you. Very tasteful but extremely tiny portion food offered on this 1,5 hr flight during dinner time. The portion wasnt even enough as an appetiser. Drink selection was perfectly adequate though. Wonder who pays full fare for such product.

Route: London Heathrow to Munich

Seat Type: Business Class

Traveller Type: Business

Airline: Air Canada

Title: "treated so badly as a customer"

Review: I have never been treated so badly as a customer. Although some of the attendants were friendly and kind, there was a very rude, unhelpful, entitled attendant who just seems to treat everyone is such a foul way. Our flight time also had changed and never received an email with the update. We had issues checking into our flight 24 hours before. They seem to split up people travelling together and were spread throughout the plane with no sense of organization. All in all, during our trip we flew 5 different airlines and Air Canada was the worst experience. I will never fly Air Canada

again!

Route: London to Calgary

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Condor Airlines

Title: "such a disrespect"

Review: Toronto to Bucharest via Frankfurt. The worst traveling experience in my 40 years on this earth. This company should be put out of business together with Lufthansa. After delaying my flight by 2 hours and missing my connection flight, Condor made me wait in the airport for 9 hours, during that time begging to talk to your representative to book me a room in a cheap hotel making me pay for my cab and many many more outrageous mistakes when all of this was Condor's doing. Traveling for 3 days because of Condor! Shameful and disgusting! They had the nerve to send me an email after this nightmare urging me to give you my money again for future vacations - such a disrespect!

Route: Toronto to Bucharest via Frankfurt

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "I will never fly Finnair again"

Review: I will never fly Finnair again. After a three hour delay made me miss my connecting flight, they rebooked me on a flight without giving me a boarding pass and which I could not print from a kiosk, forcing me to wait in a long line which caused me to miss the final flight of the day. While many others on my flight got hotel vouchers, I slept (or didnt sleep, rather) overnight in the airport, as there was no desk or representative to offer me any options, and no support lines open. Now they are refusing to offer me any compensation because the combination of factors that led to the three hour delay frees them of responsibility. So infuriating how heartless they are.

Route: Stockholm to New York JFK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "I was pleasantly surprised"

Review: Marrakesh to London. I had read some pretty bad reviews about Air Arabia however, I was pleasantly surprised. There was an issue regarding checking in - we were unable to check in online but had no problem checking in at the airport. The flight was on time, the staff pleasant and we arrived 20 min ahead of schedule. There was plenty of leg room and I would fly again with Air Arabia.

Route: Marrakesh to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lao Airlines

Title: "try not to take this airline"

Review: Traveled Lao Airlines from Bangkok to Vientiane on Oct 18, 2015. Disappointed that the aircraft was ATR instead of Boeing. The seat belt lights came on and we were about to land, the cabin crew were seated as announced by the Captain but they did not stop two passengers from using the toilets. I will probably try not to take this airline if I have another choice.

Route: Bangkok to Vientiane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "Old and bulky seats"

Review: What's the point of rebranding a decayed company if all old issues remain the same? Old and bulky seats I used to see on a 727. Charging premium fares and delivering low cost/poor quality services. Definitely going bankrupt again.

Route: Rome to Catania

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Singapore Airlines

Title: "The staff was very pleasant"

Review: I have been very satisfied with them. At first I was disappointed because originally the A380-800 was supposed to be used, which is my favorite. The staff was very pleasant and accommodating. The food was excellent and beautifully served on high-quality porcelain. Entertainment is very good and extensive. I rate free Internet access with limited speed very positively. The flight was smooth and we landed on time.

Route: Auckland to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: World2Fly

Title: "don't want to refund me the full amount"

Review: I wanted to cancel my booking due to a national security alert for the destination country. The alert is on the Ministry of Foreign Affairs webpage of my country. I've paid for a plus package and I've selected the seats and also paid for them. I've chosen this Plus package for a full refund max. 16 days before the flight. Nowhere in the payment process, it says that the seats are non-refundable. It says vaguely if you search on the website. Now, almost 2 months before the

flight, I want to cancel my booking and they don't want to refund me the full amount. They want to keep 200 euros for the seats (2 people round-trip).

Route: Madrid to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "Customer service is horrible!"

Review: Worst experience ever! Sat night flight was canceled after being delayed for over an hour, did not get another flight back home til the Sunday 9pm! Customer service is horrible! They did not provide a hotel and only some passengers were given food vouchers. \$9 p/per. worst customer service! Airline doesnt care for their passengers! Having to wait for the 24 hrs for the next available flight is insane. Many of families with kids including myself so it was such a horrible experience.

Route: Mexico City to Tijuana

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Bamboo Airways

Title: "Do not try it"

Review: Disaster, 2 tries, 1 canceled flight and 1 postponed 9 hours. Even Vietjet has more options. They destroyed our holidays twice in 2 months time. Its isn't worth the hassle, and its more costly in the end. Do not try it, you will regret it.

Route: Ho Chi Minh to Cam Ranh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hainan Airlines

Title: "The flight crew was nice"

Review: Beijing to Seattle. The flight crew was nice, friendly and very helpful. Especially the cabin manager, her service and smile impressed me. Hainan Airlines are my first choice for trips. Definitely give them 5 stars and will recommend to my family and friends.

Route: Beijing to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shanghai Airlines

Title: "a worn-out B737 plane"

Review: Shanghai Airlines flight from Guangzhou to Shanghai. The flight was more than two and a half hours late. We had to get on a follow-up flight and then we went on the connecting flight. Waiting for more than 4 hours - no basic refreshments were offered to the waiting party. We asked the desk clerk to call or send a message to the company with whom we had to continue the flight, but it was refused. The counter clerk also did not give any details while waiting when the flight would leave. The flight itself on a worn-out B737 plane, broken chairs. A flight meal under any inspection. Since the flight was delayed and because we had missed the connecting flight, we turned to the company for an alternate flight. The company disclaims any liability and sends us to the company of the connecting flight. Perfect contempt. We got stuck all night at the airport, no hotel or refreshments were provided. A blatant disregard for their commitment to the passenger.

Route: Guangzhou to Shanghai Pudong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eurowings

Title: "I still don't have a refund"

Review: Paris to New York. Flight was cancelled and no refund, this before Covid-19. The customer service doesn't answer their phone or hung up when they don't want to speak with you. My flight date was changed two times which wasn't possible for me. I called Eurowings to say I needed a cancellation and refund because I could not make the new date. The guy I spoke to cancelled the flight and said I would receive a full refund within 10 days. 1 month later, I still don't have a refund. I have tried calling several times and either people say they can't help or they hang up (very professional) or they put me through to another number that doesn't pick up.

Route: Paris to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "in the end its fine"

Review: Bangkok to Surat Thani. The airline is fine, but they have an issue with customer service. They changed our flight schedule, and we tried to contact them to cancel our flight many times and could never reach anyone. They don't answer phone calls, it's all thru their chat robot, which never connects you to a real person. Since they changed the hour of our flight, they should give us the option to cancel, they didn't. We ended up having to do a much longer trip changing our other transportation to fit this flight. I won't say I don't recommend this airline due to one incident, because it's cheap, so in the end it's fine. but I wanted to let people know their customer service is atrocious.

Route: Bangkok to Surat Thani

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "had to cancel one at a time"

Review: We were unable to travel due to Ecuador going into a country wide lockdown due to COVID beginning 4/23/2021 and supposed to end 5/20/2021. We were to travel 5/1/2021 to 5/23/2021 but because of the lockdown were unable to do so. The hoops you have to jump through to get a refund are arduous as well. I had to cancel one at a time, not the entire reservation. They will not refund to your credit card, only to your bank account. I filed for a refund yesterday and filled out their repetitious forms one-by-one and then they issue a travel voucher and then you have to go through the process again and give them your bank account information.

Route: Cuenca to Quito

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Olympic Air

Title: "the staff were quite unfriendly and rude"

Review: Most unpleasant flight ever. Their method of boarding the plane wasnt very Covid-19 friendly so if you are someone who is concerned I wouldnt recommend you travel on this airline. Most airlines board back to front to keep crossing paths with others to a minimum. Where as this airline boarding all window seats, then all middle, the all aisle seats together in bit seat order meaning that there were about 40+ people all trying to get ton in each bath and crossing paths. They also wouldnt let you use the overhead lockers above you which causes you having to walk up and down the aisles to find space and then squeezing past people to get back to your seat. The worst thing about the journey was the staff were quite unfriendly and rude. If you want to ruin a relaxing holiday and come back stressed - 10/10 would recommend,

Route: Santorini to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "sticks to what it is"

Review: Another chaotic day of travel, with overcrowded airports, waiting, delays etc. Definitely no fun, but surely not the airline to blame for the frustration. Ryanair is cheap and is used by many people, and when you travel with it, you are one of them. No luxury to be expected, but this airline also doesn't pretend anything, which in these days I highly regard (compared with many so-called "Premium Airlines"). It is an airline, which doesn't make vague promises and sticks to what it is: a low cost airline, which will take you safely from A to B. Bring your headphones though, as constantly they are communicating about onboard sales, lottery tickets, phone cards etc.

Route: Bologna to Cologne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "They claimed we used violence"

Review: Tel Aviv to Stansted via Istanbul. The flight from TLV-SAW-STN was good. As one would expect from low cost company. The service on the airplane was except from the fact you will not receive a cup of water for free and bring water on board is not allowed. We got our pre-ordered food and it was very good. On our way back to TLV, in SAW, in the gate after the boarding tickets scanned and right before we stepped in the sleeve to the airplane, we were stopped. Our bags were re-weighted and we were asked to pay \$160 for over weight. We refused to pay saying all our bags were weighed in London. The team on the gate was very aggressive. They took our bags by force demanded our passports and boarding tickets and told us they will call the police (which they didn't). We still insisted not to pay they told us we are too dangerous to go on the airplane and that they cancel the flight for us. We told them we have a check-in bag on the airplane, they told us it will be removed (and it was not removed). After we went to seek for help in Pegasus offices in the airport, in the tickets office and in the check-in desks supervisor, a lady appeared from the crew in the gate and talked with officer in front of us. After that they told us sorry we can't help you. They claimed we used violence that we didn't and that we are too dangerous. I was traveling with my family, 2 adults and 3 kids ages 11, 9 and 5. Eventually we

purchased new tickets and arrived TLV 14 hours later than we should have. We spent the night in the airport with our kids. I will never fly again with Pegasus Airlines. It looks like the team in the gate was not part of the regular gate team but an ad-hoc team that after finishing with us went on to other gate doing the same thing. Stopping passengers in the gate after scanning their boarding tickets, on their way to the airplane and weighting their bags with biased scale in order to take more money from them.

Route: Tel Aviv to Stansted via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: La Compagnie

Title: "they really only have 2 planes"

Review: Newark to Paris Orly. We all know what they say "you get what you pay for". However, there is a minimum standard of respect for your customers and I believe the La Compagnie staff just does not get that. My flight last night was supposed to leave EWR at 7PM. After 3 hours of wait in this dirty lounge (with cheap wine, like dirt cheap stuff) they ended up cancelling the flight for a "mechanical" failure. The trouble here is that you kind of expect to be treated like a business class customer (your ticket says business class) but in fact you are not at all. We were offered to go to an airport hotel until they could figure something out, what we didn't know. I politely refused the offer and went home instead. "We will call you at 6am tomorrow and please be ready to go again". All right, not that bad, it's 11PM I am on my way home in a Uber, I'll leave tomorrow. Guess what, none of this happened. No email, no phone call on the B plan, silence. I ended up calling them, or being on hold for hours should I say. See the trouble with these little guys is that they really only have 2 planes, that's it. If one fails, you are done. This is the second time this is happening to me in a year. I am a regular on AF. Let's just be real, they are no comparison, Air France is by far better. The seats (specially the flat beds), the services, the lounges etc etc. It turned out I was offered to fly to Paris on XL (the airline) - I politely declined, changed my entire trip..

Route: Newark to Paris Orly

Seat Type: Business Class

Traveller Type: Business

Airline: Air Serbia

Title: "unhelpful customer service"

Review: I wanted to book a ticket from London to Belgrade, but the web site displayed an error during the payment step (I am using a MasterCard issued by a big UK bank and haven't had many issues with online payments). I tried to pay again, and got the same message. Then I went through all the steps again, but the web page again displayed the same error message. After failing to purchase the ticket three times, I decided to use a different airline for the flight. I bought a ticket there with no problems. Half an hour later I received an email confirming my AirSerbia reservation. I immediately called their customer service to ask for a refund. I was told that I need to send an email with all the details. I did that. The next day I received a response stating that they cannot refund the full price of the ticket. I tried again explaining everything, but no luck again. I can only get about half of the ticket price refunded according to the ticket conditions, even though the whole problem was because of a bug in their system. So my interaction with AirSerbia resulted in my being out of a few hundred pounds because of a bug in their system and unhelpful customer service. I am not going to use their services in the future.

Route: London to Belgrade

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "first and last trip with them"

Review: On my return flight from Puerto Gorda to Nashville, their baggage handling destroyed my Samsonite, indestructible up to their handling, Hardcastle golf case on the return trip to Nashville. Instead of having a complaint Baggage claim desk near Baggage claim, I was forced to drag my damaged golf case as well as my other luggage back upstairs to the ticketing, Check-In desk to file a claim. The attendant, while being one of the most pleasant people was

unable to file a claim. They took my information and was told, we will contact you. For those who purchase Samsonite products, you have to believe they purposely destroyed my property. That case, over the last two years has been in 3 different continents. Only Allegiant managed to damage my property. I have no doubt that they will not contact me nor provide, at the very least, repair my golf case. This was my first and last trip with them. They are cheap in every meaning of the word. Next time I will pay more to land farther away from my destination, rent a vehicle and arrive happier.

Route: Puerta Gorda to Nashville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "said business class was full"

Review: Moscow to Los Angeles. The ticket staff in Moscow were rude. We upgraded our ticket from economy to business class the day before our flight. We were told to come back the next day to have our boarding passes printed out. This was after waiting in line for an hour - with 30 minutes of that being with the ticket counter representative ignoring us. Our flight was scheduled to board at 11:20 am the next day, so at 8am we went to customer service and asked about getting our boarding passes printed. Again, we were met with staff who cared more about ignoring is then helping us. They told us to go to the gate at 11am, which we did, and it was chaos. When staff finally helped us they said business class was full. When we upgraded we were told there were 6 seats, so we would have had seats if they just printed our boarding passes when we asked the first time.

Route: Moscow to Los Angeles

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Europa

Title: "I still haven't seen my refund"

Review: My flight got cancelled due to Covid-19 and dealing with this company has been absolutely shocking and almost non existent. It has been almost a year now and I still haven't seen my refund. Avoid at all costs.

Route: London to Colombia via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nepal Airlines

Title: "cabin crew were professional"

Review: Nepal Airlines is a cheap option for direct flights from Nepal with good service. Nepal Airlines improved its service over time. The cabin crew were professional and meal served was good.

Route: Bangkok to Kathmandu

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "reduced our chances of boarding the flight"

Review: I am writing this review to express my deep dissatisfaction and disappointment with the travel experience we encountered with Fly Play on flight OG102. I must acknowledge our own contribution to the problem as we were running just a little bit late for the flight and we fully understand and accept that responsibility. However, what followed left us perplexed and disheartened. Upon realizing that the flight was delayed by approximately 50 minutes, my husband and I, experienced travelers, considered this a fortunate turn of events. We proceeded to the check baggage counter, which was unmanned understandable given our tardiness. We decided to get through TSA and inquire about gate checking our baggage at the gate. To our surprise, we encountered an extremely rude and unreasonable gate attendant. We politely requested if we could gate check our bag. Unfortunately, her response was an immediate refusal without

providing any explanation. This was particularly disheartening as gate check had been a feasible option in the past, including with Play in September. Our attempts to seek clarification or speak to someone else were met with further hostility. The gate attendant claimed to be the sole authority and refused any further assistance, which left us feeling unheard and disrespected. The situation escalated when the gate attendant intentionally covered her name tag and displayed an offensive gesture towards us. We were unable to board the flight and learned from the chat bot that we were labeled as "did not fly due to inappropriate behavior." This statement is categorically false, and we were relieved when Play ultimately offered discounted tickets as compensation after hours of pleading via chat and trying to come to some resolution. Nonetheless, we firmly believe that the entire situation could and should have been handled more professionally and with greater courtesy by your employee, who represents your company's values and image. While we understand that being late reduced our chances of boarding the flight, we firmly believe that every passenger deserves to be treated with respect and kindness. We would have gladly accepted any reasonable explanation for not being able to gate check our bag. Instead, the encounter left us with a sense of shock and disappointment that overshadowed the entire travel experience. We sincerely hope that this matter will be taken seriously and addressed appropriately to prevent similar incidents in the future. As loyal customers, we believe in the value of constructive feedback, and we trust that Fly Play will endeavor to ensure a more positive and respectful experience for all passengers.

Route: Baltimore to Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bulgaria Air

Title: "not book a flight with them"

Review: I have travelled multiple times with them alone, with the kids and bought tickets for my dad and I had everytime struggle. One flight they told me at the check in that the strollers they do not put in bags and I was suppose to know that which I didnt so my stroller came broken in the us. Very unprofessional and the team is the same. They have wonderful flights with great connections and prices but because I had so many times struggle with them I will not book a flight with them. And I am Bulgarian!

Route: Sofia to Amsterdam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "Service was exceptional"

Review: Full flight, delayed departure due to strike, arrived almost on time though. Seat was a bit small due to 2-2-2 arrangement which is a little bit inappropriate for this type of aircraft. Service was exceptional, the attitude of the cabin crew seems to be the strength of Air France. Food was excellent, signature of known chefs.

Route: Paris to St Martin

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Iberia

Title: "so much time and trouble"

Review: Miami to Madrid. If your company wants COVID tests, check them! I went through so much time and trouble and no one even checked them! What a joke. Just remove this requirement.

Route: Miami to Madrid

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "staff was kind, attentive"

Review: Copenhagen to Entebbe via Brussels, our trip with them was amazing. At the check-in counter the staff was so

incredibly kind to put priority labels on all our of bags, even though only one in our group of four was entitled to it. A member in our group was in the need of wheel chair service and the staff was kind, attentive and service minded. Our group was transported from gate to gate with a smile. On the flight a member of our group could not eat the food they served, because it contained tomatoes and shes allergic. We did not inform Brussels Airlines about this prior to our trip, so they had no way of being prepared for this. However, alternative food was presented by friendly and service minded staff. All in all we are super happy that we chose Brussels Airlines and will definitely do it again!

Route: Copenhagen to Entebbe via Brussels

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Transavia

Title: "they didn't have the time to let her in"

Review: My mother went to the airport 3 hours before the departure of her flight, and she did her check-in on time. She waited in the lounge for the departure, she showed up at the gate at 15min before the departure. The flight crew forbids her to enter the flight stating that the gate was closed, they also told her she can take the next flight without having to pay. They had time to go take the luggage out of the plane, but they didn't have the time to let her in! There weren't any LAST CALL for the flight at the airport. On the gate, they said they asked for her at the lounge. I tried to call the customer service, the woman said that is written on the boarding pass that passengers should show up at the gate at least 30min before the flight, when it actually says that the boarding starts 30min before the flight.

Route: Beirut to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "No second service for drinks"

Review: Boarding started with a delay of 50 minutes because the plane did arrive late however this was less as the delay for boarding. Rather old plane, 2 2 2 configuration in business class, after a welcome drink a not so great breakfast was served in 2 services. FAS were friendly after the meal the cabin was darkened despite this was a flight that - with the delay left at 9.30 am - nearly the entire flight with dimmed lights. No second service for drinks, several connecting flights were announced, others not. I will not chose that company again.

Route: Dubai to Istanbul

Seat Type: Business Class

Traveller Type: Business

Airline: S7 Siberia Airlines

Title: "seats were comfortable"

Review: AER-DME with S7 Siberia Airlines. Mobile check-in was quick and efficient. The aircraft was quite old but the seats were comfortable and had decent legroom. The chicken sandwich was tasty and sufficient for a 2 hour flight. Cabin crew were efficient, though not very friendly. Overall, a decent flight for a good price.

Route: Sochi to Moscow

Seat Type: Economy Class

Traveller Type: Business

Airline: flydubai

Title: "low cost quality service"

Review: I traveled for the second time with flydubai and for the second time the plane took off an hour and a quarter late. Due to delay I almost missed my connecting fly for Bangkok in Dubai. My luggage was sent to me the next day late at night. Onboard it was unbearably hot probably due to the air conditioning not being pushed to the maximum to save money. The seats were small, that is ok for a two hour trip but not for a 6 hour trip. I strongly advise to chose this low cost company which only has a low cost quality service but not the price. I find it shameful that all the negative

comments are useless to improve The quality of this airline .Apparently flydubai management do not care about customers satisfaction because nothing is done to improve service. Flydubai is absolutely to avoid if you have the choice to travel with another company.

Route: Naples to Bangkok via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "staff was so nice and friendly"

Review: Hong Kong to Seoul Incheon. The staff was so nice and friendly I had to write this review. They brought me every little extra stuff like more orange juice and bread and butter and stayed super friendly. They literally wanted to help me which was a nice feeling. Everything else was good too, food as well.

Route: Hong Kong to Seoul Incheon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "Service and decency not present"

Review: So far, I have never had such a bad experience as with Turkish Airlines. Generally speaking, the flight staff on the plane are friendly, but that is the only positive thing about this airline. In my example, the flight was already rebooked on the outward flight because of Turkish Airlines. The situation continued on the return flight, when they once again rebooked the return flight two weeks in advance at inhuman times with eternal delays. As if that wasn't enough, they cancelled this already rebooked inhumane flight 10 hours before departure. Turkish Airlines only needed a short email to cancel without any possible contacts or other options. At the airport, the fun really started. Seeing that the flight was still available and that more and more people with the same problem were piling up, Turkish Airlines still didn't have enough

reason to act. 10 minutes before the end of check-in, they were content to calmly do something. However, without success and above all without compensation or even an "apology". Service and decency are probably not even present at this airline.

Route: Delhi to Stuttgart via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "No decent inflight entertainment"

Review: Charge for Comfort seats is US\$83 for each leg, be it a 3 or 7 hours long flight. No decent inflight entertainment. Shared screens that air whatever they please. Very low quality audio and earphones. They change your family reserved seats to separate middle seats. Food is scarce. Gluten-free meals just for Business class.

Route: Miami to Porto Alegre

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Air Europa

Title: "just a 33cl water bottle"

Review: An 11 hour flight with just a 33cl water bottle, just pasta a la bolognese. Worse long flight ever for some that doesnt eat meat and is used to drink at least 2l of water per day.

Route: Lisbon to Cancun via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "service could show some improvement"

Review: A great airline with nice equipment and infrastructure, but its service (especially the ethnic flight attendants assigned to the airline's Korea service) could show some improvement. Slow service with some of the requests not honored as submitted (e.g., red wine given although white was requested), and felt like the flight attendants were not showing high levels of hospitality, on par with Emirates' reputation. Apart from this, great food and beverages selection and nice IFE system. Maybe the in-flight Internet could be revamped (price would be \$19.99 for an 8-hour flight but would still block most high-bandwidth uses including streaming).

Route: Dubai to Seoul

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "Service was friendly and very helpful"

Review: An enjoyable flight. Easy and friendly check in. The plane left on time. Service was friendly and very helpful. The food was limited. Just tea, coffee and water with snacks to purchase but that is no problem given that it was a short flight.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "our luggage has not been located"

Review: There are lots of choices when booking a flight. We happened to be celebrating a milestone wedding anniversary and booked a trip to Italy. The flight itself was fine. We arrived at the airport in Naples and were the only

passengers on a flight of 300+ people to be standing at the baggage carousel when it shut down because all the bags had been picked up by the passengers except for us. Our bags were missing. So now we head over to the missing baggage window and fill out a missing baggage claim form. This is Sunday morning. We make our way to the hotel with the clothes on our back for a week long stay to celebrate our anniversary not sure where our luggage is. We are tired. We have been on two flights for 10 hours. We wake up the next morning and put on the same clothes we arrived in to get breakfast. Never mind that there are new outfits in our luggage that we purchased for this trip that are floating around somewhere. After calling Aer Lingus multiple times and being told our luggage is out for delivery, we logged on to their missing baggage website only to learn our luggage has not been located yet in spite of Aer Lingus agents lying and telling us on the phone our bags were on the way. Was this so we wouldnt go out and purchase necessary items to change into to keep Aer Lingus lost baggage costs lower. We are now in our 3rd full day in Italy and Aer Lingus still stands by their claim that one bag is out for delivery, when the truth of the matter is they cant specify where it is en route. This saga will probably continue for us long after we depart Italy in two days. To add insult to injury, Aer Lingus cannot tell us what is acceptable and necessary that we can purchase while we wait hopelessly for our luggage. Talk about being given the run around, reading from a computer screen that the bags are in route, escalating our calls to supervisors who only read the same script on a screen. My Advice to Everyone out there - DO NOT BOOK YOUR FLIGHT through Aer Lingus if you value the peace of mind that you are entrusting a company that values its customers and will make a sincere effort to correct an error in a timely and honest manner. Lets face it, a lot of people are like us, we dont travel all the time, we spent thousands of hard earned dollars, and to be in Europe for going on four days in the same skivvies we arrived in should not be tolerated by customers - so book with another airlines if you value peace of mind.

Route: Boston to Naples via Dublin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "flight was one of the best"

Review: Honolulu to Seoul-Incheon (proceeding to Hong Kong) in June 2019 - but I'm going to focus on the Honolulu - Seoul leg only for this review. This was my 7th flight on Korean Air - and all of this started on a very speedy, no-nonsense check-in process at Honolulu International Airport. The immigration checks were quick, and after a short bite, I went to the gate 2.5 hours before departure time. The boarding gate staffs were overall great - so does the cabin crews. I was welcomed in a friendly way. Upon reaching my seat, I figured out that my seat was comfortable in terms of legroom, with tons of features, but the seats were quite firm and hard, and there were several kid stickers that the cleaning crew had missed. Not a big deal for me. Throughout the entire flight, the crew kept on being friendly to me - they asked everything, even asking me if I have ever tried Bibimbap before - my 1st meal for the flight, which tasted very good. The 2nd meal of mine served before landing was beef with rice, which tasted good, but the meal presentation made me deny the 5-star rating. By this point, the crews were still very friendly but they couldn't hide the tiredness they had after the 9-hour journey (which is normal). The biggest blow of the flight was the IFE - hence why I didn't give this flight a 10/10. The IFE, for me, won in terms of responsiveness and layout, but the contents were very lacking, especially the movie section and music, with most of them being 13+ or 16+ contents, with only a few contents that were appropriate to be accessed by everyone. The saving grace of the IFE was the game sections and the onboard camera facility. Actual departure and landing time were pretty on time. In conclusion - apart from the IFE (which, according to their social media sites, has been renovated), this flight was one of the best (well, in fact, the best!) flights I've ever taken in 2019, with the crew becoming the shining stars of this flight.

Route: Honolulu to Seoul-Incheon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: EVA Air

Title: "pleased with the outgoing flight"

Review: The flight was fine and I was very pleased with the outgoing flight cause we were served such delicious meals on board. Another passenger and I had discussed this on the waiting lounge for our connecting flight to Tokyo and how happy we were of the delicious meals we got served from Vancouver to Taipei. On the second leg of our flight to Tokyo,

again we were served such delicious food. The other female passenger and I agreed again. Unfortunately, on my return to Canada on June 3, 2019, I was quite disappointed with the food. I left the rest untouched and the appetizer was awful plus the cake tasted like it's from a cheap bakery. Taipei to Vancouver, I picked the pork cutlet. It was terrible and I couldn't eat it. I asked the stewardess if Eva Air had changed catering service and she said she doesn't know. She told me she'll tell the supervisor but the supervisor never came to see me. It was so disappointing after I had been raving about how delicious the food was from Vancouver to Japan.

Route: Taipei to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "not fly again with this airline"

Review: Missed international connection because 3.5 hours late. Was supposed to fly at 10.00 am, delayed till 12.00 but actually took off at 13.30 hrs from Langkawi. Arrived Singapore 15.00 instead of 11-30 thats 3.5 hrs late, my connection was 15.10 to Dubai. I left a gap of 3 plus hours for delays but obviously not enough. So cost me a fortune for onwards flight to Dubai and UK. So unreliable only realised when talking to other passengers its a common theme. lengthy delays and no show aircraft. Big mistake, will certainly not fly again with this airline.

Route: Langkawi to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: VivaColombia

Title: "canceled the flight"

Review: Miami to Medellin. I purchased a ticket from Viva Colombia while waiting to board they canceled the flight after having everyone waiting more then 2 hours without any explanation. I tried to get a refund at desk but was told they will

automatically refund it to Credit card . Ive written them countless times and if/when they respond they keep asking for the same info giving the run around. Its frustrating since Ive been waiting since 1/18 and still nothing .

Route: Miami to Medellín

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "Horrible experience"

Review: Osaka to Taipei. Horrible experience flying with Jetstar! The staff is super unprofessional, rude, and most of them can't speak English. Tons of rules to follow that other airline don't have, such as no use of earphones during take off and landing and that you can't store your luggage under the seat in front of you. Also the only airline I've flown with who demands to see return tickets for the destination! Avoid this company and save yourself from a load of trouble!

Route: Osaka to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "service I received was atrocious"

Review: I had a horrible experience flying KLM from Houston to Amsterdam and back again. When I arrived to the check in gate in Houston I was told that I had been downgraded from Premium Comfort to Economy because of a change in aircraft and that my baggage allowance had changed. I had packed my bags the night before and then woken up early to drive 3 hours to Houston to catch the flight. Needless to say, I wasn't willing to throw any of my luggage in the trash. I told them there wasn't any way that I would have had time to re-pack my bags (now noticing that I had received an email at 3 am notifying me of the downgrade.) After much discussion I was finally permitted to take all my luggage with me. The rudeness and lack of understanding at the counter was disgusting. On the plane the staff were perfectly

friendly. However, somehow in the downgrade process my meal plan had been erased. I have a severe allergy but thankfully the attendant was very kind and helpful in finding me something I could eat. On the return flight I had the opposite problem - my meal plan had resurfaced but the food I'm allergic to was very present in the dish. I notified the staff that I had an allergy and was there anything else I could possibly eat? I'm not picky, I just don't particularly want to break out in hives. She very begrudgingly searched around until she found something but she wasn't happy, saying that I had requested a specific meal. I acknowledged her, and said yes I had, but the ingredients aren't listed when I select it and - I have an allergy. For the next meal she brought me the dish again, with the food I'm allergic to, and smiled when she handed it to me. Oh joy. The smile on her face made me stare at the food in disbelief in front of me. I accepted it and just didn't eat. How could she smile like that? I had submitted a request for the refund fare difference for the first flight and it was accepted but I was told that I needed to resubmit it again after all flights are finished. I guess because they can't keep track of it for a week? The service I received was atrocious. The red tape ridiculous. But they certainly know how to train their employees on board to be friendly, serving you your food allergy and all. I guess they do not know how to problem solve, think on their feet or be courteous. They are only paid to smile.

Route: Houston to Amsterdam

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: French Bee

Title: "Very pleasantly surprised"

Review: I wasn't quite sure what to expect, having read mixed reviews, but I needed a cost-effective way to move myself, my daughter, and our two small dogs from the US to the UK via France (it's much easier to get a dog into the EU than it is to the UK, and then cross the border from there) and French Bee seemed to fit the bill. Very pleasantly surprised! All the staff we encountered, both at the airport and on board, were extremely pleasant and helpful. The gentleman at Newark who checked us in- two stressed people, two stressed dogs, and a metric ton of luggage. The flight was packed to the gills with rude people and slightly delayed, but it was the holidays. For the extremely reasonable price (I was able to get two people, two dogs, and six checked bags to Paris from New York for less than \$1500, the

week before Christmas), the plane was comfortable. This is one of the few flights I have been able to sleep on, so I did not make much use of the entertainment system, but it seemed robust. I did pay for breakfast in the morning, which was nothing over the top special, but not bad and much cheaper than buying something in the airport. The overhead bins were huge and seemed to accommodate a lot more luggage than normal. And for a budget airline, the experience wasn't much different than what you would get from a large legacy carrier, Most importantly, my dogs arrived safe and relatively unbothered by their adventure, though I had serious concerns about them flying in their crates (they are too large to fit in carriers under the seat). Thank you to the staff who handled them so well and kept them safe!

Route: Newark to Paris Orly

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India Express

Title: "Worst airline in my life"

Review: Delhi to Dubai. Dont ever book with Air India Express. Worst airline with worst attention and customer service by crew to ground staff and even customer care. Finally they took my whole money to re schedule or cancellation. Worst airline in my life.

Route: Delhi to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartWings

Title: SmartWings customer review

Review: SmartWings operate some CSA routes. The aircraft look a little tatty but clean enough. The flight crew talk to you and explained the delay. Baggage check in included. The trolley service needs to be paid for although the prices were reasonable compared to the low cost operators. 2 euros/50 crowns for half litre bottle of water for instance. Little

monitors drop down from the ceiling with route progress but no entertainment. A pleasant alternative to the likes of Wizz Air, Ryanair or easyJet. Similar prices. Gatwick means not having to put up with the trauma of Stansted or Luton. Prague airport is quiet enough, albeit an odd security set up.

Route: London Gatwick to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "the worst way to travel by air"

Review: I had booked a flight which was supposed to leave by 7:30 pm from Kochi. This was changed into another flight leaving Kochi at 8:00 pm. The second flight was then rescheduled to 9:15 pm which then left Kochi sometime around 9:45 pm. The journey start time was 10 min after the original journey end time. Now in flight I was having corporate booking and corporate meal was available in the same, the attendant gave us 2 makhana snacks and a winking cow and a Coca-Cola can. We actually do not drink soft drinks, also we were pretty hungry. When asked about the options available, the crew told us that we can't change anything, not even the drink. Once the flight finally arrived at 11:34 it took me 44 minutes to receive the bag. I am someone who adjusts a lot and rarely complains but this is too much. GoFirst is the worst way to travel by air in India currently.

Route: Kochi to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Eastern Airlines

Title: "Total chaos at check-in"

Review: Shanghai to Melbourne. MU737 on 19th April 2019. Total chaos at check-in. Ground staff was not able to manage the queues. Arrived at check-in gate 2.5 hours prior to departure, almost missed the flight

Route: Shanghai to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "Absolutely Terrible"

Review: Absolutely Terrible. On my way to Montreal I was not charged a carry on fee, but on the way back at the gate they charged me \$85. When I said I wasn't charged on the way there the attendant rudely replied "Well if you don't pay you're not getting on". This is after I paid to upgrade. They seated me in-between two toddlers which the flight attendants allowed to run around the aircraft, knock on the pilots cabin door several times, also allowed them to climb all over me even though I asked both the parents and the flight attendants to please stop allowed them to run wild like this. It is an aircraft, not a daycare. I fly several times a year and usually go with United or Air Canada. This time I thought I'd try to "save" a couple dollars by flying this airline but when all was said and done with these stupid carry on bag fees, which I have never been charged for a backpack before for ANY other airline, it worked out to be the same as any other airline. Save the headache and go for a different airline. Also the app never works. Take some of the money from those bogus and predatory bag fees and use it to hire a competent app development company.

Route: Montreal to Halifax

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Germanwings

Title: "the service crew were friendly but nothing more"

Review: Flew from Palma de Mallorca to Cologne with Germanwings. Check-in was done in less than 15 minutes, we got seats in row 6 which were fine. Planes were late as always due to incoming plane being late, that is a general problem with Germanwings when you fly later in the day. There was no entertainment whatsoever and the service crew

were friendly but nothing more. They charge you EUR 2,50 for 250ml a soft drink like Coke or Sprite, so we paid EUR 5 for two cans, that make EUR 10 for a litre. Nothing else was offered, so nothing special. No miles were credited, even as a miles and more member.

Route: PMI to CGN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "prices arent worth the inconvenience"

Review: Super late - due to mechanical issues, sat on tarmac for three hours before finally deplaning at 1:30 am and told that we need to wait until at least 3:30 am for our flight. Given crackers and water on the plane. My flight to Manila from Dubai was also late, causing me to miss my next flight. The cheap prices arent worth the inconvenience and waste of my time.

Route: Manila to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "a competitive price"

Review: Keflavik to Baltimore. Long flight with comfortable seats and basic services. No entertainment system! Easy short transit in KEF. Wish it were longer since there were lots of food and shopping outlets that looked good. I did manage to have a quick meal because I didn't pre-order an in-flight meal and purchased local chocolate (highly recommend). Flight attendants should make more effort to smile. I thought this was a competitive price for a last minute purchase.

Route: Keflavik to Baltimore

Seat Type: Economy Class

Traveller Type: Business

Airline: FlyArystan

Title: "I will use it again"

Review: Almaty to Taraz with FlyArystan. Super cheap ticket, nice and fast service. No delays no problems. Only one thing to be improved, check in at Taraz airport. Staff were very slow. For sure I will use it again. Please open Almaty Dzhezkazgan, as there are no direct flights.

Route: Almaty to Taraz

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Eagle

Title: American Eagle customer review

Review: Unbelievably high quality experience from this carrier. Boarded promptly, crew very helpful in terms of getting carry on bags stowed into very small overhead bins. Can't remember the last time a flight attendant actually helped get a bag stowed instead of being critical of my efforts. Five stars to the flight attendant in first class. Flight left a few minutes early, arrived fifteen minutes early. Had a truly excellent lunch, would have been pleased to pay for it. Couldn't remember the last time that happened on a US carrier. Hope that this signals a new era at American Eagle.

Route: ORD to EWR

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Air China

Title: "no Premium Economy on this flight"

Review: Beijing to San Francisco. I buy a Premium Economy ticket. On the return flight from Beijing to SFO they print my boarding pass and arriving on board I realize this is coach. I inquire and they say "no Premium Economy on this flight", I presume they changed the equipment. I call Air China to obtain a refund of the price difference. Now they say "You have to call Beijing". They have my flight coupons and itinerary. What else do they need? This is an example in "how to make it difficult for a customer to obtain a legitimate refund" It's a shame as the flight itself was not disastrous. The LA based call center agent finally sorted my case and I received a refund. She called me back several times to keep me informed. I felt this was a good recovery from a rather negatively engaged case.

Route: Beijing to San Francisco

Seat Type: Premium Economy

Traveller Type: Business

Airline: Cayman Airways

Title: "Staff were very unprofessional"

Review: We were on a 7:50 am flight to go to Miami with quick stop in Grand Cayman. We had a day of lies (need a part, sending extra planes, youre on the next flight, etc). It took 14 hours to board our flight then another 30+ minute wait because of incorrect paperwork. 30 minute flight then another 90+ minute wait at other end for information and vouchers. Staff were very unprofessional. One check in person even came outside to argue with the lady Running the taxi stand. Everyone missed connecting flights, incurring hundreds of dollars in extra fees or booking last minute. No apologies from anyone with the airline. What a bad way to end a fabulous diving vacation. Took almost another whole day to get home.

Route: Grand Cayman to Miami

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vietnam Airlines

Title: "Awful customer service"

Review: Awful customer service, impossible to contact and their website just kept coming up with an error message when I tried to change my flight. They had no representative at the airport despite co-operating a flight from there and I ended up having to buy a new ticket. Vietnam Airlines still refuse to refund the ticket I no longer needed. Never use this airline unless its a last resort they are totally useless. Also trying to talk to customer service in Ho Chi Minh airport is impossible as they just ignore foreigners and serve Vietnamese people first. Incredibly rude.

Route: Manila to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "flight attendants were absolutely amazing"

Review: The flight attendants on this flight were absolutely amazing. I came on the flight in full anxiety, worry that I would be missing my next flight. However, they did what they could at least what is in their control to prevent it. Thank you so much for putting a little bit of ease to my mind.

Route: Des Moines to Minneapolis

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Turkmenistan Airlines

Title: "how not to do long haul"

Review: Ashgabad to Birmingham. I read some reviews before I flew on this airline so my expectations were pretty low. People were smoking in the toilet throughout the flight, pumped into the circulating air conditioning, it stunk. The

stewards did two meals and two coffees in the entire flight. Was a drunk passenger staggering up and down the aisles ranting. I would have expected a steward to tell him to sit down, didn't happen. He must have brought his own alcohol. No TV, no alcohol, no duty free, no WiFi and rubbish food. This was a long haul and expensive flight, if you can avoid Turkmenistan Airlines avoid it. Was a true experience on how not to do long haul. So far out of all the long haul flights I have been on this was by far the worst. This airline makes EasyJet and Ryanair look good.

Route: Ashgabad to Birmingham

Seat Type: Economy Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "won't be flying Xiamen again"

Review: Vancouver to Sydney via Xiamen. I traveled with Xiamen Airlines for the first and last time over December/January. Originally flying from Sydney to Vancouver via Xiamen in December and back to Sydney Via Xiamen in January. All flights were on new Boeing 787's. The flights were extremely full, probably due to the fact it was just under \$650 one way on Christmas Eve. That was probably the only appealing thing from the trip. The aircraft inside were rather dirty, finger prints and grease all over the windows, the cabin had an awful smell as well. The seat space was okay. The inflight entertainment was updated and had a good selection. The food was nothing to get excited about, and the crew only came twice during the whole flight which is below the amount of times they come on other services I've flown between Sydney and Vancouver. The crew overall were okay, spoke hardly any English and weren't apologetic if they hit you with the trolley. The layover in Xiamen both ways was a complete nightmare - no one at the airport speaks English, and even if you are transiting immigration seem to have no idea what the process is and take a long time to process you as you have no visa. I won't be flying Xiamen again.

Route: YVR to SYD via XMN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "service on board was okay"

Review: 3 Legs with Qatar and 1 with codeshare Malaysian on tired B777. The service on board was okay, there were not many drink runs and the food was typical economy food, the seats on B777 are very uncomfortable, leg room was ok. Main issue was the aircrafts are looking tired and the sooner they get their A350 fleet in the air the better. The entertainment system was so so, not really impressed but flights on time and not an empty seat on any legs.

Route: Manchester to Kuala Lumpur via Doha

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Frontier Airlines

Title: "rudest employees ever!"

Review: I cannot express my frustration enough with this airline, they have to have some of the absolute and utter inconsiderate and rudest employees ever! They are definitely not a discount airline. They charge you for everything and these charges are exorbitant! Making everyone measure bags and then pay an additional \$100 for simple things like backpacks because they don't fit into a slot. I wish the government would just shut this airline down, they don't deserve our business! What are the executives doing? I'm sure they know about the dissatisfaction. Never have I seen a good review or heard anything good about this airline. I've definitely flown with them for the last time. They didn't leave on time, they overbooked, and even when they're in a rush you have rude employees at the gates rushing passengers. If you express any type of discomfort or let them know that something is wrong they will pull you off your flight! I've seen it happen! Definitely negative zero stars on everything.

Route: Atlanta to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "undue stress and frustration"

Review: We travelled on Flight S4301 from Lisbon to Toronto on Feb 10th. Firstly, the entertainment system did not work on our flight to Lisbon on Jan 7th and still was not working on Feb 10th flight. Most importantly: We never check baggage when flying: however SAT Azores limits cabin baggage to 8 kg so we reluctantly checked two small bags weighing approx 10 kg each. Arriving in Toronto the whole flight's luggage did not arrive on carousel 9 for 1.5 hrs. Other flights landed after us and had baggage on carousels before they got thru customs e.g. Georgetown/Port of Spain, Miami and Reykjavik. 1.5 hrs to get luggage is totally unacceptable - no one can leave for a connecting flight without taking luggage thru customs. This caused undue stress and frustration for the whole flight.

Route: Lisbon to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "avoid flying this airline"

Review: Do not fly KLM Cityhoppers, between London City Airport and Amsterdam! Both of my flights were either cancelled and delayed! What followed next showed an airline that was not only trying to nickel and dime its passengers at every opportunity, but also had no clue what the rest of the industry was doing! On the day of my departure, I received an email informing me that my flight was cancelled and that I would be rebooked on a different flight soon. When I saw the message displayed an option to change flight or request refund, I followed the link. Then I realized KLM would charge me extra to change my flight. How ridiculous! You cancelled my flight and asked me to pay more to make a change! When I called the service center, I was told that the flight was not canceled and everything was on schedule. So I went ahead and checked in online. But when I arrived at the airport (LCY) the next day, the billboard showed my flight was indeed cancelled! And I had been rebooked to a later flight. On the day of my return, my flight was delayed. So I wanted to catch an earlier flight at the airport. And I had to do this at a service center where there was a long line.

My Sky priority status made no difference, although KLM displayed two queues--Sky priority and General Boarding. I took my number and waited, and waited. 30 minutes later the line hardly moved. So I decided to give it a try at the gate. When I reached a KLM gate, I was told I would have to pay a fee to change to another flight. How ridiculous! You delayed my flight and forced me to stick to the same flight, unless I am offering some extra money. And the gate agent could not change my reservation and I would have to go to a transfer center somewhere far in the terminal. And there was not other flight available. In sum, I don't remember I ever ran into problems on both flights of a round trip and also was told to pay a fee to change a flight even if it was not my fault. KLM takes no responsibility for its own poor performance. I will do everything possible in the future to avoid flying this airline!

Route: London to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: Iberia Express

Title: "crew appeared disinterested"

Review: Santiago to Madrid. Cabin crew appeared disinterested and would not make eye contact with me when pushing the trolley. The first time was when I wanted to purchase drinking water. After the trolley was pushed two seats behind me I had to turn round & get the attention of passengers. The second time was when Cabin Crew were doing a rubbish run, this time the flight attendant was looking the other way as I tried to get her attention. I was in the middle seat & found it difficult to move in the cramped seating because of the sleeping passenger in the aisle seat. It appeared to me that the quicker the trolley was pushed down the aisle the less work the hostess had to do.

Route: Santiago to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "Did not like the entertainment"

Review: Amsterdam to Tel Aviv. We were at the airport 3 hours early but security took only a few minutes maybe because we are 71 year old Americans. Very polite and friendly hosts. Did not like the entertainment which was stripped down for a brand new plane. Overhead movie or use your device. Decent legroom. Food was the pits. Seats comfortable. Took 2 flights both of which left late but arrived early. Did not like how little luggage we could bring!

Route: Amsterdam to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Japan

Title: "bad customer experience"

Review: Tokyo to Osaka. Very bad customer experience at check in. Expect everything to be weighted including all carry-on items. We are traveling with a toddler (who has here own ticket and seat, so carry-on item) couldnt take our stroller to the gate but had to check it in. And they wanted us to sign a waiver for the stroller being unsuitably packed. We wont be flying with jetstar japan again. Matt

Route: Tokyo to Osaka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair

Title: "not very efficient"

Review: Flew Tigerair from Cairns to Sydney only because it was \$10 cheaper per person than another Australian airline, shouldnt have bothered and should have taken the other one! Had to pay for baggage for my husband and I, only 15 kg authorized. We realized the day before flying that it wouldnt be enough and wanted to add another bag: not possible! They just dont do it. Instead you can add extra kilos, so we tried to do it online about 10 times which didnt

work! We then called the help service the next day: fare prices had increased. I was also supposed to pay \$5 fees for this change over the phone (that I got free when I said the website didnt work the previous day). Overall: not very efficient, very slow, couldnt send me the proof of my new registration, 34 min over the phone. I didnt know it wasnt a free number, had to pay over 80 (\$120) for this one call. On the plane: average minus rating. Would not recommend this airline at all. Pay a little bit more and get better service quality and less troubles.

Route: Cairns to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "so disheartened by this experience"

Review: I flew in on Christmas day and paid extra for my bags and an additional fee for overweight luggage. First we were delayed over 4 hours! When I got to Kingston only 2 of my 5 bags arrived with no apology or explanation. 7 days later and still no luggage or response from Swoop. As I write this, my luggage is still lost (presumably in Toronto). The multiple numbers that I have called have been unresponsive as they are automated numbers. The customer service representative in Kingston is very nonchalant about the hundreds of bags left in Toronto (her words, not mine). Her attitude is disrespectful and she has no true understanding of customer service. I am so disheartened by this experience.

Route: Toronto to Kingston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "Terrible business practices"

Review: My flight was supposed to be June 1st. Due to COVID-19, Lima has closed their borders as well as the airport

we were supposed to land in. Interjet refused to refund money or cancel the non-existent flight, so that they will be off the hook for any financial compensation. Their actions are illegal and repeated attempts to speak with their agents have been completely useless. They insisted that flights will be running as usual. Terrible business practices, completely criminal the way they are hoarding money in a global pandemic.

Route: Chicago to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet2.com

Title: "Terrible service Jet2"

Review: We checked on flight radar before leaving the hotel to find our flight delayed but according to the rep it was on time. Getting to the gates was straight forward but we soon realised there was a problem when we found out 4 flights from the UK were all delayed by around an hour. The staff fed us some cock and bull story about why the delays had happened. The gate was rammed with travellers, not enough seats for everyone a lot had to sit on the floor. Terrible service Jet2.

Route: Heraklion to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "even water is not free"

Review: Copenhagen to Prague. After observing the abuse by the gate staff, I did a little research and Czech airlines was sold to a private company Travel Service based in Prague and is now privately owned. Their obvious philosophy is to get as many 50 euro checked bags as possible. Seats are crammed and even water is not free! Check in procedure is terrible, gate staff rude (contracted out to Menzies) and confirmed by many reviews. I am a dual Czech / Canadian

citizen and do not understand why the Czech government does not put a stop to this company. For many tourists an airline is the first point contact. Do not get discouraged by the airline, book with someone else and enjoy one of the most amazing cities in the world!

Route: Copenhagen to Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "won't be choosing them again"

Review: Pretty disappointed with Cebu Pacific's customer service. I had to cut my holiday short due to the Taal volcano eruption just over 3 weeks ago. We had safety concerns around this high rating and did not feel comfortable with the ash in the air and the flights being cancelled. When I explained that the natural disaster had cut our trip short, Cebu Pacific refused my request for refund with a short and blunt email, a week after I emailed them for assistance. They were very misleading in not sending any information on getting the government tax back which I am 100% entitled to, luckily I had done my own research. It has been three weeks and I am still waiting for my government tax refund request to be reviewed .. a tiny \$50AUD return on a \$500 flight that I couldn't take because of serious safety concerns. Very disappointed in Cebu Pacific and won't be choosing them again.

Route: Manila to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "could not believe the unprofessionalism"

Review: I could not believe the unprofessionalism of the cabin crew on this flight. I am frequent flyer and often do 1 or 2 round trips between North and South America per year, usually through Air Canada. This was my first Air Canada rouge

experience and I hope to never have another like this again. I found it a little strange that the flight attendants stood at the door as passengers were boarding but they were not greeting anyone, just standing and watching people board. The flight was 4.5 hours from Kelowna to Toronto and it left at midnight so passengers wanted to sleep. I was shocked when I woke up partway through to the sound of loud laughing and womens voices talking and swearing. I thought it must be passengers in a nearby row. However, I glanced toward the back of the plane and saw all of the flight attendants standing together chatting with no regard for the passengers trying to sleep. Im sure the whole back half of the aircraft could hear them. Again, as passengers exited the aircraft, the attendants stood at the door but their attention was on each other as they continued chatting to one another and ignoring the departing guests. Ive never seen a cabin crew act this unprofessional before. I would recommend avoid booking with Air Canada rouge.

Route: Kelowna to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "delayed 1.5 hours"

Review: Durban to Johannesburg. Airplane delayed 1.5 hours. I waited longer than the flight takes and they will only give a coffee voucher after 2 hours. No wonder they aren't a profitable company. Late for a meeting. I would never again trust this airline.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "most ridiculous service"

Review: Most ridiculous service, cant even check in online because of their tie up with air new Zealand doesn't allow to

do so. Will never book with them again

Route: Auckland to Delhi via Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "One of her bags never arrived"

Review: I needed to book for my mother-in-law urgently to travel with someone from Dubai to Johannesburg. One of her bags never arrived and we lodged a complaint, they promised to come back to us within 7 days and we waited, and until today (July 14, 2022) no response. I tried calling all the phone numbers they provided together with the ones I got from their website, but no answer or the phone number doesn't work. I sent them an email, but no response. If you lose your bag, there is no communication with them after the flight.

Route: Dubai to Johannesburg via Addis Adaba

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "worst experience I have had"

Review: Toronto to Mexico City. After I bought my original ticket with no issues, I tried to change it via online with no success. The system gave error after error. I gave up since I didnt want to call their telephone service which takes 40+ min. When I arrived to the counter to check-in, the person told me that in the interjet system I did actually change my flight. This was not notified to me in any form. I had to pay the change fee or I would lose my flight all together. Conveniently, the change that I never did, was to first class. When I finally got to my flight, it gets cancelled due to technical failures. I hurried to book a hotel for the night but I know that some people didnt get a place, the hotels where full booked at 1 am. This is the worst experience I have had with any airline, I will never use them again and I definitely

not recommend them.

Route: Toronto to Mexico City

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomson Airways

Title: "treated with disdain and ignored"

Review: Thomson Airways from Birmingham to Sal Cape Verde, and absolutely awful, flight arrived over 7 hours late due to a power fault at airport (3 hours), and then having to return after 1 hour of flight due to one of three radios having a fault. Then kept waiting on plane and standing on a bus while they decided what to do. Through the entire delay no offer of a drink or food. Total lack of care or interest in passengers comfort and well being, felt really sorry for the families and children. On return complaint is treated with disdain and ignored. If you have a choice of another airline go with them.

Route: BHX to SID

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "the staff seemed agitated"

Review: Johannesburg to Dar es Salaam with South African Airways. The cabin crew on this flight seemed like they did not want to be there serving the passengers. There were instances where the staff seemed agitated by some of the requests of the passengers in front of us, and were very unprofessional and borderline rude.

Route: Johannesburg to Dar es Salaam

Seat Type: Economy Class

Traveller Type: Business

Airline: Ryanair

Title: "You get what you pay for"

Review: You get what you pay for with Ryanair. Uneventful flight left on time, friendly and efficient crew. Their website for booking and check in has become a bit of nightmare and can be very confusing, used to be lot better in the past.

Route: Brussels to Belfast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "he went above and beyond"

Review: Eric Michaelson was a one of the best air flight attendants I have the experience. I was feeling ill and he went above and beyond to make the flight enjoyable. He went out of his way to offer me a beverage to settle my stomach due to the turbulence. His customer service and professionalism was outstanding. I wanted to thank you as my airline of choice.

Route: Los Angeles to Chicago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "journey was a little uncomfortable"

Review: Tenerife to Manchester. Due to a medical circumstance missed my original flight home and could only secure Premium Economy with Thomas Cook the following day. Expensive for 2 one way tickets but no choice really. You get a generous baggage allowance 25kg, selected seating, free drinks on board and a meal. The flight boarded on time, I was

a little taken aback how minimal the legroom was, there was no additional space for premium economy, whilst I wasn't expecting a suite or a flat bed, I was expecting at least an inch extra, but no. The 4 hour journey was a little uncomfortable, thankfully the lady in front didn't recline her seat, I would have been in big trouble if she had. I don't understand why airlines on short haul Europe still have reclining seats with such small leg room provided. Meal was very tasty and the cabin crew were excellent, very friendly and provided a real service, not a scratch card sale insight.

Route: Tenerife to Manchester

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "nickel and dime culture"

Review: Los Angeles to Chiang Mai via Seoul. We decided to spend a little bit more for our flight to Thailand in exchange for a better service and were disappointed: We could have saved several hundreds of dollars if we had used a Chinese budget airline. What was good about Korean Air were the flight attendants who were super friendly and helpful, on our return flight to LAX they even carried my carry on bag for me, when they saw that I was holding our baby. The reason why we won't fly with Korean Air anymore: I had ordered a "vegetarian oriental meal" (not vegan, but vegetarian which isn't as restrictive) What I received was a joke: it looked like someone had emptied half a can of peas into the aluminum container and thrown some bok choy leaves on top. No sauce, tofu, rice or potatoes. Horrible. My wife was still hungry after her meal and asked for a snack. The answer was: "we don't carry any snacks" (contrary to what their website says: "Snack Service A wide variety of snacks, such as samgak kimbop, cup ramen, pizza, and makkoli rice cakes, are served on long flights." The flight attendant explained: "we stopped offering cup ramen because of the smell" when my wife told him that she used to get ramen on previous flights. I had one can of beer at the beginning of the flight and ordered a gin tonic several hours later. This drink spilled because my table was defective (the kind which you pull out from the armrest). When I asked for another drink they watered it down and advised me "this is your last drink, each passenger is allowed to have only 3 drinks". I was not the slightest little bit drunken and very surprised because even on low budget airlines like Air India nobody told me how many drinks I could have. This is obviously a policy which is

supposed to save the airline money. We both started to get a headache because of dehydration. When I asked for water, the flight attendant poured approximately 4 table spoons into a cup, I went back and forth several times between our seats and the pantry and each time they filled the cup only 50%. We were both thirsty during the entire flight. Before departure there was a bottle of water on each seat and as soon as the boarding was completed, they hurried to collect the water bottles from the vacant seats. (Probably in order to lock them up in the safe...) 5.) We had purchased an inflatable pillow which was specifically designed for air travel. As soon as my wife started to inflate the pillow, several flight attendants approached us saying that we were not allowed to use it. Obviously Korean Air's management made decisions in order to save money and we felt this nickel and dime culture during the entire trip. If we had chosen a low cost Chinese airline, we may have received some kind of rude treatment but enough to eat and drink for several hundred Dollars less.

Route: Los Angeles to Chiang Mai via Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "cascading effect of ruined vacation"

Review: This airline first would not honor our request to refund a ticket for 5 traveler that could not make it, then when we arrived they offered vouchers to volunteers to take a later flight, but would not take ours, then simply took our spare seat away. I had purchased premium seating for my family to sit together with a small child, but they did not have our seats assigned. We boarded last. Then 2 out of our 5 bags did not make it on a short, direct 1.5hr flight. It was impossible to contact the airline, they kept giving us different numbers to call, one of which was Lufthansa. Finally two days later we received an email that our delayed luggage arrived at the destination and I took a ferry boat and taxi to the airport only to find out one bag showed up. We had to repurchase clothing for the family member, then received a note that our lost luggage was sent back to our home airport in U.S. Simply no sense of customer service. Ticketing agent interrogated us inquiring about our travel plans, flipping thru our passports, questioning authenticity. Gate agents were no help, general sense of confusion and chaos. Gate agent ran after us and plucked the spare ticket out of my hand to

seat someone else. Very odd experience, resulting in cascading effect of ruined vacation.

Route: Vienna to Split

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Air Europa

Title: "customer service is by far the worst"

Review: Second time I flew with Air Europa, second time they lost my luggage. Getting in contact with the customer service is a pain in the a. Calling from Cuba on a regular phone costs 4 dollar per minute, The quality with VOIP is very limited and the English skills of their staff very limited. The online tracking of my luggage didnt work before they opened their office. Then it was impossible to save the changes I had to make. Calling them seriously tests your patience. I waited on waiting lines for more than 2 hours.I asked the account several times to talk slow and louder because the connection was so bad. She hang up! This customer service is by far the worst Ive ever experienced.

Route: Frankfurt to Havanna via Madrid

Seat Type: Business Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "No email, no explanation!"

Review: Booked flights last year for a family of 4 - flights got cancelled due to coronavirus and refund was requested. This was accepted and stated refund by end of August. I have received a payment today after chasing them but the full payment was just over £2400 and I have received £1771? No email, no explanation!

Route: Gatwick to Colombo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "the worst airport customer service"

Review: Volaris has the worst airport customer service I have ever experienced. Our family had to wait one hour and a half in line just to check our bags (we were in the customer with special needs because we had a baby and we were unable to print our boarding passes at the kiosk). I understand the special needs line can take longer for obvious reasons; however, they only had two counters helping customers and at some points they only had one (because the personnel was in and out). It seems like Volaris staff don't care about the time people stand in line; they seem apathetic, and also understaffed. Once we got to the counter, the lady was helpful, but at first I thought she might send us back to the end of the line because we didn't have our boarding passes. Luckily that didn't happen because I told her we already had been in line for an hour and a half and we were going to miss our flight if we did that. Once we got passed the check-in counter and onto security, that was another ordeal. The person checking the boarding passes said the stroller had to go through a different line. It was so confusing and frustrating because then another lady told us only one person can go through the stroller line and that the rest of the family had to go through the regular line. I didn't know what to do, and then the lady said "or you can all try going through the same line but you will be sent back". She was completely rude when she said that. We decided to take the risk of being sent back, and then we saw an entire family walk past us with a stroller and a baby and they were not sent back! Once we go passed security everything was fine. Additionally, I don't like how Volaris charges for everything, even for carry-on bags when other airlines don't do that. The checked-in bags were \$80/each which is way too high compared to other airlines that charge \$45-65.

Route: Guadalajara to San Jose

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: EVA Air

Title: "decision had been made that I could not fly"

Review: Great cabin crew, awful Heathrow ground staff. On the outward journey from Bangkok to London, the cabin crew were wonderful: totally professional and really helpful, but the ground staff at London Heathrow were shockingly bad on my return. The check-in staff were impatient and rude from the outset, telling me "Move along the queue and stop wasting your time" when I began to enter my details in the Eva Air online check-in machines provided for that purpose. My passport was scrutinised and refused because of a small tear on a blank page at the back of my passport. The check-in manager ripped off the luggage tag from my bag when the decision had been made that I could not fly. This was unsmilingly delivered with no explanation, unnecessary and humiliating. This failure of Eva Air Heathrow ground staff will cost me approximately \$1,200 to book a new flight. In spite of my very pleasant outward journey with Eva Air, I won't be travelling with this airline via London again. The London Heathrow staff made this a miserable experience for me.

Route: Bangkok to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "Poor service and overall experience"

Review: Poor and unreasonable baggage rules. I chose their Premium Economy service this time and I got 2 x23 kg baggage quota. I got three bags need to check in and the overall weight is within the limit but CX was rejected and said only 2 bags are allowed. I don't understand why there is no flexibility to their customer. Finally, I paid extra USD 60 for the extra check-in baggage and I haven't experienced the same handling in other airlines. Other traditional airlines always accept extra baggage as long as the overall weight is within limit. Ground service is not helpful. It is my first time taking premium economy class and I don't see any premium service except extra legroom. Food choice is limited and no food or drink menu is provided. Poor service and overall experience.

Route: Kansai to Hong Kong

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Joon

Title: "poor catering and service"

Review: Business Class on Joon makes no sense, with very poor catering and service. It is there only as Joon replaced AF on the route and they try to keep the Business traffic. Minuscule dinner but inedible. No drinks seconds or renewal offered, 2 uncomfortable rows. The pay catering in Economy is bad, the free one in Business is worse. Why not just offering the Economy choices for free?. Neither the concept nor the execution, as far as Business Class goes, is right. The only competition on the route is Alitalia, so there is no pressure.

Route: Rome to Paris

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "we were left high and dry after purchasing confirmed seats"

Review: Scoot changed the aircraft at the last minute to a smaller one and offloaded a bunch of passengers including my family from a 9.30 am flight. So we were left high and dry after purchasing confirmed seats. We had to beg for seats on a later flight. They give us boarding passes for a 4pm flight, which was delayed by 2 hours, so we finally take off at 6pm! Also our baggage is handled so badly that my brand new suitcase came out on the luggage belt with black marks on it, looking like an old bag. Never want to use Scoot again! Horrible experience.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wingo

Title: "Wingo is a good option"

Review: Caracas to Bogota. A simple flight without surprises, comfortable seats, although they are not reclining, good attention, on the flight the only complementary beverage is water, cheap tickets prices, the plane clean and simple.

Wingo is a good option for a short trip. The Boeing 737-700 makes the flight pleasant

Route: Caracas to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "I wont recommend this airline"

Review: Cape Town to Johannesburg. This is honestly the worst service that I've received from all airlines. The staff at the Cape town airport is rude and incompetent. The only person willing to help was the manager at the safair counter. Your check in department don't have any people skills. I refuse to pay for a service that treats us this way. They are totally unprofessional. I wont recommend this airline to anyone

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "most unfriendly business class"

Review: Unfriendly and indifferent attitude of the flight crew from Frankfurt to San Francisco in August 2022. The service provided is the worst. I was 5 months pregnant on the flight with my 2 children and husband. The flight attendants serving business class were not happy, it was obvious that they were very annoyed by passengers with children, although children behaved quietly and did not disturb anyone. But the worst thing was that we were last served and there was no food (main courses) that children can eat (which is not spicy) there were 3 main courses, of which 2

ended before us and we had no choice what to eat. This is the worst and most unfriendly business class I have ever encountered

Route: Frankfurt to San Francisco

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Vueling Airlines

Title: "Have not heard anything from them"

Review: Lost luggage on 7/21/23. Immediately filed a report. Have not heard anything from them other than their automatic emails telling me they are sorry and to be patient. I can see my luggage is still at FCO airport from my AirTag. Cannot get through to lost and found customer service line to speak to someone. Left voicemails and emails, but still have not been contacted back.

Route: Rome to Dubrovnik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "kept telling me they reimbursed me"

Review: We arrived late to Athens because of a delay in Toronto, and rushed to get to the Sky Express gate for our next flight to Santorini. We arrived with 30 mins to spare and after consulting with her colleague, the attendant determined it was too late for us to board and we would need to buy new tickets for the next available flight. Later we were told via email that we needed to be there 20 mins early but we were 30 mins early! Either way, we purchased new tickets and were given contact info for Sky Express to receive a refund of our taxes due to the missed flight. After our trip ended, I contacted the airline and provided all of our info and was told I would be reimbursed within 30 days. Well 30 days passed, then 60, then 90, and I was following up regularly via email but NO responses from anyone. Finally I called

the airline and was told they reimbursed me in August to a card ending in 6237 but my card ends in 7237 so there is a mistake and I did not receive my reimbursement. They kept telling me they processed it and there was nothing further they could do. I provided proof of my purchase using MY credit card, and screenshots of my credit card statement, and they still kept telling me they reimbursed me (but to a card that I don't own). Finally they sent me "proof" of reimbursement, which is totally laughable, because the "proof" showed that they reimbursed a MASTERCARD in my husband's name ending in 6237 (which is not his card, and he only has a Visa), meanwhile it was MY VISA that was used to purchase the tickets - so how can you reimburse someone else who did not make the original purchase? What sense does that make? and to a card that doesn't exist! This has fraud written all over it and I will not rest until they are caught. It isn't even about the money at this point.

Route: Athens to Santorini

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "canceled due to operational reasons"

Review: I bought a ticket through AirAsia website for a flight on the 21st of August (Sunday), from Chiang Mai to Kuala Lumpur. I received an email last Saturday, notifying me that the flight had been canceled due to "operational reasons". I tried to understand what these reasons were but I could only contact an automated bot. I eventually got to talk with a so-called live agent (had to wait in queue for 3 hours) that pretended he was typing (the 3 dots pre-message symbol showed up for like 5 minutes) and eventually the conversation "expired". I came to understand that the flight they sold me (AK 857) doesn't operate on Sundays. I have another ticket bought from them, for the 25th August (Thursday), from KL to Krabi (AK 868) and I already checked Flightaware and found out that the flight only operates on Monday, Wednesday and Friday. I asked for a refund for the flight that got cancelled by AirAsia, but so far I haven't got my money back and from the looks of it, I'm understanding that the same situation will arise with the KL to Krabi flight. Don't trust AirAsia flights and always check on several sites if the flights actually exist and operate on the days they are selling them.

Route: Chiang Mai to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "never landed on time"

Review: Amsterdam to Malaga. Flying at least every 2 weeks for the past 1 years and never landed on time. The usual amount of delay is at least half an hour every flights and today we are already delayed in Amsterdam for at least half an hour again due to the incompetence for not finishing the boarding in time.

Route: Amsterdam to Malaga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "one-hour delay to Vienna"

Review: Austrian Airlines made the return trip from Mallorca unpleasant for us with its one-hour delay to Vienna. In the plane, except for a glass of water, everything is paid for by card, including coffee, which the airline should offer free of charge for an hour's flight delay. As a result, we missed the reserved seats on the bus to Bratislava. We had to urgently look for an alternative connection at the airport in Schwechat. If we didn't find anything, we would be forced to take a taxi all the way to Bratislava, and Austrian Airlines would definitely not reimburse us for that. We will never travel with Austrian Airlines again, we would rather not go on vacation. They should improve to a great extent. Spiatonú cestu z Malorky nám znepríjemnila letecká spolonos Austrian Airlines svojím neuvedeným hodinovým mekaním do Viedne. V lietadle okrem pohár vody sa za vetko platí kartou, aj za kávu, ktorú by mala letecká spolonos ponúknu bezplatne za hodinové mekanie letu. Tým pádom sme zmekali rezervovane miesta v autobuse do Bratislavy. Museli sme narýchlo hada náhradný spoj na letisku na Schwechate. Keby sme ni nenali, boli by sme nútené ís taxíkom a do Bratislavy a to

by nám Austrian Airlines urite nerefundoval. U nikdy viac s Austrian Airlines nebudeme cestova, radej nepôjdeme na dovolenku. Mali by sa zlepi a to vo vekej miere.

Route: Palma de Mallorca to Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "delivering a way below par service"

Review: Delayed take off - no issue with this. Flying from a skiing trip you do expect the weather to possibly delay things. On arrival at Manchester it took 1 hour 25 minutes for the cases to filter through from the aircraft to the luggage belt. No explanation! No staff around to ask. Incredibly frustrating. A 98 minute flight took over 10 hours including the time from resort; 3 pick ups, delays in take off and delays with luggage handlers. Very poor TUI. Manchester is an international airport but sadly your ground crew delivering a way below par service.

Route: Geneva to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jazeera Airways

Title: "smallest and worst terminal"

Review: The Jazeera terminal is the smallest and worst terminal. I had a 7 hour stay to catch my flight to Jeddah from Kuwait. There are not enough chairs to sit. I had 2 children with me who couldn't sleep anywhere. The business lounge has no facility to take rest/sleep like Flat Chairs.

Route: Jeddah to Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "Just don't fly Condor"

Review: First, my ticket was booked by the company I work for through a corporate booking company. As it was booked through my company, you can't use the Condor App, web page, or Condor phone customer service to help you in anyway if you have an issue. Even when the booking company called Condor directly, which Condor said was the only way changes or seat selection could be made, Condor still said no. I booked Premium Economy and then paid \$50 on my personal credit card for my seat. The ticket itself was paid for by my company, I had to pay for the seat with my personal credit card. Then, 3 days before the flight, Condor changed planes and the new plane didn't have Premium Economy. Not sold out, but the new plane didn't have those seats at all and no refund for the \$50 for my seat selection. My wife was traveling with me, she purchased her ticket directly from Condor, and no seat even though she paid \$50 as well. My wife is vegan and selected a vegan meal. But we are now on the plane in economy, and no vegan meal for her. She is allergic to dairy so her Vegan meal is not a choice, but a medical condition. Her ticket says Vegan meal, when she signs on to the app it says Vegan Meal, but when the Attendant looks at her list, there is no Vegan Meal. The attendant says "it must have been lost because your seat was changed from Premium to Economy". She brings my wife a banana for a 10 hour flight. Economy is the absolute smallest seat I have even flown. We flew on KLM's Cityhopper later on our trip which is an Embraer 190. Tiny plane with only 2 rows on each side. We had more legroom on a commuter plane than on Condor Economy. Inches more. I am 5 ft 11 inches and I have shared a photo of the legroom on Condor. My knees touched the back of the seat in front of me. Condor refunds us the difference between Premium Economy and Economy. But not for the seat selection. So, we are out \$100. About the only positive thing I can say is they didn't lose our checked bags. Really low bar. Just don't. Just don't fly Condor.

Route: Los Angeles to Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "be flying with Norse again"

Review: The staff on this aircraft were polite, kind, and very attentive to people around me, and myself who was not feeling very well. They helped me move to a more spacious seating area as soon as boarding was complete. They were understanding and very quick with service. I will definitely be flying with Norse again. Thank you

Route: New York to London Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "well trained and service oriented"

Review: Took TK from Manila to Ankara via Istanbul in Business Class with A350. I used to fly the same route with Boing 777. Both are good planes but A350 has a better concept for Privacy I guess the families with children may prefer Boing 777. Departed on time received good service and good food. Wi fi was excellent. It seems like There is some additional investment on cabin crew. This time I found them much better, well trained and service oriented. Istanbul to Ankara it was Boeing 777 which was unusual and Business class had 60 to 65% occupancy. This flight was probably the worst domestic flight experience I have ever had. Crew was so noisy talking to each other and using the trolleys to serve the meals. On the way back from Istanbul we had approximately 40 min late departure due to connecting flights and it was also a nice flight

Route: Manila to Ankara via Istanbul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "The fees are unbelievable"

Review: Horrible experience! The fees are unbelievable. DO NOT FLY WITH FRONTIER AIRLINES! We have never paid so much for checked bags as well as for carry-on bags (and of course seats were extra as well). We paid \$140 per bag because they weighed 49#. We had to pay \$65 per carry-on (which by the way were backpacks). Please do not Frontier Airlines. There are too many other options. Even if you save a few dollars on the ticket price you will almost certainly pay more once you add the fees for a seat on the plane and luggage.

Route: Phoenix to Cleveland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Airlines

Title: "Unbelievably horrible"

Review: Los Angeles to Manila via Taipei. Unbelievably horrible! Flight for my brother was May 1st. It's now the 7th and my brother still doesn't have his luggage! He can't buy clothes his size in the Philippines. I spent 7 hours and \$200 in international calls trying to track down his lost luggage. His luggage "may" show up in Manila tomorrow - seriously? Worst customer service.

Route: Los Angeles to Manila via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: "on time and quite comfortable"

Review:

It was my first time with Croatia Airlines and I was completely satisfied. For a little company everything was proper on time and quite comfortable. I do not expect miracles on a short budget line, but there are unpleasant surprises - this time they were gone.

Route: Copenhagen to Split via Zagreb

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "provided hospitable service"

Review: I had a pleasant trip from Beijing to Boston. Check-in at Beijing was smooth and quick. Flight attendants professional and provided hospitable service. They helped me put my luggage to overhead bin. Food is eatable but recommend to add more options.

Route: Beijing to Boston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "success to Garuda Indonesia and their team"

Review: Flew on GA89 Amsterdam-Jakarta. For First Class passengers check in is at the VIP Lounge where all facilities such as check in, immigration is carried out. This is a great service as there is no need for queuing to check in. When time for boarding the VIP Team escort you to the plane. As it was an overnight flight and going through many time zones the captain gave announcement over India welcoming in the new year and wishing all passengers a Happy New Year the cabin crew and passengers happily welcomed in the New Year. The First-Class cabin crew, which was made up of Vivi, Sentry, Cherlida, and the Chef Deni provided excellent service throughout the flight. Additionally, I was provided with two main meals and there was a very good menu selection. There was also a good selection of snacks and drinks available throughout the flight. On arrival in Jakarta, I was met by Eca from First Class Team who escorted me through immigration, customs and out the car provided by Garuda to take me home. I also met Pak Akbar manager from the Ground support Team. Thank you, Pak Akbar. Another great flight on Garuda Indonesia and Happy New Year and

success to Garuda Indonesia and their team both in the air and on the ground for 2023.

Route: Amsterdam to Jakarta

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "staff went out of their way"

Review: Sat 25 Aug 2019 my dad had to take a flight from George to Johannesburg via Safair, but forgot his ID book at home and could not board the flight. He had to get his ID book and come back for the later flight, but was without transport to get back home. The staff went out of their way and beyond to assist him and made sure he got onto the next available flight even assisting him to sort out his ID to be able to board. We just want to thank these two people and give them our sincerest appreciation - we have never had customer service like this - Thank you so much - you guys are amazing.

Route: George to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Privilege Style

Title: "flight was comfortable"

Review: Manchester to Tenerife. On the morning of our flight, TUI informed us that due to scheduling issues, they have enlisted Privilege style as a charter airline. The seat was comfortable, only issues were my tray table was loose, the window was in a position that caused pain on my neck to look out of it. The interior felt somewhat tired. Apart from this, the flight was comfortable and landed safely.

Route: Manchester to Tenerife

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Evelop Airlines

Title: "I would recommend Evelop"

Review: Madrid to Punta Cana. Long queues to check in. Only 3 counters for 380 people. Aircraft clean and well maintained. Standard seats with no PTV, only overhead screens with English / Spanish movies. They offer a free hot meal with two options of main course and a snack / breakfast before landing. Flight on time and friendly crew. Considering they have packages with child for free and good prices, and airplanes are newer than other Spanish charter airlines, I would recommend Evelop.

Route: MAD to PUJ

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: GoAir

Title: "Highly disappointed"

Review: GoAirs website being horribly designed got me to book a connecting flight with long haul when there was direct flight available. I cancelled my flight with 60 seconds of booking because they said I would get a 100% refund. Of course this wasnt the case. They still havent provided me a full refund 2 weeks later. Highly disappointed.

Route: Mumbai to Maldives

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "weight above the allowed limit"

Review: Hanoi to Danang. Terrible airline and not necessarily cheap. I assumed luggage size and weight would be acceptable since me and my wife just had a backpack and 1 suitcase combined (carry on size) at the last moment before getting aboard one of the staff pulled my back to tell me to check my weight. The weight was above the allowed limit I felt like this was a last minute cash grab. We were given the option to pay extra to have the baggage taken into checked baggage if we paid about \$22 USD. Beyond this there is nothing good on the plane and no free food to eat.

Route: Hanoi to Danang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Adria Airways

Title: "worse than the budget airlines"

Review: Ljubljana to Zürich. Firstly, Ljubljana airport is terrible. Badly trained staff, unfriendly. Toilets are very dirty. Flight 2 hours delayed without any information. There is no Information desk so questions arent possible. Never again will use this airline. Its even worse than the budget airlines and thats difficult.

Route: Ljubljana to Zürich

Seat Type: Economy Class

Traveller Type: Business

Airline: Alitalia

Title: "Seats very uncomfortable"

Review: Mexico City to Rome. Seats were very uncomfortable. The screens didn't work during the flight. The crew didn't answer when the button was pushed to call them. I asked for gluten and lactose free meal, and my meal had lactose products which i didn't noticed and made me feel awful during the flight.

Route: Mexico City to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "provides excellent service"

Review: Singapore Airlines ranged from excellent to good. Syd-Sin-Cph (Oct 6, 2022) was excellent. Of course in Economy we were packed like sardines, but the tin was large enough (and neighbours small enough) that we weren't particularly uncomfortable. This is the third time we've flown post-Covid. The first time on Thai it seemed that Covid was the excuse to give no service at all but Singapore Airlines both at Xmas 2021 and last month provides excellent service. Food was very good and alcohol plentiful. The entertainment system provided enough to occupy us for this long haul. Flight attendants were very attentive. We stopped over in Singapore on our way home. Unfortunately Sin-Syd leaves shortly after midnight. The flight was delayed and it was after 1am before we left. This is a long time between meals and we were uncertain whether we'd be given a snack and night cap before going to sleep but no announcement was made and we stayed in limbo between sleeping and waking for most of this leg. Of the four legs of our journey this is our only complaint.

Route: Sydney to Copenhagen via Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qantas Airways

Title: "please look after your passengers"

Review: Requested three halal meals but when it came to flight attendant service, they say there is no halal meal on the list. Next time please look after your passengers. Dont want deal with Qantas anymore.

Route: Auckland to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "I need my money back"

Review: I bought a ticket on business class through Edreams company, with Icelandair to travel to Geneva, through Iceland capital on 31 May 2020. But some days before the flight I received a cancellation notice of the flight from Icelandair, while I cancelled my accommodation lease for that date in New York, trusting the company Icelandair and thinking that I will be travelling on that date, which caused me a lot of trouble after, because I couldn't travel on the 31st of May. And I am blocked now in New York, because of Icelandair and Edreams. Icelandair with the help of some companies like Edreams are selling tickets of flights that they know will not be fulfilled in order to keep the money of the travelers, this is a scam and theft, and not a legit business. Then after many unanswered calls, I submitted a request for a refund, but didn't even receive a reply from them till now, I wonder now, are they a valid company or a scam company taking the money of naïve people like me. I don't want a voucher I need my money back to buy a new ticket to travel to Geneva.

Route: New York to Geneva via Reykjavik

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Flynas

Title: "best described as sad"

Review: I booked FlyNas since it is the only airline offering a direct flight between Vienna and Riyadh. 5 hours is all it takes and I booked their premium class. What FlyNas delivered is best described as sad: Time of our flight moved forward by 40 minutes without notice. Check in in T3, but boarding in T1. Flight went first to Salzburg for a 50 min stop and to offload and load passengers while arguing with ground staff on missed safety issues. Seats in premium cabin are very uncomfortable and identical to Economy. Waste of money. Cabin was freezing, no blankets available. Seats recline enough for a 1 hour flight but not a 7 hour plus journey. No power sockets. First 2 sets of overhead bins on either side of

the cabin are reserved and used for crew luggage. Crew could not care less where passengers, paying premium prices, store their Hand luggage. Food in its presentation, selection and quality was dismal. 1 bottle of water offered during 8 hours in the aircraft. Crew did not ask once if they could possibly be of help. No hand towels in the toilet. Of course neither screens nor wifi. The 5 hour journey started at 1000 at Vienna Airport and ended at 2000 in Riyadh.

Route: Vienna to Riyadh

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "felt very rushed and unpolished"

Review: Aeroflot has set high standards of achieving a 5-star airline status and my expectations significantly increased as a result. Positives included a seamless upgrade from Comfort to Business at LHR, good Plaza Premium lounge, very good miles earning vs redeeming ratio. The A350 hard product is phenomenal, especially on a short London route, and the catering on this flight exceeded the expectations (usually poor hot meal, however, the 4 cheese pappardelle was very good). However, there are two drawbacks on Aeroflot. Firstly, I dislike Aeroflots or SVOs standard practice of parking planes at the literally remotest ramps possible in -6C and with ice covering the stairs. I understand there maybe logistics issues, but doing so to a premium-heavy flight like London and for their most luxurious widebody is just beyond logic. I am observing that the crew service on the A350 / B777 is poorer than on their other planes. It gave me a feeling that the crew were very much undertrained; as a result the service, although efficient, felt very rushed and unpolished. I still believe that the Aeroflot Business Class is above any of its European counterparts from the overall package size view, and if one manages to upgrade for miles (amazing redemption value) like I often do, then this product is possibly the best business class. However, full-fare paying passengers might be disappointed, because, in addition to a cutting-edge hard product, for such money, you expect a hospitable and personalised staff service beyond the just tick attitude. Overall, is Aeroflot a good airline, yes. Is Aeroflot a 5-star level airline and is its business class worth paying a full fare, no.

Route: London to Moscow

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Openskies

Title: "flight yesterday was cancelled again"

Review: Flew Openskies from Paris Orly to Newark. I have flown this airline and route maybe twice a year or so for the past ten years, and in recent years the frequency of cancellations of my flight out of Orly for supposedly "mechanical failures" has risen to unbelievable proportions. My flight yesterday was cancelled again. I do travel regularly, often with BA, and I have never experienced such a high rate of flight cancellations on any other route.

Route: ORY to EWR

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Eurowings

Title: "isnt really a business class"

Review: Checked in on Eurowings App but had to go at check in desk as I had some questions regarding lounge, priority lane etc. The person at the business class counter was not aware of anything, basically denied me lounge access (eventually indicating me the wrong lounge) and priority lane. At the end I could enjoy the priority lane and had no problems getting into the -right- lounge, by simply asking people working at the airport. Onboard incredibly nice flight attendant in the front of the cabin. She really made a difference. Business class with Eurowings isnt really a business class, except lounge access and priority lanes/boarding (depending on the airport of departure): while flying, the perk is basically the seat next to yours is not occupied and you can choose from the onboard sales menu and get the items for free. Still, all is in a paper cup and packed, so dont expect a nice presentation on china of what you eat, you just havent to pay for it (as long you paid your business class fare).

Route: Birmingham to Düsseldorf

Seat Type: Business Class

Traveller Type: Business

Airline: Jetblue Airways

Title: "Horrible experience"

Review: Horrible experience. Delay after extended delay and the crew is acting like its just another day with little regard for how much our days have been turned inside out. Their only recourse is to offer points for the next trip with JetBlue. Why on earth would anyone travel with them again.? Do not travel with JetBlue. The few dollars saved is not worth spending an entire day in an airport n missing functions because of delayed flights.

Route: Kingston to New York JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "a very bad experience"

Review: Johannesburg to George. I had a very bad experience with flysafair both times Ive make use of them and this is my first bad review of any service or place. After booking online for a extra check in suitcase they denied it and make me pay again further the staff at boarding in Johannesburg shouts at us. In George on 3 seats with a window seat only to be called back to exchange tickets for seats across the passag,e now I sit with a crying daughter who made herself ready for a window seat so I would rather next time use a more organized airline.

Route: Johannesburg to George

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Egyptair

Title: "arrive in Ghana to no luggage"

Review: Booked a flight from London to Ghana with the stop over in Egypt. Only to arrive in Ghana to no luggage and no one had any information as to where the luggage could be. This made us extremely unhappy.

Route: London to Accra via Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malaysia Airlines

Title: "not good flight; not recommended"

Review: Flight delayed by 1.5h, Passengers were informed 2h before departure, which was useless as anyone was on their way to airport already. Service was ok, but food and beverages were very poor. No alcohol, and food was bad quality economy class served on China. No menus. The purser told me "You want chicken or pasta, we also have beef, but it looks just so so" . At lease he was honest. Overall, not good flight; not recommended

Route: Bangkok to Kuala Lumpur

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "£rang for service three times with no response"

Review: Service was okay on the first plane, but on the A380 it was nonexistent. I rang for service three times with no response after an hour I got up and went to the stewards section where two stewards were sitting and ask for a drink. The response was a hand appeared from behind the curtain with a drink in the hand and no sorry. The food trolley had one steward handing out meals and drinks, it took her ages to get to the rear section. Is this the standard for economy, now I am a pensioner and cannot afford premium if I ever fly again I will think twice about Qantas or the A380.

Route: Brisbane to London via Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "I've asked for a partial refund"

Review: I actually made four long-haul flights on Cathay this trip. Overall, the standard was solid four-star, rather than five. The food and drink were acceptable, if unexciting, and the seats were comfortable. But the absence of any sort of privacy screens was surprising and felt dated. All the flight attendants were extraordinarily prompt at responding to requests for service and appeared willing. I had two main issues. On the flight from Auckland to Hong Kong (11-1/2 hours, 38 seats in business, I think) there was no Champagne available after takeoff. A flight attendant told me they had only loaded three bottles, which ran out on the ground. The flight was late into Hong Kong, so I was transferred to a later flight on which I was assigned (without warning or apology) a middle seat, instead of the window I'd reserved. The absence of any privacy screen meant I spent a rather intimate 13+ hours with a stranger. He was a nice chap, but if I want a blind date, I'll go online rather than on an aircraft. I paid £5,000+ for business because I wanted Champagne and privacy, so I am not too happy. Anyways, I've asked for a partial refund and was going to await a response from Cathay before posting. But Cathay has just responded: "A member of our Customer Care team will review your case and respond in approximately six weeks time." Oh well.

Route: Auckland to Hong Kong via London

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "On time. Lovely staff"

Review: On time. Lovely staff. Luggage arrived on time there and back. Really happy as I am a very anxious flyer. We

had bike boxes and another hold bag and the service was speedy and stress free.

Route: Gatwick to Malaga

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "Crews were good"

Review: I purchased the ticket online and they were offering a discounted rate for a round trip last year. The ground service was good but check-in process was slow. Good food and entertainment inflight. Crews were good as well.

Route: Bangkok to Dhaka, Bangladesh

Seat Type: Economy Class

Traveller Type: Business

Airline: Allegiant Air

Title: "having computer issues"

Review: Been on vacation to Punta Cana. Get to the airport and check in at 10:30 am for a 1:00 pm flight home. Sat on the plane for 2 hours while they explain to us that they're having computer issues. After 2 hours they make us all disembark from the plane and haven't given us a status, just keep pushing the time out. First time ever flying with this airline, will be the last. I'd be willing to fly the Three Stooges airline if there was such a thing, before ever flying Allegiant again.

Route: Punta Cana to Cincinnati

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "The customer service is horrible"

Review: Air Canada is the worst airline I have ever flown with. My family of four flew to Athens, Greece from New York and Chicago with a connection at Toronto. In addition to long delays, Air Canada forced us to check in our carry-ons. One of my son's suitcase never made it to Greece. Ten days later and we have no word about where the suitcase is. At the beginning we were told that the suitcase went to Paris but its traces got lost after that. The customer service is horrible. We spent many hours trying to call an Air Canada number we were given but nobody answered the phone after waiting on the line for over one hour at a time. Air Canada ruined our vacation. We will never use this airline in the future. Stay away.

Route: Newark to Toronto via Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "Overall a lousy service"

Review: Prague to Moscow on Dec 30th. My Sky Priority status and Fast Track label should allow for priority boarding. Providing, CSA would manage this process. Boarding has been a complete mess and with just a single single queue based on first come - first served. No priority for parents with the kids, business class, Sky priority or any other things you are normally used to see. The flight was fully booked but boarding has been channeled through a single person, checking all the boarding cards, passports and visa. Consequently, boarding has been an agonizing process and atmosphere was very tense. Unfortunately, my observation suggests that in Prague such a chaos is more the rule rather than exception. There has been no supervisor present at the boarding and it did not look professionally. We have arrived in Moscow with 1 hr 25 min delay. The purser apologized in Czech and English, but not in Russian. However, most of the passengers were Russians. Overall a lousy service.

Route: Prague to Moscow

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Air Maroc

Title: "Worst experience ever"

Review: Dubai to Casablanca. I booked a one way ticket with this horrible company for 5th of July for 2259.00 AED, but due to an emergency i had to book another one on 21st of June with almost the same amount 2235.00AED. So when I reached Morocco, I called to asked for refund of the first ticket, I got an answer after 3 days of continuously calling, the lady who answered me was super rude and impolite, I explained to her the situation however, nothing happened its been more than 2 months now still waiting for a refund which basically wont ever happen, cause my big mistake is to travel with a low performance airline company, full of thieves and uneducated customer service agents whom me and another traveler paying their salaries. Worst experience ever

Route: Dubai to Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kulula

Title: "changed the check-in times"

Review: Durban to Lanseria. My wife was at check-in 40 mins before flight and only found out then that Kulula changed the check-in times from 30 mins to 45 mins before departure. No Kulula employee was willing to help even though she had a small bag which could be taken in as hand luggage. This happened on the 13th Nov 2017 and I emailed Kulula on that day and to date I have not received any response. Pathetic customer service from Kulula.

Route: Durban to Lanseria

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "In-flight service was excellent"

Review: We did not receive much assistance on the Noi Bai side, but it was good on the Changi side on arrival. The Song Hong Lounge was decent, with good food and nice view of the apron. Singapore Airlines used an A350-900 for a 3-hour flight, which was amazing. Our book-the-cook meals were decent, though not as good as I would like. In-flight service was excellent.

Route: Hanoi to Singapore

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Privilege Style

Title: "staff on board were amazing"

Review: Manchester to Lanzarote. We booked our flight with TUI but they changed to Privilege because of an issue. I had a 1 year old and 6 year old with me. The staff on board were amazing! They were friendly, great with my children and when my 1 year old was crying before take off they came to play with her distracting her. My 1 year old went to the front to play with the staff at one point of the flight. I found the seat comfort fine, it was clean and just what I expected. If I knew the names of these staff I would have contacted the airline direct and thanked them personally.

Route: Manchester to Lanzarote

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Singapore Airlines

Title: "very attentive and informative"

Review: We queued for checkin for 30 minutes, staff were very good. A chaotic and slow boarding process at the gate

but when we entered the jet bridge it was very calm and welcoming with staff being very attentive and informative. We had a problem with our star alliance flight the night before as it was cancelled so we were reallocated this flight. Singapore Airlines gave us the front economy seat which had more leg room than any other flight. It was on time and meals were served soon after take off meals were good as well as the rest of the flight

Route: Manchester to Houston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "they started bumping people"

Review: First, the positive. The flight crew is extremely nice and apologetic about the situation. I booked a 1st class ticket at a great price round trip from John Wayne to Orlando. Both ways, they "downgraded" the aircraft and delayed the flight over 3 hours on the outbound and 6 hours on the inbound. The flight went from a non-stop to a refueling stop in Tulsa. Because of the downgrade the flight was then overbooked and they started bumping people. Sparing you the gory details, Do not fly this airline if you want to get to your destination.

Route: Orlando to Orange County,

Seat Type: First Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "amazing customer service"

Review: Manila to Singapore. Amazing staff on flight 3K764 Monday 20th August. Late leaving Manila and I was concerned about making my connection in Singapore. Staff contacted Singapore ground staff to find out the gate we would arrive at and where my connection would depart. They also sat me at the front of the plane before landing so I could make leave the aircraft quickly. Thank you for all your help on Monday 20th August, amazing customer service.

Route: Manila to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "The worst experience"

Review: The worst company that I ever used. Food is not that you expect. Rude staff. You can't take your hand luggage to board and have to check in your luggage, after that you have to spend time to receive it and hope that you receive it back. The worst experience that I ever had.

Route: Amsterdam to Warsaw

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: QantasLink

Title: "it's just not worth it"

Review: Sunshine Coast to Sydney. Whilst the flight was nice, I would only choose it if I was flying on a connecting Qantas flight afterwards as for a 1 hour 15-minute flight Jetstar still has better value for money. Great experience, but for double the price to Jetstar it's just not worth it if you value your money over a small increase in comfort. Seat: Comfortable with plenty of padding and support, but a bit narrow. However, its better than no padding at all (Jetstar). Legroom: Decent, but I wouldn't want to spend long in it, for someone who is 6' 1", about an inch to spare. Cabin Crew: Helpful and polite, very professional and well kept. Kudos to QantasLink there. Food & Drink Served: As a morning flight (6:30 takeoff) a tasty scroll, juicy apple, some berries and a cup of tea were welcome and completely complementary. Aircraft Overall: The Boeing 717 is surprisingly quiet and is overall very nice to be on. As an aviation fan it has some very cool wing views from row 13,14 and 15, but for me I'd say the best are 16 and 17, as they have an awesome engine view. However, if you are not a plane nerd like myself, I would not recommend them as they are louder than the

rest of the cabin. Quieter Seats are found forward of row 9. In Flight Entertainment: Whilst on-board WIFI and IFE is free for business travelers, economy passengers must rent IFE at an extra cost. For this flight it was no problem, and the in-seat literature were enough for the short hop.

Route: Sunshine Coast to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "They cancelled my booking"

Review: They cancelled my booking from Nairobi to Cairo. Hours before my scheduled flight, I received an e-mail stating that my booking was confirmed but needed to check-in in the airport, once I tried to check-in the airport I was informed that my booking was cancelled and cannot board the plane. All Information they gave me, is to go to Egyptairs website and contact them, the website has 100s of numbers that do not answer. After 5 hour of trying different phone numbers, the number that worked was the UAE number. Important to say, that in the 10 hours that I was in the Nairobi airport trying to sort out my flight, the Egyptair office in the airport never opened and the Nairobi office in the city is closed on weekends. Worst customer service if something goes wrong with your flight.

Route: Nairobi to Cairo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Georgian Airways

Title: "They have the worst support ever!"

Review: They have the worst support ever! No online option for cancelling a ticket. When I wrote to them to cancel the ticket, they answered me once with the options. When I have told them what to do, they have not replied again. I tried to call them various times, but each time after 5 minutes the call is being ended because nobody picked up.

Route: Berlin to Tblisi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "Zero professionalism"

Review: Terrible experience. The flight was rescheduled 4 times before it's cancelled last minute. Not only once, the return flight was also rescheduled 3 times and delayed for 7 hours. Think twice when you book with this airline. Zero professionalism in handling flight disruptions, they don't care at all. It was a traumatic experience for us. This is the worst airline nightmare you could imagine.

Route: Manila to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "Great service all around"

Review: Pleasantly surprised to be given a bottle of water and a Danish pastry just after take off. Especially considering it was a very short flight. Just over an hour. After enjoying the snack the stewardess quickly came back with fresh hot tea and coffee. Great service all around.

Route: Chiang Rai to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "refuse to pay compensation for the delay"

Review: Due to delay at the departure airport I missed my connecting flight. After 3 hours in line to speak to the customer service, I was told that there were no flights within next two days that they could offer me. They advised that my best option was to make alternative travel arrangements by myself. I decided to take the train to reach my destination. The airline refuse to pay compensation for the delay or take any liability for the cost of alternative form of transport.

Route: Amsterdam to Wroclaw via Warsaw

Seat Type: Economy Class

Traveller Type: Business

Airline: Cubana Airlines

Title: "Staff was very rude"

Review: Toronto to Cayo Coco return. We returned from Cuba to Toronto on February 19 leaving 11:35 from Cuba. Staff was very rude, it seems like they didn't care. We asked for tea and they brought the tea - we then asked for milk and sugar and she even didn't acknowledge this, not even the second time.

Route: Toronto to Cayo Coco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Canaryfly

Title: "could not rebook my tickets"

Review: Gran Canaria to Fuerteventura. I bought the tickets 4 months before the flight. But in the meantime I got sick and recovery lasted long. Thats why I wanted to replace the tickets for another date. For a few days I called this phone number but no one answered. For serious companies it is unacceptable. After a few days someone finally answered and told me I could not rebook my tickets.

Route: Gran Canaria to Fuerteventura

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Koryo

Title: "the aircraft was clean"

Review: Pyongyang to Beijing with Air Koryo. The departure and arrival were punctual, staff smiling and friendly, the aircraft, including toilets, was clean and there were magazines and newspapers at the entrance. The food was a chicken burger but the drink selection was rather limited, either water or one type of soft drink. It is maybe not the most luxurious airline but the service for a short-haul flight is better than European or American airlines I have used for the same distance.

Route: Pyongyang to Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jin Air

Title: "experience was generally positive"

Review: Overall, Jin Air is a solid low cost carrier. I flew a roughly 5 hour route between Incheon and Vientiane, and the experience was generally positive. My only complaint is regarding seat comfort. The seats seem to be narrower than those on other airlines I have flown, and the pitch is nothing to brag about. One tip is that on the B737, do not take an aisle seat. There is some sort of metal box bolted underneath the seat in front of you, taking up a significant fraction of the space where your feet might go (if you stretch your legs out so that your feet go underneath the seat in front of you). This seems to be the case for all the aisle seats, and believe me, my feet were in a very uncomfortable position. Otherwise, I have only good things to say. The flight crew were friendly and helpful (although I didn't need anything unusual that would require great service anyway). Operations were smooth, and the staff at the gate did a good job. I

was running late because of a delay in my connecting flight, and they checked me in right away with no worries. The food they served was solid. It was less than one would receive on a 5 hour flight from a flagship Asian carrier, but better than what you would hope for in North America and acceptable given the low cost. On the ICN-VTE leg, it was dinner time and they served a simple starchy rice with mixed vegetables-very tasty. On the way back it was breakfast hours and they served a basic combo of yogurt, fruit, and a roll. The meals come in a charming cardboard box designed with the Jin Air logo and colors. One remarkable thing about Jin Air is its concept-while an airline's brand won't affect your flight experience in the same way as seat size or staff friendliness, it plays a fundamental role in the mental experience you have while travelling. Many kudos to the flight attendant uniforms, with their minimalist style: jeans, a green top, and a hairpin in the shape of the Jin Air logo (a butterfly designed so that there is an image of a plane formed in the blank space between the wings).

Route: ICN to VTE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "it was very disappointing"

Review: First time flying business class with Emirates and it was very disappointing. A very early pre-boarding process in Amsterdam, while the crew was waiting in the tiny area as well for the airplane to be cleaned. So 500 People squeezed into a waiting area for an hour. Boarding is messy. Boarding music is terrible and, if delayed, played on repeat for hours. The seat is quite nice. The crew works very hard, but the service is just chaotic and messy with their trays, stuff stacked on top of each other. Meal service starts 2 hours after take off. On the way back used the business lounge in Dubai. It is far from the quality of lounges other airlines have, including most European airlines. Again delayed. Gipsy King music again for the 2 hours on ground during boarding. Poorly informed by the captain and mixed/contradicting info from the cabin crew. All the purser could say that it wasn't their fault. Overall, all facilities and procedures are quite average, food and drinks are ok. (Drinks actually very nice), crew was a mix of friendly, hard-working people and some who couldn't care less.

Route: Dubai to Amsterdam

Seat Type: Business Class

Traveller Type: Business

Airline: WOW air

Title: "our bad experience"

Review: Baltimore to Milan via Keflavik. To all travel friends, this is our bad experience flying with WOW air. First about carry on personal bag carries need pay 65 Euro. No water given free in 8-9 hours international fly. Everything you need pay for that. And always sales on the air plane was distributed. No flying with WOW air more for me and family. The first and the last.

Route: Baltimore to Milan via Keflavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "they do not respect their customers"

Review: In June 2022, we were going back to Montreal from Toulouse (with a layover in Munich). The plane left Toulouse over an hour late, which made us miss the flight from Munich to Montreal. We had to wait 4h in line to get the tickets for the hotel/cab + plane tickets for the next available flight (24h later) to Montreal. The next day we got into the plane, the plane was nasty. I tried putting my bottle of water in the compartment in front of my seat and as I reached to put it I touched used, humid Kleenex from the previous passengers. I was about to take a picture of it when the stewardess saw me and changed our seats. The new seats were as nasty as the previous one, coffee stains on the table, visible old journals in the compartment, hairs on the other table, etc. That was at the time when Airlines companies were supposed to clean the planes very well in between flights (for obvious COVID reasons), we were also still required to wear a mask at all times. Two days after my arrival, I wrote a complaint and asked for the legal

compensation for the missed flight (over 24h forced stay in Munich) and I also complained about the dirty plane, asking for a supervisor to call me. I did not receive and calls, only a weird email asking me for my banking information, which I replied to saying I wasnt comfortable giving this information that way. It took 5 months (November 2022) before I received another email stating that it was a safe way to give my information through the website. I did send my banking information through the website shortly after that, reiterating that I also wanted to receive a call from a supervisor. I didnt receive any calls nor any compensation whatsoever. I tried contacting the customer service department a couple of times, they would either hang up on me or make me wait for hours until the line would magically cut. At one point I was able to speak to someone, who confirmed to me it could take a couple months for me to receive something. Its been over a year now, I still havent received the call, I warned them that I would file a complaint to the OTC, asked them to settle this with me before, they didnt reach out to me. I filled the complaint, still wrote to them that I was willing to settle it in a friendly way but they still refuse to call me. So for all the reasons above, I give the lowest rate I could give to this airplane company. The planes are not clean, they do not respect their customers, they do not respect the laws. Do not encourage that type of behavior, book with another company.

Route: Toulouse to Montreal via Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: " Absolute nightmare"

Review: Riga to Gatwick. Never flying with Air Baltic again. Made a whole load of people check and weigh their luggage. I knew I was slightly over the weight (400g) so removed something from my bag and then put on my pocket. Partner had to remove things and add to my bag to make his fit though it was fine on the way out. Then they reweighed mine. Luckily ok. Absolute nightmare and they were charging people 60 a pop!

Route: Riga to Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "such unhelpful staff"

Review: Marrakesh to London via Casablanca. When we arrived at the airport in Marrakesh our flight had been cancelled and we had a connecting flight in Casablanca. After waiting for several hours we were bussed to Casablanca leaving us no time to catch our flight. After going through security we were told at baggage drop it was too late. We pleaded with them as it wasn't our fault and were told to leave the line and find a manager which we refused to do as we had no time. We explained the situation to them and no one wanted to help. Eventually we got the go ahead and were told to run to the gate. There were several more checkpoints to go through with long cues and no help. We had to run from point to point and when asking for help were just ignored. The gate was at the far side of the airport so eventually arrived with a pocket full of cash that we couldn't spend in the duty free, dying of thirst as we couldn't stop to buy water and dripping wet through after all the running. All we needed was for one member of staff to be helpful and get us to the departure gate quickly through security and it wouldn't have been an issue. I have never come across such unhelpful staff.

Route: Marrakesh to London via Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "boxes fixed under the seats"

Review: Terrible seats. We had no space for our legs due to boxes fixed under the seats in front of us. My girlfriend had these boxes fixed in front of her, leaving her only 60% of space for her feet. Myself had only 70% of normal feet space for economy class.

Route: Singapore to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SCAT Airlines

Title: "not sure it is worth it"

Review: Almaty to Oskemen. I flew this airline before and it was ok, but this time my bad experience started with the check-in, where I was offered to either pay 5000 tenge to the check-in attendant or 7000 to the cashier. It could lead to a situation when I could be missing a bag, but on paper everything would be just fine. I was also told that supposedly my hand luggage wouldnt fit, so I would have to check it in, while according to their website my bag is exactly what it should be. I had my laptop in it, and there was no way I was going to check it in. I called their Almaty office to complain, but they hung up on me in the middle of conversation. The aircraft that they gave us was sitting in the cold overnight and the ice that accumulated inside started thawing as it got warmer and a number of passengers had water dripping all over them. The flight attendants acted as if it were a normal occurrence. They are cheap, but I am not sure it is worth it.

Route: Almaty to Oskemen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "quality of food is not bad"

Review: I booked this Hong Kong Airlines flight to Vancouver from Hong Kong because of its unbelievable low price (USD380 return, tax included) it was due to the launch of this long haul service. This is the first long-haul route for HX. I took HX flight many times already but never on a long haul one. Honestly, I did worry a lot before the fight. Once I board the plane, I realised there was no TV on the seat. I was totally freak out as I thought I had to spend 14 hours on the plane without any entertainment. There was also no chargers as well. But after the plane took off, flight attendants hand out iPad with pre-loaded movies and videos to passengers. They are not wonderful but better than nothing. The seats are quite standard economy seats like other airlines. Surprisingly the quality of their food is not bad at all. One thing

which makes the airline look very cheap is, they blocked out the whole front row and asked people to pay extra to sit. Even there was no one paid the seats, they left them all empty and put a plate on those seats saying you have to pay to sit there.

Route: Hong Kong to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sriwijaya Air

Title: "havent answered our request"

Review: We cant believe that they have canceled the 2 trips we had with them. First to go to Borneo to Sorong and then to go from Sorong a Denpasar. They owe us more than 800. They say they can pay up to 3 months later. But as today (2 weeks after the cancelation) they havent answered our request for a refund. They only want to refund one flight without the connecting ones.

Route: Sorong to Denpasar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "you get what you pay for"

Review: Outbound Thomson Airways flight to Punta Cana good with cabin crew very friendly and efficient. Drinks trolley shortly after take off, then meal service. Standard aircraft food, nothing to write home about but filling. Good entertainment on built in seat back screens. Seats had good legroom but are rather narrow. Just pray you are not sitting beside a larger person. Seat configuration not very good at 3-3-3. This only suits family's of three. Much better to have 2-5-2 or 2-4-3 this gives more flexibility and enables more people to be closer to an aisle. Return flight left a lot to be desired due to the non interested crew who were more interested in talking to each other than serving passengers.

Three times I was asked what I would like to drink and each time I responded, but due to inattention and conversation with cabin crew I was literally ignored to death. Drink measures extremely small, I was given a small splash of brandy with loads of ice. Impossible to taste the brandy. They had miniatures of spirits on the trolley but would not serve them. Seats are incredibly thin and uncomfortable. They would make a fortune selling blow up pressure cushions on the flight. Breakfast served shortly before landing was sausage and omelette, which was surprisingly tasty. The Boeing 787 is a fairly comfortable aircraft but is much over hyped. Claimed to be a lot quieter than comparable aircraft. I would dispute this as I have found Airbus A330 to be quieter than this. There may be something in the claimed air quality as I have not suffered from jet lag as much as before. Overall a fairly good flight which could be greatly improved by reminding cabin crew who pays their wages. Flew as part of a package holiday with First Choice. I suppose you get what you pay for.

Route: LGW to PUJ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "trips are almost always smooth"

Review:

Gulf Air is really not a bad airline when traveling regionally (within GCC) for me. They are always on time, the trips are almost always smooth from take off to landing. Service is great and I would definitely fly with them again. The only drawback is the price of the ticket tends to be steep compared to other airlines like Emirates.

Route: Bahrain to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "the worse flight experience"

Review: Monterey to Providence via Phoenix / Washington. This was the worse flight experience in my life. Hours of delays, the aircraft was old and seats falling apart. I traveled from Monterey. The plane sat for over 30 mins after boarding. No weather problems. Then there was almost four hours delay in DC. Returning home there was a three hour delay in Phoenix. The toilet lights were not working. The WiFi was working. Everything that could go wrong happened. I will never fly American airlines after my next trip. It's been booked and I can't afford to cancel. I would rate this a zero if I could.

Route: Monterey to Providence via Phoenix / Washington

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Antilles

Title: "This airline is disgusting"

Review: Point-à-pitre to Saint Martin. This airline is disgusting. They have no respect for people or their time. They are the most unhelpful and rudest people we have ever encountered on an airline. They were unwilling to help us try to book an earlier flight, after discovering the plane was delayed two hours which would have made us late for an unexpected funeral we were to attend. Then, even though it was two hours late, they still made us go into the boarding zone, where there was no food and only warm bottles of water in an expensive vending machine. Once, the plane was finally nearing boarding time, they announced another hour of delay. Delays are common and sometimes unavoidable, However, the rudeness and complete lack of help is unacceptable. We not only felt like we were receiving attitude because we were white, we also just felt that they didnt feel like dealing with us because they were too busy eating lunch. Unacceptable. Do not fly with them. We should not be giving them our hard earned money.

Route: Point-à-pitre to Saint Martin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "very pleased with my experience"

Review: Madrid to Casablanca. Excellent experience; this was my first time flying Royal Air Maroc, and I am very pleased with them. The aircraft arrived to the gate on time, and we boarded and departed on time. The seats were clean and comfortable. One of the things that very pleasantly surprised me is that, despite the fact that this flight is barely 1.5 hours, the flight attendants served a delicious, hot meal, complete with beverages. You'll never get anything more than peanuts or pretzels on a domestic flight in America, so imagine my surprise! The flight attendants were polite, friendly, and courteous. The in-flight entertainment was displayed on drop-down screens (old school Charlie Chaplin, so it was family friendly), but I wasn't going to complain about the lack of entertainment options on this short of a flight. You can also access WiFi on your phone, so there are definitely some options. The plane ride was smooth, and there were no issues with debarking and picking up my luggage. Overall, I am very pleased with my experience, and highly recommend my family, friends, and others to fly with Royal Air Maroc. I will definitely be flying with them in the near future.

Route: Madrid to Casablanca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: GoAir

Title: "their horrible service"

Review: Bangalore to Kochi. I did not fly at all because of their horrible service. First, they cancel the flight and notify with just an SMS and email. No calls. Second, they give you 2 phone numbers and ask you to call. No matter how long you hold the call, they won't receive it. I even tried their airport numbers. They just ignored the calls. Third, they mention in the email that they can rebook the ticket for us but the reality is different. They just refund you the amount and we have to start looking for another flight. And because the flight was cancelled just 36 hrs before travel, I had to cough up 5 times the money I paid originally for this budget airline. There goes my budget.

Route: Bangalore to Kochi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air France

Title: "Wonderful flight"

Review: Wonderful flight. Extremely professional crew and delicious food. I didn't love the seat and found it a bit narrow compared to others, but didn't detract from the experience. Would recommend.

Route: Mexico City to Paris

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Lao Airlines

Title: "had to cancel my entire trip"

Review: Bangkok to Siem Reap via Pakse. Cancelled a regular service flight with less than a week to go, and left me scrambling to find an alternative. Orbitz was no help, and Lao wouldn't even to respond to their requests. Had to cancel my entire trip, thanks to Lao Airlines.

Route: Bangkok to Siem Reap via Pakse

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LIAT

Title: LIAT customer review

Review: Always late is how it is referred to. 7 hrs to do a 30 min quick hop from Anguilla to Antigua as rescheduled to go via St Maarten. Plane leaving St Maarten was then late, and then having boarded sat on the runway for 1 hr whilst it

waited for another late LIAT airline to arrive from another island!

Route: Anguilla to Antigua via St Maarten

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "very happy with the service"

Review: Melbourne to Bangkok via Brunei. I have flown twice now with Brunei business class and must say great airline and was very happy with the service and staff friendliness, terrific food as well. I also find the people of Brunei very friendly and welcoming. I am now a member of there frequent flyer program.

Route: Melbourne to Bangkok via Brunei

Seat Type: Business Class

Traveller Type: Business

Airline: Thai Airways

Title: "I cant fault the airline this time"

Review: I stopped flying Thai last year because the product had become so poor and stale. However, I genuinely cant fault the airline this time. I was much more impressed with them. The food was a lot better the crew was less sharp and more friendly. The flight went by without a glitch. Bit bumpy but that was thats the weather not the airline. Back to being my number one carrier to Thailand.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Pegasus

Title: "amazing customer service"

Review: Amazing team at Hubli airport. We had to change the plane in Bangalore to get to Kochi and we might be late, however the team assured us that our baggage will go first from plane, when we have landed. Us and few other people in similar situation were brought by small bus faster than other customer to the airport and one guy from airport in Bangalore from Air Pegasus made sure and check our flights details that we will be on time. Thank you one more time especially for team in Hubli! Amazing customer service.

Route: HBX to BLR

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Shenzhen Airlines

Title: "the worst experience"

Review: London to Bangkok via Shenzhen. Pretty much the worst experience I had on a plane. Staff where highly incompetent, flight attendants where unprepared, the seats were extra small, on-board entertainment was a joke, I mean, there where only 4 movies and all Chinese. Try to avoid.

Route: London to Bangkok via Shenzhen

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "had to pay for that 60 euros"

Review: My wife had a very small hand bag, we had to pay for that 60 euros, so I gave the lady cash, and she answered that they don t accept cash, so i told her what if i dont have a credit card! She answered me, Sir you can complain at Aegean airline or airport in a rude way. When we arrived to our destination, they broke our luggage.

Route: Rhodes to Geneva via Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Laudamotion

Title: "always a hidden fee"

Review: Vienna to Oslo. There is always a hidden fee with this company. Stay away at all costs! 55 Euro for them to print your boarding card. The card did not work at the gate, and they were unwilling to help me get through as the barcode did not work.

Route: Vienna to Oslo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "mislead paying customers"

Review: A professional disgrace. Blatantly mislead paying customers. Ground staff are oblivious to the term customer service. Delay after delay. No explanation, no apology, just live with.

Route: Paris to Gatwick

Seat Type: Economy Class

Traveller Type: Business

Airline: Corendon Airlines

Title: "urge everyone to avoid Corendon"

Review: Terrible airline for blanket cancellations across all UK airports for months of Sept and Oct. No apology and no

offer of automatic and speedy refund. An open ticket is offered to be used within 7 days of original flight - which is impossible when all flights have been cancelled by this airline. I urge everyone to avoid Corendon and book with a better airline who have an app that works, respond to messages and actually answer their phones.

Route: Gatwick to Dalaman

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "not recommend this to anyone"

Review: I had a flight from SAV airport to FLL airport the day of May 21st, 2023 at 9pm. I arrived at the airport at 6:40pm at the silver airways counter. I was in line for almost an hour. When I got to the desk they told me that were no more seats available on the plane and that it was overbooked. They then said that the plane was too small. And then they finally said they were gonna change my flight for the the next day. This also happened to the other 23 people that were going on the plane behind me but I was the first one to arrive at the counter. They moved me aside and told me they were gonna put us all on the plane. They started to put everyone on the plane besides me and then they told me I wouldnt be able to get on the plane. I was the only one that wasnt able to fly that night on the plane. This is the worst airline in the US I have tried and would not recommend this to anyone. A review doesnt describe how terrible my experience was or how bad this airline is. To be clear the manager was very disrespectful of my time considering I was the first one that arrived.

Route: Savannah to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "cancel a flight 4 hours before departure"

Review: I can believe this company has taken over the market with their false advertising, they just cancel a flight 4 hours before departure, with no option of flying today. We have plans and now we need to move over things because this people dont know how to do their work, they own plenty of planes, so if one broke, get another one ready. A cancellation like this should be penalized

Route: Cleveland to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "staff were very nice and helpful"

Review: Flew Iberia Express from Madrid to Rennes. Very good punctuality, we arrived 20 minutes before the scheduled time. The Immfly WiFi connection works very well. Great variety of content like films, series, TV programs for flights of less than three hours. The staff were very nice and helpful.

Route: Madrid to Rennes

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Mauritius

Title: "very good cabin service"

Review: Cape Town to Mauritius return. Both flights very good in terms of cabin service, friendly engaging and polite crews, food OK (ex CPT) to good (ex MRU), plentiful drinks rounds, seat space, VOD quality (although very small screens). Both flights on time, quick baggage retrieval on arrival and a breeze through immigration + customs in both CPT and MRU. Would definitely fly Air Mauritius again and glad to have paid a little additional fare for non-stop flights rather than transferring via JNB.

Route: Cape Town to Mauritius

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "on board they offer nothing"

Review: Prague to Helsinki, flights on time, cabin was clean and staff are polite and decent. The main problem is that on board they offer nothing, you have to pay for everything - even water is not free, this is a low cost airline concept.

Route: Prague to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "will not travel again with Rex"

Review: I booked the wrong way instead of MEL-SYD-MEL booked SYD-MEL-SYD same dates. Once I found the error, called 131713 and informed the same within 48 hours of purchasing the 6 tickets under single booking. This is 3 weeks before the flight. This girl charged \$66 for each passenger although all six under single booking. Return flight cost \$77 but 2 minutes route change cost additional \$66 per passenger. Very unhappy and will not travel again with Rex.

Route: Melbourne to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lynx Air

Title: "Worst airline I have ever traveled on"

Review: Worst airline I have ever traveled on. I have never seem such unprofessional staff in an airport in Canada, I

won't even get in to it about the cabin crew. They make the flights look cheap but then you have to pay for everything so you might as well just stick with your normal carrier, it might save you money. Travel with more established flights the level of service is better even if you are paying a bit more. I have never seen people at a check in counter just sitting there eating away when they should be helping clients.

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "experience before boarding is simply horrible"

Review: I have a reservation from Detroit (US) to Hyderabad (IND) via JFK and AUH. I have checked in all my luggage at DTW for Jet Blue from DTW to JFK and I wasn't told there would be a charge or I will not be allowed to carry both carry on and back pack with Laptop. At JFK I had to wait for the Etihad counters to open for more than an hour, once the counter is open they asked us to move to a line and had us wait for 40 mins to start/open the counters. I had to wait just to collect the boarding pass because I couldn't get them from online. When I reached the counter they charged me 60\$ as I am carrying a backpack for my laptops. They just said they changed the policy from July which is ridiculous. The overall experience before boarding the flight is simply horrible. Never book through Etihad especially when having a internal transfer with in USA.

Route: New York to Hyderabad via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Singapore Airlines

Title: "there was no more beer onboard"

Review: Frankfurt to Singapore on Singapore Airlines SQ325, 23 February 2023. 1st drink service served on trays with

cups of water or juice & pack of mixed nuts instead of the drink trolley. 1hr+ into a 12hr flight, dinner was served. When it was my turn, I asked for a beer with my dinner but was told there was no more beer onboard explained staff. This flight felt a lot like Scoot.

Route: Frankfurt to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Regional Express

Title: "Value for money this airline is terrific"

Review: My return trip from Melbourne to Sydney was outstanding. Rex ground and flight crew were efficient, helpful and friendly. Value for money this airline is terrific. There are no hidden extras when you book and you actually pay the price that was advertised. Rex have a full COVID 19 Refund Policy which is easy to access. Within days of requesting a refund after Melbourne's last lockdown the money was back in my account. I can't rate Rex highly enough, this airline is the real deal.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "my experience with Ethiopian Airlines was excellent"

Review: Overall my experience with Ethiopian Airlines was excellent. The planes were modern and comfortable, the flight attendants were courteous and the food was pretty good. Great in-flight entertainment too. Price was a big factor in choosing them for my trip to London and back and as the cheapest option the value I received was exceptional. I would 100% fly them again and intend to next time I make a trip with them as one of the available carriers.

Route: London to Addis Ababa via Cape Town

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flynas

Title: "never recommend this airline"

Review: Dubai to Jeddah with Flynas. Seats are okay, and the staff is okay. We had a stroller / baby cart. When we got out of the plane, they didn't take out the stroller. It also did not come out with the rest of our luggage. We had to wait good 45 minutes for Flynas representative to get to his desk as he was on a "10 minute break"? Finally, he informed us that the stroller is in the other terminal. There is no way for them to bring the stroller to us, so we had to go to the other terminal by a taxi and get the stroller ourselves. This cost us 2 hours and; 100 Riyal extra as the taxi driver had to wait for an hour for us to finally find our stroller. Why couldn't they bring the stroller out when we were getting out of the plane or even send it through the luggage area. Would never recommend this airline.

Route: DXB to JED

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Peruvian Airlines

Title: "do not waste your money"

Review: La Paz to Cusco and I am so angry after my experience with Peruvian Air. They will delay your flight if they did not sell enough tickets to combine it with a later flight. This made me miss my connecting flight where I allowed Peruvian Air to have 6 hours to make a mistake. Afterwards they did not help us with flights for the next day or even a hotel for that night. Due to the fact the "weather" was bad, they said it was not their fault the flight was delayed. For 8 hours!! They would not take any responsibility at all. Do not waste your money and buy tickets from another company!

Route: LPB to CUZ

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAAG Angola Airlines

Title: "service was mixed - some friendly, others less so"

Review: Cape Town to Luanda (and back) on slightly older 777-300, but still in good condition. Luanda - Lisbon (and back) on 6 month old 777-300 - very good condition. It had larger screens than the older one - but less movie options, which did not quite match those listed in the in-flight magazine - either way selection is limited. Flight map system much improved in the newer plane. Seats the same slimline style on all planes, comfortable enough, with good recline and leg space. Pillows are provided, but no blankets by default. Catering is decidedly low cost - flimsy plastic tray and so on, and cheap plastic cutlery, however the food was not bad at all. Service was mixed - some friendly, others less so, English definitely not spoken well. Luanda stopover thankfully short, as airport is primitive, with multiple flights leaving from the same gate at the same time, which causes a bit of chaos - nothing too serious though - you will be checked to make sure you won't get on the wrong plane. Airport has no air bridges, so you get a good impression of the sheer size of the 777-300's as you walk up the stairs. This is the most direct route from Cape Town to Portugal, hence the quickest way to get there, as the feeder flights from/to Cape Town/Johannesburg are well-timed. Arrival time in Lisbon (early morning) and departure time (late at night), also very convenient. All in all the combination of new planes (nice), good price, with acceptable levels of service and catering, make this a really good option for getting to Europe from South Africa.

Route: CPT to LIS via LAD

Seat Type: Economy Class

Traveller Type: Business

Airline: KLM Royal Dutch Airlines

Title: "experience is very disappointing"

Review: KLM has a 2x2x2 configuration in business class. This means you have to wake your neighbor up in order to use the bathroom. That doesn't really work in business class. Moreover, the power outlets and the headphones ports are

located behind your seat which makes it basically impossible to reach. As a matter of fact every time you move, your headphones are disconnected as they're not really plugged in merely laying on a magnetic surface. The planes are ancient and the experience is honestly very disappointing. Lots of screaming kids onboard. This didn't feel like a business class flight at all.

Route: Bogota to Amsterdam=

Seat Type: Business Class

Traveller Type: Business

Airline: FlySafair

Title: "no communication, rude staff"

Review: This used to be my go to airline but the past 3 or 4 times have been horrendous. Delays, no communication, rude staff, and staff not knowing the answers to any questions. I won't be using them anymore.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Mauritius

Title: "the cabin became very stuffy"

Review: The flight was fine and on time. I had only one concern shared by many co travellers: the air conditioning is not working or set properly. The inside of the cabin became very stuffy. We did ask during the first flight to have the temperature set lower but it was still far too hot and uncomfortable. The seats are also very close, making it extremely uncomfortable to eat.

Route: Johannesburg to Mauritius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "selling food and lotto tickets rather than concentrating on safety"

Review: Boarding was the normal scramble with people rushing to get into line at the Gate and wanting to be first on. Total waste of time and money paying for Priority Boarding when you have allocated seats Quick turn around meant aircraft hadnt been cleaned. Crisps and biscuits all over the floor around the seat. Normal crew members more interested in selling food and lotto tickets rather than concentrating on safety. Real concern was the fact those sat in the over-wing exit row, two rows in front of us had plastic pint glasses full of beer they were drinking from during approach landing and taxi at Gatwick. So much for the so called final cabin checks.

Route: Shannon to London Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "cancellations and flight delays"

Review: Sydney to Phuket. Please avoid this airline at all cost. The cancellations and flight delays will end up costing you much much more as we had to rebook flights with other airlines to get home.

Route: Sydney to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "worst airline one could ever choose"

Review: This is the worst airline one could ever choose to fly with. Going and coming back they lost our luggage and

no one can help in finding them. Completely ruined our vacation we worked so hard towards. Never again

Route: New York to Dubai via Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Serbia

Title: "tickets are not changed even with a fee"

Review: You have to wait at least 40 to 50mins to communicate with Air Serbia. And when you are lucky and that happens you can't communicate unless you speak Serbian. They don't speak English at all. Their tickets are not changed even with a fee.

Route: Athens to Berlin via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "No lounge for business class"

Review: Munich to Tel Aviv. We can even start before explaining the check in and security process for El AL in Munich, which is the most complicated and unfriendly. Its start in Terminal 1 (the old one in the Airport), then goes to check in K. this check is located after the parking area. At the beginning you think you are lost. But thats the direction. Then you arrive to the separated terminal dedicated to ElAl. No lounge for business class, slow check in and security, no shops or proper drinks (small kiosk with basic things). Flight with a friendly and professional air crew but who will remember that after the long long way to this terrible terminal.

Route: Munich to Tel Aviv

Seat Type: Business Class

Traveller Type: Business

Airline: Sun Country Airlines

Title: "The staff on the way back were rude"

Review: Usually I can take a carry on and did on my way to Florida but on the way back they charged me for my carry-on and told me only backpacks were allowed. Then when I went to pay they said they couldnt take cash it had to be a card. Ive never been treated so badly at the stand. They didnt help guide anyone and when booking the flight months earlier they didnt prewarn anyone this would happen. The staff on the way back were rude. Totally different then my flight there they helped when not sure where to go and did not charge me for my carry on which was 45 dollars I think they were just being greedy on the way back.

Route: Tampa, Florida to Minneapolis, Minnesota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "bad experience in my baggage"

Review: Manila to Vancouver via Taipei. My overall experience is okay. Needs further improvement on the audio. Also, the food should be improved, aesthetically and by flavor. Our taste buds arent much functional when in high altitude, so it is a must that aroma and flavor of the food compliments each other, or else, all of the food will just taste all pretty much the same. I had a bad experience in my baggage when the ground steward in Manila told me that my baggage will go straight to Saskatoon (my final destination), and not to be picked up in Vancouver. Since I was a new flyer, I didnt know much of this. I even clarified (twice) with the steward if I will be picking it up in Saskatoon or Vancouver, and he kept on saying that its gonna be in Saskatoon. But when I arrived in Saskatoon, my baggage wasnt there. So much inconvenience on my part. They need to have well-trained and knowledgeable staff when it comes to these types of situation, or a mentor should be around in this case. With this, I dont know if I will fly with China Airlines anymore.

Route: Manila to Vancouver via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sichuan Airlines

Title: "lunch was delicious and generous"

Review: I was very pleased with the overall experience on my Nanjing to Chengdu flight with Sichuan Airlines. The staff went out of their way to speak to me in English. All announcements during the flight were in Chinese and English. Although a small tablet was provided in every seat pocket as the inflight entertainment, none of the content was in English. I did watch a movie (in Chinese) about a dog called "Snowee" and enjoyed it without fully understanding what was happening. The lunch served was delicious and generous.

Route: Nanjing to Chengdu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: Very frustrating experience with gate attendant mandating the checking of bags at the gate when overhead space still available. Caused the inability to take original delayed flight through DC and delaying arrival by hours. Delays happen just wish guest service from this airline could provide recovery.

Route: Manchester, NH to Indianapolis, IN via D.C.

Seat Type: Economy Class

Traveller Type: Business

Airline: Vistara

Title: "the finest premium experience"

Review: Bombay to Goa in Business Class in an A320. Vistara currently provides the finest premium experience in India. The entire experience was flawless. Comfortable seats, warm service. There is no WiFi on this route but given the short flight time it is not an issue.

Route: Mumbai to Goa

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "flight is going to be cancelled"

Review: After sitting at the gate, they finally tell us as we're boarding that our flight is going to be cancelled. They automatically put us on a flight without asking over 3hrs later with no food or drink vouchers and no explanation.

Route: Lima to Cusco

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: TAP Portugal

Title: "it is all low cost but the price"

Review: The standards in TAP have been going down in the past couple of years but it got to a point where it is all low cost but the price. For starters, I have been flying with them for 12 years and not once has been baggage been weighed. Apparently this has started now. I flew with them in March 2023 and, as always, nobody cared about my hand luggage (I frequently take a trolley and a backpack and a lot of times I've also taken a small ecobag with fragile items I don't want to put in my backpack). My last flight on 24th June 2023 from London Gatwick was different though. The lady who checked my luggage wanted to weigh it so she asked me to put my trolley in the scales and shouted I was over the limit. Highly unprofessional and rude, but then she proceeded to make me even more uncomfortable when she said loudly not

one but three times that I was taking 3 items instead of 2 (referring to my ecobag). I was never given an opportunity to take anything out of my suitcase or rearrange my things, instead she took the trolley and asked me to pay £68 straight away. I also noticed there appears to be double standards as the lady on the other counter who was also boarding passengers didn't check any luggage. In addition, the economic crisis seem to be have hit hard as before we used to have a snack on board and now not even a glass of water. I would find this acceptable if I had paid a fair amount for this poor service, but TAP seems to forget that they are overpriced for the quality they are presenting customers with nowadays. Very disappointed and dissatisfied. Will go out of my way to avoid flying with them for the near future.

Route: London to Porto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "I would love to fly again"

Review: Beijing to San Jose. This was my first trip with Hainan Airlines and I can give it 5 stars for its in flight service. The preflight issues were awful and online check in was impossible. The airport check in left a lot to be desired. We boarded to a remote stand by separate bus for business class but boarded together with the crowd. Onboard it was a different experience. The seats were herringbone type which were spacious. The crew were very nice and the menu was excellent. For me it was a treat actually to see no pork items in it. It was like dining in a high class Chinese restaurant at 35000 feet. They offered pyjamas even for us. There was no WiFi but the IE was very good. The toilets were spotless and we landed in San Jose which is a wonderful small airport to arrive into USA from an international flight and avoid the horrors of JFK or LAX. Overall I would love to fly again with it mainly for its inflight service.

Route: Beijing to San Jose

Seat Type: Business Class

Traveller Type: Business

Airline: Air Namibia

Title: "attendants were friendly "

Review: Windhoek to Cape Town. The food was plenty, attendants were friendly and firm in their instruction. A delay in boarding at Windhoek and no announcement that that was what was happening. Jerking and shaking as the aircraft took off, when I asked one of the staff he said "it was the wind, strong wind."

Route: Windhoek to Cape Town

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Japan

Title: "Every flight was perfect"

Review: Tokyo to Fukuoka via Osaka. Four domestic flights on Jetstar Japan. NRT-KIX, KIX-FUK, FUK-KIX and KIX-NRT. Every flight was perfect from check in to boarding to inflight experience and baggage claim. One flight was better than the next. All crews professional on every level. Everything was organised, civilised, and punctual. I suspect this is more reflective of Japanese culture than Jetstar's competence, but give Jetstar credit when due. In Japan, poor customer service, disorganization, lack of punctuality are all non-existent and not acceptable. Jetstar Japan embodies this. Far and away the single best discount airline experience in memory. Significantly better than most 'full service' carriers. The rest of the industry could learn a few lessons from Jetstar Japan, as they are the gold standard in my opinion.

Route: Tokyo to Fukuoka via Osaka

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Loganair

Title: Loganair customer review

Review: Great service from a great little airline operating on behalf of Flybe. The Dornier 328 is a comfortable aircraft, albeit a little small. The sole cabin crew member was polite, professional, very friendly and chatty. Complimentary snacks and drinks were served and the flights were on time departing and arrived early. In fact, the outbound flight only took 31 minutes, a record according to the crew.

Route: NWI to MAN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "a disappointing experience"

Review: Travelling with KLM again was a disappointing experience from the ground to the gate. Our luggage was missing from their codeshare airline from Sevilla to Amsterdam. We are currently back home with no news on our luggage. Secondly on our departure, we wanted to clarify on our seats but was shut off on our request at the gate. Upon reaching the gate, the staff simply waved off with a full flight without listening to us and constantly cutting us in our sentence. We were even told that there is no need to listen to our long story. The boarding was also messy with no clear instructions on luggage to be put on hold. On board, I was questioned why did I not prepare food for my baby when I had ordered for infant food during booking of the flight. It was an awful start to end and start our year with KLM.

Route: Amsterdam to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "services getting worse"

Review: For the last couple months, I have been dissatisfied with the service. There has been delays upon my trip back home. I can understand an hour but to have to sit in the airport for 7 hours is ridiculous. When you are not being told

substantial reason is even more unacceptable. This is an inconvenience to me as I have other important things to take care of. In addition, having to come at the initial time frame of the original flight is even more ridiculous. Having to come to the airport at 2:00pm and not leaving until after 9:30pm does not make any sense to me. I have been flying with JetBlue for years and it seems like the services is getting worse. There is more fees added and decrease in adequate services. I am going to have to take my service elsewhere.

Route: Kingston to New York

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Avianca

Title: "This was my worst experience"

Review: This was my worst experience with this airline, 6 hours international flight, no light meal or even a cup of water. Even you want purchase of food, not everyone has credit card, Chair uncomfortable. No toilet paper on WC, the flight attendant are lazy to clean up or put some toilet paper, when I asked for toilet paper one of the flight attendant she just passed me a toilet paper with wrap around of plastic so I had to do her job and put toilet paper in bathroom. If that airline was cheap like many other airlines in world they are cheap and dont provided food and that is okay, but they price is same as Canadian or US airlines.

Route: Bogotá to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Boutique Air

Title: "nice having a reliable company"

Review: Massena to Boston. I flew once on the charter service on Boutique Air and multiple times on the commercial side of things. I am amazed on how professional and fun everyone is. We know about Boutique Air from living in upstate

NY and so me and my 6 friends of mine chartered Boutique Air to New York City for my bachelorette party and then I often take them to Boston. I am hoping for more routes out of Massena since right now they only do Baltimore and Boston. Either way, its nice having a reliable company in my area that I can count on to get me where I need to be!

Route: Massena to Boston

Seat Type: Economy Class

Traveller Type: Business

Airline: Avianca

Title: "This is a terrible airline"

Review: Use Avianca fly from Quito to Buenos Aires and then return. The quality of seats are extremely poor for a 5-6 hours flights, in both flights our seats could not push back for sleeping and they said it is because it is in front of emergency exit row (not sure why but at least this should be mentioned when they are selling the seat), we paid for a seat which could not be pushed back down. The flight was 5-6 hours and they didn't offer anything to drink/eat, instead they were selling low quality food/drinks in the plane. That was a shame for a \$900+ and 6 hours long ticket they don't offer absolutely nothing to eat/drink. This is a terrible airline, while few years before I had good experience travelling with Avianca. Will not use this airline anymore.

Route: Quito to Buenos Aires

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kulula

Title: "delayed, no apology offered"

Review: East London to Johannesburg. After being warned of recurrent Kulula delays, i decided to take a chance then boom. Flight is delayed, no apology offered by airline, no food offered since its only a 2 hour delay. Who pays for this one. I do not recommend such an airline that cannot manage time.

Route: East London to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Air China

Title: "catered for Chinese passengers"

Review: Copenhagen to Beijing via Stockholm. Premium economy ticket purchased through agent which means that you cannot use Air China website to check in, manage booking etc beforehand so we were assigned seats at check in. Air China website has very limited info on what you get for Premium economy - more legroom but nothing else. The first leg was with SAS plus which provided all the details so we were able to take advantage of priority queues and lounge access at Copenhagen which was excellent. When we transferred at Stockholm we were not permitted access to Air China lounge or any extra services. Food on plane was standard and not very appetizing. We had an additional Air China flight Beijing - Hong Kong which was delayed due to weather with no information from AC on reasons why. Return flight HGH-PEK-CPH was ok but nothing to get excited about. Cabin crew did a professional job. In flight media was hopeless. It is controlled from remote fixed into arm rest and is very small in size and buttons are difficult to access. It was very difficult to select items and i often hit call attendant by mistake. Most programmes catered for Chinese passengers with limited up to date western movies or music Overall, despite cheaper prices than competitors I don't think Premium economy is worth the extra. By contrast i wish we had flown SAS Premium economy the whole way.

Route: Copenhagen to Beijing via Stockholm

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: Saudi Arabian Airlines customer review

Review: I am writing to you to express my great dissatisfaction with my recent experience with Saudi Airlines. January

3rd flew Saudia from Washington DC to Lahore via Jeddah and encountered terrible service. I lost my Hand-carry which they took away at time of getting into the plane. The service I received from the airline staff was unprofessional, rude, and slow. My flight was delayed for 19 hours at Jeddah airport, and when I asked the staff for an explanation, they were unable to provide one. I found the staff attitude towards customers to be unhelpful and dismissive. Worse yet, when my flight finally arrived, my hand-carry was nowhere to be found. I had to purchase new clothes, toiletries, and other items in order to make it through the rest of my trip. I had to pay for these items out of my own pocket. I was also disappointed in the customer service I received when I reported the lost baggage. The staff was unhelpful and unsympathetic, and it was clear that they did not take my complaint seriously. They refused to give me a claim number by saying that it was not needed. I have tried to contact the airline both by phone and email, but I have not yet been able to speak to any customer service representatives who can provide me with information regarding my hand-carry. They hung-up the phone on me when I asked for some help. I have now been without my luggage for over three weeks and have yet to receive any response from the airline.

Route: Washington to Lahore via Jeddah

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "complete and utter disgrace"

Review: Oman Air is, quite simply, a complete and utter disgrace. The airline treats its guests with complete contempt. Flights from Amman to Muscat and back were cancelled due to the COVID-19 pandemic and they are refusing to refund, instead keeping my money (and that of countless other customers) when planes did not even take off. The airline has adopted a policy of hoping customers will stop pestering them so they can keep their money without providing a service. They refuse to help on the phone (or hang up on you) and direct you to an e-mail address. An automatic reply to all e-mails says you may have to wait 15 days for a reply. If you get a reply, they do not help or address any questions you have asked. It is just a copy and paste response. When you reply again, you get the same automatic message saying to wait 15 days. It is a system which seems like it has been purposely designed to annoy and frustrate. I specifically put

several times I did not want a voucher or to keep the ticket open, and requested a full refund as is my legal right. This was repeatedly ignored as they kept offering to keep the ticket open. On one occasion I was told to fill out an online form to process my refund. I did this, and eventually got a reply again offering me to keep the ticket open. They eventually said that as per their terms and conditions, I would be paid 12 months after the tickets were booked. So they want to use people's money as an interest free loan. I asked several times where in the terms and conditions it says this and was repeatedly ignored. The reason for this is it is not in the terms and conditions. I also have no faith they will repay the money after this time. I was really looking forward to visiting Oman but my impression of the country is now permanently damaged because of the airline which represents them.

Route: Amman to Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "another good flight on Garuda-Indonesia"

Review: Flew on GA-682 Jakarta to Sorong. I was able to check in at the SKY Priority desk and I was quickly escorted by the Garuda PSA Team member Yudi through security and into the Lounge. Soft drinks and snacks were provided in the lounge and staff were very helpful. When it came time for boarding Yudi also escorted me to the aircraft. Thank you Yudi, much appreciated. The flight itself was an overnight flight and was quite full, however the cabin crew managed to serve a meal and soft drinks and overall, they were very helpful and engaging in the typical warm and friendly Garuda-Indonesia way. We arrived in Sorong on time, and it took approx. 15 minutes for my baggage to come out, considering that early morning in Sorong is very busy as many airlines arrive with 30 minutes of each other I found this a very acceptable time to wait. Overall, another good flight on Garuda-Indonesia.

Route: Jakarta to Sorong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Panorama Airlines

Title: "worst airline experience"

Review: Santorini to Bergamo. The worst airline experience I've ever. With tickets booked from our travel company they were not accepted and sent us to another desk in another part of the airport to pay 600 Euros to put middle names onto my girlfriend and get our boarding passes - total scam. In the end, after paying the 600eur for the "name changes" I got the boarding passes with first and last name as I had previously! Nobody could explain why we paid that value, nobody even cared if we miss or not the flight, the counter girl was almost making fun of us. Never ever again I will fly with this company.

Route: Santorini to Bergamo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "would absolutely recommend"

Review: I was flying with Virgin America today and I was impressed. The seat comfort was amazing. Being 6/7, flying is not always easy. However, VA had lots of space for my legs and seats felt like being made for my size. It felt very comfortable. Even the headrest was high enough (which did not happen to me yet and I am a frequent flyer). Neither Lufthansa, Singapore Airlines and others had this comfort. The entertainment system offered everything you wanted. Movies, music, games, food and drink orders. In general, the plane seemed very modern. When ordering a gin tonic (the 50ml gin bottle was told to cost 8\$, which is a regular price for short haul flights) they offered me 2 for 1 bottles. Soda was free. As I bought my ticket via Skypicker and had a connection flight, I cannot tell how much the single flight was which makes it difficult to state anything about value for money. Ground service was very solid and friendly, no complaints. Cabin staff could have been a little bit more friendly. When I was asking for an emergency exit seat (one emergency exit row was kept empty as any passenger could upgrade their seat for \$150, which I think is a lot, especially having that great seat comfort, which I did not know at that time), the cabin staff was not overly friendly, however, they

have not been rude at any time. Altogether, I would absolutely recommend Virgin America, at least when they are using the plane I was flying in. Thank you Virgin America for this experience!

Route: Dallas Love Field to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "a high level of service"

Review: Almaty to Kuala Lumpur. My family and I travel with Air Astana and are accustomed to a high level of service provided by the airline. During a flight last week from Almaty to Kuala Lumpur I witnessed a crew have to respond to an emergency medical situation about an hour into the flight. The professionalism of the Captain and Crew in handling the situation resulted in saving the life of a passenger. Medical emergencies can happen to anyone and at any time. Having experienced the crew's actions first hand I am confident that my family and I are in safe hands with Air Astana.

Route: Almaty to Kuala Lumpur

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "the ticket is not refundable"

Review: Sydney to Gold Coast. I received an email saying that my flight was delayed and when I got to the gate they said it wasnt and that I missed my flight although the door to the plane was still open and the rail was still attached. While I was talking to staff at the gate she starts arguing that Im not checked in which I was and after checking and she finding out that I was she tells me they offloaded me and while I was talking to her she tells them to close the gate. After sending me to 3 different people and talking to the customer service over the phone they tell me theres nothing they can do and the ticket is not refundable and if I want I can purchase a new ticket.

Route: Sydney to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US-Bangla Airlines

Title: "unprofessionalism is really disgraceful"

Review: Dhaka to Jessore. It was really a bad experience when the plane started to take off and after a while there was problem with the flights fan or whatever there were some technical issues and then they stopped on emergency basis and later on after a while they started with the same plane though they told us to shift in a new one. After going a little further the plane again stopped at their runway due to the same problem. Then they shifted us to a new plane. The matter here is their unprofessionalism which is really disgraceful. I really would never like to fly with them again.

Route: Dhaka to Jessore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aerolineas Argentinas

Title: "still no reimbursement or even reply"

Review: By far the worst customer service I have ever experienced (basically there is none). One of these airlines where things are ok as long as there is no issue, otherwise you are in for a treat. Flight cancelled in April (no reason provided but covid would be the logical guess) and still no reimbursement or even reply to my many requests over the last 8 months. There is no number to contact the company, they only give you a WhatsApp number to call (no one answers) or ask you to do so on Facebook (and again they do not reply).

Route: Iguazu to Bariloche via Buenos Aires

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "The worst customer service"

Review: Tried to book a flight through their website. They process my credit card then the next day sent an email stating unsuccessful in the process. But credit card transaction went through. Now to get funds back, it will take 14 to 30 days. The worst customer service I have ever deal with. No support, no phone number or live person to talk with.

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "definitely fly with Peach again"

Review: Taipei to Kansai return. I was a bit worried about flying with this airline after reading some bad reviews, but everything went very smoothly. The staff were professional and friendly, the airplane seats surprisingly comfortable (but very tight on legroom), and the tickets were good value for money. I would definitely fly with Peach again.

Route: Taipei to Kansai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alliance Air

Title: "there is a problem with the website"

Review: I purchased a round-trip ticket on the 28th going up and the 29th coming back from Chennai to Hyderabad. I did my web checkin while on the alliance website. I couldn't download the web checkin receipt or get an email. I called customer service, and the woman on the phone told me right away that there is a problem with the website and I can't

get the receipt via email or on my phone. I called her and voiced my displeasure, but she could not give a proper answer. Is this how the clients are handled?

Route: Hyderabad to Chennai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "refused to provide a refund"

Review: While we were at the check-in counter, the customer service agent questioned whether I had a "medical permit" to fly because of the bandages around my head. Unfortunately, she assumed that I had undergone a surgical procedure when it was actually a minor medical treatment involving stitches. The stitches had been removed by the doctor three days ago, and I had been cleared to travel. Despite explaining the situation to the agent, she insisted on the necessity of a "medical permit" and refused to allow me to board without one. Notably, Avianca's website does not mention this minor medical procedure as a requirement for a medical permit. This mishandling of the situation by Avianca resulted in us missing our flight. They made no attempt to rebook us on the next available flight and instead provided us with a piece of paper instructing us to contact their corporate office. Additionally, they have refused to provide a refund, even though we had paid to upgrade to Business Class the previous night, and they have not offered any flight credit to compensate for their error. As a result, we had to spend \$2700 to book a flight with Delta Airlines, which had no issue with allowing us to board. During our 15-hour wait at Terminal 3 in GRU, we decided to inquire with ticket agents from other airlines if they required a "medical permit." Out of the four airlines, we asked, none of them required such documentation and we boarded our Delta Airlines flight with no problem. Avianca's customer service sucks.

Route: Sao Paulo to Los Angeles via Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "no one at the check in"

Review: All flights were cancelled at Terminal 1, NAIA due to technical problems. All passengers of Eva Air BR278 were waiting in line For about an hour and there was no one at the check in counter to explain what we do next, and only a piece of paper showing contact numbers were given to us to rebook. My first time to fly Eva Air because my husband had very good things to say about the airline. The flight was to depart to Taipei at 1850 and I have a connecting flight to LAX at 2355. There was no one at the Check in counter and the Office was closed at 5pm. Text Message to my Phone about flight cancellation was received at 4:31pm and paper with contact information was passed around at around 4:45pm.

Route: Manila to Los Angeles via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "crew was professional"

Review: The convenience of using New York Stewart was greatly appreciated. Both outbound and inbound flights were on time. The crew was professional and the cabin service was good. Getting an exit row seat on the return was an additional bonus for my 64 frame.

Route: Keflavik to New York Stewart

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Level

Title: "so helpful to me"

Review: Vienna to Gatwick. When I flew to Austria from Gatwick there were some issues with my luggage, which was my fault, and the staff at the check in counter were so helpful to me. When I flew back on Friday 21st there was chaos at Gatwick because of the drones and the airport in Vienna messed the data up of the flight (they said it was cancelled when it wasn't) and still we were able to fly off and get to Gatwick. I am so grateful for this airline. So thank you!

Route: Vienna to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "nice and helpful"

Review: Ponta Delgada to Terceira. We were told to board and, while in the queue, were advised that there was an issue with the plane. Everyone was sent back to sit, but were kept informed. The plane was some 20 minutes late. Staff were very nice and helpful.

Route: Ponta Delgada to Terceira

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "a pleasant flight"

Review:

Short-haul international leg from Bangkok DMK to Singapore on the single-class B737-800. Even though it's the first time writing a review for this airline, I have flown with them no less than 10 times in the past, pre-pandemic. Everything went along smoothly, from the check-in counters (<10 min wait), to the boarding process and the entire flight itself. Everyone boarded on time, took off on time and landed on time. Even though it is a budget airline, it is a nice touch when they offer 20kg of check-in luggage at no additional cost, as well as a small snack and bottle of water onboard.

Legroom was above-average for a budget carrier and good enough for most passengers under 6 feet. The crew were approachable and professional, and made for a pleasant flight.

Route: Bangkok DMK to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAME

Title: "no online support"

Review: Galapagos Islands to Quito. Worst airline ever. No online support to view reservations or manage booking. There is absolutely no way to choose seats or check-in early. If you arrive at the airport early, they will give you the worst seat. The furthest back row with no recline. If the passenger in front reclines, then you are in the worst possible situation of the entirety of the flight. No room at all. Do not recommend. Dont take this flight. Go with Avianca or Latam.

Route: Galapagos Islands to Quito

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "worst costumer service Ive ever experienced"

Review: This was the worst experience I have ever had. My family and I purchased tickets for first class meaning we paid an extra \$800 just for the airline to refuse our seats and sit us in economy because they dont have availability. If they didnt have any available seats then why was I charged and the worst part of all of it was they gave a free upgrade to a couple to sit in first class the day of the flight! Its free for them because I paid for it! The customer service phone line was a complete waste of time seeing as they did nothing for us. On our return flight home it took us almost two hours trying to get our bags checked because of the ticket situation even after calling the help line. Every single person we have talked to has been nothing but rude. Please save your money and sanity by never flying with United! The absolute

worst costumer service Ive ever experienced anywhere!

Route: Tucson to Texas

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Corendon Airlines

Title: "I had a bad experience"

Review: Hurghada to Hamburg. I had a bad experience with Corendon Airlines. They changed the time of the return flight 2 hours earlier, and they actually sent an email, but it went to the spam inbox! so I missed the flight and I booked with them aslo the other day.. The problem is that the flight cordinator in the airport wasn't helpful and simply said it's my fault and left. The flight itself was ok in comparison with the price.

Route: Hurghada to Hamburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "I will never fly Volaris again"

Review: After standing in line to check a bag for 1 and a half hours Francisco asked to weigh my carry on it was 8kgs then he said I need to weigh my small pack pack with it total was 12kgs. he said the limit is 10kgs and I have to pay 500 pesos (25.00) for the 2 extra Kgs. I fly once a month to Cabo but I will never fly Volaris again, worse than Spirit!

Route: San Jose del Cabo to TJ via San Diego

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India Express

Title: "Very good healthy food"

Review: Excellent Service. Always on time. Good seat quality and leg space. Best cabin crew in response, service. Very good healthy food. Good luggage handling. Excellent take off and landing. Very good check-in assistance and best service.

Route: Hyderabad to Doha via Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Boutique Air

Title: "definitely fly with them again2"

Review: It was clean the staff were so nice and courteous. I am not a frequent flyer and they made it so comfortable for me and I really appreciate that. I will definitely fly with them again.

Route: Chicago to Minneapolis

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "onboard experience lacking"

Review: Sydney to Madrid via Beijing. OK for the price. Their website is very difficult to use, their cabin staff only perfunctory, and the onboard experience lacking. The aircraft were reasonable with seatback screens but the movie choice was very limited and the system slow and hard to navigate, especially with the oddly placed armrest controls. My 777 screen stopped working entirely after 7 hours. The flight attendants did not appear to be happy, warm or welcoming. Their English was passable but their pronunciation poor so cabin announcements are difficult to understand. Beer is available on the drinks round but wine is only available with meals and they like to give you 1/3 of a cup. Asking for a

second glass was not received well. The meals were tiny. Taste was good but they sometimes served the same dishes twice per flight. I booked a transit hotel in Beijing both ways, but the process was cumbersome even after I spoke to their call centre. Both ways it took 3 hours to get the transit visa and go through immigration and customs, so be prepared. The Air China service desk is through customs at the door to the terminal. The hotels were quite good but there was nothing nearby either of them. If you have a very cheap fare and do not mind a long break mid trip in PEK then Air China are an option, but other airlines will probably do the job better for not much more money.

Route: Sydney to Madrid via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "Boeing 787-8 the legroom was awful"

Review: I was flying from Düsseldorf to Malé via Doha on Qatar Airways. The service was very professional and at times excellent. The food was mostly decent, definitely above average for Economy. Finally, operations were very reliable. All flights were on time, and the boarding and deplaning processes were well-organized. On the Boeing 787-8 the legroom was awful and restrained by a large inflight entertainment box under the seat in front, the seat was quite hard, and the headrest could not be adjusted on the sides. This seat was probably among the most uncomfortable that I have experienced on a wide-body plane. Overall, I would fly Qatar Airways again if the price is right. But I would not pay a premium for this experience.

Route: Dusseldorf to Doha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: United Airlines

Title: "trip was an unmitigated disaster"

Review: I have flown United Airlines and its Star Alliance partners many times. However, this trip was an unmitigated disaster. Our departure to SFO was delayed by 3 hours because the flight crew was delayed getting in to DFW and needed their 8 hour rest. This meant we would miss our connection. As it turned out, the connecting flight was cancelled. The agent at check in would not rebook us on another airline nor put us on standby. Our bags were checked through to YVR. The agent in the United Club put us on standby for the next flight from SFO. Unfortunately, we could not get on this flight nor 2 other flights that we were on standby status. As a result, I ended up booking one way flights on another carrier to Seattle, stayed overnight and then took the bus to YVR so we could attend the first of 4 wedding events. The flight itself was fine; however, the baggage is another story. Our bags never made it to YVR. I spent countless hours texting with United Baggage over 5 days. We received conflicting messages about our bags being in YVR. We missed a pre-wedding soiree because we spent 4 1/2 hours at YVR airport looking for a bag that wasn't there and had to buy every day clothes plus clothes for the wedding. On Monday July 3, I received a phone call saying one bag as in YVR. I requested the bag to be delivered to our hotel. On the day of departure from YVR, the bag still hadn't arrived. I received a call while going through security that 2 bags would be sent to DFW and delivered to our home address. The bags were delivered to our home on Friday July 7. The garment bag that was supposed to be delivered to our hotel before departure on 7/6 is still in United's baggage system. 24-48 hr delay is excusable; however an entire 8 day vacation without baggage is totally inexcusable. This is the first time in all my years of travel I have encountered such poor baggage service. I'm inclined to not use United again, but then I would lose my Premier access status with its Star Alliance partners. I would reluctantly recommend United as I have never had this issue before.

Route: Dallas to Vancouver via San Francisco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "The worst flight of my life"

Review: The worst flight of my life. I had my daughter and cat with me. I tried to book him a seat on the plane three times: by phone a week before the flight, on Saturday before departure in person at the airport in Wroclaw (all the time

they said that there was some kind of error in the system and they could not tell me the ticket number for the flight from Istanbul - Dalaman), and on Monday at the airport in Warsaw. In Warsaw, they assured me that everything was fine and I could fly. Arriving in Istanbul, it turned out that the cats place was not booked, and my ticket (and my baby too) was generally with error and I couldn't fly further. It was noted in the system that my ticket was used and I was flying, although the flight had not even started yet. Me, the cat and my little daughter were not allowed on the plane. I went to your help center, but it was closed. I was in despair, my daughter was very tired. My suitcases were sent to lost, because in the system they were listed as abandoned/lost. I spent 6 or 7 hours at the airport with a hungry child and a cat, booked a hotel (asked a friend to do it for me) and went there. The next day I bought another ticket and flew away. I want a refund of all my money but the form they sent me to fill out doesn't work (constant error) and now they don't even answer me.

Route: Warsaw to Dalaman

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Bulgaria Air

Title: "I feel tricked and insulted"

Review: Sofia to Varna. This is the worst airplane company ever. I am using this company for many times unfortunately since there is no other option for internal flights, and I have had many bad experiences. First of all, this summer there was a delay w/ 7 hours. I came 40min prior the flight when I was told that the flight will have a delay w/ 2 hours. After 2 hours when the time came for boarding, ppl started to go on line, one person came and told us that the flight will have another 5 hours delay ... it will actually depart at around 21:30, not even for sure. Today, I am standing here at the airport and waiting again because I was late. I came 40 min prior my flight departure, and the worker told me I was late. The gate is already closed. Supervisor at this time of shift was rude, screaming, and gave me really hard time. I had to buy another ticket for later flight, because I did not have a choice. We live in 21 century, and I still cannot believe that this can happen. I feel tricked and insulted.

Route: Sofia to Varna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAAG Angola Airlines

Title: "pleasantly surprised with TAAG"

Review: I was pleasantly surprised with TAAG flying return from Cape Town to Lisbon via Luanda, the aircraft was clean, the meals very good though the presentation and accompaniments were on the cheap side. Seats were comfortable and the 3x3x3 seating feeling much more spacious than the 3x4x3 found many airlines 777's. Ground staff in Cape Town were pleasant and the crew pleasant throughout. Luanda airport could be vastly improved by offering clean toilets, otherwise it is OK. Luanda airport also has a boneyard of abandoned aircraft, some interesting specimens. While only using the flight tracking on the in flight entertainment it seemed to have a selection of films and shows. Considering the price, speed and great route from South Africa to Portugal there is no competition and I am already booked for my next flight with them.

Route: CPT to LIS via LAD

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeromexico

Title: "all was as expected"

Review: In spite on all the negative reviews I have to be quite different. All worked well, in time and with professional attitude. Some might dispute food, seat comfort etc. But for the 3h+hrs flight I think that all was as expected.

Route: Mexico City to San Jose

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "Next time, Ill walk"

Review: I would rather walk than take another Allegiant flight. My flight out was delayed 4 hours. We ended up spending more time sitting on the runway than actually traveling. I was running late for my returning flight (my fault) and I spoke to every employee I could find to help me make my flight. They said youre going to have to run and maybe youll make it. So I was one of those people sprinting through the airport up and down stairs through crowds and I make it to the gate and they said we have a delay. Something they could have told me before I pushed my cardiovascular health to its limits. At this point we have a 2 hour delay because of mechanical issues with no end in sight. You always hear the cheap airlines are bad: Allegiant might be the worst of them all. If I could, I would rate them -10/10. I booked this flight in the first place in an act of desperation: it was the only option. Next time, Ill walk.

Route: Las Vegas to Cincinnati

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: BA CityFlyer

Title: "not value for money"

Review: Remote stand at Edinburgh with overloaded long bus ride to get there. Aeroplane nice but floor dirty, and crumbs in harder to reach to clean places. Clearly given no more than a cursory wipe. Cabin crew didn't smile and weren't chatty, but were efficient. Cheese and tomato toastie was tasty, coffee acceptable and good to get free service. Legroom good. Seat comfort good. Landed 5 mins late in London City and had gate furthest away from the domestic arrivals hall so long walk through corridor and up some stairs, down again. City airport conveniently located to get to London though. Basically all was fine but not amazing, and not particularly premium, and not worth the price. A good, but not value for money option.

Route: Edinburgh to London city

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "delayed for over an hour on multiple flights"

Review: This airline delayed for over an hour on multiple flights. This last one was apparently due to paperwork that needed to be done before we took off? I'm not sure what kind of nonsense that is but it's sounds like a complete waste of everyone's time. Instead of getting the entire plane where we needed to go we sat at the gate for hours due to this "paperwork". I used to love flying Southwest and now I will choose a different airline that actually cares about their passengers.

Route: Los Angeles to Chicago Midway via Philadelphia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "very attentive and friendly"

Review: Flew on Garuda Indonesia on GA 89 from Amsterdam to Jakarta. I was picked up at my hotel in Amsterdam by a car provided by Garuda Indonesia. I was taken directly to the VIP center, and they assisted me with check-in and provided me with my boarding pass. The service in the VIP lounge was very good with breakfast and other snacks being served. When the time came to board, we were taken by bus to the plane that was parked in a remote location. The hotel pick up, and lounge service was excellent. When boarding the plane, the Garuda Cabin crew were on hand to welcome us with a warm welcoming Indonesian smile After takeoff we were provided with an extensive menu of multi course meals. The overall choice of meals was excellent, and I chose the salmon which was very well presented and tasted even better. I would like to thank the cabin staff Zelvanya, Pungkisari, Anisa, and Chef Angga for their inflight service throughout the flight. They were amazing and very attentive and friendly and were on hand throughout the flight.

Upon arrival in Jakarta, I was meet at the gate by the VIP Service team member Viana and escorted via immigration and customs and on to a car provided by Garuda to take me home from the airport. From arrival and getting into the car it took no more that 20 minutes, therefore thank you very much Garuda Indonesia.

Route: Amsterdam to Jakarta

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Jet2.com

Title: "On board service was good"

Review: Manchester to Funchal return on rather elderly B752 aircraft. The one coming back was over 31 years old. However, from the interior you would not know. Jet2 have plenty of ground staff to assist with the check in process. This is far better than other European budget airlines that I know of. They work hard to get things moving smoothly. Another difference is that most of the airlines ground handling is done by themselves and not contracted out to third parties. This makes a huge difference, especially at Manchester baggage claim. MANs handling companies are terrible, sometimes waiting over an hour for bags, but on a Jet 2 flight they got our bags very quickly. On board service was good and friendly and the pilots gave regular in flight update. The seat tray tables are too small though, the seats I find a bit thin, OK for short flights. It's a shame that Manchester Airports poor infrastructure does affect the service you get if using that airport.

Route: Funchal to Manchester

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "delayed for more than 5 hours"

Review: No proper response from any of the staff. Hiding all the information about flight timings. Flight got delayed for

more than 5 hours. After entering into flight again a delay of one more hour for the staff to come. And the passengers with connecting international flight from Mumbai suffered a lot because of these delays. One sincere and humble request from passengers please change your staff or train your staff but please don't trouble the passengers

Route: Bengaluru to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Xiamen Airlines

Title: "meals were exactly the same"

Review: Flew from Amsterdam to Tokyo via Xiamen on Xiamen Airlines. No seat reservation or online check-in is possible with this airline. The KLM ground staff were unaware of the transit procedure in XMN. They told us to tag our bags to NRT but apparently it had to be picked up in XMN to be checked-in again. The flight on the Dreamliner to XMN was good. Loadfactor about 40% so a whole row of seats for myself. Food was served 1 hour after takeoff and 5 hours after takeoff. On both services meals were exactly the same. Didn't see the crew for the last 5 hours of the flight. Entertainment system had hiccups all the time and wifi was not available on frame B-2769. Flight was on time. Transfer procedure at XMN is troublesome. Crew on the plane told us not to fill out the immigration form since we were only transiting. At the immigration we were send back to the end of the queue to fill out the immigration form. We also had to deliver a paper version of the ticket with our names to the immigration which we did not have. They didn't thrust the itinerary in the CheckMyTrip app. After a lot of discussion they provided us the 24-hours visa for China. Don't follow the signs to the departure hall immediately if you have a long layover. The check-in desks are located in a secure area without any restaurants or shops. Check-in was opened 2 hours before departure and we couldn't get back to other parts of the airport from security. So waiting on some steel couches for a few hours without anything to do. The flight to NRT on an old and worn B738 was delayed for 90 minutes. Sitting on the tarmac without air-conditioning for 60 minutes. No reason for the delay was given. Food was good on this flight however. I had a bad experience on the flight from NRT to XMN. It was said to be a non smoking flight, but not for the crew. All of a sudden the seatbelt signs went on without any obvious reason and the smell of cigarette smoke appeared from the air-conditioning system. After 5 minutes the

smell of smoke disappeared and the fast seatbelt sign was switched off again. This happened 3 times on the 4 hour flight. Having learned from my previous transfer at XMN, it went smoother this time. Although not possible to buy food at XMN since creditcards were not accepted and the ATM's were out of order. The flight to AMS on the 787 was packed this time. Chinese people carry lots of hand luggage so overhead bins filled up quickly. I skipped the first meal because I wanted to sleep. The flight did arrive on time in Amsterdam.

Route: AMS to NRT via XMN

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomas Cook Airlines

Title: "Most stressful experience"

Review: So I try to check in- not working online despite multiple times. States to arrive 1 hour before as check in closed then. Arrive 1.5 hours before and there is a queue of at least 50 people and two people at the desks when they wrote on website they were having issues with online check in! At least get more staff in to check in. I would have missed flight if they didnt push me to front (which others did not appreciate). Then I am waiting for announcements - states boarding then boarding closing at x time. I arrive 5 minutes before and see the departure lounge full of people sitting. No one boarding! Then 10 minutes later just before flight is meant to leave they decide to make announcement that there is an issue and we will have to wait an hour for next plane to arrive. No one boarded so it was a lie: do not make there rush to gate when you are giving false information. Most stressful experience I have had.

Route: Gatwick to Malta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Uzbekistan Airways

Title: "not been worth the flight"

Review: Paris to Delhi via Tashkent. Ground staff at Paris didnt know well to operate the systems to generate boarding pass resulting into start of boarding procedures late by an hour, no response or information to passengers resulting into chaos. Inflight staff - rude behaviour, gave water after 20 mins of asking and later denied for water when asked for 3rd time. Veg food not available and food available only as per counting, if extra food asked for, denied. Even fruits were denied stating that only the packet of nonveg available if required could be given and separately fruits cant be given. Pillow and blanket was denied stating that you have neck rest which works as pillow so not needed and you have jacket which could be warm enough so blanket is not required. Alcohol (only red / white wine available) which was denied when asked for 2nd time stating that the flight had only 1 bottle (of white wine) which is finished so cant be served repeated later on however 1 glass of red wine was offered stating that only 1 extra glass can be given. Peanuts denied 2nd time stating that per passenger gets only 1 packed and that's finished. I was first time international traveller I was not aware how to order veg food for flight online due to which I asked for Support for getting veg food for connecting flight which was replied that it's not their job to guide how to order veg food, their job is just to serve what ever is ordered. The staff was talking to passengers with rude tone with the ones who tried changing seat as the flight was empty. At Tashkent Airport, the transfers staff in charge of issuing boarding pass didnt know how to process the boarding pass taking about an hour for completing the process resulting into delay in flight. The inflight staff in connecting flight from Tashkent to Delhi was decent, they even offered alternative as fruits as veg food was not ordered. Overall the behaviour and experience has not been worth the flight.

Route: Paris to Delhi via Tashkent

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "reluctant to give money back"

Review: Gran Canaria to Catania via Brussels. They post on Internet flight that do not exist In fact After you Pay they send a mail, in my case to the agency, informing that the flight is canceled, but the flight stay on internet to make more victims when you ask a refund they are very reluctant to give money back. My flight should depart 6th of June, They say

maybe give refund in November.

Route: Gran Canaria to Catania via Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: BA CityFlyer

Title: BA CityFlyer customer review

Review: This was one of my best flights, crew well dressed, engaging and went that extra mile for customer service. The aircraft is small, but you pay for the conscience of less than an hour from home to departure out of LCY. The food was tasty.

Route: LCY to GVA

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "an unadulterated disaster"

Review: A very old and odd layout in business class and the food was terrible. About 2 hours into our flight, almost halfway through to Singapore, the flight had to turn around due to some technical issues. Worse, upon landing back in Colombo, the transfer desk was completely unprepared. You would imagine that as soon as the plane turned around the staff at the transfer desk would have been informed and prepared themselves. Not so at Sri Lankan. They had no idea and for the next 45 minutes nothing happened. There was no announcement or guidance provided to all passengers. The transfer desk staff hand wrote files for each passenger, again the thought of preparing a form even if done in Word and printing it 200 times didnt occur to them. So about 2 hours later we were given a voucher and directed towards the arrival lobby. Unfortunately, the next snag awaited: immigration whose software did not permit anyone whether foreigner or local to re-enter the country within a certain time period presented the next challenge. After another 40 minutes trying

to reset the system, we finally made it past immigration. The next stop was the arrival hall where we waited another 30 minutes for a transfer to the hotel. This transfer only actually took place after some fellow passengers started to lose their patience, as opposed to the Sri Lankan staff who were quite comfortable letting everyone wait for some unknown future trigger event to actually organise the transfer. The hotel was 4 star which I don't think is commensurate with a business class ticket but I'm inclined to forgive that. We were told the transfer bus back to the airport would leave at 5am. Guess what, all passengers stood in attention at 5am but no bus showed up. Only after several calls by the hotel staff did a bus finally turn up at 5.40am. You would expect a Sri Lankan staff to welcome us and guide us, particularly since the promised e-ticket supposedly to be sent by email at night never reached, none of my fellow passengers I asked received their e-ticket. Well, no staff to guide us at the airport either and no instruction what's to be done without a valid ticket. Onto the check in counter whose staff had no clue about our replacement flight at an unscheduled time and it took some time to explain the situation. At the time of writing this review I am still at Colombo airport and hopeful I will sometime today 24 hours later reach my destination, fingers crossed. So in short, Sri Lankan airlines is an unadulterated disaster. If you value your sanity, avoid it at all costs.

Route: Colombo to Singapore

Seat Type: Business Class

Traveller Type: Business

Airline: Vietnam Airlines

Title: "got rejected from boarding"

Review: Ground staff in BKK said go away and buy a ticket from another airline. Don't discuss with me, we send away 10+ people every day because of this. We (4 people) got rejected from boarding our Vietnam Airlines flight VN6800 because of operational problems. That's not an issue as long as you get offered another solution. We were sent away impolitely with the words above. We had to buy 4 new (expensive) tickets from other airlines.

Route: Bangkok to Hong Kong via Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nepal Airlines

Title: "friendly welcome from flight attendants"

Review: Flew Nepal Airlines from Delhi to Kathmandu on 16 May - 10.30am departure to allow for a full afternoon in Kathmandu. Friendly check-in agent gave my friend and I a full row to ourselves. Typical long lines at Delhi immigration but was able to use the lounge as my friend is an Amex Centurion member. Food and drink were available but nothing special. Flight boarded on-time to one of their newer A320's, friendly welcome from flight attendants and I liked the aircraft interior - the bulkhead had pictures of Mt Everest on it. Business class seats looked nice but that section was empty. Coach was pretty full but a few open rows in the front. Coach flight attendants were friendly and served drinks and a good meal once in flight for the 1 hour 15 minutes in the air. The toilets were busy so some people went to business class toilet and were literally chased out by the business class flight attendant. She was horrible - she was just sitting up there doing nothing - not even helping the coach attendants do their drink runs. It was nothing to let people use that front toilet. Landed on time with some nice views of the area as the cloud layer broke as we descended. Bags came off quickly and thru immigration. Overall a good flight.

Route: Delhi to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "pleasantly surprised"

Review: I was pleasantly surprised by XL Airways after all the critical reviews. The aircraft from Los Angeles to Paris was clean, the attendants were very involved throughout the 10 hour flight (and were pleasant as well), and the flight itself was smooth. Yes the seats are crammed in there and the entertainment is not great. There is wifi and you can watch movies on your iPad. (They also rent ipad minis for \$20 so bring your own!). I read a little and tried to sleep so this wasn't a deal breaker for me given the reasonable fare. If want more leg room, you pay dearly (\$70 extra) but this is

worth it for me. We left and arrived on time which adds a star. I actually found it a much more pleasant experience than my super expensive Air France flight last year. I would fly them again for sure.

Route: Los Angeles to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "they were not eager to assist at all"

Review: I am a senior and kindly asked the flight attendants to help me lift my bag to place overhead, they were not eager to assist at all, one of them said he had shoulder surgery and the other one did not lift it for me he just helped me to place it overhead. If they are so sickly and unable to lift a small suitcase maybe that is not the right job for them. It is the one and only complaint that I have.

Route: Fort Lauderdale, to Bogota

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "The service was great"

Review: The service was great, especially the flight crews. However, I cannot say anything nice about the service for the check in. Was super rude and condescending. At both incidents. At the SFO Airport Check in I was told to get out of the Business Line and queue up in the Economy line. And when in Korean Airport, I Asked the Asiana Crew at gate 12. Where is the East Lounge was. I was told to go sit down, there is no Lounge for Economy Flyers.

Route: San Francisco to Ho Chi Minh City via Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Singapore Airlines

Title: "Good food and great cabin crew"

Review: Good food and great cabin crew. We asked to see the suites, and they let us, after people have left the airplane. Our platypus got some champagne!

Route: Sydney to Copenhagen via Singapore

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Sky Express Airlines

Title: "Id use this airline again"

Review: We got this flight for a good price because we wanted to land in London in the day and most direct flights landed late at night. Our departing schedule time was changed, but the flight was booked eight months earlier so changes werent altogether surprising and we were emailed about them in advance. The flight to Athens was on time and the flight to Heathrow was also on time and landed early. Athens airport was fine for passing the time. The baggage arrangements for this airline are a little unusual with maximum weight of 15kg for checked bag, but with the Sky Joy fare various bits broken down by other airlines are included like carry on bags. No fussiness encountered about dimensions or weight on our journey. We made seat reservations at the time of booking and all were honoured, with option to change at check in online. Check in online was time consuming but got there in the end. All bags made the journey via Athens as did the baby buggy which we were able to use for the transfer at Athens. On board service included free coffee/juice and tiny biscuits with other fairly predictable stuff to buy. The seating featured headrests and decent legroom, making the experience more pleasant than Easyjet. All the staff we met were courteous. I have no complaints and am quite satisfied. Id use this airline again without hesitation.

Route: Kos to Heathrow via Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LATAM Airlines

Title: "I never received the refund"

Review: I paid full price for a ticket to travel from Campo Grande to Sao Paulo (\$151.10). I needed to change the flight's date so I paid an additional \$40 for that change. LATAM took the \$40, but would not confirm a new seat which means I could get stuck in Campo Grande. This lack of confirmation went on for over a month. After phoning them more times than I can say, they said they'd give me a refund for the \$40 change request if I withdrew the request, so I did. I never received the refund. Moreover, when I complained that my original ticket is now worthless because I needed a flight date change, they refunded me \$5 for the original ticket. The original ticket was \$151.10. Compare with American Airlines where I had to make similar changes -- they refunded me within minutes. I have lodged a dispute with Citibank because I used their credit card to pay for the original ticket as well as the change request. BTW, calling LATAM for help is worthless, and if they file a "case" on your behalf, nothing happens.

Route: Campo Grande to Sao Paulo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "finally agreed to put us in a taxi"

Review: Extremely disappointed with Iberias customer service. Our flight from Valencia to Malaga was cancelled after we had already boarded, Im assuming for mechanical issues. We were making a connection in Malaga to go on to Casablanca. They offered limited options to us, none of which would have happened until the next day! They finally agreed to put us in a taxi for 3.5 hours to Madrid, arriving about 4:30 am, and then departing about 11:30 am. We asked for a place to rest for a few hours. The customer service personnel instead thought they were being generous by giving us vouchers to use for breakfast at any of the food places in the airport which proved to be untrue as most places

wouldnt accept them. I understand the mechanical problem was not their fault but they could have accommodated us with access to the VIP lounge at no cost to them.

Route: Valencia to Casablanca via Malaga

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Uzbekistan Airways

Title: "crew were not friendly"

Review: Tashkent to Kuala Lumpur. The worst airline taken in all of my holidays. A week before we departed Singapore they sent an email to inform that flights home to Singapore are cancelled. We wrote in 3 times with no reply, called the Singapore office and the guy was impossibly unhelpful. We had no choice but to make our trip blindly and hope for it to get settled over in Tashkent. Our flight departing Singapore was delayed by an hour plus, and transit in KL, it was again delayed another hour. It happened the same for our flights home whereby new transit was in Jakarta, it got delayed an hour an half. We barely made it to catch our flight home with MH that the airline booked us home on. My luggage was left behind because of this. Flight crew were not friendly, barely smiled no matter how polite we tried to be. And they never once served water after the meal service. We had to keep going to ask for it and they always gave an unhappy look. Seriously, I don't know what kind of service industry this airline is in, because there wasn't any at all. The food from Singapore was okay, but the food from Tashkent was awful. Tasteless and dry. Our flight home was a night flight, yet the lights were not switched off for sleeping. It was a really suffering 18 hours journey home, with no food and no sleep and with uncomfortable seats. Such a pity because the country is so beautiful and the Uzbeks are really nice people. The airline crew need to undergo intensive service training for sure.

Route: Tashkent to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "service was good and I'll fly again"

Review: Flight left Albuquerque on time, early morning departure. Crew was super, provided good but limited service. Arrived Dallas/Ft Worth on time. Flight was on a CRJ-900 and I was disappointed the overhead bins were so small and could not accept my downsized briefcase. It had to be checked to DFW. I was concerned the whole trip since the bag was checked and it contained all the things we want to carry with us and not check. However, the bag was delivered planeside. The service was good and I'll fly American Eagle again but will make every effort to avoid their CRJ-900 with the small overhead bins.

Route: ABQ to DFW

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Thai Airways

Title: "things seem to have disappeared from Thai service"

Review: I chose Thai Airways because i had really positive experiences in the past. I even paid a bit extra to fly with them over Lufthansa. First time where i was disappointed with Thai Compared to some years ago, below are a list of things that seem to have disappeared from Thai service. Hot towel, pre meal snack has gone. No newspaper. Individual air vents, the new planes don't have any. No snacks / drinks on all night flight, no drink refill / second round, no bottle of water in the back of the seat. IFE seemed disappointing. Especially the selection of music. Selection of movies was ok. IFE on the Boeing 777 did not work well, on the A350 it worked ok. Inflight magazine has gone The flight was delayed by over an hour. I made my connection in Munich, but i was the last passenger to board. At the gate in BKK there is no water fountain / drinks for sale. The recline on the seat was poor and the seat felt narrow. The toilets on the flight were good. A blanket and small pillow where provided.

Route: Bangkok to Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: TAME

Title: "highly recommend against flying with TAME"

Review: Flew New York JFK to Quito. This airline was so bad I felt it a moral obligation to find a site such as this to post a review. Their planes are straight from the 70's. Let's start with checking in. I was travelling with my wife and two small children (4 & 6). After I was told we would be seated together I realized once we got on the plane we were all separated. We were not the only family this was done to. And the irony was we were one of the first online to get seats! Speaking of seats, the seat I was sitting in was so butt-worn, that no matter how I tried to get comfortable, I slid back into the mold that was the culmination of all previous guests rear quarters. Towards the end of the flight, my little one needed to use the bathroom. As we were walking, I see the attendant close the stall since we were beginning our descent. Just as we got to the stall, the attendant said we had to sit down. My son is 4. The guy didn't care. Needless to say, we highly recommend against flying with TAME. I know we never will again.

Route: New York JFK to Quito

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Madagascar

Title: Air Madagascar customer review

Review: Air Madagascar cancelled the initial flight from Bangkok and moved it to the following day without warning or explanation. They did provide accommodation and the flight was ok. Our next flight with Air Madagascar was then a domestic one, a week later, Antananarivo to Sante Marie. This was overpriced at 500 euro pp for a one hour flight. Without any warning the flight was moved to 4 hours earlier. Air Madagascar acknowledged that we confirmed our flight 24 hours prior and that they provided no warning of the change and no replacement flight. Due to the cancellation of this flight our return flight booking to Bangkok was wiped from their system without warning. We had to frantically arrange a ticket with minutes to spare. 3 flights with Air Madagascar and 3 stressful and very poor experiences

Route: Bangkok to Antananarivo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "only use as a last resort"

Review: Manchester to Alicante with Thomson Airways. Extra leg room seat bought. Seat 35G which has the toilet bulkhead in front of you. Probably less actual stretching space than a normal seat. Sat on aircraft not moving for 40 minutes before crew explained the delay. Cabin crew ignored my seat for all 4 types of sales services. Clumsy crew in my area, knocking seats and dropping things. Only use if you get a really cheap deal or as a last resort. I got a cheap last minute seat, so it got me to destination without any frills whatsoever.

Route: MAN to ALC

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "one of my worst airline experiences"

Review: This was one of my worst airline experiences. After delaying my flight out of LGW by 4 hours and being promised by customer service agents that it would not be a problem and they would figure out an easy solution for me when I arrived in KEF, they delayed my connection, but not enough for me to make my flight. There were only a couple other flights going to the US the rest of the night that were already overbooked because they had done the same thing to another flight that day. My only option was to be put in a hotel and take a flight 24 hours later. After finally arriving to the hotel I was supposed to stay in, the hotel informed us that they had run out of rooms and would transport us to a separate hotel. Not one Icelandair employee apologized or admitted that maybe they should not have reassured me many times that everything would be fine and I would be able to continue on to my final destination.

Route: London to Denver via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "great attitude"

Review: Puerto Vallarta to Regina. My wife and I had a vacation booked in Mexico, having left Canada March 3, returning April 4, 2020, but with the COVID crisis, we did as prescribed by our government and health officials and tried to move our return flight ahead. We were successful in doing that with another airline, only to arrive at the Puerto Vallarta airport and find that a portion of our flight home had been cancelled with no communication. Needless to say, we did not get home March 21. Without any options left, a representative from another airline at the PVR airport suggested that we look at the Sunwing website; we saw that you could try standby with March 22 being their last flights out of PVR. We lined up early for a Calgary flight. The Sunwing reps were awesome in coming around frequently in a chaotic airport scene and updating information regarding remaining seats on various flights to Canadian destinations. We eventually took a Regina flight that had space and got us out of PVR 4 hours earlier. My wife and I travel regularly and we laud the entire travel industry for their efforts, their help and assistance, and their empathy in a very difficult time. We want to thank the airport representatives in PVR, all Sunwing staff, at check-in counters, and the entire flight crew for their care and attention, their professionalism and great attitude in this stressful time, not only for us as travellers, but also for them and their families. You have our gratitude as well as the gratitude of our families for getting us home!

Thank you!

Route: Puerto Vallarta to Regina

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Condor Airlines

Title: "It is a disgrace"

Review: The day before my scheduled flight from Halifax to Frankfurt I was notified by Lufthansa there would be a change to the second leg of the trip, which I confirmed on line and everything seemed to be fine. I arrived at the airport check in desk 4 ½ hours earlier than my scheduled flight. Because of an irregularity to the change of the second leg of the trip initiated by Lufthansa I was denied boarding on the Condor flight from Halifax to Frankfurt. While on site at the airport I made several calls to all airlines involved, as well as Flight Hub. Lufthansa blamed Air Dolomiti, Air Dolomiti was not reachable, Condor was blaming both other airlines and I was caught in the middle of the 3 of them pointing fingers at one another. Bottom line is the representative of Condor, whose name I have documented, told me flat out they would deny boarding as the company wouldn't take responsibility for the whole trip although they GOT PAID for the whole trip. I was told the only way I would be allowed on the plane was for me to pay for a brand new ticket for my mom and I. As I was going to lose the connecting flight I made another attempt at calling Condor Head office, I dealt with nasty customer service person in Germany who accused me of "not making an effort" to solve the situation. I provided a screenshot of the calls to the various airline companies involved - no use. I was forced to purchase an alternate trip at my own expense. The final response Condor gave Flight Hub's for denying a refund was that I was not entitled to reimbursement due to "no show". I provided copy of the airport parking receipt to expose their lie - no use. It went from the 3 airlines fighting and deflecting responsibility and my elderly mom and I being caught in the middle at the airport, to being accused of not doing enough to solve the issue, to actually being told it was my own fault for not showing up, despite having provided evidence of their lies. In what other industry do you get to keep the customer's money and demand to be paid again for the same trip or you would deny them service and suggest its the customers fault, ignoring solid proof of the contrary? It is a disgrace and an insult to the intelligence of any rational person.

Route: Halifax to Trieste via Frankfurt

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "below standard of an international flight"

Review: The meals were well below standard of an international flight. Menu had two options for hot cakes and scrambled egg but by the time they reached the middle of the aircraft they only had the one option. They don't provide you drinking water with the meal. The stewardesses are rude and unwelcoming. The inflight entertainment is limited. The seat is uncomfortable and doesn't recline. There are no foot rests.

Route: Sydney to Wellington

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "not refunding the money"

Review: Athens to Kefalonia. This airline was contacted when it was explained to them that a mistake had been made on the ticket. It was not a change of mind situation. They charged 35 for a change of mind fee. An email was sent 3 times explaining that it was not a change of mind and the money should be refunded. There was no reply from any of the 3 emails. This is so wrong and a disgrace of the behaviour by avoiding the true issue of not refunding the money.

Route: Athens to Kefalonia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "flight attendant are nice"

Review: Makassar to Jakarta in 2018. Great airline, clean cabin. The flight attendants are nice. But the check-in queue is very long, took a lot of time. The food taste good. Long wait for baggage.

Route: Makassar to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Worst ever flight experience"

Review: Flight from Frankfurt Hahn to Tirana. Two months out from the flight it got rescheduled from midday to 9:30pm. Inconvenient. On the day of the flight it was then delayed by one hour. The boarding was an utter farce. We'd paid for priority boarding but it was an uncontrolled rush for the seats. Do not bother with priority boarding. Worst ever flight experience

Route: Frankfurt Hahn to Tirana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: QantasLink

Title: "the toilet ran out of soap"

Review: Check in was smooth and friendly. Staff were most friendly and helpful and departure was on time. It was nice that they included free beer and wine too. The plane was a little worn, but OK. My big complaint was that the toilet ran out of soap! This should always be checked!

Route: Launceston to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "I had a very pleasant experience"

Review: I had a very pleasant experience with Tigerair. It was only a short flight from Singapore to Hanoi, but I was looked after and would be very happy to travel with them again. What I was most impressed with was their incredibly

fast reply to my recent request for them to resend my e-ticket from almost 2 months ago. It was literally 15 minutes, if that. I am extremely impressed with their post flight customer service.

Route: Singapore to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "First time flight with Rex and it wont be the last"

Review: First time flight with Rex and it wont be the last. The flight was on time, no extra charge for luggage, free refreshments and much cheaper than the opposition. The staff were extremely helpful and friendly and the airplane was clean so I cant see any reason not to return.

Route: Brisbane to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "Beware - bait and switch and false advertising"

Review: Beware - bait and switch and false advertising. Horrible experience before the flight. I booked a flight from Los Angeles to Florence Italy business class. Online it clearly stated - LAX to JFK, JetBlue, Business Class, Airbus A320. Then JFK business class Condor. I booked it through Condor. After paying for the ticket my confirmation comes back as economy from LAX to JFK. I called "customer service" and was told that I would receive all the same benefits but would not have business class from LAX to JFK (even though I paid for it!). The excuse was they do not control the other carrier! They will (1) advertise the business class flight (2) they will take your money (3) they will try to convince you that you are receiving all the benefits (except your actual business class seat) (4) and when you ask for a refund it takes 7-14 days! False advertising, just a blatant lie. Pay the extra money and fly with a reputable airline!

Route: Los Angeles to Florence, Italy via New York

Seat Type: Business Class

Traveller Type: Business

Airline: Cubana Airlines

Title: "they just cancel willy-nilly"

Review: Basically, don't fly within Cuba with Cubana Airlines. You may never get there. I don't think Cubana Airlines has enough planes to fulfill their daily scheduled flights, so they just cancel willy-nilly. It took 25 hours to get from Baracoa to Havana. The airport staff gave little or no information, and eventually just lied about the flight. After waiting seven hours, we learned the flight had been cancelled, and we would be transferred by bus to Santiago de Cuba. We waited another three hours, took a five hour non-stop bus ride, and waited an additional five hours for a flight. We were put at the tail end of a flight from Madrid, which was continuing to Havana. Once at Havana, we waited over an hour to de-plane. There was one bus, which had to shuttle back and forth from plane to terminal. Waited another hour for the luggage.

Route: UPB to HAV

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "relatively terrible experience"

Review: Hong Kong to Bali Denpasar via Singapore return with Tigerair. Relatively terrible experience across the four individual flights. First, HKG-SIN boarded after an hour delay (no reason/apology given). Pulled back from gate, then swiftly returned. Was told there was an engine fault. Sat onboard for another half an hour. Then told we needed to disembark, which meant going all the way back through transfer security (painful process considering there was only 1 lane open in the midfield concourse at this time of night). Finally boarded again. Eventual takeoff just under 3 hours late, but very little sincere apology given by staff. Was still charged for a glass of water despite the delay. Second flight from

SIN-DPS also delayed once onboard due to technical glitch, although thankfully did not have to disembark this time. Return flights, DPS-SIN fine and almost on time, but SIN-HKG yet again delayed once onboard for another technical issue. 3 flights out of 4 having technical issues is quite alarming and does not fill one with confidence. Legroom is standard for a cheap airline but the seats themselves are extremely uncomfortable. Aircraft looking quite dated. Departure gates regularly changed at the last minute. Prices of food onboard expensive and quality below average. Perhaps the worst offence of all - amidst the chaos of the disembarkation on the first flight, I note that there was no safety demonstration given by the crew at all before take off.

Route: HKG to DPS via SIN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "Lovely in-flight experience!"

Review: The flight was completely comfortable and the food served from Café Akasa was very appetizing. Lovely in-flight experience! The cabin crew was absolutely humble and polite and addressed to every passenger with utmost patience. Very happy with my experience!

Route: Ahmedabad to Goa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "Finnair Customer Support is non-existent"

Review: Finnair Customer Support is non-existent. Tried to book an additional piece of luggage way before the flight. The website said my booking could not be found (while still being able to check in much later), the chat was constantly congested and after being on the phone for two full hours I did not feel like waiting any longer. I will not fly with this piece

of what-goes-in-the-bin airline ever again.

Route: Los Angeles to Berlin via Helsinki

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "I am dreading my flight back to London"

Review: I flew Vistara for the first time internationally. My experience right from conversations with customer service in London until my arrival in Poona suggests that there is a serious culture problem with the airline. I tried to check in online 5 times and called customer service for assistance. It was clear that the online check in needs more sophistication so I politely asked if they would take feedback to help improve it. The response was no one has ever had such a problem. The tone and response smacked of apathy and lack of professionalism. I have wide ranging experience with many airlines and customer service but havent experienced this as far as I can remember. On the plane, the stewardesses were robotic and cold, not to mention uninformed. The flight was late taking off from London. Thinking ahead about my connecting flight I asked if we could have the customs forms. These girls did not understand what I was asking and when I explained again they said there was no such form required. Arriving in Delhi, there was no ground staff to assist many of us who had connecting flights. To top it, many us who had priority and transfer tags in our bags waited 55 minutes for our bags. There was no ground staff to help. All of us missed our connecting flight due to the bags being egregiously delayed. I arrived in Pune in 24 hours. Vistara how can you compete in todays customer centric world with such an apathetic attitude and deplorable service. I am dreading my flight back to London. Never again will I fly Vistara.

Route: London, UK to Pune, India via Delhi, India

Seat Type: Premium Economy

Traveller Type: Business

Airline: Dragonair

Title: "staff efficient and friendly"

Review: Easy check in at the airport with Dragonair for flight from Hong Kong to Phuket, staff efficient and friendly. Aircraft was on stand well before boarding time but boarding was delayed for unexplained reason and subsequently plane pushed back over 30 minutes late. We were then in a queue of several aircraft waiting to depart and we took off almost one hour late. Cabin service was good, considering the short flight time, and the meal on offer was acceptable. Seat was shell type recliner which had little or no lumbar support but OK for short flight. Although bags had priority stickers attached they still took a long time to arrive on the carousel. Would use Dragonair again despite the minor problems.

Route: HKG to HKT

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Air Transat

Title: "had to pay another 40\$/luggage"

Review: Since I was a kid I traveled with this airline, we always had the same carry-ons, but this time we had to register two of them as normal baggage, because the wheels couldn't fit in the small box sizing them, which meant we had to pay another 40\$/luggage. After explaining ourselves, we said we would like to pay for one of them only, because if we knew, we would've brought one bigger luggage that fits the containing of both carry-ons. Not wanting to understand, the only thing the supervisor could say was: "These are the policies, we understand but we can't do anything" he talked to us as if we had no understanding of anything that was going on, he would repeat the same exact thing in the same condescending monotone way for about 5 times. After understanding he would not want to do anything to accommodate, I told him "Ok, you can leave then". His reaction was : going behind the counter and asking the person working under him "what is their security number" as if we did something that requires security. I literally just said, "Ok, you can leave then". I am still amazed that a supervisor would have this reaction, I think he was trying to find a way to intimidate us. Also, just so you know, don't register or verify your carry-ons, just take them with you, pass the customs,

and they will take them for free at the boarding area.

Route: Montreal to Vancouver

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "Thank you, ground crew"

Review: I arrived at the airport pretty late with some extra procedures to go through because of my carelessness. The ground staff were patient and with their help, I finished the boarding procedures swiftly. Thank you, ground crew!

Route: Guangzhou to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "could not get over the filthiness"

Review: Nice to Montreal with Air Canada rouge. Flew both with this airline for my recent honeymoon in August 2019. Both flights were delayed for technical issues. I could not get over the filthiness of the plane. See picture attached. I wish I had also taken a picture of the tray which was covered in crumbs and smears from previous passengers.

Route: Nice to Montreal

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "refused to issue boarding pass"

Review: Mumbai to London. I booked a return ticket for my sister by my debit card. While getting the boarding pass, They asked to show authorization letter she did not have in hard copy, she showed my authorization in whatsapp at the counter but they refused to issue boarding pass. And she had to return back home. When i contacted their customer care and asked they refund the return ticket they told "you been penalized for no show".

Route: Mumbai to London

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Airways

Title: "still the same old awful service"

Review: Nothing changes Thai airways are still awful! We arrive at the airport check in, through fast track as we are flying business, all pretty uneventful as you would expect on a premium ticket. We are flying from gate C8 and follow the signs to the Thai lounge at C Gates, a 600m walk, to find they are closed, so we walk the return journey 600m back to the lounge we passed 10 - 15 mins before, that is open at D gates. We ask why we werent told by the check in staff that only the lounge at D gates is open; apparently it has been shut for ages and they keep asking the check in staff to tell passengers but they dont! Anyone at Thai airways heard of a sign? Simple 5 minute job! By the way lovely lounge, but the same awful TG service. Nothing changes. We then get to the gate to see a queue 50m long to board, no priority line for Business class passengers. Apparently they call them on first and then it is a free for all So the business class passengers lucky enough to have made it to the lounge, who dont arrive to be at the head of the queue wait in line, or have to push themselves to the front - embarrassing and awkward for them/us nothing changes! Beautiful lounge TG but nothing changes, still the same old awful service, lack of thought and care for your passengers! How can you still get it so wrong?

Route: Bangkok to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "cabin crew truly went above and beyond"

Review: Despite some allegations of cost-cutting measures surfacing across the internet and social media, Singapore Airlines is still unequivocally and undeniably the best in its class. In an era of self-check in kiosks and self-serve apps, the human touch it provides to all its passengers is remarkably special and the warmth and comfort of the human element is something that is irreplaceable by technology. The cabin crew truly went above and beyond to ensure that the passengers were well looked after. In addition to that, every other aspect of the flight from the checking-in process, lounge, boarding arrangements, punctuality, cabin announcements, seat comfort and functionality, meal service, inflight WiFi and timing and baggage delivery was also seamless and flawless. Flying in Singapore Airlines on a premium cabin is truly and quite literally a heavenly experience at 40,000ft in the sky.

Route: Istanbul to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "Worst airline I have ever used"

Review: Would give the airline zero if it was possible. I flew with them from Helsinki to Ljubljana via Belgrade. First problem was that about a week after booking the flight they have moved the second flight for almost 2 hours (longer layover in Belgrade). The same thing happened again three days before departure, they moved the second flight again for another hour and a half. At the end we were delayed for 2 hours without any explanation. When I finally reached my destination in the plane probably 30 years older than me with no space for legs or carry-on luggage, I learned that my luggage was destroyed. The handle used for rolling the suitcase was broken, there were big tears in the material and also a big dent. All together the baggage is now not usable and I cannot get it repaired. Following the instructions and filling out the damage claim at the destination airport I submitted a claim to Air Serbia. They replied that they are not liable and that their decision regarding my claim was final. Worst airline I have ever used and will never fly with them

again.

Route: Helsinki to Ljubljana via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "Pathetic service"

Review: Pathetic service. I was travelling from Riyadh to Sialkot via Sharjah. The first flight was good but the flight from Sharjah to Sialkot was changed at the time of issuing boarding pass and without any prior notification. Total 13 hours extra was spend to at Sharjah airport.

Route: Riyadh to Sialkot via Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Pacific

Title: Jetstar Pacific customer review

Review: I didn't know what to expect from this airline due to some mixed reviews, but the plane was clean and staff were friendly. We departed on time. The items I bought on board were relatively cheap. Can't complain really.

Route: SGN to HAN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "the flight was quite nice"

Review: Bengaluru to Mumbai on Air Asia India was taken this early morning and the check in process was smooth enough at Bangalore where after getting the boarding passes printed out at the kiosks. As my check in baggage weight exceeded the 15kg free allowance as I had extra luggage packed, I was made to pay around 375 Rs for every extra kg and the staff there were generous enough to waive off 1 kg extra in exchange for a South Indian breakfast on the flight which was reasonable enough. The boarding started on time and there was some nice funky boarding music being played and the seats were comfortable enough although on longer duration trips, it could be uncomfortable. The flight departed on time and even though the flight was full, the crew were very nice and after takeoff I even got the South Indian breakfast which consisted of an idli, medu vada with sambhaar and upma. The meal was decent enough although if one has to purchase this directly in-flight, it was quite pricey at around 350 INR and maybe the quantity does not justify the price. But then again, low cost carriers aren't exactly known for being generous when it comes to inflight food and beverages. Landing was on time and retrieval of the baggage was also swift. I would say that the flight was quite nice and even though low cost carriers try to maximize revenue through ancillary services (meals / excess baggage) they provide the best functional experience when it comes to taking you from point A to point B. And Air Asia does that pretty well. I cannot think of any area which was lacking on this flight. Keep it up.

Route: Bengaluru to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "the worst airline ever"

Review: The travel voucher refund is very long to receive. Only received a year after I requested it. If not because of the travel voucher, I won't use this airline anymore. Not worth your money at all. Customer service also very bad. Didn't reply to customer's email, if you didn't call to ask about the email, they won't reply to it and respond to it. Too many times the flight was cancelled but they didn't help at all to assist to get the new flight date. Customer call centre also very hard to reach. I called hundred times but too hard to answer. You cannot call using your mobile phone because cannot press "1" or "2" to choose English or Bahasa. Email didn't respond, call cannot be reached - the worst airline ever!

Route: Kuala Lumpur to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Germania Airline

Title: "completely positively surprised"

Review: Palma de Mallorca to Zurich. For the first time we used today Germania and I have to say I didnt have much expectations. So we were completely positively surprised: very friendly and warm service, good and professional atmosphere and even the captain was outstanding nice and informed the guest several times about the route etc. Will definitely book Germania again!

Route: Palma de Mallorca to Zurich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "worst experience I have had"

Review: In 40 years of air travel, the worst experience I have had! They lost our luggage and we had to track the luggage (have apple tags!). They would not get our luggage to us days later so we had to take a 2 hour train to get it. The baggage line on the return flight at London City airport was so long. The staff are rude and yelling at passengers. Never again. The Spirit airlines of the Europe.

Route: London City to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "Worst flight"

Review: Worst flight. First time I travel on Air India and this will be the last time. Food quality is the worst, no entertainment, screens are not working for almost 50 percent of flight and the the response from air hostess is they will provide magazines to read. They dont keep the washrooms clean for a 15 hour flight. I would say never travel Air India.

Route: Delhi to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "Very cheap service"

Review: Flight 1852, August 22, Las Vegas to Toronto. Very cheap service. No coffee or tea. With the Air Canada stocks doing so well, the company should invest more in customer satisfaction. No space for luggage on plane even though it meets the requirements.

Route: Las Vegas to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "crews were somewhat attentive"

Review: Pros: Food is OK and most crews were somewhat attentive. Cons: less selection of movies and music Issue: I usually made multiple trips (every two hours) to restroom, unfortunately EVA air assigned me the window seat and I couldn't change it during check-in. After took off, I realized that there were some aisle seats not been taken, so I requested a flight attendant whether I could change my window to aisle. She told me that there was no aisle seat available. I ended up begging my neighbor passengers for five times to go to restroom. Most of the times they were

sleeping and I really hated doing that. It would be better if the flight attendant provided me the reason why she could not assign me an aisle seat when some are available instead of rudely denying and walking away.

Route: Houston to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "French Bee is not family friendly"

Review: Terrible check-in process. Staff in Paris are not motivated and each employee makes their own rules. Security agents also make their own rules and you end up with chaos and staff yelling at passengers in every direction. French Bee is not family friendly. They do not allow strollers at the gate. You have to check in and will not have your stroller with you. We had 2 very young kids and a pregnant wife. The staff did not care and refused a wheelchair. With an infant on our lap and a pregnant woman we were almost last in the plane and asked to put our bags under our seats. This is when we raised our voices and told the airline to have some common sense. Once in the plane we asked for water as my wife felt unwell after all this chaos. We were told to wait for take off. Ended up waiting for 2h for a cup of water. Once in Newark our wheelchair took 45 min to reach the plane. The staff was begging us to move so passengers on the next flight could board. We did not move otherwise we would never get the wheelchair.

Route: Paris to Newark

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "airline has no customer service"

Review: Absolutely horrible. This airline has no customer service. They got rid of their phone number. Everything is automatic thru a website. So the flight was several hours late. I missed my connection. No refund was issued. Then the

return had to be changed. I was charged both a change fee for 99 dollars and a cancellation fee for 99 dollars. They double dipped and would not refund even one of the fees. I would have been ok with either a change fee or a cancellation fee but not both. So then I bought a whole new ticket so I actually paid them 3 times for the flight. In summary, an original 112 dollar ticket became over a 400 dollar ticket. It would have been cheaper to just use a reputable airline like American. On top of all that they stuck me in the middle seat. Now once again I tried booking a new flight with them and they cancelled the 9 pm flight and offered me a 6 am flight. That did not work with my schedule. They also cancelled the return. So this airline advertises routes and schedules but when they do not meet their passenger quota, they just cancel the flights to stay profitable. The hell with the actual people who fly them. Never ever again. Spirit has better customer service than Frontier and that is really saying something.

Route: Philadelphia to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "worst airline I have ever used"

Review: I additionally booked seat at emergency exit and lounge entry when i booked this flight. I paid eur378,67 for the flight plus extra seats and eur35 for lounge entry. I received a receipt for only the flight 326,67. I did not get my seats and i did not receive any voucher for lounge entry. I called the service desk many times (during 3 days aproximately 15 times) they promised me every time to take care of it and to search for the money. The only thing i could do is to book again and pay again and hope it works out. Nobody called me back and i did not receive the seats in the end and of course i could not enter the lounge. Ita airways does not send me any answers by email. This is definitely the worst airline I have ever used. I will not use them again ever.

Route: Amsterdam to Milan

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "felt like sitting on a stool"

Review: Flew Jetstar Asia from Singapore to Osaka via Taipei. The ground staff and flight crews are excellent. But the seats are really economy sized. They are 2/3 length of the seats of other airlines. I had to sit up right to keep from sliding off, which made it difficult to rest for an overnight flight. I am under 5ft tall, so I can't imagine a taller person sitting on it with any comforts. It felt like sitting on a stool.

Route: SIN to ITM via TPE

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malaysia Airlines

Title: "staff asked for my One Health Pass"

Review: I was issue my boarding pass at the airport. Just as I was boarding the plane I was stopped. The staff asked for my One Health Pass issued by the Philippines. I was shocked to find out at such last minute. The staff said the front office should not had issued me the boarding pass if I do not process this health certificate. They refused to let me board the plane. They said my check in will be returned and I will have to buy a new ticket for the next available flight. I confronted the issuing officer and he just washed his hands by saying I should have done my own research before flying. To add salt to my wound he wants me to get a new ticket at 2800rm. 6 times the original price. I bought another ticket from Philippines Airlines and because MAS failed to return my checked in I missed this Philippines Airlines ticket too. Can you believe they cannot find my check in luggage. Now I have to buy my 3rd ticket. Malaysia Airline agree to fly my bag to Manila if found.

Route: Kuala Lumpur to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: QantasLink

Title: "crew friendly and helpful"

Review: QF1788 Brisbane to Townsville with QantasLink 21 December. Check in on line, mobile phone boarding pass.

Early flight 6.55am. Seating on flight 2x3 seating. Aisle seat 20C as selected in 2 seater aisle. Took off on time.

Breakfast served Gluten Free large toasted sandwich very tasty. Cabin Crew friendly and helpful. Good flight. Usually verify review but misplaced boarding pass.

Route: BNE to TSV

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Frontier Airlines

Title: "Absolutely the worst airline"

Review: Absolutely the worst airline. First overbooked the flight, then cancelled the flight when boarding was to begin.

Customer service is a joke, refused to reimburse for hotel or vehicle rental, refused to compensate for lost wages as we lost a day of work due to their cancellation. Basically said too bad heres your refund plus a \$50 voucher to fly on our airline again. Ill walk before I fly Frontier again

Route: Orlando to Philadelphia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "this is cheap and terrible"

Review: Edinburgh to St. Louis via Keflavik. Awful in every respect. Staff were rude. Seat pitch is totally unacceptable for transatlantic. Dont take cash on board then give awful exchange rate. Flight late with no explanation. No facilities on

board. Cheep and cheerful I hear, but this is cheap and terrible. Avoid at all costs.

Route: Edinburgh to St. Louis via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "Copa Airlines will not refund"

Review:

I had to cancel my flight due to Covid positive results 24hr before the flight. Everything was going well at the beginning when we cancelled the flight/ticket, because we have been informed that they will refund. However, after almost 40 days I have been informed that Copa Airlines will not refund. This action is not fair at all.

Route: Panama City to Bridgetown

Seat Type: Economy Class

Traveller Type: Business

Airline: Aer Lingus

Title: "announcement spoken too rapidly"

Review: Very efficient, friendly. Only comment I would like to make is that the announcements by Cabin Crew were not clear. Each announcement was spoken too rapidly. As if there was a race on.! No sense of style. Just rush, rush, rush. Diction was very difficult to understand, particularly with male cabin crew on London /Shannon. Each word rushed into next. Just could not decipher what was being said. The spoken word can be beautiful, even if it is an instruction. A few seconds to pronounce what one is saying can make a difference I believe.

Route: London Heathrow to Shannon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "worst company I have ever traveled"

Review: It's the worst company I have ever traveled my family and our dog. When we were flying to Chania it was an hour late and on the way back to Athens we were told not to take our little daughter's hood from the plane. When we picked it up with the suitcases it was broken. Consider afterwards that it became intentional.

Route: Athens to Chania

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "such kind of trouble in our backpack"

Review: First things the onboarding person was very Rude. I cannot imagine how one can be resist when they are already facing that. We never face such kind of trouble in our backpack when we took this personal bag everywhere even with frontier before. I understand there are certain rules and we respect that but there is a way to handle the situation. My wife and I were trying to pack things properly so we can fit the bag in given space but the lady was so rude that did not even give chance to wait for my partner when my checking was over. She also threatened my wife to unboard her from flight when she was just trying to ask her something. I am very disappointed with this kind of behavior and threatening behavior.

Route: Atlanta to San Francisco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "one of the finest business class"

Review: Tokyo to Toronto via Taipei. I must say this is one of the finest business class I had the pleasure to fly in.

Flight attendants on both flights were excellent. Service quick and accommodating. Food was great. The flight attendants all had been extremely polite and always inquiring if they can be of assistance. The In Charge came around and introduces herself to all the business passengers. Plane was extremely clean on both flights. Washroom was obviously was continually cleaned during the flight. I would fly this airline again and would highly recommend EVA air.

Route: Tokyo to Toronto via Taipei

Seat Type: Business Class

Traveller Type: Business

Airline: Egyptair

Title: "terrible service"

Review: My flight was redirected to Washington and then Egyptair sent me on a bus to New York airport, I was supposed to arrive in New York at 3.20, instead I arrived on a bus after 9 hours at 11.30 in JFK airport, which is ridiculous you made me late to my appointments and made me super exhausted, I am very dissatisfied and disappointed in Egyptair and I would not recommend anybody to fly with them, everybody on that flight deserves a refund for the trouble they were put through, the least you could do is reach out and apologize about the terrible service.

Route: Beirut to New York JFK

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Scoot

Title: "Cabin crew were happy and friendly as usual"

Review: Another good flight by Scoot. This was the second leg of my flight getting me back home to Perth. I paid a little extra for the "Scoot in Silence" area, but I should not have bothered, because I think at the most there were fifty

passengers on this flight. Cabin crew were happy and friendly as usual, but I think also a little bit bored because the aircraft was so lightly loaded. A smooth flight, but we hit the usual turbulence when we got to the top end of Western Australia. Despite this, the aircraft landed right on time at Perth airport. I did not purchase any extra for this flight, so I can't really comment any further. Price of the flight was good, in my opinion, definitely value for money. One has to also keep in mind that Scoot is a budget airline, so remember not to set your expectations too high.

Route: Singapore to Perth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "worst airline we have ever flown"

Review: We booked non-stop roundtrip flights from San Francisco to Cancun for December 21, 2019 to January 4, 2020 way back in February 2019. When we went online December 20 to see about check-in we saw that they had put us on an overnight flight December 24 with 2 stops and a huge layover and changed our return to the same thing a day later than we needed to return. They had us missing 3 days of vacation & Christmas & also missing work on our return. We were never informed of these changes. We spent hours on the phone, getting passed around, cut off & getting no help that night & the next day. We had to book very expensive flights on another airline to get there in time for our hotel reservations, etc. We had to keep the flights coming back & it was a total nightmare. An 8 hour overnight layover in Mexico City just to get as far as Guadalajara. It took 18 hours altogether to get back & we both had to miss work. I believe they are running a scam advertising very good flights at a reasonable cost & then "canceling" the flights and putting customers on these terrible ones that no one would purchase on purpose. Also nonexistent customer service at the airport as well as by telephone and online. Definitely the worst airline we have ever flown.

Route: San Francisco to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Regent Airways

Title: "It got hotter, and hotter"

Review: As soon as I boarded the plane, it was hot. Air conditioner was not on. It got hotter, and hotter, and hotter inside the plane while all others after me boarded. That process took roughly about 40 minutes for everybody to board. Despite many people trying to cool themselves by fanning newspapers or whatever that were in their hands and requests to the crew to switch on the air conditioner, it was still not switched on. When, finally, the plane started moving, I thought the ac would now be switched on - but no - they still would not switch it on. The plane spent 20 minutes taxiing on the tarmac before taking off. The air conditioners finally came on about 7 minutes into the flight, for a flight that only lasts 30 minutes. The same thing happened on the return, with no air conditioner on until well into the flight. This is utterly disgusting on the part of Regent Airways. I have flown on this airline before as well, and the same thing happened on those occasions as well. If Regent Airways are reading this, please increase your fares to cover the cost of fuel for keeping the ac on right from the time of boarding to keep passengers comfortable. This is obviously a cost cutting exercise in fuel costs - but this is really disgusting. I am pretty sure all those waving their newspapers and anything else to keep themselves cool would much prefer to pay a few more Taka extra for the ac to be kept on than the terrible experience they get whilst on board your flights.

Route: Dhaka to Kolkata

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "did an excellent job"

Review: Tenerife to Bristol. Despite the weather we returned to our home airport just three hours late, one of about two planes to land in Bristol yesterday, and we were kept informed by staff from the moment we arrived at Tenerife South Airport. Credit where it is due, the pilot and cabin crew did an excellent job.

Route: Tenerife to Bristol

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: JetSmart

Title: "Very poor service"

Review: Very poor service. 3.5 hours of delay, no compensation. Will never fly again with them. There was no reason given for the delay, nor were they open for any kind of compensation.

Route: Santiago to Buenos Aires

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "no frills as expected"

Review: Be very careful when flying with this airline Even when their own app isn't working, preventing you from checking in online, they will still charge you for checking in at the airport. They charged me an extra 165 to get me and my family home, even though it was their app that was at fault. 165 to print off 3 pieces of card. When I complained to the airline I received an email explaining to me how to use the online check in, the same online check in I used for my outbound flight, the same online check in I tried to use for my return flight, the same online check in that wasn't working for my return flight. Presumably a stock response to fob off their most valuable asset, their customers. The flight itself was fine, no frills as expected, minimal legroom, as expected. The food and drink was actually quite good but expensive for what you got. Flight attendants were professional, friendly and attentive. Boarding wasn't ideal, crammed on to 3 buses to be taken to the plane, then only boarding at the front of the plane despite stairs also being at the back. I didn't check in any luggage, so I can't comment on this.

Route: Ciampino Rome to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "not ignore the mistreatment"

Review: On 26th December I took a flight from Toronto with connecting flights in Ponta Del Gado and Lisbon and a final destination of Seville, Spain. Unfortunately the Azores flight from Ponta Del Gado to Lisbon was delayed due to operational technicalities within the Lisbon airport, backing up the airport for most of the day. As a result I arrived in Lisbon minutes before the initial scheduled boarding for my next TAP flight was set to take place, fearful that I would miss it. I received a text message to my phone from Azores Airlines stating that my next flight had been delayed itself over one hour, however, given the timing, I was still cutting it close. Upon arriving at my TAP boarding gate I was made aware that the flight I was set to take next was indeed delayed two hours itself, meaning that I had made it in time and would be able to fly out shortly. After getting to the front of the line awaiting to board, the TAP attendant told me, quite matter of factly, that my ticket had been sold due to my past flights delay, and that my next flight would not be for another 10 hours. Naturally I was shocked, and disappointed not only to spend 10 additional hours in the airport, but for the fact that my plans made in Spain would not take place, losing an entire day of travel. Upon pleading with the attendee she told me that it wasn't her dilemma, offering no consolation and asking me to take it up with the Azores officials, as it was not a TAP issue that my ticket was given away. I then tracked down the Azores customer service department. They told me they were sorry for what had happened, however there was nothing they could do, seemingly confused with the events that had taken place. The representative told me all they could offer me at that moment was two 10 Euro vouchers for lunch and dinner at the airport. I found this an incredible lack of compensation given the loss of a day of travel, 10 hours spent in an airport, as well as no prior communication as to my ticket being sold. After inquiring about my luggage, it was only after my question that she explained to me they had no track on its whereabouts. I was then forced with the task of lining up for nearly an hour to find my luggage from the lost and found, and lining up again to check my bags for my next flight. The next several hours were as one could expect. Not the ideal setting for the first day of one's holiday. The lack of adequate customer service, the lack of communication, as well as the lack of compensation is astounding in my eyes. The fact that I wasn't made aware of this decision the airline had made for me, especially after

receiving a text message previously with an update, is astounding. I cannot believe how I was treated between the two airlines on this day. Compensation in the form of two meal vouchers for a loss of a day of travel, poor service and 10 additional hours in an airport is comical. I have never voiced a formal complaint in this manner, however, given these circumstances I simply could not ignore the mistreatment. I am a frequent flyer and often travel to Europe. This is a very deterring event when considering Azores Airlines in the future. Any sort of response given the situation would be appreciated.

Route: Toronto to Lisbon via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: QantasLink

Title: "Very relaxed flight"

Review: Townsville to Brisbane. Checked in on mobile phone and mobile phone boarding pass. Townsville airport very quiet so very quick bag drop off and quick security clearance friendly staff. Boarded quickly and took off on time Chosen seat 20C, an aisle. This plane was a 2x3 seating configuration so good for 2 passengers travelling together. Gluten Free Toasted sandwich served very soon into flight and cold drinks .Was asked if I would like another snack later when trolley passed again. Very relaxed flight.

Route: TVS to BNE

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Transat

Title: "wont travel with this airline again"

Review: Im having this flight for the second time and it was late both of the times. This time we had to wait for 5 hour and we were not even informed earlier. We got to know about the delay when we checked in. I wont travel with this

airline again.

Route: Vancouver to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "promptness and attention of crew"

Review: Only words of gratitude for the promptness and attention of the crew to the passengers. Departed on time, back from Bangkok late for 1.5 hours. Good quality food, drinks to choose from including alcohol. Against this background, the work of the customer support service stands out sharply: within 2 weeks they could not deal with booking tickets based on a voucher. Ultimately, we ourselves solved all the problems without their participation.

Disgraceful work!

Route: Stockholm to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peach Aviation

Title: "cancelled because of a typhoon"

Review: One of the worst airlines. The flight from Ishigaki to Tokyo on 11th August was cancelled because of a typhoon, we tried to contact the company but nobody answered the calls and there is noway to have any news. We kept trying for the next day but nothing, ghost company with no customer service. After many tries my friend arrived to be in contact with someone and he has been told that there is no refund, not even in miles.

Route: Ishigaki to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Batik Air

Title: "Late flight, late baggage"

Review: The worst airline. Late flight, late baggage. Disgusting food onboard. Simply worst experience. In flight entertainment was not working.

Route: Singapore to Jakarta

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "a lot of gate changes"

Review: Not recommended if its a transit flight. There is a lot of gate changes, you could miss your flight and they will make you pay for another ticket. Bahrain airport is a small and bad one.

Route: Dubai to Bahrain

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "our only airline"

Review: A great experience, amazing flight attendants on both flights. Flights on time a lot of positive energy.. As a 10 year plus loyal customer that's our only airline.

Route: West Palm to Rochester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "this is an airline to be avoided"

Review: The level of service due to the attitude of the crew is appalling! Not a single staff had a smile and were sulking all through the flight. I was fortunate that this particular flight departed from terminal 3 or else I would have had to face the mess of terminal 2 in addition. The seats are new but the pitch is unacceptably tight. The worst part is the toilet which can barely squeeze an adult and I am not talking about any obese adult but a normal weighted guy! No wifi in a so-called latest being plane. My fare had a meal included and the choice was an omelet with potatoes or only potatoes!! The meal was served in a paper packet. The only plus point for me was the schedule but this is an airline to be avoided.

Route: Dubai to Tel Aviv

Seat Type: Economy Class

Traveller Type: Business

Airline: Bassaka Air

Title: "brilliant in all aspects"

Review: Phnom Penh to Siem Reap with Bassaka Air and I found this airline to be brilliant in all aspects. Their prices are phenomenal and I couldn't complain about anything. Check in was super fast and done with a smile. The plane is a little outdated but its still new and growing. The flight itself was 30 mins, and for such a short flight you even got a complimentary drink.

Route: PNH to REP

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lao Airlines

Title: "plane was quite new, comfortable seat"

Review: First time flying with Lao Airlines, and very impressed. Staff was friendly both at check-in as the cabin crew. The plane was just half full. Very smooth boarding. The flight departed before schedule time and arrived 25 min in advance. The plane was quite new, comfortable seat with a lot of space for the legs. We got served a little box with a sandwich, a piece of cake and an orange juice. Apart of that we got offered complimentary drinks. It's true that the flight was pricy, but it's normal considering that is the only airline covering the route, and only 4 times a week. I definitely recommend this airline.

Route: Bangkok to Savannakhet

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "service was friendly and efficient"

Review: Sydney to Los Angeles with a stopover in Nadi. Check in was easy with no waiting, aircraft left a few minutes late due to normal Sydney delays. Nadi is nearing a make over and no doubt the new lounge will be superior to the old one which is still usable. Flight from Nadi left on time, I slept most of the way to LAX and the plane landed ahead of time. Food offered was of a good standard and the service was friendly and efficient. The stop in Nadi does break up the flight and the new look airport will be a big boost. A good flight all over, the IFE is limited however there where decent choices.

Route: SYD to LAX via NAN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "Luggage arrived three days late"

Review: Luggage arrived three days late due to chaotic check-in at Amsterdam. My pregnant wife had to stand for 2.5 hours to check-in. In Porto we waited another two hours before a ground agent condescended to accept the report. We incurred costs replacing clothes and toiletries. I am insured to cover this but I have to claim on Transavia first which is impossible.

Route: Amsterdam to Oporto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "Sad experience"

Review: Boarding was a mess, there was no room for those of us who had the correct luggage, and we put small things in the front seat, the compartments were full of other passengers' small things. Why make rules if then they don't enforce them? The food was completely cold, impossible to eat. The flight was delayed by more than 1:30 pm, for a "medical" reason. That was the only comment after keeping us on the plane for that time without any explanation. Then in Lima, with a 5:00 p.m. wait for the next flight, they could not explain to us whether or not we should pay the airport tax of more than 30USD per person if we wanted to re-enter the airport after going out to the city to a nearby hotel. The best response we got from the airline was that it was "random." Sad experience, unfortunately not the first with this airline, I will do my best to avoid it in the future.

Route: Madrid to Lima

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "A nice upgrade"

Review: A nice upgrade with the help of the app so flown again business class and it was the same team of flight

attendants. What a surprise we got as we were last seats in business class me and my wife were presented with a treat from all the crew that got my wife emotional.

Route: Chicago to Lisbon

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Sriwijaya Air

Title: "precisely on time"

Review: First time flying on Sriwijaya Air from Surabaya to Jakarta. The flight was precisely on time. Surprisingly inflight the cabin crew distribute some snacks for us. Previously we never thought that Sriwijaya Air give snacks on their flights. Their inflight shop items also reasonably priced.

Route: SUB to CGK

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Eagle

Title: "worst experience ever"

Review: Ft Walton to Albany via Washington. The attitude of the person at the desk was inappropriate. The airline overbooked the flight and was asking for a person to come forward and take a later flight. Why airlines overbook I'll never know but his attitude was really nasty. He said in an annoyed voice that if no one came forward it will delay the flight and everyone would miss there connecting flight. Sounded like a threat to me and many other people. Secondly to make your connecting flight you have to be bused from the plane to a waiting area and then bused back. People wind up standing - on the bus both ways, in the waiting area etc. I fortunately had check my bag at Ft. Walton but those that did not have to get their luggage and bring it on the bus both ways. What a mess. Will never fly American again. Worst experience ever and I fly quite often!

Route: VPS to ALB via IAD

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kulula

Title: "in queue for hours"

Review: Johannesburg to Durban. No communication, standing in queue for hours. How can we be on time for our commitment. Unfriendly staff. Rather drive next time

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: US Airways

Title: "displeasure of flying US Airways"

Review: I had the displeasure of flying US Airways on Monday October 12th. My flight was suppose to leave Sacramento and connect in Phoenix with my final destination of Austin. After boarding the flight in Sacramento at 5:35 am for a 6:05 departure we were told there was a maintenance issue that would take a few minutes. The few minutes became an hour resulting in a delay in takeoff and a late arrival to Phoenix and me missing my connection to Austin by mere minutes (I arrived at the gate at 8:37am and the flight left at 8:46am). As a result I had to be rebooked and was told I was rebooked on a flight at 6:45pm resulting in spending the entire day in the airport and missing work and several appointments. This may have been easier to take if customer service had been good but it was not and their employees were rude, brisk and unapologetic. I will absolutely never fly US Airways or American Airlines again. Customer service goes a long way when situations occur and this airlines is lacking it in spades!

Route: Sacramento to Austin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "I have not yet received my luggage"

Review: Not just that the professional service was close to the worst. I chose This airline because of the service of the cheaper airlines, but was serviced in the worst way possible. It's also been two days and I have not yet received my luggage which is two days late. Think about this before booking your next flight with American Airlines, I know I won't.

Route: Atlanta to Philadelphia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "9.5 hours of delays"

Review: Constant delays. No one has any idea when flight will actually depart. 9.5 hours of delays at the moment, promising it will not be cancelled. Staff has no idea of actual procedures. "Rescue flight is on the way, will be here in 50 minutes." Hours later we're still here with a \$20 voucher for food.

Route: Orlando to Akron Canton

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: GoAir

Title: "irritated with your careless attitude"

Review: Very bad service to deliver baggage. Its been 5 days after arrival, and still not yet received baggage from airport. As per the airport staff, baggage was supposed to be delivered on third day of travel. From Go Air, its a big

shame and careless for customers and I don't want to travel with you anymore. At least you need to answer the phone or contact me for the update. Very poor, bad service and irritated with your careless attitude. No one responsible for customer queries and baggage, and I don't know how you can run the airline in this way.

Route: Dubai to Cochin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "Frequent delays with no communications"

Review: Frequent delays with no communications or notifications. Their horrible IT system is not updated with latest flight information. Flight was delayed but their app showed on-time and even that the flight already departed when people were still waiting at boarding gate.

Route: Los Angeles to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "never fly airBaltic again"

Review: Helsinki to Hamburg via Riga. Small propeller aircraft, not much space inside. Very impolite staff at Helsinki, checked the hand luggage at the gate very exactly - 60 if its even one more kg than allowed. Fee for choosing a seat even at online checkin. Bought a croissant at 5 - very very small and dry. It seems that they just want to sell as much extras as they can, got several emails with advertisings for that before my flight. And the the ticket wasnt even cheap. Will definitely never fly airBaltic again.

Route: Helsinki to Hamburg via Riga

Seat Type: Economy Class

Traveller Type: Business

Airline: Vueling Airlines

Title: "my luggage did not come off the carousel"

Review: When we arrived at Gatwick late Saturday evening, my luggage (and that of other passengers) did not come off the carousel. There was no sign of any Vueling agent, but the LGW baggage handler who was clearing the carousel said we should go through to 'landside' and report the missing bags to an office 'next to M&S'. With no Vueling agent available, we didn't really have much choice. Unfortunately, the office mentioned was closed. The next morning, I managed to speak to Vueling by phone (something I have since been unable to repeat). The customer services person clearly didn't believe me when I said there had been no Vueling agent available, and said she would need to email her supervisor. Two days later, i am still waiting to hear what they are doing to find my bag. I have been unable to speak to a person because I don't have the 'PIR' code they should have given me. They don't appear to care about me and my lost bag ! I accept Vueling is 'cheap' but to charge people extra for checked baggage, lose it, and then not help to find it is appalling.

Route: Granada to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "think I would try another airline"

Review: A very cramped journey from Bali to Dubai in economy with barely any space to put my feet and I am only 5 ft 2. The pilot was very communicative about passing tropical weather and the air hostess were lovely. With just a 1 hour transit in Dubai I hopped onto the A380 which is much bigger but the walkways are still soo mall. The air hostess on this flight were not as friendly. A particular air hostess kept telling me off because I crossed my legs and my foot slightly went onto the aisle, I mean we were so squished. I fell asleep and they didnt serve me the first meal, or even offer a drink

when I woke up, they just past me as if I didnt exist. The second meal was an excellent portion size, the food could barely fit on the tray. I particularly liked the greek yoghurt and granola, and cheese and biscuits - for the hot food it wasnt impressive. I had better food on cheaper airlines. The air hostess were OK about re filling my water bottle. All in all I think I would try another airline for this long journey next time, just a few bad vibes from the staff with regards to meals and sleeping as mentioned above.

Route: Bali to London via Dubia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bamboo Airways

Title: "between a low cost and full service"

Review: Ho Chi Minh City to Hanoi. Long queue at check-in. Bamboo really need more check-in desks. Asked to pay additional charge for hold baggage - it wasn't clear on their on-line reservation system that my fare didn't include baggage. Bamboo need to make their reservation system clearer what is and what is not included on each fare basis. Boarding straightforward. Flight departed on schedule (something quite rare in Vietnam!) and, smooth on an almost new 787. Water and small pastry served as during flight. Cabin crew were friendly and efficient. Airline tries to be mid way between a low cost carrier and full service airline - and is successful in this aim but More check-in desks please.

Route: Ho Chi Minh City to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "It is the worst airline"

Review: Lines of an hour and a half to be able to check the luggage, more than 35 minutes of waiting to be able to get off the plane and take my connection to my country, delayed flights and consequently loss of connections with

themselves. Staff unable to provide support and solutions. They play with people's time because of their lack of competence. The supervisors will try not to compensate you and after receiving 20 people with the same case they redirect you to schedule your new flight. They send you to the furthest hotel (50 min) and are inflexible in giving you an alternative. An incredible lack of empathy, attention and service! It is the worst airline. Filas de una hora y media para poder chequear el equipaje, más de 35 minutos de espera para poder bajar del avión y tomar mi conexión hacia mi país, retrasó de vuelos y en consecuencia pérdida de las conexiones con ellos mismos. Personal incapacitado para brindar soporte y soluciones. Juegan con el tiempo de las personas por su falta de competencia. Los supervisores intentarán no compensarte y luego de recibir a 20 personas con el mismo caso te redireccionan para programar tu nuevo vuelo. Te envían al hotel más lejano (50 min) y son inflexibles en darte una alternativa. Una falta de empatía increíble, de atención y servicio! Es la peor aerolínea

Route: Monterrey to Quito via México

Seat Type: Business Class

Traveller Type: Business

Airline: Comair

Title: "Really bad airline"

Review: Cape Town to Johannesburg. Comair cancelled my flight because of the coronavirus outbreak in South Africa. They did not want to refund the amount or give me the option of a voucher or another flight in the future. Totally unfair. Really bad airline.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shandong Airlines

Title: "ticket was booked wrong"

Review: Refund not given against cancelled flight by Airline. I have booked roundtrip ticket from Kunming to Delhi and Delhi to kunming but Shandong Airline not allowed to travel my daughter due to surname printed on booked ticket. This ticket was booked wrong by Travel agency. Shandong Airline didn't any help me.Travel agency refuse to refund against cancelled flight, this is totally unacceptable.

Route: Delhi to Kunming

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Koryo

Title: "good old-style music"

Review: If you compare Air China with Air Koryo, there is a lot to be said for Air Koryo. New uniforms for the stewardesses, friendly faces, good beer, lousy food, clean plane, reasonable seats and good old-style music.

Route: PEK to FNJ

Seat Type: Economy Class

Traveller Type: Business

Airline: VivaAerobús

Title: "oversold, no seats available"

Review: Worst experience ever, don't waste your money, Worst customer service, professionalism, no ethics at all / no respect after checking in couldn't board my flight, airline tickets were oversold, no seats available. Had to get other flights for next day and flights in between because was the only flights available.

Route: Guadalajara to Tijuana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "Zero help from SATA"

Review: Do not recommend this airline as their service is terrible. We flew Ponta Delgada to Lisbon and had connection in Lisbon with KLM. Ticket was sold with connection. When we tried to check in luggage all the way to Amsterdam it was refused even though SATA does have interline agreement with KLM. As result of it we had to recheck luggage in Lisbon. Flight was delayed, took 25 min. for luggage to arrive in Lisbin, check in desk was closed by the time we arrived to recheck luggage. Missed connecting flight just because luggage was not checked all the way. Zero help from SATA, sent complain letter to them , after more than a month none reaction. Use TAP as they more flexible than SATA.

Route: Ponta Delgada to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Meridiana

Title: Meridiana customer review

Review: Flew to Sardinia island and back with my girlfriend for my summer holidays. One hour delay on the outbound flight and confused boarding (we had to stand in the finger for 15 minutes as they started to board but plane was not ready yet), flight operated by old MD-80, I guess one of the last flying in the European skies nowadays but well maintained and with comfortable seats. Return flight was better with newer Boeing 737 and arrival ahead of schedule. Check-in was a breeze both in Bergamo and Olbia. Service onboard is extremely basic but cannot complain about the crew members who were polite and professional. Pilots were not very talkative though. Would consider to fly them only for short domestic flights as they have a good network in Italy.

Route: BGY to OLB

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: V Air

Title: "FAs efficient and cheerful"

Review: Bangkok to Taipei. Having now taken four flights on V Air, my comments remain virtually the same as my earlier review. I arrived at the newly opened international terminal at Bangkok's Don Mueang airport about 90 minutes prior to the scheduled departure. Check-in took less than 5 minutes even though the plane was around 85% full. The aircraft pushed back 35 minutes late but arrived precisely on time. The seat is comfortable with more leg space than is usual on budget carriers, my pre-ordered meal of chicken teriyaki was excellent and the FAs are efficient and cheerful. One even came to my seat to welcome me back having seen me on my last flight almost 5 months earlier! I wish all budget carriers were of a similar standard!

Route: BKK to TPE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "This is simply a money grab"

Review: 1) We flew MIA to Newark and they didn't put our 2 children's car seats on the flight. Both tagged and handed over with the luggage. They were not able to get them to us. Our children are 3 and 4 and the customer service response is "your problem" 2) Flight from NYC to MIA on Friday is canceled. Jetblue provided no information and I mean none at all. Unaware if they are rebooking or refunding. Call wait times are long. 3) They can't rebook from New York Airport. They can get us on a flight from DC to Fort Lauderdale, so we get to DC. They cancel that flight and rebook us from DC going to West Palm. Even though they are still selling flights from DC to FLL and had enough space to book all 4 of us for any of the FLL flights. We find this out as we arrive to the airport. We were notified via voice message 4hrs later. After 2hrs wait to speak to an agent we were told they "can send us to any South Florida airport they want" and other passengers (even those without tickets previously) have priority. This is simply a money grab so they can continue

selling flights and fill up the low demand flights to other locations. Arriving into West Palm, 70+ miles from our airport, at 9pm, with 2 small children after 72hrs of traveling is acceptable to Jetblue and a true representation of how little they value their customers. We have submitted a refund and rebooked with American, and will never make the mistake of booking Jetblue again their processes are not customer centric.

Route: New York JFK to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "dimmed out the windows"

Review: Sydney to Ho Chi Minh City on Boeing 787. They dimmed out the windows after 15 mins of flying and opened them with 10 mins to landing. And this was a daytime flight dep at 10.15am. Why do that? Or why not advise of the airlines policy when I pay for a window seat? Hence the lower score from me. The rest was quite good and plenty of leg room was good for long haul. Though cabin crew was young and inexperienced. VN has some ground to cover to catch up with leading Asian airlines.

Route: Sydney to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "pilot apologise at every step of the way"

Review: Flight was delayed due to the inbound flight arriving late. There was no announcement to inform of the delay nor were the sceens updated. When ready to board we were requested to take our seats quickly to help reduce the delay, which people did. The pilot then announced he had received the documents for the wrong flight from ground staff, so we had to wait while they returned to get the right paperwork. After this was resolved, the pilot announced there

would be a delay as there was only two push back tractors and we had to wait again. So after rushing to sit quickly, we sat the the aircraft at the gate for nearly one hour, which is longer than the flight takes ! Of course AMS is not BAs home base and it uses contracted staff here, but it should require a better level of service, It was embarrassing hearing the pilot apologise at every step of the way. Itll be Eurostar for me next time.

Route: Amsterdam to London City

Seat Type: Economy Class

Traveller Type: Business

Airline: SpiceJet

Title: "Flight time was changed 3 times"

Review: Flight time was changed 3 times and the last change was announced the night before our early morning flight from Jaipur to Dharamshala via Delhi. Originally leaving Jaipur at 6:25am, changed to 9:30am, then at the airport was delayed 2 hours. Because of this change, we missed our connecting flight from Delhi to Dharamshala. The staff at the airport just shrug, zero sympathy. They told us the next flight we can get on from Delhi to Dharamshala is 2 days later and we have to book our own airport hotel to stay 2 nights in Delhi while waiting for the next flight. No refund if we decided not to take the Delhi to Dharamshala flight. Nightmare!

Route: Jaipur to Dharamshala via Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "completely disappointing experience with this airline!"

Review: My first time flying Iberia Express and it was terrible. Check in complete chaos, unorganized and I waited nearly an hour and only had hand luggage. Seats very small and no leg room. My flight took off 1 hour late which caused me to miss my connection in Madrid. Customer service at airport rude and didnt explain anything, just handed

me a ticket for the next day! When I said I can see online that business seats are open on a later flight (same day) I was told it isn't possible to put me in business class. Overall completely disappointing experience with this airline!

Route: Las Palmas to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "uncomfortable and unpleasant"

Review: Yangon to New Zealand via Kunming. Do not fly to NZ on this airline. You have to get de-embark and re-embark in China and Sydney, luggage and all. China is a terrible place to fly through, rude, officious, uncomfortable and unpleasant.

Route: Yangon to New Zealand via Kunming

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Philippine Airlines

Title: "you may miss your connection"

Review: If you have a connecting flight then for goodness sake don't fly this airline. You will have to suffer a lot at Terminal for transfer, for boarding a bus to change terminal and for everything. Chances are you may miss your connection.

Route: Singapore to Dammam via Manila

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "never again with Blue Air"

Review: LCA-ATH, OB 5361. By luck I was 3h before my flight at LCA and tried to check in. No check in machine was working/operating and instead I had to wait in a huge queue to check in by a teller on the airline operator/representative! Amazingly after standing - lined up with many others for 2 hours we made complaints. The teller ignored us when we asked to have someone else to assist with check in so queue was split equally. Flight delayed at LCA. On the airplane: No space at all for my luggage - a simple notebook to put it over my seat - because there was no check at all from the crew before on boarding. As a result, overweight and oversize luggage occupied all the space above the seats. The air hostess tried to rearrange luggage and almost squeezed a huge bag on my notebook. When I complained she asked me to put the notebook under my seat. I said I paid also for a hand carried luggage which is normal size / weight and asked her to put the heavy bag somewhere else. Instead she put my bag somewhere else and I had to find it when we arrived. ATH-LCA, OB5162. Check in is available up to 12h before flight. This information is not stated on the ticket! No other main air carrier or point to point destinator has such a hilarious policy! Normally you can checkin 2-3h before take off, in some cases like Aegean even 45' before flight and this info is provided clearly on the ticket! I was flying 10.00 from ATH, on 19 June. Tried to check-in using their website on the 18th of June around 22.30 but their system stated that online check in is closed. Came to ATH on the Blue Air operator around 9.15 on the 19 June with printed the ticket and asked to check in. The operator/representative of the Blue Air company rudely informed me that I should be 2 hours before and there was nothing to be done - that was it I lost the flight while being 45 mins before. I searched using Expedia and Petas.gr on 13.30 in the same day - 19 June - and I bet that Blue Air recycles seats on their flights probably from those that already bought a ticket but not have already checked in 12h before flight. For example I found that in the same day 19 June 19/2019 20.45 ATH - 22.30 LCA they sell seats for 170\$. I am wondering how this guy who buys the ticket from Expedia now say in 12.21 for a flight on 20.45 will manage to check in since e-check in is closed, never again with Blue Air.

Route: Athens to Larnaca

Seat Type: Economy Class

Traveller Type: Business

Airline: Nepal Airlines

Title: "usually never on time"

Review: Bangalore to Kathmandu. One of the worst airlines if you consider on time performance. They are usually never on time. On time is word which is not in their dictionary. They do not provide information about the delay on their website and surprisingly other flight tracking websites also do not reflect the actual time of this airline. Prepare to get delayed by 2-3 hours under normal circumstances. I have traveled Nepal Airlines more than 30 times and maybe once it was on time (yes I was surprised).

Route: Bangalore to Kathmandu

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Namibia

Title: "First leg was cancelled"

Review: I have 3 flights with Air Namibia in December. First Johannesburg to Walvis Bay, via Windhoek : First leg was cancelled. A few days later I get noticed that my sons ticket from Walvis Bay to Cape Town also was cancelled. Now I worry for my last Air Namibia ticket from Walvis Bay to Windhoek. Is something up or are they just cancelling 2 of 3 flights to and From Walvis Bay?

Route: Windhoek to Walvis Bay

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "departed and landed on time"

Review: Chiang Mai to Bangkok. Nok Air is a Low cost carrier so I was surprised they served a small bottle of water. It's

not much but still a nice gesture. Flight departed and landed on time, but landing was really rough and bumpy.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "Aeromexico canceled the flight"

Review: This airline refuse to refund my ticket that I purchased through Priceline the traveling day was Nov 19 because I had a family event in Nicaragua. Aeromexico canceled the flight and changed to Nov 18 with a layover in Mexico for 10 hours I call the same day I got an email from Priceline saying the change of traveling plans. Their response was contact Priceline because the ticket were booked through them but Aeromexico charged my credit card Priceline said they cant refund ticket because they only can make changes back and forth.

Route: Houston to Nicaragua

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: XL Airways France

Title: "really a great experience"

Review: San Francisco to Paris. I was a bit nervous using this airline. I did a ton of research and looked for reviews and couldn't really find reviews base off the experience of their airline. Some of these reviews for XL I feel are from people that expected too much for a budget airline. I read the instructions and recommendations from their website, which I would read entirely to help you have a better experience. When I arrived at the airport I had my boarding pass printed before hand and was quickly greeted by an XL employee. They checked my passport and they checked the weight and size of my luggage. I had to check my luggage in the system, because the weight was too high. Upon boarding I was greeted by a very professional and flight attendants who spoke English and French. They realized I didn't speak French

and directed me to my seat. Upon departing they did the standard procedures in French and English for departure. During the flight they provided a blanket, earplugs, water and a free meal! This is a very French airline and the food was very French and flavorful. They were very accommodating for refills of water, tea, and coffee that were free. The airplane itself is older so there is no WIFI onboard for internet. I was not disappointed, because they did provide a free movie and I also had my iPad. I would recommend you take a portable charger for your phone, tablet, or laptop. There are not electrical plugs on the seats for your electronic devices. Throughout the trip the flight attendants were on point and made sure the restrooms were cleaned and that passengers were comfortable. Considering the price I paid for the ticket this is a great value! This is a budget airline and for the overall package this was really a great experience.

Route: San Francisco to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "cant see how economy class can get any better"

Review: Travelled BKK to DAD 15th June 2019 on an A320. On time as usual. Changed initial ticket and preponed departure due to earlier international arrival. This proved to be easy without any hassle apart from some emails and a modest addition of 50 USD. If I change online the cost is horrendous. However, their helpdesk is fairly smooth and I could leave on an earlier flight for 49 USD which was OK. Got my BP in transit in BKK without any hassle. Free access to their (dry) lounge. Service on board is top notch for economy. Special meal provided, it was very delicious. Steel cutlery and wet towel. 2 drink rounds. Neat plane, fresh FA staff. I cant see how economy class can get any better apart from tedious bus-gating in Bangkok

Route: Bangkok to Da Nang

Seat Type: Economy Class

Traveller Type: Business

Airline: TAP Portugal

Title: "never encountered such incompetency"

Review: I have never encountered such incompetency. While the agents were polite the system was hell. I spent over 9 hours on the phone, where my calls were constantly dropped over and over. Frustration is a useless word to describe this experience. I was told by the supervisor that my return flight ticket was canceled, but it was not and I appeared as a No Show, so I had to purchase another ticket to get home. Upon trying to book the ticket at 609 USD online, the system one again keep screwing up and wouldn't take my payment. Upon calling TAP I was given a new rate of \$949 despite the fact that their website was faulty. No consideration. Now I'll be forced to contest this over weeks and weeks as they say they will call or email but dont . On board experience is fine, it's the administration, communication and website usage that are a horror story.

Route: Miami to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "anything to avoid this plane next time"

Review: Air Canada rouge told me that I cant carry my instrument like that for security purposes and refused to hear anything I had to say. The staff told me that I didnt register my instrument and refused to listen to me when I tried to tell him that I did (my instrument even had an Air Canada tag on it). I specially checked on each airport to be sure that I will have no issue. He threatened to take me out of the plane and acted with authority if I refused to cooperate with his plan of inserting my acoustic musical instrument between hard cases in the compartment above the seats. There were 4 empty seats in front of me under which I could have inserted my instrument securely. Staff simply cut all communication canals, inserted my instrument in the worst possible place, and told me Air Canada is not responsible for any damage. I will do anything to avoid this plane next time I will travel from Quebec.

Route: Montreal to Quebec

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "Very basic service"

Review: Certainly not the best airline I have flown on. Very basic service and in flight catering consisted of a meat roll, and a cheese role, followed by a piece of chocolate cake. 3 flight attendants for a full 737, tells you level of service to be expected. For the price paid, I would have expected better, and as a Star Alliance carrier, even better.

Route: Frankfurt to Cairo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "Overall a good flight"

Review: We did the flight on domestic from Tokyo to Okinawa, about 3h with my wife and our daughter of 1.5 years old. At platinum desk they offer to take in check in baggage, baby car and ask the team to prepare a baby cart in arrival. The lounge did have a baby play room star wars. It was great check-in is as well, well organize for family. Overall a good flight with family.

Route: Tokyo to Naha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "sue for compensation"

Review: On March 5, we were scheduled to depart at 1 p.m. from Livingston to Johannesburg on Flight SA49. But,

without warning, the airline cancelled the flight, and all passengers were transferred to the swing flight SA9040/SA41, which we had to fly from Livingston to Victoria Fall, and only then to Johannesburg. Since we had to catch a flight from Johannesburg to Istanbul at 7:15 p.m., we requested confirmation of the cancellation of the flight in order to return the money, buy other tickets and fly off a normal flight of another airline, British Airways. A Nsw representative from SA refused to do so, assuring us that we would arrive in Johannesburg just 1.5 hours later than the originally set arrival time (15:15 instead of 14:45). That was still enough to catch our plane from Johannesburg at 7:15 p.m. We were denied the return of tickets and sent to board the plane, where we and other passengers were simply blocked for several hours. The plane did not take off at 2 p.m. or 3 p.m. First they sorted the luggage, then it turned out that they did not have a flight permit to fly to Victoria Fall. At the same time, we were not allowed back from the plane and were physically deprived of the opportunity to fly on a flight of another airline, British Airways, which took off from Livingston on schedule at 13:30 and arrived in time for Johannesburg. As a result, we flew to Johannesburg at 6:25 p.m., 3 hours 40 minutes late than the scheduled arrival time. Despite the assurances of the crew that we would be helped to board our flight at 19:15 through the transfer corridor, this was not done. We were just escorted out of the plane and dumped at the airport. When we independently found the South african Airways office at Johannesburg airport and asked us to issue a certificate about the late arrival of the flight due to the fault of the airline, we were rude, our passport was taken away and did not want to give it away. To get the document back, we had to call the police. After that, immediately returned the passport and issued the required certificate. As a result, we lost our flight to Istanbul at 19:15, were forced to purchase tickets for alternative flights at our own expense. One of the passengers became ill at the SA (South African Airways) office, but the spokeswoman refused to call a doctor. The reason for the situation was the greed of South African Airways, which instead of two planes (the airline sold two flights to Johannesburg - from Livingston and from Victoria Fall) sent one plane, which was supposed to gallop around Victoria Falls, picking up and unloading passengers of two flights. At the same time, the airline did not even have permission to fly under such a scheme, but knowing that the flight in time is impossible, denied passengers their law the right to return tickets and tricked them to the plane, which was doomed to fly with great delay. The fact that the airline has problems is already written in the media. But perhaps it's time to stop selling tickets for flights that no airline is going to perform? We are preparing to sue for compensation for late services, denial of the right by law to a forced return of an cancelled/altered flight, and for leaving a passenger in danger in a state threatening his health, an official of South African Airways and refusal to call for

medical assistance. We hope that Star Alliance, of which South African Airways is a member, and IATA will also pay attention to the situation.

Route: Livingstone to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "Premium Economy seat was great"

Review: Houston to Singapore via Narita, Premium Economy seat was great. Large and very comfortable. Slept all the way back on the journey. Food was good as well, could have had fewer carbs options, more veg and protein. There was bread, rice, soba - too much carbs, in my opinion. One stewardess kept forgetting my stuff and I had to remind them or bring it to me after a couple of hours. However, I had a really good time chatting with one of the stewardess and she allowed me to stand and stretch my legs whilst waiting for my cup noodle. Inflight entertainment for English movies is limited - if you are flying short return flights, it would be ok but I was on a longer flight so I didn't have sufficient movies to keep me occupied.

Route: Houston to Singapore via Narita

Seat Type: Premium Economy

Traveller Type: Business

Airline: Saudi Arabian Airlines

Title: "Very disappointing"

Review: Flight was on the runway for almost an hour before pilot apologised and stated that there was a technical problem that needed to be solved at the gate. Stranded in the aircraft ever since. I had to ask for water and then a further round was given to us. We are supposed to be 2 hours into the flight already. On the way here the food offered was worthy of a budget airline - waffles and a hard croissant for breakfast. Very disappointing for a Skyteam Alliance

member.

Route: London Heathrow to Jeddah

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Tahiti Nui

Title: "staff very nice and helpful"

Review: Papeete to Los Angeles. We really enjoyed flying with Air Tahiti Nui. The staff is very nice and helpful. The seats are colorfull, the screens are good quality with recent movies. Everything is free onboard. We really recommend this airline.

Route: PPT to LAX

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pobeda Airlines

Title: "very good low-cost airline"

Review: Moscow to Cheboksary with Pobeda Airlines. The price was around £50 return ticket + £25 for an extra hand luggage. Pobeda's website was excellent for booking tickets, and what I liked was that all fees and charges were communicated in a very clear and user-friendly way. Check-in at Moscow VKO was done effectively, in a friendly manner. At Cheboksary the check-in was a bit messy, as airport was very small, though still fast and friendly. The planes on both legs were new Boeing 737-800's. Although seats did not recline, legroom was fine. No food was served during flights, but FA offered water at any call. Staff was all about speed and efficiency and were very good at it. All in all, a very good low-cost airline.

Route: Moscow to Cheboksary

Seat Type: Economy Class

Traveller Type: Business

Airline: Vueling Airlines

Title: "the worst I have experienced"

Review: Vueling customer service is the worst I have experienced. They simply do not care about their customers and only want to make a quick buck. I was supposed to fly with my pregnant wife, two-year-old son, and mom. We got to the airport nearly 2 hours early, went through security, found our gate, and waited for the majority of the people to board. Then went into line once it was shorter, and when we reached the boarding gate they told us there is no space and that they sold our tickets to the people in front of us. This was the end of our trip. They then lost our bag and offered us and their customer service offered us a slight two days later which was expensive and we had to pay for. I still do not understand how this could happen - how can a business like this exist when they screw over families during their travels. We travel several times a year. I have never experienced such poor service. The staff was simply instructed to cut us off at any point and tell us to leave the airport.

Route: Barcelona to Prague

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "customer service team is terrible"

Review: Their customer service team is terrible. They canceled my flight due to covid and credited my account. I went to rebook today and they said the credit expired (even though their website says I have the rest of the year until my credit expires). The lady I was talking to put me on hold for an hour and then hung up! Still trying to get it sorted but would not recommend this airline. Potentially thousands of dollars down the drain. I have spoken to several of their customer service team in the past and most of them don't know what they are doing.

Route: Auckland to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: airBaltic

Title: "seats are very comfortable"

Review: The staff is great, very kind and helpful, they give out free tea and sandwiches. The seats are very comfortable, The entertainment is decent, if you are going to fly this airline then I recommend taking a laptop or a tablet with you. The plane is quite quiet and fast. Overall 8/10 airline.

Route: Tallinn to Malaga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "treated the cabin crew like dirt"

Review: What a horrible experience. The flight was delayed with 3 hours. Then drunken disorderly passengers swearing shouting and passing comments and treated the cabin crew like dirt.

Route: Lanseria to Durban

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Spirit Airlines

Title: "stranded for almost 8 hours"

Review: Worst airline ever! Dont be fooled by their prices you get what you pay for, which is poor service! My flight got delayed over 3 hours gave me a connecting flight I wasnt going to make & they refused to take care of it! They were

going to leave me stranded in an airport for almost 8 hours but I decided to cancel instead! They gave me half my \$ back. Now Im waiting on my bag, for over 30 minutes and nothing. A nightmare!

Route: Los Angeles to Tampa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "Not flying with them again"

Review: Rip-off company. Nowhere when you book it says to check in online or there will be a service fees. We had to pay 100.00 just because we had to go up to the agent to check in on our way back. Kiosk did not work and I couldnt actually did not know I was supposed to check in online. Agent was rude did not even explain what the fee was for. Plus we had to pay 159.00 for our bag. Ridiculous. Not flying with them again.

Route: Cancun to St Louis

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Croatia Airlines

Title: "Staff smart and friendly"

Review: Gatwick to Split. Check in was one of the fastest we have encountered, desk opened early. Our flight to Split was comfortable. Enough leg room. Plane clean, one of the cleanest we have been on in economy. 18 year old A320. Staff smart and friendly. Small enjoyable snack given plus drinks, all included in price. Plus benefit of reduction for being a senior/pensioner, though downside you cannot book emergency exit seats for extra leg room. However flight only couple of hours long so not necessary. Return flight, again check in process prompt. Staff friendly enough but once snack served they stayed chatting at back of plane. This was our first time flying with Croatian but it will not be the last.

Route: Gatwick to Split

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SpiceJet

Title: "a very satisfying experience"

Review: Very smooth flying experience. Both on ground staff and inflight crew seemed capable, efficient, friendly and pleasantly helpful. The quality of service was excellent. The toilet was clean. The meal provided was fresh. No hassle and no delays at any point before, during or after the flight. I did not have to wait more than a couple minutes for my luggage after landing. Overall, I had a very satisfying experience.

Route: Bengaluru to Gwalior

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "the service was very poor"

Review: I flew in December to London to Bogota in business class. The staff was amazing and food and all the others service was excellent but I return on Friday arriving yesterday afternoon to London in economy class and the service was very poor. We were offered just one meal in the night of the departure and for the rest of the trip we had to paid the other meal. As I know the other airlines are offering two meals when the journey is long, making us to pay the other meal and we have to pay for the headphones while other airlines offer this service free.

Route: Bogota to London via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "they were extremely unprofessional"

Review: Almaty to Dushanbe with Air Astana. Forced me off my flight during check in (plane was not cancelled, it was overbooked) even though I booked 3 months in advance. Staff said this happens everyday and could provide no help. They suggested I contact their office who has not responded to my questions. Staff even asked me to please complain because this happens so often and they are clearly sick of it. To avoid this problem for others, I would recommend not using this airline as they were extremely unprofessional and no one could answer my questions. I travel every month to many countries across Asia and have never been treated so poorly. Later, Air Astana replied to my complaint with A) Wrong flight/date, and B) blamed it on a travel agent (I didn't use a travel agent) and C) stated an email notification was sent when it was not. The fact that they will lie to invalidate my legitimate complaints shows the type of business they do.

Route: Almaty to Dushanbe

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "only refunded me for airport taxes"

Review: I bought a ticket for 18.06. however as I was prevented from traveling (corona virus) I had to postpone the flight for 02.07. I called the call center and they said I had to pay 90e because of the price difference. In the meantime, I had to reschedule the flight for 09.07. and again to pay another 50EUR. Due to the impossibility of traveling, I wanted to postpone the flight again, but since I no longer knew for which date I wanted to leave the ticket open and use it until the end of this year, which they did not allow, and I had to choose another date and pay 50EUR again. In the end, I did not want to pay for the postponement of the ticket again, and I asked for a refund. I paid 300EUR for the ticket and they only refunded me 55EUR for airport taxes. I couldn't get the rest of the money because the flight was operational. Btw they don't reply to e-mails and the call center can hardly be reached.

Route: Belgrade to Dusseldorf

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "staff were helpful"

Review: The best airline in the world, I appreciate the services, good food and the staff were helpful. I now suggest everyone to travel through Qatar Airways.

Route: Cochin to Warsaw via Doha

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "They canceled my flight"

Review: They canceled my flight and did not notify me. I had to look the flight up myself to find out. Then they would only refund with a voucher that they won't send for 2 weeks and that expires in 12 months. So I will have already left Europe by the time I get it and will probably never be able to use it. I couldn't find a new flight within the same day because it was such short notice which screwed up plans for accommodation that I can't get refunded and so on. The stress and money they have cost me is crazy.

Route: Naples to Santorini

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "They didn't let me board"

Review: I had valid Russian Visa, plus invitation letter. I come to the airport Bergamo and the they didn't accept me on

fly. Because cannot fly for tourism. I try to explain that I have not a "Tourism Visa" but "Guest visa" They didn't let me board. My girlfriend coming from Kursk to Moscow by train to meet me in airport. She had to go back again.

Route: Milan to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "staff was exceptional"

Review: Allegiant staff was exceptional. They were kind, efficient, and very friendly. Hadn't flown for 25 years and they made it enjoyable. Would fly Allegiant again.

Route: Pittsburgh to St. Petersburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "disappointing experience"

Review: My mother and I were really excited to be flying with AirAsia X as it was considered the best low cost airline. However, our flight from the beginning until the end was a disappointing experience. To begin with, the ground staff didn't even greet us with a smile as if she was mad whilst doing her job. Then we realised our seats weren't together so we asked, and she rudely told us that we had to pay extra to be seated next to each other (we don't mind paying the extra fee, by the way. But we would've appreciated it more if we were told about it nicely). Then the whole entire flight, not a single smile on the faces of the crews. One crew member, whilst doing the safety procedures sighed and made an eye roll. Thankfully, the person sitting beside my mother was really nice and was helping her out throughout the flight but overall, we were really disappointed with their service and we have experienced better service at other low cost airlines.

Route: Tokyo to Bali via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "we were not impressed"

Review: Hanoi to Osaka Kansai. First time to fly Vietnam airlines and we were not impressed. The food in economy was terrible, crew did their bare minimum and we could see them sleeping in their crew seats during take off and landing. Also the plane wasnt cleaned properly - crumbs and wrappers on the floor. The good thing was the IFE which was very user friendly and quite a few selections.

Route: Hanoi to Osaka Kansai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "asked me to book a new ticket"

Review: Flights are new, clean & crew members are wearing Covid-19 PPE kit. I & my wife had Vistara tickets in the same flight segments. I booked my India portion of the ticket online through Vistara website. But my wifes ticket was booked through a different agent. On Oct 3rd, we arrived at Baggage drop-off ticketing counter at 6:05AM. Our flight departure was scheduled for 7:00AM. At the Baggage drop counter, they didnt accept my baggage & but took my wifes luggage & placed in the weighing machine. The agent in the counter informed me that the Baggage drop-off counter just got closed & I am late. I asked how you are taking her luggage, the agent told because she is having international ticket. My wife didnt want to take the 7:00AM flight alone. So she took her luggage off from weighing belt. The check-in counter manager then advised us that, they would be able to do a complementary accommodation in next immediate flight & advised us to go to sales counter there & inform about this. We both went to Vistara customer service sales counter in Terminal-3. However the service representative there said that next flight I can take is at 5:50pm not 11:10 am. But she

didn't confirm my ticket & instead asked to wait. In the meantime my wife's ticket was confirmed to 5:50pm flight by the booking agent. My ticket was still not confirmed until 12 noon. At this time the sales representative asked me to book a new ticket instead & pay the full price. I informed the representative that I was advised by check-in area manager that I would get a complementary adjustment in next flight. She asked me to bring the check-in area manager to sales counter which I couldn't do. By 1 pm, I went back to sales counter & wanted to pay the full price to book the ticket. At this time, the sales representative said there is NO ticket available to BBSR on 5:50pm and advised me to take next day flight. I informed the counter that there is available ticket showing online. I went ahead and booked it using Vistara.com website by paying full for 5:50pm. But accidentally the first name in the new ticket was my wife's first name instead of my first name.

Route: Delhi to Bhubaneswar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "shocking customer service"

Review: My review is not specifically about the flight but the shocking customer service. We bought a ticket with LATAM for a return flight. They lost our bags and took zero ownership of both finding the bags and compensating us for the delay of over 48 hours for us having to replace what we did not have. The bags were eventually found by us and were flown the following day by LATAM, but no one from LATAM or their ground agents did anything to contact passengers to advise. If it weren't for one of the other passengers having an Apple Airtag, we would have never known where our bags had gone. LATAM's so-called customer support tried to hide behind an IATA rule to say it was another carrier's problem as we had been put on another flight when ours was cancelled. This is despite the other airline never getting our bags and LATAM flying our bags to their destination. Do not trust this airline with your bags or stick with any conditions of the ticket agreement or international flying agreements for passengers.

Route: Auckland to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Korean Air

Title: "travel with Korean Air again"

Review: Taipei to San Francisco via Seoul Incheon. Very friendly crew, enjoyed my flight even with some delay at Incheon airport due to bad weather. The crew asked the passenger in the front to keep the chair straight during meals, which was very nice because when passengers ask each other, it doesn't always work well. Will definitely travel with Korean Air again!

Route: Taipei to San Francisco via Incheon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "only \$92.15 was refunded"

Review: I tried to change my flight from Guatemala to Sacramento and they canceled my flight, when the total cost of the flight was \$461.00 in total. I tried to make the change and waited for some sort of email confirmation and even called them and spoke to customer support and they said the request was still under review and there was nothing I could do or from them, after I talked to them on the phone I waited a couple of days and decided to call back to find out the status of my request, and they told me that my flight was canceled and the refund had already been provided. I told them that I had already tried to find out about the application and if they had told me that the flight was going to be canceled and that it was going to lose almost all the value, I would have left the flight as it is. But they didn't care about my explanation and hung up. My credit card was charged \$461 and only \$92.15 was refunded. \$368.85 that was what they stole from me, I'm going to contact my credit card to see if they can get my money back but I don't think they can. The online service is operating solely and exclusively for them with all the advantages and coldness of the case.

Route: Guatemala to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "I went home bagless & exhausted"

Review: On Saturday 12/24 I was at the airport by 10:15 for my 12:15 boarding of Flt 2909 to Manchester. I'm always early. It was delayed to 1:45 then cancelled by 11:30. Got on line, no flights to Manchester so I booked one to Boston that stopped in Tennessee first, I think that was Flt 3223 scheduled for 5:45 PM & landing after midnight. I took it. I will pay the \$200 + for car service to get to New Hampshire. I went downstairs got my bags from the Manchester flt & checked them for the Boston Flight. Went through security again. At 3:30 that flight cancelled. They told me I could rebook for Monday morning flt 3159 several stops but you stay on the plane to Boston get in 6 hours later. I booked it. I was told my bags would be downstairs again. I went downstairs was told over & over again by the staff downstairs my bags would be down as soon as they could. 8 hours later when the baggage doors closed I was told no more bags coming down I could speak to a manager but there were no managers downstairs, I could go upstairs. I did & guess what, no manager there either. I went home bagless & exhausted. I asked at least ten time & was told the bags will be here. There was no real security watching these bags I had the Christmas gifts for my family in one bag & all my winter clothes in the other. I would have left, if I felt they would be secure. I wish I had. I stayed home Christmas my 3rd flt was cancelled. I tried calling Southwest on hold the first time 3 hours had to hang up & then 4 hours on hold & then disconnected. I went back to the airport on 12/26. Got on line 7:15AM to try again, to get a flt. to Manchester. I was on that line for 4.5 hours. The reason it was so long is that we were not important to Southwest They had 3- sometimes 4 employees at the counter & 3 & sometime all 4 of the Southwest employees would take the A list people that just walked into there lane, that haven't waited more then 5 minutes. So basically the group of over 150 to over 200 people were left with sometimes, one person, who was at the end of the counter, to assist them in finding a new flight. How disgusting! How belittling to treat your customers with such disrespect. I finally rebooked & now for the last time I'm going to try to get to Manchester on 12/28. Now, I go downstairs to get my luggage, you know it, not happening. Its no where to be found, so what are my options a line, 2 hours later, I get into the luggage counter and ask, where is my luggage? My last

flight was flight cancelled yesterday? Well the young man says, one bag in is Boston & one is still in Tampa. I didn't go to Boston but my bag got a spot? I told him the other bag is not here I looked for it several times. He said well it could be on a cart somewhere & we don't have the staff to look for it. You had the staff to send one of them to Boston? Was it an A list bag? I asked how do I get my bags? He said once you land in Manchester you can request your bags. What? Now you want me to get in line in another state? I know that Boston doesn't fly to Manchester? So what you're telling me, is they will fly my bags somewhere else & then to Manchester? Do I get the mileage points or do my bags get them? Also by the time my bags get to Manchester, if, in fact, they do find them, I will either be in NY or back in Tampa. The only warm clothes I own are in one of those bags. He said there was nothing he could do to help.

Route: Tampa to Manchester

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "I was happy to use Avianca"

Review: Flew San Jose-Bogota-Medellin-Cartagena on economy flights - apart from one issue with trying to pay for a seating upgrade (service centre did not respond so did it at airport) all flights were very punctual, boarding process worked so the airline delivered what was promised. Seating and service was basic economy standard with service offered even on very short Bog-Med flight. I was happy to use Avianca and would do so again.

Route: San Jose to Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "checked my baggage through"

Review: Okinawa to Seoul. I will never choose Asiana again. They checked my baggage through without asking and

didn't apologize. Ground service rude and not able to speak English to me.

Route: Okinawa to Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bahamasair

Title: "Terrible customer service"

Review: Nassau to Ft Lauderdale. Awful airline. Avoid at all costs. Terrible customer service. 90% of the time, your flight will be delayed. Planes are old. The cheap ticket is not worth it!

Route: Nassau to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Firefly

Title: "airline does not even have the courtesy"

Review: The original flight was supposed to depart from Johor at 9am and was initially delayed to 11.45am. Then delayed to 1.15pm and again to 3.15pm. THE airline does not even have the courtesy to inform via email or sms of the delay. By right that many hours of delay should come with at least a meal voucher. No explanation given.

Route: Johor Bahru to Penang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "return flight was cancelled"

Review: Chicago to Barcelona. While on our flight to Chicago, I was informed via text that our flight has been cancelled and they will be re-booking us for the next flight on the following morning. That was not going to work for so we decided to call up Norwegian customer service and communicate with the terminal representatives at O'hare that we are requesting a refund on the Chicago to Barcelona flight as we will be booking with another airline. Instead of getting our refund for the outbound reservation (I am still awaiting refunding for that reservation) we got refunded for our return booking from Gatwick to Chicago. We were not aware that our return flight was cancelled and refunded. I had no access my bank account to verify which flight was refunded as I was traveling overseas. Due to this, we were stranded at Gatwick Airport for our returning flight on 20th October and had to pay for a separate last minute ticket the following day through another airline. This caused a huge strain on us as we had to incur a very heavy cost on this error.

Route: Gatwick to Chicago

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SATA Air Azores

Title: "friendly service"

Review: My first experience with SATA from Ponta Delgada to Madeira was a pleasant one. Check in effective. Flight on time, friendly service, clean aircraft, good coffee. Baggage delivered quickly on the belt.

Route: Ponta Delgada to Madeira

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wingo

Title: "lied so many times"

Review: They failed to pay me back or give a credit for the flight they cancelled. They lied so many times and I had to write to them 100 times and they took my bank details and failed to make payment. Lies and Lies. Recently they refused

me to get a flight for the ticket they did not give me with the money they own. Guys if you get paid and do not provide service this is fraud.

Route: Panama to Cali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "never fly British Airways again"

Review: I will never fly British Airways again. To start, the plane was over 2 hours late, with no weather and no reason given. The boarding process was chaotic, both in the airport and onto the plane. But more importantly, although we were in business class, it wasn't really business class. There were a few aisles not separated in any way in which they simply put a tray on the middle seat so that no one sits there. And those seats, like the rest, were extremely cramped and uncomfortable. I could not believe they called this business class.

Route: London to Venice

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "staff are so polite and attentive"

Review: I am a frequent traveler with SriLankan Airlines and I travel almost 5 to 6 times every year. New and very clean. Seating was good with loads of legroom. Their staff are so polite and attentive. The way they deliver food and drinks is not rushed, they are calm and patient. As an economy traveller I didn't expect the first class service. With their Frequent Flyer Programme you can earn and redeem FlySmiLes miles whenever you travel, whether with SriLankan Airlines or one world member airlines, The more you fly, the more benefits and rewards you'll enjoy. Can't wait to travel again with this Airline.

Route: Colombo to Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Laudamotion

Title: "fair for the price"

Review: Vienna to Palma. Laudamotion is vary fair for the price. Each time I flew I had no issues. Flew on time - plane fleet despite the age looks fresh - crew was friendly - check in and boarding smooth. No issues at all. I have no negative experience at all, so I definitely recommend!

Route: Vienna to Palma

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "informed me I would receive a refund"

Review: Has Anyone actually received a refund from Air Transat ? We were due to fly from London Gatwick to Vancouver on 1st October 2020, but they cancelled the flight. On 2nd September 2020 they informed me I would receive a refund. I am still waiting. It is now the beginning of February,. This is very bad customer service.

Route: London Gatwick to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "I will never fly with them again"

Review: On February 28th, 2022 I purchased three airline tickets from a third party to fly on Aeromexico. One for me, one for my husband and one for my daughter. On April 10, Aero Mexico changed our flights. The change of the flight did not work for my daughter. So I had to cancel her flight and re book by calling Aeromexico. Which they charge me extra for her new flight. They did not let me daughter on the plane with this ticket. They said it was fraud since I was not at the airport with her to show my ID since I purchased it with my credit card. They told her the flight is full and she can not buy a ticket. Twos hours back and forth with them they told her they have a seat for her which she has to pay for. So they cancel her first flight without telling us and the same thing happen for her flight coming back. I will never fly with them again!! If anyone ask me about AeroMexico Ill will definitely tell them not to fly with them! I'm still waiting for my money back!

Route: San Francisco to Guadalajara

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "Worst experience ever"

Review: Bucharest to Birmingham. I purchased Premium service which entailed to an Extra Leg room seat and complimentary meal for 2 passengers. The aircraft was changed in the last moment and we the seats which originally were Extra Leg room and no longer. Although the Extra Legroom seats were still available those were given to other passenger who did not had a Premium service, nor we have received a complimentary meal. Worst experience ever.

Route: Bucharest to Birmingham

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "no updates on flight status"

Review: Flight got cancelled and rescheduled after having spent 4 hours in the airplane, parked with no updates on flight status and if or when we'd take off. More than 28 hours of so called 'delay'. Very little communication or ways for them to compensate and make your journey less painful. Air Canada pay their staff poorly and treat them also poorly hence why to call this company pathetic is a compliment. Next time I might as well walk.

Route: Montreal to Pointe-à-Pitre

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "Super clean aircraft"

Review: Love the 2-3-2 seat configuration. Super clean aircraft and friendly efficient service you come to expect from AirAsia. Great prices, even with two checked bags to avoid excess baggage fees - it is worth it.

Route: Kuala Lumpur to Incheon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "will take my business elsewhere"

Review: Flew economy from Perth to Denpasar return and paid \$430 extra for 2 adults to have exit row on this Boeing 737-800 which has a 3x3 seat allocation and a tiny aisle. On both journeys I was so upset because we had paid \$430 extra for the exit row seats the cabin crew allowed other passengers to move to exit row seats for free once the aircraft had taken off. I complained to Garuda Perth Office and the reply from the State Manager was more or less bad luck and refused a refund for the extra we paid. Garuda Perth to Bali is 100% a budget airline, the food was poor and on the return flight we brought our own food and ate at the departure gate so we did not need to eat on the flight. The flight entertainment was a joke. No spirits served on board and lucky if you can get a beer or water. Garuda have lost me

completely now, will take my business elsewhere.

Route: Bali to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Spirit Airlines

Title: "Worst airline company ever"

Review: Worst airline company ever. I've been flying for years and never experienced the incompetence of customer service. They didn't do a proper announcement letting everyone know about gate change. Then they had a time at 6.52pm for departure. I went to check in at 7:30 am day before check in They had everyone boarded and doors closed. More then 10 people werent able to get on. I'll never use spirit again. I had to buy an expensive ticket to Southwest. Worst service.

Route: Albuquerque to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "frustrating and horrible"

Review: Seattle to Frankfurt. No customer service help whatsoever. I paid for round trip tickets that were canceled after getting to the destination. 3 hours on hold total. Not helpful with rebooking flight. Was charged \$500 more to get home. The Alaska flight that took us from Seattle to Portland was connected to the Condor flight was canceled and never reimbursed. Attempted to resolve and not able to over the phone. Attempted to by online site but they want bank information that I am not willing to give them. They should be able to credit the credit card that they billed. Most frustrating and horrible customer service ever. Plus didnt get our bags for 4 days so had to buy toiletries and some clothes.

Route: Seattle to Frankfurt

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "Terrible customer service"

Review: Terrible customer service. They lost my baggage and it was returned to me 6 days after arrival. There was no one to talk to through those days to find out the status of my claim and when I will receive my baggage. After I received it I tried to file a claim for the money I spent on clothes during those days and their online portal kept logging me out. I tries a couple dozen times to contqct them and file a claim to no avail.

Route: Los Angeles to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "rub salt into the wounds"

Review:

This is an update on my previous review regarding the Perth - Singapore - Ho Chi Minh Sector Scoot TR9. I neglected to mention that as this flight was delayed by three hours, Scoot gave us two meal vouchers valued at \$15.00 each which could only be redeemed at a certain airport store. For the Total of AUD \$30 we received two stale egg and lettuce sandwiches and two cheese and crackers, there were no hot options.. Mid flight they gave us some type of childs snack/toy pack. Hardly a decent evening meal and the onboard gift I think was to rub salt into the wounds.

Route: Perth to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sunwing Airlines

Title: "extremely intoxicated behaviour"

Review: We arrived to the airport the date of Feb 6 2020 to board our Sunwing flight leaving from Montego Bay to Toronto. Our initial flight was scheduled to leave at 3:50pm and arrive in Toronto at 8:00pm. As we got there around 2:00pm, we were not notified of any delays as we entered through security/customs. (I had "text and email alerts from Sunwing" that NEVER once notified me of any updates and changes.) Upon arrival into the terminal we were told our flight was delayed. But no one had a reasoning as to why it was. It was about a 3 hour delay. We waited for the time frame that they posted would be our boarding time, to only find out that it was delayed AGAIN! Every time we spoke to people, they had different answers on the reasoning of this. (either the flight we were supposed to be on had to be used for another flight, the flight is delayed flying in, or the flight was experiencing "mechanical issues". Time kept ticking by, and as it went over the 3 hour mark where we are supposed to be compensated for this extensive delay with a food voucher, the Sunwing staff was incapable of giving us real answers and helping us understand the issues that were occurring. We had to legit BEG for these food vouchers of \$15. What's great about Montego Bay airport is that the airport officially closes at 5:00pm. This means no one can leave to reenter security, all the restaurants close as all the flights are typically done and out by that timeframe. It was well over 5:00pm and we were still waiting for food vouchers to be released. We did receive the vouchers until 7:30-8:00pm! By that time nothing was open. We were the only people in the airport. We sat there. Waiting for updates. Absolutely nothing. At 8:45pm was the first real update on what was going on. The flaps on the plane were defective. They all refused to let us leave the airport, to stay a night somewhere and get the next flight in the morning. Their grand idea was to make us wait to arrange an empty plane from Cuba, gather last minute staff for that flight and fly to Montego Bay to get us and take us home. Of course, you can only imagine how long that would take. Our flight continued to get pushed back more and more "11:45pm" they promised we would be boarding. That's over 8 hours waiting in an empty airport with no food, they did not provide any water. You can only imagine the amount of families and older aged people on the plane who had to sit around for this time frame with little to no updates and zero care.. During this long and dreadful wait, there were patrons on our plane who got into their duty free purchases. One gentleman was extremely intoxicated by 11:45pm. Dancing around, singing to the top of his

lungs, causing nonsense, disturbing people's space. Of course no one was around to monitor his behaviour except the other drunk friends he was with. As we were boarding the plane after midnight, I had let the flight attendants of the his extremely intoxicated behaviour. Which mind you, is extremely illegal to board a plane when you are this drunk. They thanked me for letting them know of this occurrence, and proceeded to let him on the flight? I wish they would have even taken initiative to at least talk to him about his behaviour as it was extremely disrespectful to the other patrons on the flight that had to deal with him the rest of the way home. We were supposed to be home at 8:00pm on Feb 6, and did not get into Toronto until Feb 7 at 5:30am

Route: Montego Bay to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "forced to check in my carry in baggage"

Review: Was forced to check in my carry in baggage even though it fit the requirements and was included in my ticket.

Staff is being forced to be this rude to customers.

Route: London to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "entertainment systems being faulty"

Review: Johannesburg to New York. We followed the normal reporting process and e-mailed SAA two weeks ago with no response. We reserved 3 seats for the trip going to New York and our return flight back to JHB. Before boarding this flight I phoned SAA and raised my concerns about on board entertainment systems being faulty which were laid to rest by your call centre lady saying I must request the ground staff to check entertainment systems before we take off to see

if our systems are working so if there are technical problems they can be sorted before the plane hits the runway then it would be too late. This however did not prove to be factual at all. Once at the terminal the staff on the plane were rude and told us the systems could not be checked until the plane was in the air. So we sat back and waited hoping all would be okay until the emergency demonstration had been done and the entertainment systems started getting switched on then we started to see the overhead lights coming on one after the other. At this time we were still trying to figure out how to pull our entertainment systems from under our seats. With our luck Seat 45D had a picture but no sound. Seat 45E and 45F no picture or sound. So we complained with the other 20 or odd passengers at the time so they announced they were going to reboot the system. This happened twice. No change. The plane was not full so they started to move passengers around to seats to where there were screens to see if they could find available entertainment. My friend was moved twice and then gave up due to not being successful and came back to her seat next to me. The air was so hot where we were sitting we could not take it another minute so we called the air hostess who said she could not understand why it would only be our row. She came back later and said afterwards that there was a distinct temperature difference between the rest of the plane and our section and she would try and resolve it for us. She was very apologetic and accommodating. We were hoping that our return flight would be on a different plane as we checked and saw SAA has a few of these planes on their fleet and thought the likelihood of getting such bad luck a second time running in one trip would be unheard of. So we still went for the extra legroom and kept our reserved seats that we paid the additional R750.00 per person for, and lo and behold on flight SA204 departing from New York the seats I reserved again this time no sound no picture And a sweat box for the full flight.

Route: Johannesburg to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "I enjoyed my flight"

Review: I enjoyed my flight. Check in was fast and friendly. The flight left on time and the staff were very courteous and courteous, The only free offerings were tea, coffee and water, which is no big deal as it was a very short flight. A good

flight.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Islands

Title: "company in grave and terminal distress"

Review: My Blue Islands Southampton to Guernsey flight was cancelled due to fog last Sunday which was bad weather luck. I emailed Blue Island that evening to cancel my Monday return flight and to ask for a refund. I also tried phoning but gave up after 20 minutes in the queue. Today is Wednesday and I am in Guernsey Airport. They have not yet replied to my email. When I go to their website they state that I am unable to 'manage my booking' for that cancelled flight, and there is no refund option on the page. I have tried phoning Blue Island again today several times, and after a 10 minute wait I left my phone number for a call back. None so far. It makes no difference which dialling menu option I choose, I get the same braying idiot recorded message telling me I'm in a queue. Actually I think the recorded message would be more truthful if it told me that there's no one there to answer my call. Now, I would have thought I could find a Blue Islands employee at Guernsey airport but there isn't one. Their customer service desk is manned by Aurigny who are able only to give me the same phone number and email address for Blue Islands. There is a courtesy phone, but this only reaches the same braying idiot. My experience has many of the characteristics of finding a company in grave and terminal distress.

Route: Southampton to Guernsey

Seat Type: Economy Class

Traveller Type: Business

Airline: Mandarin Airlines

Title: "seat is comfortable and wide"

Review: Hong Kong to Kahsioung. A quite nice flight It was my first time flying an Embraer jet. I know it is small, but the seat is comfortable and wide. A delicious hot meal was served in a 60 mins flight. The crew is friendly and fluent in English. The only bad thing is that the flight was delayed for 2 hours.

Route: Hong Kong to Kahsioung

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "the worst airline food"

Review: Before COVID, Cathay Pacific used to be my favourite airline so I was so looking forward to flying with them again as they are known to now be trying to get back to normal. However, while the cabin crews and flight crews did a fabulous job, the food was simply awful. In fact, I would go so far as to say its the worst airline food I have ever had in my 40 years of flying, both short and long haul. Otherwise, to be fair, flights were punctual and in-flight entertainment very good. However, sorry Cathay, but I could not face such awful food again and am forced to switch to Japan Airlines, Singapore Airlines, or Emirates from Australia to Europe.

Route: Melbourne to Frankfurt via Hong Kong

Seat Type: Business Class

Traveller Type: Business

Airline: Hi Fly

Title: "inside of plane was grubby"

Review: Cartagena, Colombia to London Gatwick on Hi Fly. We took off late because the airport did not have a fuel bowser sufficiently large to refill the plane in one go. Hence dinner was not served until three hours into the flight (after 10 pm). My pre-ordered veggie meal was not available so they reheated an already cooked but left over meal from the outbound flight (it was awful). Then lights out and off to sleep but just over one hour later we were woken up (lights on)

for an inflight snack of crisps and a ham/cheese hot melt sandwich (no veggie option available so I went hungry). Lights off and then about 90 minutes later we were woken up for breakfast. It would have been better to have given us the melt asap after takeoff and let us sleep after the late dinner. The inside of the plane was grubby and the seats had not been cleaned for a long time - the seat pitch was reasonable for economy. The inflight entertainment was a multichannel loop affair but no one knew what was playing because there was no inflight guide and the crew did not know either. The cabin crew were vaguely interested in their job (one at the back was very good) but there was no real customer care. Upon landing there was a technical problem with the airbridge but the captain did explain what was happening and how they were planning on fixing it (well done him).

Route: CTG to LGW

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "inconsiderate and extremely incompetent"

Review: This is one of the worst experiences Ive ever dealt with through the use of an airline. It was the most frustrating, time-consuming and displeasing experience imaginable when attempting to travel via plane. No matter what, never use Aegean Airlines under any circumstances. The staff were inconsiderate and extremely incompetent, showing no regard for the passengers well being and failing to explain any of the trouble we were put through. The staff and airline in general had no interest in doing their job properly and ultimately put me through the worst airline experience possible.

Route: Barcelona to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wings Air

Title: "Worst airline Ive experienced"

Review: Bima to Bali. This is also Lion Air. Worst airline Ive ever experienced. Delayed 4 hours then told cancelled, nowhere to stay for the night. Then charged me more for my surfboards than the cost of my ticket. The day before they cancelled all 3 flights without telling anybody, leaving them all stranded for the night.

Route: Bima to Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "how impressed I was with Rex"

Review: Just a quick message to say how impressed I was with Rex for my return flight from Brisbane to Melbourne recently. The staff were extremely professional and courteous. Bag drop off was seamless, flights on time and generous leg room. On my return flight I was upgraded which only added to the good experience had. Phillomena and her staff were welcoming and attentive, we couldnt have asked for more. We have definitely recommended Rex to friends and family and will be using again next time we fly. Thank your staff for making what could be a stressful situation to a pleasure!

Route: Melbourne to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "Stay away from this airline"

Review: We flew from JFK to Rome. I have NEVER had a worse flight in my 60 years of life, including those with babies and toddlers. When we got to JFK, we were told that our flight had been cancelled (and changed for 10 minutes) without ANY communication whatsoever. We were informed that we no longer had seats. We finally got on a flight. After having

previously paid for seat selection, we were seated in the last seats of the aircraft. There was ZIP ZERO legroom and seats did not recline. My husband's ears were ringing after 8 plus hours of sitting near the engine and I had sciatica for days afterwards which is typically not a problem. Staff was rude. Water was provided in dixie cup sizes and attendants appeared irritated when customers requested drinks. We had to file a complaint after arriving home to receive the money back that we had spent for seat selection. No ITA EVER again. Stay away from this airline.

Route: New York to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "very professional ground staff"

Review: I flew with Royal Air Maroc on a domestic flight from Tangiers to Casablanca on 28th October 2022. The thing I liked about this airline was the superb communication via email. The airline made sure I was made aware of a slight change to the check-in time and to a change of aircraft. This was a very early departure to connect with an international flight in Casablanca. The interior of the aircraft was tasteful and the crew were very well presented. Safety was taken seriously and the crew were pleasant and very professional. I was impressed with the service and the comfortable Boeing 737 used on this occasion. As this was a very short and incredibly early morning departure there was no food or drinks served alas. I should like to commend the very professional ground staff who were friendly and proactive.

Route: Tangiers to Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "service as always was excellent"

Review: This trip to Jakarta makes my 26th trip on EVA Air between Houston and Jakarta. I have looked at other

airlines and even at slightly cheaper prices, is just not worth it for me to try someone new. This flight is a late night departure from Houston and to my surprise while waiting to board, I was called to the desk and given an upgrade to Premium Economy on the Houston to Taipei leg of the trip. Boarding as usual done very efficiently following the group numbers. This time I had a window seat, which usually I would never select for this 15.30 hour flight, however, my seatmate was a very nice young man who did not mind having to get up when I needed to move out of my seat. The service as always was excellent, I mean I have yet once to have a bad experience with service with this airline. The flight attendants were just wonderful and so pleasant. I obviously try not to become a pest but those times that I needed to interact with any of them in flight it was just very pleasant. The Premium Economy product is excellent, nice comfortable seat and all the amenities - blanket, pillow, head phone, sandals and toiletries. The IFE product, for me far more than I needed, ample movies and music, games and tv shows. On the music area it has a great feature that you can save lots of music to a play list and then you can listen to it. I listen to classical music while I sleep so I save tons of songs to the play list and listen for hours while sleeping. Food, always excellent, hot and tasty and always more than enough. The bathrooms are always clean and certainly you can see the flight attendants take care of the bathrooms numerous times during flight. All in all a great trip with a great airline.

Route: Houston to Jakarta via Taipei

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "a flawless 4.5 hour flight"

Review: The flight overall was good, ground staff were no fuss at Newcastle, the flight was delayed by about 30 minutes but the time got made up during the flight, landing at Fuerteventura after a flawless 4.5 hour flight, food was good, not too overpriced, once the plane landed they got straight to offloading the bags, passport control only took 5 minutes, and when we got to the baggage hall the bags were there. Flawless!

Route: Newcastle to Fuertaventura

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "there was a very kind crew"

Review: I have travelled a lot with Emirates but this time there was a very kind crew Gabriel Italian - Ukrainian with a very natural smiling radiating light. His attitude and love for his work was manifested in his kindness.

Route: Dubai to Perth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Brussels Airlines

Title: "falling below low-cost standards"

Review: Brussels to Warsaw. Even the expensive Flex and Fast is now falling below low-cost standards Ive been flying Brussels Airlines frequently flying their Flex and Fast fares that always included a newspaper, a sandwich and a drink. Today, when I flew to Warsaw staff, told me despite the high-cost food and drinks are no longer for free in Flex and Fast and all is for purchase now. The ticket price was still as expensive as it used to be. Brussels Airlines are becoming a real disgrace with extremely expensive Flex and Fast fares and no service at all anymore. Next time Ill consider flying another airline. Likely low cost may be better as this is even above the current Brussels Airlines standards. This used to be a good airline but they have fallen completely to the bottom and are really the worst I know

Route: Brussels to Warsaw

Seat Type: Premium Economy

Traveller Type: Business

Airline: South African Airways

Title: "flight attendants were very friendly"

Review: Johannesburg to Perth with South African Airways. The flight attendants were very friendly. They have a good sense of humor and are fun to talk to. The only thing was that they were barely seen after dinner and we had no snack service. The food was on point. The IFE had a surprisingly good selection of movies. The seats have really been worn down and look very tired. Besides those few problems, the flight was perfect.

Route: Johannesburg to Perth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "an exceptional flight"

Review: Checked in at Nadi Airport, waited for flight, through boarding gate and heard a beep sound. Offered an Upgrade into Business Class, so why not accept it. Pleasant surprise. Very comfortable seating, very friendly and outgoing cabin crew. Preflight drinks, and more than one were offered, personal introduction by cabin attendant and set for takeoff. Superb inflight service, breakfast was great, not like some airlines where breakfast is inedible. In flight entertainment system had plenty of choices. Seat turned into angled flat bed, very comfortable, even with my height. Overall, an exceptional flight, service and offerings on Fiji Airways and very very happy with the product.

Route: NAN to AKL

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Bamboo Airways

Title: "the insensitive response"

Review: Hanoi to Phu Quoc. Requested a review due to visa suspension and holiday cancelled due to covid-19. Here's the insensitive response: "Dear Sir/Madam, Thank you for sending email to Bamboo Airways Customer Care System,

After checking your booking code on system, your fare class is Bamboo Plus for domestic route. We regret that we would not apply refund policy for this fare class according to Bamboo Airways Commercial Policy. Yours faithfully."

Route: Hanoi to Phu Quoc

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "worst airline I have flown with"

Review: Jakarta to Denpasar. This would have to be the worst airline that I have ever flown with. Our first check in online at Jakarta, had the flight on time, but alas we arrived to the airport the flight was delayed 3 hours, due to what they said was technical fault. No service from the air hostesses on the flight, I was glad to get off. Then on our return trip from Denpasar back to Jakarta, another 4 hour delay and more technical difficulties.

Route: Jakarta to Denpasar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "refused to give me a refund"

Review: I was originally scheduled to fly from Singapore to Kuala Lumpur. Due to operational constraints Malindo cancelled the flight and put me on flight the next day, which would be useless for me as I was attending a family wedding and would be reaching after the wedding is over. They refused to give me a refund but instead gave me a credit which is really unbelievable. when I called customer service they refused to give me a refund for an issue that was entirely Malindo's.

Route: Penang to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "For what I paid for the flight, I was quite pleased by the value"

Review: Decent flight like most recently on LATAM. Note that no food or soft drinks were served on this or any inter Brazil flight I think still because of covid. Water is available if you ring your call button. I had a budget ticket and middle seats were assigned at check in, which is relatively easy to accomplish online. Plane was full, but flight staff was professional and they worked hard to keep the flight on time. For what I paid for the flight, I was quite pleased by the value. The airline didn't knock my socks off, but would I use them again? Definitely.

Route: São Paulo to Foz do Iguaçu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Nostrum

Title: "Disappointed with Air Nostrum"

Review: Disappointed with Air Nostrum. Air Nostrum said that due to a change of aircraft, the CRJ 1000 instead of the ATR 72 was not fit to land at San Sebastian airport for technical reasons. How come a bigger aircraft like the A319 of Vueling can land in such airport? They diverted us to Pamplona. The flight was delayed more than 2 hours. Finally in Pamplona they took us in a bus to San Sebastian but instead of using the shortest route by motorway, the bus driver told us he was taking the longer route. I reached my destination almost 3 hours later than I was supposed to.

Route: Madrid to San Sebastian

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "impressed with food selection"

Review: Gatwick to Banjul. We have just returned from the Gambia and enjoyed a very good flight. I wanted to really say how impressed I was with James Martin's food selection, delicious, very hot and the right amount. Thank .

Route: Gatwick to Banjul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Go First

Title: "dont care for the passengers time"

Review: Worst airline ever. They delayed the flight first by 3 hrs and then by 1 more hour. Front desk wasnt helpful. No compensation is provided. They dont care for the passengers time.

Route: Goa to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ViaAir

Title: "worst airline I have dealt with"

Review: Bogota to Lima. After almost an hour of waiting for a check in gate to be posted in Bogota. I went to domestic check in and asked if I can check in, They said yes. I wait in huge line. I asked why they never posted check in gates for Lima only for domestic. Said nothing. After about an hour in the huge slow moving line I was asked for my onward ticket. I was told I had 1 minute to produce it or I would not be allowed to board. I could not connect to airport wifi within the minute to show my email onward flight confirmation. I was told I could not board and to move along. I asked for just a couple minutes to get on wifi? NO. I asked if I could be put on next flight? NO. I asked to talk to a supervisor. He looked at me, knew I was waiting to talk to him and pretended to be busy and ignored me for about half an hour. I went on live

chat. Nothing. They gave me an email. I emailed Via Air. Nothing after more than 2 weeks. I was at airport at 3am for a 6am flight. They did not offer me any explanation, assistance or put me on the next flight. THey have not responded to me after taking the appropriate channels to contact them and are the worst airline I have dealt with. Save a little only to get gouged on hidden charges and experience staff that are well below even the most basic standards. Spend a little extra and go with a reputable airline not the mickey mouse club airline.

Route: Bogota to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "flights are either delayed or cancelled"

Review: This airline is absolutely horrible! Pay the extra money for anything else! Our flight was at 7:30 they delayed it 1 hour before we are supposed to take off. The delayed it to 12:45 didnt get on the plane till 1 and its an extremely small plane! They over book the plane and end up telling people then cant get on. They do this on purpose! 90% of the flights are either delayed or cancelled. Im not sure how this airline is still in business!!

Route: Ft Lauderdale to Georgetown

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "They leave exit rows empty"

Review: They leave exit rows empty rather than let anyone sit there. Horrible customer service policy. Garbage profiteering waste of legroom. The attendants would rather leave exit rows unoccupied, which seems unsafe, than let anyone get something they didn't pay for.

Route: Salt Lake City to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "refused to offer me any compensation"

Review: My flight on 14 March 2023 was scheduled to depart SFO at 9:30am, but was delayed due to heavy winds. Understandable. Less understandable was the disorganized response, which included vague instructions on updates, a lack of transparency on continued delays after weather cleared. The flight departed late and I was told that my luggage would be on my connecting flight, but when I landed in HKG it was not. When I contacted SIA they refused to offer me any compensation for my delayed flight, and asked for an e-ticket number for my original Scoot ticket (e-ticket numbers are nowhere to be found on Scoot ticket receipts or in the booking on the app, which disappears after your flight date). Everything they did to help was simply a deflection of responsibility.

Route: San Francisco to Hong Kong via Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: AirAsia India

Title: "received my refund after 6 weeks"

Review: Made an online booking since the fares were cheaper than others. To be fair to them the flight crew were helpful and attentive on the outward journey. The return flight was cancelled. We were promised a refund. After a month of waiting, started communicating via e mails. Absolutely no response. Calls and mails received but no refund. After much follow up and constantly asking received my refund after 6 weeks.

Route: Bangalore to Jaipur via Hyderabad

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Southern Airlines

Title: "handled the upgrade at the counter"

Review: This is my first trip since covid-19. In order to make the trip more comfortable, I handled the upgrade at the counter. The price is very favorable. The staff are also very professional and they also provide a lounge. There are hot food and drinks in the lounge. The service, food and drink on board were also excellent. After arriving at Incheon Airport, the helpful staff came to talk with us and told me the entry precautions. There was no problem with customs and immigration.

Route: Guangzhou to Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "Five stars service and friendliness"

Review: Five stars for service and friendliness. The check-in area and aircraft were spotless but could have used some Asian flair and colour. The best part about the airline is its inexpensive and easy-to-pay excess baggage rates.

Route: Seoul GMP to Jeju

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "You have a loyal customer in me"

Review: Im a Platinum Exec with AA and Silver Medallion with Delta and while they both do a fair job, they could learn a thing or two from Breeze! The first class experience is equally good if not better than AA or Delta for half the price.

Sure they dont have all the routes as the majors but if you find yourself lucky enough to in Breeze territory, do it! Ive had 2 small delays so far and, get this, without even asking, both times, by the time I landed they had added money to my breeze points. And not an insignificant amount either. I sat on a tarmac for 6 hours and didnt even get an apology from AA! FAs are all young kids learning the business but eager to help and bright eyed and bushy tailed. They have all are so polite and charismatic . Ive loved several of their pre flight speeches. Very funny. Keep it up Breeze! You have a loyal customer in me.

Route: Orange County to Cincinatti

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "Inflight the service is good"

Review: Mexico City to Beijing via Tijuana. Booking the ticket was not easy with unfriendly website and selecting a seat was not possible until check in. The flight was delayed for 8hrs due weather and Mexico City ground staff did not help, with the fact that it was a weather delay and this was not their fault. Inflight the service is good, the flight attendants are attentive. The inflight entertainment is outdated, lacks variety and does not compare to other 5 star airlines. The food was the worst food I have had. The seats are okay.

Route: Mexico City to Beijing via Tijuana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Luxair

Title: "poor customer service"

Review: Flew Paris CDG to Luxembourg. Bad service, unfriendly staff, poor baggage claim service (closes at 7pm) and poor customer service. This company benefit from the fact that if people have to travel long distance they will end up on

a Luxair flight code sharing with the company they chose. This is really irritating since Luxair is a terrible company with poor services.

Route: Paris CDG to Luxembourg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "Seriously poor airline"

Review: They reschedule the flights constantly. My flight is unrecognisable from the one I booked. I book flights based on timings and convenience of taking 2 young kids with me. Then Go First reschedule them, 3 times so far, to flights that will be utterly miserable, dragging 2 kids through various busy airports, getting bags, changing terminals, waiting for 5 hours, all in the middle of the night instead. And cancel any alternatives which might make the journey any more bearable. Seriously poor airline. Never again.

Route: Pune to Phuket via Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Berlin

Title: "good experience for exchanging miles"

Review: Dusseldorf to Los Angeles. We are talking here about the too much advertised (on all their Europe flights on their entertainment screens) new Air Berlin business class seats which indeed are new, the technology is great, but they are too narrow. I tried to sleep, I couldn't. It was indeed a day flight, so I wasn't probably that tired. I was expecting more from their "Sansibar" exclusive menu and the portions could have been more generous and served more often for an almost 12h flight. I got the opportunity to fly business as an upgrade to economy offered by the airline to its frequent flyers' program and I must say it was a good experience after all. Not the best business class I have flown, but a good

experience for exchanging miles.

Route: DUS to LAX

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Belavia

Title: "this flight was rather nice"

Review: Moscow Domodedovo to Minsk. My previous experience with this airline was quite negative, but this time, there were almost nothing critical to complain on. The procedure of online booking and check in was smooth and quick, recently Belavia introduced low-cost tariffs (without checked baggage, etc) which allowed to make prices more reasonable. Ground procedures in Domodedovo were rather slow but this is not an airline's fail. On-board experience was great - I was lucky to get modern aircraft because Belavia still operates some ancient Boeing 737 Classic but this time it was a new B738 instead. Cabin crew were awesome. There was even a meal service (ham/cheese sandwiches) despite the flight is just 1h long. What was rather disappointing - bussing to terminal instead of jet bridge both in DME and MSQ. Maybe they have a reason for this, but in both airports I saw a lot of vacant jet bridges. Also - cabin was very cramped like in low-cost carriers. Possibly they are managing to cut costs in such a way. I criticize Belavia often for 'cosmic' prices on European destinations, for old aircraft, for monopoly on flying to MSQ from several destinations (especially European), for 'Soviet-style' of management that one can face sometimes - but this particular flight was rather nice.

Route: Moscow to Minsk

Seat Type: Economy Class

Traveller Type: Business

Airline: Privilege Style

Title: "Comfortable great service"

Review: CAA replacement for Thomas Cook flight, repatriation back to the UK after firms collapse. Staff were excellent, plane a little dated but clean and spacious, also under subscribed. Comfortable great service thank you all

Route: Mahon to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volotea

Title: "very valuable airline"

Review: Asturias to Fuerteventura. Very pleasant flight from Asturias to Fuerteventura. Departure and arrival at scheduled time. I have flew this airline several times during the last year. They have very clean aircrafts and very good inflight service. I recommend Volotea as a very valuable airline at affordable prices.

Route: Asturias to Fuerteventura

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "do not want a credit note"

Review: My flight G8-2519 from New Delhi (DEL) to Nagpur (NAG) on 30-06-2020 was cancelled by GoAir. I asked for a refund. But they haven't replied yet. I even forwarded the email to the GoAir Nodal Officer but haven't heard from them. They forwarded me a tax invoice and a credit note, I do not know what to do with it. They do not have even the basic courtesy of at least responding. I have been waiting for the last 10 days. I do not want a credit note/voucher, I just want my refund amount because the flight was cancelled at their end, they failed to provide me a service which they charged me for.

Route: Delhi to Nagpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "uncomfortable overcrowded gate area"

Review: Dont do it. The airport is not adequate for the volume of passengers trying to board. The communication and signage is terrible from the moment entering the terminal. Very uncomfortable overcrowded gate area. Definitely not worth the discount price.

Route: New Haven to Sarasota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "Customer service is so poor

Review: Singapore to Delhi. I would not recommend this flight to anyone. Customer service is so poor, they give you cheap juice and drinks. The aircraft we traveled was having just 1 washroom, passengers has to wait for 30-40 minutes to use washroom due to long queue always.

Route: Singapore to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "delayed over an hour"

Review: Only flown with United twice, first time they lost my luggage and the second time my first flight was delayed over an hour causing me to miss my second flight and leaving me in Houston.

Route: San Antonio to Nashville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "only middle seats were available for free"

Review: I booked a ComfortFlex ticket for a midday flight from Athens to Thessaloniki on April 3rd. We had a change in our plans and I had to change my ticket to an evening flight. This particular fare allows changes for the same day with no fee and seats were available on the new flight so I logged into my reservation and changed the flight successfully. I then tried to reserve a window seat on the new flight but noticed that only middle seats were available for free. This seemed strange since the flight was not sold out and ComfortFlex tickets allow free seating in the entire aircraft except for the exit row seats, where a charge applies. I then noticed that the only window or aisle seats available on my new flight were those at the exit row and those would involve an extra 9 Euro charge. As I'm about to proceed with the payment of this 9 Euro charge, my boyfriend informs me he will be joining me on the same flight. We book a new ticket for him and when we reach the seat map on his reservation, we can see plenty window and aisle seats available for free. We decide to call the Aegean call center to inquire why our reservations show different seats maps even though we've both purchased ComfortFlex tickets and we're traveling on the same flight. Their response was that it must be a systemic error and if we wanted, we could wait until going to the airport and request a window or an aisle seat there. If anyone of you has ever called Aegean for similar matters, you'll know that 9 out of 10 times, it's always the "system". It's evident that they're manipulating the availability of their seat maps to force you to pay extra fees even when you've purchased their highest economy class fare. We paid the 9 Euro fee this time but from our main choice, they will become our last choice until they get their act together. And of course it came as no surprise to read so many other reviews here from other passengers complaining about similar situations. I'm attaching a picture of the two seat maps and I leave you to draw your own conclusions. The bookable seats are those in blue and in my seatmap, window and aisle seats are not available.

Route: Athens to Thessaloniki

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "Appalling customer service"

Review: Appalling customer service - My flight was cancelled 19 weeks ago and I have still not received a refund. I received mixed messages from each representative I spoke with - at first being told the refund would take a couple of weeks, then 9 weeks and then by the start of August. It has now surpassed all of these dates and I still have not had concrete information on when the refund will be. The official Sri Lankan Airlines Twitter account blocked my friend for asking simple questions about the refund. You call up and they ask for one bit of information, keep you hanging on, then ask for a little bit more to keep you hanging on. This makes you think they are helping but it is all delaying tactics - they don't actually intend to help. It has taken them 30 minutes just to take my flight number. Totally inexcusable

Route: London to Colombo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Express Airlines

Title: "they lost both of our bags"

Review: They loaded all the baggage and then decided they were overweight. They offloaded randomly 30 bags without ever saying a word to the passengers. Those bags never made it on the plane. No concern for the fact that these people had connecting flights or we're on their way home and had two or three additional days that they would have no luggage because of their stupidity. Didn't even have the decency to announce that they were going to do it and give people a chance to fly a later flight with their luggage. We always carry our bags on because of stupidity like this but that's not possible on the ATR because the overheads are so small. First time I checked the bag in 10 years and they lost both of our bags.

Route: Naxos to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "flights were very good"

Review: Berlin to Tallinn. I found the service professional. The cabin crew and the airport staff were friendly. The flights were very good. One thing needs to be improved. I prefer that there is no change of gate at the airport which happened in both of my trips.

Route: Berlin to Tallinn

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "beyond terrible"

Review: Madrid to Palma. This comes as an "I really had enough" review. After other many experiences with lost bags, damaged bags without repair, terrible customer service, Avios points not automatically loaded 50% of the time and it goes on. On the last occasion, I bought a business ticket in order to have free changes. I needed to change the date, I have spent 45 minutes over 3 call centres that asked me to call one another. No one was able to change it. Until the last operator, that wanted to charge me as I was not doing the change online, even if I repeatedly let all know then system on line was telling me online was not possible! The operator told me that I needed to go to the airport. Zero empathy along the 45 minutes and the 4 different operators. They just didn't care and this is always true every time I had to call them. I had to go to the airport and got it changed at the ticket desk! All this with a business ticket. Now imagine the other times when I flew economy. How the company keeps on doing this, I don't know.

Route: Madrid to Palma

Seat Type: Business Class

Traveller Type: Business

Airline: AirAsia Philippines

Title: "hidden fees and information"

Review: Kalibo to Manila. We purchased our tickets online prior to arriving to the country. We were surprised by the online booking fee that appears right before paying. It was in the amount of half the actual fare per person. Once we arrived in the Philippines we received an email to inform us that our flight from Manila to Kalibo was going to be delayed.

Once we arrived to the check in counter to see if we can get on an earlier flight they were able to accommodate this. Our original flight was for 530pm. We were able to get on a 330 pm flight. We had to check in 1 baggage with a weight limit of 21kg that costed again half the cost of the flight? Sitting around the airport we were informed that this flight will be delayed, not once, not twice, not three times. Our rescheduled flight was now 530pm. On the way back, they decided a checked in baggage weight maximum of 10kg, so going there you are expected to drop half of what you brought? If we arrived 4 hours earlier (who does this for a domestic flight?) the fee would be cheaper. So another surprising fee. So now we are here and our flight is delayed for an hour and a half and this is the first flight of the day from Kalibo to Manila. I wonder if we are delayed 4 hours if I would get the difference back for the fee I paid to check in my 10kg luggage. I am so happy we did not bring our children on this flight, it would have been a nightmare. Lovely staff, but why all the hidden fees and information?

Route: Kalibo to Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "Do not ever use this airline"

Review: Do not ever use this airline. I am speaking from experience as someone who has traveled to over 60 countries

and used at least 80 airlines. Their flights are either delayed or canceled 75% of the time and they won't hesitate to change your flight from early am to late pm for no reason other than they want to resell your ticket. If you want to introduce havoc and headache and heartburn to your travels by all means, go ahead and book with the airline.

Route: Cali, Colombia to Cartagena, Colombia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "not informing the customers"

Review: Hyderabad to Delhi. This is my second trip on AirAsia India and I came to know only after reaching the airport. No call, SMS etc. During my last travel also, there was no prior intimation and the flight kept getting delayed after I reached the airport. I had to take an off from office the next day due to AirAsia. I understand that airlines have operational issues causing delays but not informing the customers is unacceptable.

Route: Hyderabad to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Golden Myanmar Airlines

Title: "very friendly flight attendant"

Review: Short domestic flight from Heho to Nyaung-U (Bagan) for about 62 USD per person with luggage included. Check-in was done in a very small departure hall, which was more like a bus terminal rather than an airport terminal with wooden kiosks. Received boarding cards without seat and name attached to it as it was choose your seat in this flight. After security and getting our boarding card stamped by passport control, we were now waiting for our flight, which turned out to be delayed by about an hour without any announcement. The moment we were ready for boarding, a wooden stick with our flight was shown and upon exiting the terminal, we crossed passengers from another arriving flight

to board our aircraft. Greeted by a very friendly flight attendant who handed us some refreshing towels. Not later than twenty minutes from boarding call, we were already rolling for take off. Service started quickly with a small snack box which included some water and a snack. Landing was good in night and luggage was collected via open door in which luggage was dropped as no luggage belt was present.

Route: Heho to Nyaung-U

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: "Our worst flight experience"

Review: Our worst flight experience in 40 years. Maintenance on the cabin area are completely neglected. We were sitting in row 15 and when you switch the reading lights on for row 15 then the lights in row 16 came on. The entertainment systems on all our legs were not working. The seats are dirty and damaged. To top all of this is that the airport building in Luanda is in a terrible state and a true reflection of the rest of the African continent. The ground staff cannot communicate in English and a simple boarding procedure is apart from always late absolutely chaos. I would never fly TAAG again.

Route: Rio de Janeiro to Luanda

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "Choose a different airline"

Review: Luckily WestJet had a flight the same night so I could get to my destination. The online system was unavailable, the agent could not speak English very well at the airport and no one would answer a phone call for help. Choose a different airline if your time is valuable and you don't want to miss a day catching another flight.

Route: Calgary to Abbotsford

Seat Type: Economy Class

Traveller Type: Business

Airline: LAN Airlines

Title: "attentive and friendly staff"

Review: Mexico City to Lima with LAN Airlines, and a good experience with this airline. Two checked bags for free.

Good food and wine. I got three glasses and a scotch for free. Very nice! Great entertainment options. Tons of movies available. Good attentive and friendly staff. Flight was on time.

Route: MEX to LIM

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "avoid a travel nightmare"

Review: I was due to fly from Bonaire to Miami on 1/28 connecting in Curacao at 10:20am with Insel Air. I had purchased Tickets with a different airlines to take me much later from Miami to Denver. Late on the night of 1/27 the airline emailed me to say that my morning flight was cancelled for mechanical reasons and since they don't answer their phones nor does their website work, I had to report to the airport early on the morning of 1/28 to find out what their plan was for re-routing me. After numerous lines bouncing back and forth, since neither knew what was happening, they said to go ahead and take the flight to Curacao but then they would not be responsible for me getting to Miami from there. My other option was to spend the night in Bonaire and we would try again same schedule the next morning. After much negotiation between the airline and all my fellow passengers who were trying to get to Miami, they agreed to put us up in hotel that night, pay for our meals and we would try same thing in morning of 1/29. I re-booked my American connection with at \$209 change fee and trusted all would be well in morning. Around 6pm on 1/28 I learned by email that the flight

from Curacao to Miami time had changed to much later in the day, once again rendering my American connection on 1/29 useless and leaving me having to look for lodging in Miami once I arrived and another flight from Miami to Denver on my own. On the morning of 1/29 I reported to the airport early again to board my first leg. I had nearly checked in when once again they cancelled the 2nd leg from Curacao to Miami for mechanical reasons. At that point I had to get home. I booked a horrendously expensive ticket to get home with another airline and watched all the others who were trying to figure out what to do after this connection cancelled again scurrying around looking for help. My return trip from Bonaire tripled in cost due to this airline leaving me stranded for 2 days. To avoid a travel nightmare, don't book with this airlines.

Route: BON to MIA via CUR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sun Country Airlines

Title: "told me the credit is expired"

Review: This airline sent me an email that said I had a flight credit for a cancelled COVID flight. The email didnt have any details. Everything is now open, so I called back to use the credit. They told me the credit is expired. They said they made a policy to hard cancel credits May 31st, 2021. I ask did they send any notice out, and the supervisor told me it is the travelers responsibility. How in the heck can I be responsible for their cancellation date? How in the heck would a reputable company not send out a notice of their policy, with the credit. I think this airline is a joke! In the small scale, it is \$90! But, I wonder how many people they cheated out of \$90+?

Route: Dallas Ft Worth to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "refuse refunding customers money"

Review: We had our Jetstar flights cancel 2.5hrs prior to dep. Citing "bad weather" (raining) they only provided alternative options for the following day. We were forced to purchase Virgin tickets because their planes can miraculously fly in the rain. After demanding such, Jetstar first told us we would receive a full refund on the card purchased from, only to receive a notice 2 weeks later saying a "credit" had been processed. Contacting them again, THEY ARE NOW REFUSING to provide a refund (despite promising one) saying it's not their company policy. Due to Jetstar citing "bad weather" this apparently permits them to refuse refunding customers money even though it was rubbish to begin with.

Route: Brisbane to Australia

Seat Type: Economy Class

Traveller Type: Business

Airline: Go First

Title: "They don't care for customers"

Review: They don't care for customers. Go first cancelled the flight abruptly. They don't even have courtesy msg or email to customer about cancellation. They can put you in any flight of the day or night without checking. Front desk is the worst, they forgot basic courtesy. Very rude. Customers are last for them

Route: Srinagar to Mumbai

Seat Type: Economy Class

Traveller Type: Business

Airline: Gulf Air

Title: "we were denied complementary room"

Review: Traveled from London via Bahrain to Mumbai. If we have layovers above 7 hrs and ticket value over 450USD then passenger are entitled for complementary room. We had 8 hr layover at Bahrain but flight got delayed 2.5 hrs and

when we reached Bahrain we had only 6 hr layover left and due to which we were denied complementary room. Its like we suffered 3 hr check in line at the London airport then 6.5hr flight took more the 9hr (aircraft time) and now we are be denied of room as well. So Gulf Air do not have rewards for its passengers. Also the staff is very rude and unpolite. Even after requesting they don't serve water and at Bahrain when i requested for the room they said flight got delayed at London, we cant help in any way, not even some food voucher its like its passengers fault that flight got delayed. Even after requesting they could not even provide 5\$ worth of food vouchers.

Route: London to Mumbai via Bahrain

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: French Bee

Title: "denied entry for being too late"

Review: I didn't even catch the flight. I was denied entry for being "too late," even though I had plenty of time to board. The staff at the counter said I should have been there four hours earlier. Their correspondences indicated no such thing. I have never missed a flight in my life, but I wasn't alone. In the five minutes I stood in line at the help desk, I met almost a dozen other people with the same issue. I'm writing this from an airport lobby, resting my head on my book bag, preparing to sleep here for the night. Never, ever fly this airline.

Route: Paris to Newark

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sriwijaya Air

Title: "no notification flight changed"

Review: I had a flight to Jakarta that arrived at the airport at 12am, so I intended to wait until my 6:40am departure flight at the airport. When I arrived at the terminal I wasn't allowed to enter yet to check my bag, so I spent the night outside

the terminal. The update beside my flight never said 'gate open' or 'now boarding' as some of the others did, so finally at 6:00am I went into the terminal, where I was told my flight was not going to the city (Malang) I had paid for because their airport was closed, so I'd be taken to Surabaya instead. Because there was no update outside I didn't even have time to ask questions as the check in clerk took my bag and told me to run because boarding had already started. I just made my flight (ironic since I'd been at the airport for almost 6 hours at this point). Once onboard, there was no mention of the new destination or what was going to be done for passengers. As I de-planed, I asked the stewardesses, who told me I simply needed to find my way to Malang myself. I paid for a flight to a city, you gave me no warning that I would not arrive there, and then you tell me 'too bad, figure it out?' After I collected my bag (which had tags to Malang by the way), I found the Sriwijaya office and asked the man working there what the airline was going to do for me. His limited English made it a problem to communicate, but essentially he said the same thing as the stewardesses. When I approached him again to ask if he could at least tell me how to get to Malang, he couldn't help me. Thank goodness for another traveller that was in the same boat as me - he 'took me under his wing' and helped me get on a shuttle to the bus terminal (one hour), then through the madness at the terminal and onto the bus for Malang (2.5 hrs), and then to a taxi to my hotel (20 mins). Meaning that not only did I receive no notification that my flight had been changed, no assistance in reaching my actual destination, but it added almost 4 hours to my already 20 hour long commute from the Philippines.

Route: Jakarta to Malang/Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "They rescheduled my flight"

Review: They rescheduled my flight by making it longer by 15 hours! They did the last day so I didn't have any other options. I couldn't check in online or via phone. So had to arrive at the airport super early. No TSA precheck either! Waited in a really long line.

Route: New York to Porto via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sriwijaya Air

Title: "cabin crew are friendly"

Review: Denpasar to Jakarta on Sriwijaya Air Boeing 737-800 with registration PK-CLT. Also my second flight with Sriwijaya Air Boeing 737-800. The flight was full. Departed from Denpasar on-time. Cabin crew are friendly with passengers and helpful. As usual when you fly with Sriwijaya Air, you will get some snacks or meal too (depending on distance, on this flight is a cheese bread and a mineral water). The cabin is clean, with comfortable seats, about 30 or 31 inch seat pitch.

Route: Denpasar to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "yet to get any reply"

Review: Scoot was the worst budget airline I encountered. I recently took Scoot airlines from Singapore to Penang (Malaysia) on 17 Jun'22. As I have checked in my luggage and upon arrival, my luggage was spoiled. So, I made a complaint to the ground staff and was requested to fill up the form for claim. Since then, I have been following up numerous times and it is already more than 1 month and yet to get any reply.

Route: Singapore to Penang

Seat Type: Economy Class

Traveller Type: Business

Airline: NAM Air

Title: "Worst customer service"

Review: Labuan Bajo to Denpasar. Worst customer service I've ever witnessed. Very aggressive ground crew from Labuan Bajo, not one but 4 employees were attacking us and shouting, they have zero manners and their etiquette to deal with tourists is nonexistent.

Route: Labuan Bajo to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "a really bad experience"

Review: Had a really bad experience with Jetstar Asia when I'm moving back from Malaysia to Singapore during the Covid19 Pandemic. The flight was underbooked, with more than 90% of the seats empty. Despite this, the service was lacklustre and they were giving me a hard time during the check-in process and squeeze out more money from me with a list of fees. My flight was supposed to come with a meal, and I paid for it already with the ticket, yet during the flight, no meals were provided. It infuriates me that amidst such a difficult time, they're still more concerned about ripping their customers rather than providing satisfactory service to ensure customers would stay loyal and use their service again once the pandemic is over. I have decided that I would never be using this airline again in the future.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "The worst airline ever"

Review: Madrid to Prague. The worst airline ever. They are overpriced - prices like classic airlines but service worse than low-cost airlines. I am trying to avoid them each time I have to fly somewhere, but unfortunately I live in Prague, so

sometimes they are the only option. Only 2 btimes from my last 15 flights there were no delay. Normally it is from 1-3 hour if you are lucky. It is a big surprise when they have classic gate and you do not have to travel by buss to plane. Their excuses (about delays, taking your hand-luggage down to plane so u have to waiting for them etc) are understable for children at maximum.

Route: Madrid to Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: FlySafair customer review

Review: Due to the system failure we couldn't book in online. Since we traveled from far we arrived minutes late at check-in and they refused to let us through and promised to put us on the next available flight with no additional costs. However they charged us an extra R2000. This is extremely unprofessional from an airline which knew their booking system was at fault. Will never fly with them again.

Route: Durban to Cape Town

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alaska Airlines

Title: "employee Dereje was extremely helpful"

Review: Alaska Airlines Disabled Persons Services employee Dereje was extremely helpful in helping me and my family negotiate the Seattle Airport, transporting me safely and effectively from the Arrival Gate to the Taxi Dock. He is personable and empathic.

Route: Los Angeles to Seattle

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Virgin Australia

Title: "Terrible experience"

Review: Terrible experience. My flight was cancelled and I wasn't even put on the next one. To make things worse, I wasn't granted in the lounge either. A very long stay at the airport and no service at all.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bahamasair

Title: Bahamasair customer review

Review: My girlfriend and I flew round trip from Nassau to Cuba. Our return home was delayed for three days due to incompetence and failure to follow up on promises. On the way back, the flight was oversold and we were bumped off in Havana. There was no call for volunteers and no consideration of priority for those with connecting flights in Nassau or nowhere else to go in Havana. According to local staff, this had never happened before and they were completely unprepared to deal with it. They were eventually coaxed into arranging a hotel and were great about it - very embarrassed that it had happened, etc. It still took around five hours of messing about in the airport, however. We had very little cash left (because we thought we were about to leave) and as US credit cards don't work in Cuba, we were pretty much stuck and were not even able to contact the other airline that was getting us home from Nassau. A VP from Bahamasair, got involved. He told us to ask for him when we got to Nassau and he would sort everything out. When we got there he was unavailable and neither he nor anyone else had done anything at all. As a result, we wasted most of the day in Nassau airport then got stuck for another night in Miami before finally making it home 3 days late. To add insult to injury, the complaint process is absurd. After more than four months, Bahamasair eventually offered us a pittance for compensation, in travel vouchers - which I am unlikely to use as I will not subject myself to their appalling

service again. 1/10 rating may seem harsh as they did provide us with accommodation and (limited) meals for part of our delay. Also the people we actually dealt with face-to-face were great. However the utterly incompetent way they handled everything pretty much trumps any positive aspects.

Route: Havana to Nasaau

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "I will never fly Play again"

Review: One of the most horrible experiences ever. We bought our tickets from Baltimore to Reykjavik in November, picked the seats, bought carryon, paid for priority boarding, etc. we received our confirmation and we went on with our lives. In February I checked our reservation and just on a whim checked the plane and looked at our seats. Turned out they changed the plane and instead of moving our seats they left them. I had to contact play via Facebook messenger (they have no telephones) and asked about the seats. They first answered we had 36e and 36f and 20a and 20b. I had to tell them that 36f and 20a did not exist. They said we can move your seats. So we ended up getting separated. That was problem #1. Problem #2- most uncomfortable seats I have ever sat in. We had bought the XL leg room. So so so uncomfortable. There are no power charging plugs for the phone. No wifi. No entertainment. The cabin lights are always on so dont expect to sleep. Everything is a fee, even water. Loading In Reykjavik was a pleasure, they put everyone on a bus (priority boarding and regular boarding) drop you off in front of the plane and make you carry up the baggage with you. All in a single mass. Older and feeble people struggled and had to get help from other passengers because there was not a single Play employee helping all while dealing with 20 degree temperatures with winds. Good times. I will never fly Play again.

Route: Baltimore to Reykjavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "would never fly with again"

Review: Cancun to Mexico City. Our original flight was cancelled and were sent confirmation of the change to a flight some 8 hours later via email, less than 24 hours prior. After waiting for 8 hours in Cancun airport as we'd originally scheduled a connecting flight from our London flight, we then had to wait a subsequent 2 hours with little or no information until flight finally left Cancun around 1 am. The service desk at Cancun airport was extremely slow and not very accommodating, as was the customer service when I phoned to see if we could catch a different flight after being told our original one was delayed. We received no apologies, no compensation, no food or beverages in the airport and crucially, no explanation as to why the original flight was cancelled and subsequent one was delayed. Once aboard, the flight went smoothly, but everything prior to it was dreadful and would never fly with again.

Route: Cancun to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "they followed the protocol"

Review: I would like to say thank you to the cabin crew on flight EK 213 from Dubai-Miami on 01/29/23 for their professional management of a violent person inside the aircraft, despite the delay it brought as a consequence of this unacceptable behavior they followed the protocol for this kind of situation.

Route: Miami to Jakarta via Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Lion Air

Title: "waiting to refund my money"

Review: Denpasar to Bangkok. I received my fragile item in many pieces at Bangkok airport and they didn't want to accept their responsibility. They forgot to serve our meals (me and my 12 years old son) so we bought inside the airplane and I am waiting to refund my money for the food back.

Route: Bangkok to Bali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Porter Airlines

Title: "experience of newly expanded Porter was not positive"

Review: Cabin staff were pleasant. But my 4pm Porter flight back was canceled due to maintenance issues, and I was rebooked on a 6.55pm flight which departed about 10-15 min. late. Then when we arrived, had to again wait about 10-15 min. for gate agent to arrive. I found seats on new Porter planes with two seats per side quite uncomfortable. Used to fly with Porter whenever I visit family in Montreal because of convenience of flying out of city centre airport, but first experience of newly expanded Porter was not positive.

Route: Toronto to Montreal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "atrocious, awful airline"

Review: This is an atrocious, awful airline. I would highly recommend anyone to avoid this airline at all costs and pay the cost for an actually functioning airline. I have no idea how this scam of a business is even certified by the FAA. Constantly delayed or canceled flights every single day in and day out. Complete intentional and likely fraudulent booking flights while not having the planes to fly them. One of the worst airlines of all time, should be permanently shut

down.

Route: Orlando to Huntsville

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Montenegro Airlines

Title: "sat without any explanation"

Review: After boarding our Montenegro Airlines flight on time, we sat for 45 mins without any explanation and then told a crew member was ill and they would tell us what was happening soon. After another 45mins we were told that we would depart soon with only 2 crew. Because we were late Tivat airport had closed and we diverted to Podgorica the only other airport. We were then bused to Tivat arriving approx 5 hrs late to be told that there was nothing wrong as they class both airports as one! Never again.

Route: Gatwick to Tivat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Airline

Title: "very bad experience"

Review: Arequipa to Lima. I had a very bad experience with this airline. No good information about the delay and no support or refund because of my missed connection flight and resulting hotel costs etc. Would never fly again with them.

Route: Arequipa to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "Avoid French Bee at all costs"

Review: Avoid French Bee at all costs! While flying with my wife and two young children from Paris to LAX, we checked in online and got our boarding passes on my phone. The boarding passes explicitly stated that baggage drop closed 1 hour before (the time it stated was 13:50, flight was at 14:50). As such, we arrived 90 minutes early to provide some buffer, but when we arrived at the baggage desk they claimed bag drop was closed and that we were too late. Every agent was incredibly rude, disrespectful, and actively unhelpful. They stated that we needed to go to the ticket counter to rebook our flight, and the ticket agent initially quoted a price of \$150 per person to change our flights. However, they said we needed to sit and wait for our original flight to depart (so we officially "miss" it) before they'd rebook us. Then, when we went to rebook, they claimed it was impossible for us to change to any flight within the next 3 days for under \$2000. Ultimately, we ended up having to fly into SFO instead and fork over \$2,500 for the privilege of flying in 4 hours late to an airport 300+ miles away from home. If they had even told me it'd cost that much initially, I would've just ditched our checked bag instead of allowing them to force us into missing the flight we had boarding passes for! I would never consider flying French Bee again, and I'm aghast that they're still in business with their predatory and dishonest business practices. There were at least another 5-10 people on our flight who had something similar happen, as well. It's a total scam, never ever ever get tempted by their "cheap" prices!

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lao Airlines

Title: "very pleasantly surprised"

Review: Chiang Mai to Luang Prabang with Lao Airlines. Wasn't expecting much from this short flight and was very pleasantly surprised. The staff was friendly and efficient. Drinks were provided as soon as possible. I even got my first Beerlao. The food was a snack of 2 apple slices, 2 grapes, and a bun filled with a piece of ham. The ham didn't look too appetizing to me so I ate the bread. Considering the flight was so short, getting anything more than pretzels was a

surprise. The flight itself was on time and smooth. The only drawback was that the propellers are loud when you're seated near them.

Route: CNX to LPQ

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: "Monumentally bad service from Qantas"

Review: Monumentally bad service from Qantas - flight was over five hours late departing. No information given to passengers and, due to multiple flight cancellations to other destinations, the few customer service staff were unable to cope with demand from passengers. What I witnessed and how I saw some customers treated was appalling. What an ungracious airline and an experience I would never want to repeat.

Route: Melbourne to Launceston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Waste of money"

Review: I would not have bought the Emirates tickets if I knew I was flying with Qantas. Poor seats and inflight entertainment sucks (Headset point is broken). 4hrs of boredom and food is below average. Airline staff cannot figure out fix the problem or have my seats changed. Waste of money! 800NZD for round ticket AKL to MEL. Done with Emirates and Qantas (I didn't even choose Qantas). Will stick with my fav airlines Qatar and AirNZ!

Route: Auckland to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "worst company I have experienced"

Review: Volotea is definitely the worst company I have experienced. They do not respect any certain policies and they will make your online check in an awful experience! They will continuously want you to not only pay for priority but also to choose a seat otherwise there will not give you the opportunity to check-in online and instead you will need to pay much more money in the airport! You will need to pay at least 50-70 euros additional anyway and there is no way out.

Route: Thessaloniki to Zakynthos

Seat Type: Economy Class

Traveller Type: Business

Airline: French Bee

Title: "They claimed we were late"

Review: Horrible experience with the airline. We booked this flight for our travel from Paris to LAX and we arrived at the airport 2 hours before departure. Inspire of arriving that early, they didnt let us checkin. They claimed we were late. The staff were very rude and very unhelpful. When we tried to reschedule our flight at the counter, the guy was more angry than me and was more rude. I didnt understand why he was angry considering I shouldve been more angry. We had to pay a penalty of 150 euros plus the fare difference if we chose to reschedule. They dont refund the money if you want to cancel. I know they offer less fare prices and its very tempting to book with the airlines but please dont do so. Its not worth it. We paid 2000 dollars and booked a different flight and we lost the money that we used to book with French bee airlines. Oh and another thing is you have pay extra money for the meals if you have any preferences like vegetarian or vegan or so.

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "last time I fly this airline"

Review: Do not fly American Eagle. I flew on flight 6002 March 11,2022 from Montgomery to Charlotte. This was the worst flight ever. Their customer service is ridiculous. We landed in Spartanburg NC for a reason that no one knew. We were held on the plane for 4 hours waiting plus the 5:30am flight which was 50 minutes. The entire flight lost their connection flights and had to suffer the long day at the air port because no one knew how to connect a flight to another flight. We werent given any options. Nothing to help us get through. Some customers had medical Conditions that required eating before medication and nothing. As we were waiting the toilets got stuffed up and couldnt flush any more. The seats we sat in basically had no support in the middle and sagged down the center. It was painful sitting and waiting. All in all this will be the last time I fly this airline.

Route: Charlotte to Cincinatti

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "Good flight, high allowance for luggage"

Review: Good flight, high allowance for luggage, reasonable meals and entertainment and acceptable level of hospitality and cleaning. The flight was on time and reasonable check in and luggage collection process

Route: Dubai to Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "regularly cancel their flights"

Review: Vancouver to Beijing via Hong Kong. Hong Kong Airlines is the worst airline to book flights with because they regularly cancel their flights and do not care about what passengers have booked with them. I booked a flight in Sept of this year for travel in March and Hong Kong Airlines cancelled our flights to HK and Beijing right off costing me additional costs to make changes to our hotels. At the end, they offered me a full refund 3 months prior to departure when I had booked my flights 6 months prior, and their CS did not even bother to look up any other reasonable flight changes with other partner airlines to make my original arrival and departure dates work. I told them the reason I booked my flights in advance was to get the travel plans fully secured on exact dates and offering me a refund now would be useless as it would be impossible for me to find similar flights now. The CS did not seem to give a damn! Do not fly with them!

Route: Vancouver to Beijing via Hong Kong

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Asiana Airlines

Title: "meal service was very slow"

Review: Seoul to Los Angeles. This is my 9th time flying business class with Asiana Airlines. But during this last flight, I didnt feel like I flown a business class seat. Only 2 washrooms were available for business class passengers which were small, the 3rd washroom was for FA staff use only! The meal service was very slow. Dinner service took them almost 2 hours to finish due to the fact they only had 2 FAs for the whole business class section - (20 passengers) the FA forgot my wine, a spoon a couple of times. The crew manager went around, but didnt actually introduce himself, and thanked the passengers one by one. They saw me awake during the flight when they were making rounds, but didnt bother asking if I wanted a snack or anything. The amenity kit has changed and it looked really cheap!

Route: Seoul to Los Angeles

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "Would never fly with this airline again"

Review: Miami to Rio de Janeiro. Would never fly with this airline again. We booked airfare on this airline from Miami, FL to Rio de Janeiro, we had booked a cruise that was leaving from Rio, the cruise was canceled and when we tried to receive a travel voucher for future travel we had nothing but problems. We purchased premium business class tickets and the paperwork we were provided stated we had one year in which to use the voucher. After going back and forth with the agents too many times to count we were finally given a voucher in the amount of \$1274.34, which we used for a trip to Punta Cana, leaving a balance of \$694.46. Have lodged many complaints with the company and they do not respond. Use caution if you have to book with this company, obviously they are a low cost airline for a reason.

Route: Miami to Rio de Janeiro

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "suitcase was also broken"

Review: London to Hong Kong via Moscow. Experience on board the plane was fine I was actually pleased with this. But upon arriving to my destination I was told 1 of my suitcases had not arrived and I will receive it the next day, then when my first case arrived one of the bottom wheels had been smashed off.! The next day when my other suitcase had arrived and been delivered to my home address this suitcase was also broken.

Route: London to Hong Kong via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "needs better trained staff"

Review: The worst airline in the whole world. Majority of the staff I work with are unprofessional, under trained, and rude as hell. They dont even bother helping you when you need it and I had this problem on the way to Hawaii and on the way back home. Prior to my flight back home, I paid \$120 to check in an extra bag. Got to the airport checked in. Only at the gate they told me that one of my bags wasnt loaded onto the plane as I never paid for it. I showed them proof of payment and then only they loaded it. Why wasnt this done at check in? Oh I know why - I was attended by a new employee who kept giving me death stares and talked as soft as a mouse, half my time wasted was me asking him to repeat himself. He also made me pay double money for my visa as he gave me the wrong information the first time. Seriously this airline needs better trained staff.

Route: Hawaii to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "Chaos during check in"

Review: Chaos during check in, poorly designed check in area. The airline asks you to download all documents to their website / Covid test, Vaccination certificate, Attestation, you get a boarding pass but when you arrive to Terminal 1 the business class agent has no idea about this process. He did not even have a computer. Luggage check in was smooth. Priority lane for security unpleasant and slow. Boeing 787- cabin with 1 -2-1 lie flat seats, nice staff. Cabin overheated. Only 1 wc available.

Route: Madrid to Miami

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "worst travelling experience"

Review: I bought a ticket for a flight from Montreal to Mexico City on October 25th at 10h25 pm and a return ticket from Mexico city to Cancun at 11h00 am with transfer to Montreal (fl. 2820) at 17h00. Flight AIJ2811 departed with 1h15 delay from Montreal where we all had to wait in a very cold corridor, standing up, or lying down, with no access to a bathroom, with crying babies, then they decided, we would board (15 min. before midnight) and for unknown reason they decided that the flight would be diverted to Cancun to fill the tank. We were supposed to get to MEX at 3h25 am. Result: we landed in Mexico more than 3hrs later, I had hired and paid for a taxi through Booking) to pick me up between 5h and 6h am. The driver waited until 4h30 and then decided to leave, Result I lost the fee for that taxi driver and then had to pay for another one from the taxi pool which is not advisable for a woman alone in Mexico. 2, On Nov. 2, I got an e-mail from Interjet that my flight was now Mexico to Montreal, Being now aware that they do change the flights at a whim, I thought that they managed to give me a direct flight to Montreal instead of the 2 flights trip I had bought. So the taxi delivered me to the area for International departures of Interjet. But no, after waiting in line for a good half hour, Seems it was a mistake, that my previous booking was still standing. So I rushed to the national departures (about the distance of a football field to cross) for my flight that was supposed to leave at 11h am. 3. But no worry that flight was late.(fl. 2370) It left at 1h45, We landed in Cancun at close to 3h00, I had to collect my luggage at the conveyor and re-register it and then had to go through security once again and then, realising that Cancun time was an hour later, I arrived at gate 56 to be told that the plane had just left. (fl.2820) 4. Re-crossing the whole airport again, they gave me another ticket back to Mexico (which left later than scheduled) with a transfer for Montreal at 1h00 am (fl. 2811) (which actually left at 2h40 am). In conclusion I had 3 flights, spent 27 hrs in planes or at airports on that day and arrived a whole day later than expected. All because the first flight of the day was late) 5. Upon arrival in Montreal, my luggage which was alright when I re-registered it in Cancun, had been opened, the lock was gone and they broke one of the wheels, so it is a total loss. At this point, I am still unsure if anything disappeared from it, So I do not recommend Interjet. It is by far the worst travelling experience I ever had.

Route: Montreal to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: S7 Siberia Airlines

Title: "cost efficient upgrade fee"

Review: It was 2 sectors from Novosibirsk to Vladivostok and then transfer from Vladivostok to Seoul. Baggage was checked-in through to final destination, which is very convenient. Online check-in via app with cost efficient upgrade fee> (from Vladivostok to Seoul only 53 USD). Food was good. Entertainment system including map, movies, music etc is broadcasting by Wi-Fi to your own device, which is better for me since I can use my own headphones and no advertisement.

Route: Novosibirsk to Vladivostok via Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: ANA All Nippon Airways

Title: "Staff welcoming and friendly"

Review: Haneda to Kuala Lumpur with ANA All Nippon Airways. The flight into Japan was wonderful. Staff were welcoming and friendly. However, I was a little disappointed with the check in process on my outgoing flight. Once I was told of the weight limit for each baggage, I was given an extra box to move items into (which is greatly appreciated). It would be even better if the weighing scales were pointed out to passengers with the same fate as I in the future. Quite a few of their staff could not understand simple English. This also, should be improved in the future. Thanks for your service during this flight.

Route: Haneda to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "that was the ticket I bought"

Review: My flight was Sapporo to Bangkok but I had to transfer on Hong Kong about 24 hrs. For first 24hrs I accept to wait because that was the ticket I bought but the airplane was delayed after that. I asked them as I want to get a shower but they say no and give me a voucher for food. The flight still delayed so they gave me a second voucher food which mean nothing to me. Im disappointed didnt fix the problem properly to me.

Route: Hong Kong to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Zero customer service"

Review: Three passengers paid for extra legroom for both legs of our trip, Madrid - Athens and Athens - Larnaca. On the online system and on the reservations we were given extra legroom seats. At the ticket issuance at the airport these were changed to normal seats without any explanation. We were advised to write an email for refund. Wrote an email on June 19th 2022. Since then, wrote 4 more emails, phoned the airline 5 times and each time they told me they see the case and i am right but they cannot do anything about it because they are ticketing and customer service can only be contacted via email. Eight months later and no reply, no acknowledgement nor refund. Zero customer service, zero respect for client.

Route: Madrid to Larnaca via Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Boutique Air

Title: "terrible with customer service"

Review: Alamosa to Albuquerque. Landing safely was the only positive event of our entire experience with Boutique

Air. Both flights were +2hrs late, almost missed the connecting flight in ABQ. When enquiring about the flight status, their personnel claimed to be unable or unwilling to track incoming flights or estimate how long the delay would be. The airline personnel are incompetent, arrogant, uncaring and absolutely terrible with customer service. They act as if you are doing the customer a favor by providing the flight. Makes one wonder what kind of maintenance program is implemented if the public face of the company is so terrible. They have the market cornered and are the only game in town for a lot of regional airports. That is the ONLY way they can possibly stay in business. This airline is worse than Spirit. I can't see how this airline can possibly stay in business if there is even the slightest competition. Every passenger I spoke to said they would fly another airline if there was another choice.

Route: Alamosa to Albuquerque

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "I am overall pleased"

Review: Buenos Aires to Miami. I have flown Aerolineas Argentinas 10 years ago, and I was not looking forward to this trip, but since my friends bought it, I was forced to join. To my surprise the airplane was new, excellent condition and even had entertainment. I think it was way better than my Iberia from Madrid to Buenos Aires. The food was very good, I had beef, which is no surprise when you think it's an Argentinian airline. Also wine was great and the crew was professional and efficient. They seemed to be very happy with their job. Entertainment was great on the A330 but not that great on the A340. Of course they are not Emirates or Qatar, but I am overall pleased with this airline.

Route: EZE to MIA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "treat their passengers like fools"

Review: I arrived early for my scheduled flight Kochi to Srinagar via Mumbai. It was scheduled at 1030am but I landed at Mumbai 1030. Due to that I couldn't board my flight. The airline clearly knows the landing time and I'm going to miss my connection flight, but I have not received any single call regarding this even your staff could have inform me during checking. I visited the help desk for the issue they said no more flights for today, and tomorrows flight's also cancelled. Next day I booked indigo flight to the destination from my pocket. Go Air is worst airline, they treat their passengers like fools.

Route: Kochi to Mumbai via Srinagar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "made a mistake in a booking"

Review: Copenhagen to Tel Aviv. Norwegian used to be my favorite airline, but I made a mistake in a booking, called to change it, and was advised to cancel the ticket and claim for a refund. I did that and was told a refund was not possible and a change of booking was also not possible due to the cancellation of the ticket. Numerous approaches to their service department were met with the same robotic response that ignored my comments and used a "sorry for any inconvenience" template. What a shame and disappointment.

Route: Copenhagen to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "dont care if you are satisfied or not"

Review: I will never fly them again! I booked a flight from Las Vegas to Honolulu and I booked a flight with a different

airlines to get from Honolulu to Australia. Right before departure they said that something is wrong with the engine and we have to wait to fix it. They took almost 2 hours and I didnt see anyone fixing anything! Due to this, I missed my flight to Australia because of the time of landing! I basically lost around \$2500 because I had book another ticket to Australia and also book a hotel room plus food for that night! I was trying to talk to the staff for more than 3 hours at the airport and they kept sending here and there without any solution! The service is so bad, they dont care if you are satisfied or not.

Route: Las Vegas to Honolulu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "offer my profound thanks"

Review: I would like to offer my profound thanks to all Rex ground staff and our flight attendant for making my day of retirement so overwhelming. I have been travelling to Whyalla to work as a diagnostic sonographer for many years and I travelled back to Adelaide from Whyalla for the last time two weeks ago. The Sunday prior, on my arrival in Whyalla, Gavin met me at the airport and gave me the most exquisite gift of some miniature origami pieces he had made himself, a gift that moved me to tears. On the following Friday, on my departure for Adelaide, most of the Rex ground staff were there to farewell me with hugs and a very moving card. When I boarded the plane, Claudio indicated my seat which was festooned with a farewell sign and a bottle of wine! After giving his safety briefing, Claudio announced to the passengers that I was retiring and when he came with drink/snack service, I was presented with my own special cake! These wonderful people have looked after me for so many years and I consider myself so lucky to have known them.

Route: Whyalla to Adelaide

Seat Type: Economy Class

Traveller Type: Business

Airline: Vueling Airlines

Title: "cancel flight an hour before boarding"

Review: After going through security the airline decided to cancel flight an hour before boarding. Went to the airline desk to be assisted and there was no one from Vueling airline to assist. We had to wait an hour for someone to take us back to landside, went to find someone from Vueling landside to assist but there were no staff available to assist and the lady at the info desk advised to call the airline customer service instead. A complete nightmare. Eventually after we got through to a real person on the phone they could not help and kept referring us to the Vueling website! Do not book with the airline and avoid if you can.

Route: Gatwick to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "Absolute worst customer service"

Review: Cancun to Toronto . Airline wrongfully charged me \$360 for checked luggage that did not board the plane. I had to pay this amount the second day in order to get my luggage. (We had 9 pieces) They did not refund the amount for the service which was not provided. Upon calling customer service several times, after every single agent saying Im sorry I understand but there is nothing we can do. Absolute worst customer service, and rude agents.

Route: Cancun to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Croatia Airlines

Title: "please do not use them"

Review: Paris to Zagreb. I had a very bad experience with Croatia Airlines. My luggage was lost, alongside several

other passengers on the same flight. Croatia Airlines just did not care. Over the next 5 days, I repeatedly contacted customer service and registered a claim, no response. With very few belongings, I repurchased basic necessities. After 5 days, I finally went to the airport and contacted baggage claim. After a 9hr wait, my luggage was flown to Zagreb and I was able to leave Zagreb, it ruined my entire trip. Several months later, after submitting a claim that only included a fraction of what I purchased for hygiene, Croatia Airlines again ignored all of my follow-up emails. The service was terrible, the cost was high and thus, I will never fly Croatia Airlines again. There are much better airlines, for your own sake, please do not use them.

Route: Paris to Zagreb

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: ZIPAIR customer review

Review: The seats are abysmal for a long-haul flight, both my wife and I had intense lower back pain around 8 hours in. No entertainment available onboard, they will advertise free Wifi, but it only worked about 20% of the time. As a low-cost airline, no meals, snacks or drinks are included, you have to pay in advance or onboard. You cant even get a cup of water for free. Check-in procedure was horrific. No online checkin, the self-check kiosks did not work at Narita, luckily we arrived three hours early because it took nearly two to get through the line. If you have to fly this airline, be sure to get travel insurance. If you have the extra \$100-200 to spare, fly with someone else, its worth it.

Route: Los Angeles to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Go First

Title: "rescheduled the flight 2 times"

Review: I suggest you never book the flight via Go First. They rescheduled the flight 2 times on the day of departure without giving a reason of operations. All the further plans are dropped due to this delay. Worst Experience.

Route: Bombay to Varanasi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ethiopian Airlines

Title: "ruined my very expensive vacation"

Review: Worst airline ever and I have never had such a horrific travel experience. My flight was delayed 7 hr at the start of my itinerary. I was never updated on the new departure time. I kept calling the global center (7x) and they would not verify the new departure time! My flight eventually left at 4am instead of 9pm but I missed all my connections and the start of my safari vacation. All my vacation plans had to be changed at last minute and this was extremely stressful. Then Ethiopian airlines lost my luggage for 7 days. No one from the airlines would help me. They kept saying they had no idea where the bag was even though I knew it was in Addis! The Ethiopian website is not helpful as it is not ever updated! No one contacted me so I had to spend my safari time following up. Finally after 5 days the airline said they would compensate me \$100 for the lost bag but no one at Ethiopian Global office nor in DC would assist me. I am not able to get the compensation! The airlines said they can not help me and I needed to speak with their offices in South Africa! This has been a nightmare experience ! Especially on a business class ticket. For my safari, I was without clothes for half the vacation. Now I Can not get compensation. Everyone I speak to at Ethiopian airlines is extremely rude. No one will let me speak to a manager, or assist me or say they are sorry. On my way home, I had to fight to sit in the Ethiopian lounge. They said I could not sit in the lounge for more than 3 hr and my layover was longer. When I checked on my luggage in Johannesburg , they told the lounge staff I did not have any bags checked in although I had bag tags to prove I had checked luggage - my bag was missing again. I had not yet left Johannesburg. Ethiopian airlines ruined my very expensive vacation and still wont let me speak to any management about this trip! I can not get anyone to respond to my compensation!

Route: Washington to Johannesburg via Addis Ababa

Seat Type: Business Class

Traveller Type: Business

Airline: Fiji Airways

Title: "flight was overbooked"

Review: Melbourne to Nadi. Booked my flight 1st April to fly on 19th August, get an email 3 days before we fly that our flight was overbooked and changed to fly out the next day. By then our accomodation has all been locked in and for any changes via booking.com will be a fee of the whole booking. I called the airline, emailed them and all they could do is say sorry, there was nothing they could do. Then coming back from Nadi to Melbourne, we had trouble checking in, we were told the flight was overbooked and that they opened a seat for us to accommodate getting both of us on the flight. The seats were separate to each other. I later found out when sitting next to a young couple with a 9-month year old, that I took their baby's seat where he was meant to sleep in and that one of the flight attendants said that they overbooked flights because a lot of the time people don't show up and that a lot of the airlines do it too. The flight attendants are lovely but the airline needs to get its act together and stop messing people around with their booking.

Route: Melbourne to Nadi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "Crew was pleasant"

Review: Heraklion to Eindhoven. Flight landed on time. Seats are very cramped on the newer airplanes of Transavia. No IFE on board. Crew was pleasant and correct. Prices for food and drinks weer average.

Route: Heraklion to Eindhoven

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FLYONE

Title: "Avoid at all costs"

Review: This is an awful company. They cancelled and changed my flights twice at short notice, causing me to miss my entire holiday. They refused to apologise or refund, and will not honour a very simple request for a letter explaining what happened. The customer service team is rude and if you try to engage with them on social media they block you. Avoid at all costs.

Route: Chisinau to Yerevan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "even changed the seat"

Review: Mumbai to Srinagar via Delhi. Selected the flight due to least trouble of not changing the plane at Delhi and paid extra fare for seat selection. It was good till we landed at Delhi. There I was handed a new boarding pass and was made to run from one plane to another boarding gate undergoing the security once again. The airline had changed the flight and even changed the seat as per their choice without a word of sorry.

Route: Mumbai to Srinagar via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "why they can't refund"

Review: I purchased 4 flights for my family three months before our holiday. Norwegian changed two of the flight times

and instead of offering a refund are charging a premium to adjust my tickets to an alternate flight. I have had to re-book 10 tickets and pay twice now for each of the flights as Norwegian don't take responsibility for changing flight times if its 60 mins or less. I don't understand why they need to be adjusting flight times 3 months out and I don't understand why they can't refund my tickets 3 months out.

Route: Krakow to Turramurra via Helsinki

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "This is unacceptable!"

Review: Cabin staff was friendly. The gate staff in Pensacola were friendly and informative. However, the staff in Tampa at the gate was horrible and did not keep us up to date. She was coming at the passengers like they were committing a crime over not wearing masks and smoking which I did not see anyone not wearing a mask that wasn't eating nor did I see anyone smoking. She was very aggressive with her little announcement. The ticket booth opened up later than the rest of them in the morning and there was not much seating offered at the Pensacola gate. The cabin is tiny and seats are very uncomfortable even for the small duration of the flight. It was hot and we were offered warm water. The worst part of this was that the flight was delayed due to weather in Tallahassee so they unloaded "8" suitcases so that the plane can fly. Nobody was notified. We were all just standing around waiting and I had to start asking around. Silver did not have an office so we had to go to the ticket booth to ask and submit a claim even though my name was not on the list of 8 ppl given to the staff. This is disheartening as I learned that some of the fellow passengers had important medication in their checked bags. If bags must be removed they should certainly ask about who relies heavily on items in their bags to LIVE! As it is frustrating to not have my luggage my life doesn't depend on it. The removed luggage was placed on a Delta flight that was not arriving until almost midnight. This is unacceptable! I would pay 3x more for a better experience from a flight in the same state.

Route: Tampa to Pensacola

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "Terrible service"

Review: Dubai to Bangkok. Oman Air has canceled the flight and still has not refunded the ticket amount. They arranged a call once and then nothing after that. No reply to emails or to the feedback on their website as the person in the call has suggested. Terrible service and never want to use this airline again.

Route: Dubai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: S7 Siberia Airlines

Title: "a pleasant experience"

Review: Palma de Mallorca to Moscow. Check-in was a breeze. The aircraft was new and clean. Seats were in a 2-2 layout and were comfortable. Cabin crew were polite, professional and efficient. In terms of catering, the Greek salad and the desert were fantastic. A pre-landing fresh apple-cucumber-mint juice was a fantastic touch. Huge kudos to the airlines creative team. The design of boarding passes, reading and marketing materials and the aircraft livery are definitely making S7 one of the most stylish airlines in the world. Flight delayed by about 30 minutes due to heavy traffic (not the fault of the airline). Hot meal options were mediocre at best. No IFE for a 4.5 hour flight. The ticket price was expensive and comparable to Aeroflot. Overall a pleasant experience with S7 Airlines. Up to its possibilities, the airline delivers a great product in terms of quality. Though, you would expect a lower price tag for what was on offer.

Route: Palma de Mallorca to Moscow

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "nothing commendable with basic food"

Review: Flying second time, long waiting in check in with just one counter for business and one for economy classes. Passengers exhausted and it took more than an hr. Service ok, nothing commendable with basic food. Nothing good compared to the fares they charge.

Route: Budapest to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "most of the time above average"

Review: Johannesburg to Lusaka. To be fair, most of the time SAA flights are above average. This time round was not one of them. My Qatar Airways flight was delayed in Doha, I spent over two hours on my mobile trying to change my flight for the next day, can't wait to see the bill, and nothing was resolved. I spoke to four different people, each time having to start at the beginning of my story, only to be told I have to visit an SAA office. Pretty hard when you are in Doha and they don't have an office there. At the end it cost me the same price as the ticket to have it changed once I got to Johannesburg airport. Once on board we taxied to the runway only to turn back and park for close on three hours due to a technical fault - we were not allowed to disembark. As I said, to be fair, this is the first delay I have encountered after 40 or so flights.

Route: Johannesburg to Lusaka

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Pacific

Title: "I've never been so angry"

Review: Jetstar Pacific is on a different planet when it comes to customer service and reliability. We were flying from Ho Chi Minh City (HCMC) to Hanoi and had our flight cancelled 4 times - not just once, but 4 times and no one said sorry, even though they spoke good English. I've never been so angry in my life. We had a tour booked which we lost our money to and we ended up wasting a whole day of our precious time in Vietnam trapped inside an airport. What angered me the most is that no one apologised, or tried to help us out. The company doesn't deserve any customers. I would advise travellers to boycott flying with Jetstar Pacific, unless you want disappointment, or to spoil your holiday.

Route: Ho Chi Minh City to Hanoi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "good value for the money paid"

Review: New York to Copenhagen in premium cabin, return via Gatwick in economy. JFK-CPH sector Check-in was reasonably quick. No lounge offered (as it was an upgrade; lounge access is by invitation only for PremiumFlex category booking only.) Seat are configured 2-3-2 layout. The premium cabin was full and seat was comfortable even though it was not full-flat. Was able to sleep 4 hours straight with eye-shade on. Dinner was great (salmon option) and it took for a while to start so that passengers could sleep early as it was late evening flight. Breakfast was also sufficient. It was a great to have warm bread on board. It was on-time flight and luggage came out quite reasonably quick. I didn't use entertainment much as most of the flight I was sleeping/napping and eating. Flight attendants were friendly and efficient. Return flight was via LGW. CPH-LGW was on 737-800. Flight was non-eventful. Gatwick to New York was on Evelop Airlines (contracted charter equipped with A332). It was uneventful as well. Seat was comfortable for long-haul economy. Was able to sleep most of the flight. All in all, it was a good value for the money paid. Get to destination as scheduled with reasonable comfort.

Route: New York to Copenhagen

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "I will never schedule with them again"

Review: First thing is you can wait on hold for several hours or you can have them call you back and still wait several hours. 2 days before our scheduled flight they sent an email which said our flight was canceled. It took most of the next day to be informed that our flight was not canceled. It was due to a system glitch. On our day of travel we are informed at the airport that our flight was truly canceled. Never received notification. I will never schedule with them again.

Route: Ft Lauderdale to Key West

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "Cost cutting to the max"

Review: Cost cutting to the max. The inflight service has now reached the bottom. No more choice of meals, just a mini portion of salad, cheese pasta without salt or pepper. A mini sandwich as a second meal during a 9h flight.

Route: Vienna to Montreal

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "did not let us board the flight"

Review: While boarding a plane to Santorini and despite of having all required covid related documents, Iberia Express did not let us board the flight. Further, they did not take our bags off the airplane. Since we did not make the flight to

Greece, we stayed in Spain without our luggage and had to buy the essentials to last few days. We are back in USA now and still don't have our bags and it's been 5 days. Iberia customer service is terrible, their luggage tracing system is a complete mess, rude uncaring staff on the phone and in airport unwilling to help.

Route: Madrid to Santorini

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "abandoned in Sofia"

Review: Flight Sofia-Tel Aviv scheduled at 0555 on April 2 was first delayed till 1425, then after all passengers had been sitting on the plane for 2 hours, it was canceled under the most weird explanations given (first like "we missed out time slot and the tower does not allow us to start engines" and then like "BGU does not accept delayed flight"). Needless to say, no support or help given, no WIZZ representative on ground, no phone to call and no contact to, well, contact. 150 passengers are abandoned in Sofia, some rebooked with other companies, some just stuck in Sofia without any perspective and any resolution attempt from WIZZ staff.

Route: Sofia to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "Absolutely terrible experience"

Review: Absolutely terrible experience and finger pointing travel experience. Flight was booked through SATA airline with JetBlue providing domestic flights. First it was ridiculous to fly Tampa International Airport to Boston Logan then to JFK with Jet Blue; then SATA from JFK to Azores Ponta Delgada. Jet Blue cancelled flight to JFK at last hour. We even flew directly over JFK enroute to Boston Logan. Jet Blues agents were inconsiderate and not customer friendly or helpful

service. They rebooked our flight for a day later with entirely different airline flying to Madrid then back to Azores a day late. This cut the time in Azores plus defeated the purpose of stopping in Azores for a shorter trip to Europe. Will never again Fly with JetBlue or recommend them to anyone. Another thing before taking off from Tampa the restrooms in the plane were nasty. I guess it just shows how poor an airline Jet Blue is based on my experience. To address finger pointing they blame the cancellation on weather. It wasnt even raining or bad weather. We flew directly over JFK to Boston.

Route: Tampa to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "refund will take 6-8 months"

Review: SFO to Nadi in August, the flight was cancelled due to mechanical issues - not a problem. The problem was the airline has just notified me that the refund will take 6-8 months. That is unacceptable.

Route: San Francisco to Nadi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "look at different companies"

Review: Tenerife to Stansted. We have no issues with the flight or crew on the flight both were brilliant. However, we did find one of the reps at the hotel (Hard Rock Tenerife) on Saturday 7th December who, was handling the luggage transfers I found not in keeping with good. Customer Service. I thought we had booked the whole package via Jet 2 but, it appeared that I had booked through Expedia so not able to use this service even though flying with Jet2.com. Her colleague was helpful and friendly and explained the situation but the rep was quite rude, not verbally but, when looking

on the paperwork and seeing I had booked through Expedia she quickly walked over to her colleague who was on the phone to the office and pointed at the fact it was booked through Expedia and pulled a face. We were planning on bringing our family back sometime next year but will now look at different companies.

Route: Tenerife to Stansted

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "Poor quality airline"

Review: Poor quality airline - dirty interior and no seat belts available for infants (not a one-off experience - Ive had the same experience on three internal flights).

Route: Al Ula to Jeddah via Riyadh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "an enjoyable experience"

Review: On time, clean. Employees helpful and courteous. Complementary water offered for this very short flight. Plenty of leg room. Not crowded. Overall, an enjoyable experience. Much much cheaper than competitors, which were experiencing problems.

Route: Jacksonville to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "happy with all aspects"

Review: This was our first time flying with Play and we are very happy with all aspects of the experience. We will definitely be using Play to fly to some other destinations.

Route: Keflavik to New York Stewart

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "Seats reasonably comfortable"

Review: Sydney to London return via Seoul over the Christmas period. Outbound flight into Seoul does not connect to London, meaning an overnight stay is required. We made a two night city break of it. All four flights were on time. Good standard of customer service throughout flights and meals were acceptable. Seats reasonably comfortable with plenty of legroom (I am over 6 foot). Quite a limited selection of IFE movies and music (do these things really cost airlines so much?!). A380 and A350 aircraft were both modern, especially the A350. Website and online check-in not very user-friendly.

Route: Sydney to London via Seoul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cape Air

Title: "blocked me from emailing them"

Review: I actually have not flown Cape Air yet as my ticket is for 2 weeks from now. I emailed Cape Air asking for refund due to corona virus. Sadly, I live in US and nobody can travel, all people are cancelling trips .. so it's not possible for me to get to San Juan and then take the Cape Air flight even I wanted to. Other airlines, hotels, are refunding ok.

Cape Air said I could reuse the ticket in coming months, then I said, like most, I will not be able to afford to travel for this kind of expensive trip for years as we resave. Then I get an email message that Cape Air literally 'blocked me' from emailing them. Despite the fact that almost nobody will be able to fly Cape Air for several weeks so plans will be empty, despite the fact that Cape Air will likely cancel most flights soon anyway, Cape Air is 'choosing' to keep all the money from hundreds of flights over coming weeks paid by people getting sick, losing jobs, and in crisis. Pay more if you have to for another airline!

Route: San Juan to Tortola

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "A disappointing journey"

Review: A disappointing journey! My son and I are now en route from Chennai to Prague on 17 Feb. We are at the time of writing this review still stuck in Paris for 9 hours waiting for a flight to Prague. This is a Jet Airways shared with Air France. The reason given was a one hour delay in Chennai which made us miss our connecting flight. Consequently we have had to wait for 9 hours for the next connecting flight. Without as much as a courtesy of a free lunch or a drink. This isnt so much about the cost of a lunch as much as it is about caring for your passengers. Horrible wait and the last time on this airline.

Route: Chennai to Prague via Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "waited 24 hrs for our baggage"

Review: Our flight from Los Angeles to Hong Kong was delayed for 5 hrs, then Hong Kong to Manila was also delayed.

The worst part is when we arrived to Manila, 3 of our baggage didn't arrive, we waited another 24 hrs for our baggage.

Never gonna fly this airline again.

Route: Los Angeles to Hong Kong

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SmartWings

Title: "a pleasant surprise"

Review: Prague to Podgorica. Flying with SmartWings was a pleasant surprise. I was able to choose seats at the check-in desk, as the online check-in wasn't working for me. They were very benevolent with cabin baggage. Plane clean and new on the way to Podgorica (bit older on the way back), however the seats very pretty tiny but OK for short flights. Buy on Board service is for very reasonable prices and I love their ginger beer (3EUR). Overall I was pretty surprised as I read a lot of negative reviews here before. Also the value for money was pretty good as I had a return ticket for 120 EUR, which is pretty good for TGD airport.

Route: Prague to Podgorica

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "Worst customer service I have received"

Review: My flight had my maiden name, they cancelled the entire flight instead of helping me with the name change. Then instructed me to repurchase my entire round trip. Their 4 Hour policy did not apply. Worst customer service I have received from an airline. Extremely unprofessional customer service agents

Route: Houston to Guadalajara

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "last time taking China Airlines"

Review: New York JFK to Yangon via Taipei. I have flied so many times with different airlines from JFK to Yangon. But this is the worst experience ever. All my baggage are left at the transit. I can understand that thats because of short transit hour and the airlines told me thats normal for them. The problem is that I requested the wheel chair and no one picked me up at the transit. This is seriously ridiculous. I was awaiting the wheel chair until the last 5 minutes to the next airplane. This must be my last time taking China Airlines.

Route: New York to Yangon via Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Shanghai Airlines

Title: "absolute disgrace of an airline"

Review: Hong Kong to Shanghai Pudong on Shanghai Airlines. For reasons as yet unexplained to me, we boarded the aircraft at 16.45h and remained on the aircraft on the ground until 23.40h (yes, an unbelievable 7 hours), when we were then told that the flight is now cancelled and we deplaned again. During the time onboard neither the captain or first officer spoke with the passengers and the cabin crew made three announcements stating only that "we would be updated on the departure time later". An absolute disgrace of an airline and crew.

Route: HKG to PVG

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "truly deserve nothing"

Review: Toronto to Edmonton. This is the worst airline I have ever flown, the staff were so very rude. They have you squashed in there like sardines, you cannot move, you are constantly bumping the seat in front of you, as is the person sitting behind you. The seats, if you could call them that was like sitting on concrete, you literally had to crawl over the armrest to get out of your seat as there is no leg room at all. I have never been so uncomfortable in my entire life. The staff were horrible and when coming around with the beverage cart, they kept skipping rows and not bothering to ask people if they wanted anything. No in-flight entertainment at all, not even a place to plug in your headphones to at the very least listen to music. This airline is a joke if you ever see Air Canada rouge come up, stay far away. I tried to opt-out of giving any star ratings at all because they truly deserve nothing, but it would not allow me to submit otherwise.

Route: Toronto to Edmonton

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "satisfied with high standards"

Review: Dusseldorf to Larnaca via Zurich, and it was the first time I flew with Edelweiss Air. I was satisfied with the high standards and service provided. The flight lasted 3 hours and the crew served the passengers the snack, meal, dessert. Metal cutlery was provided to all passengers instead of plastic.

Route: DUS to LCA via ZRH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "Horrible service"

Review: Merida to Mexico City. Horrible service. The airline employee took my carry-on bag against my wishes and arguments. They claimed it was overweight, but it still ended up on the airplane as checked baggage. Now I have to get it from baggage against my will, which will probably make me miss my next flight. They also only serve sugary soda (no water or coffee) as drinks out of single-use bottles.

Route: Merida to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "never use this airline again"

Review: My flight from Tijuana to Cabo was delayed 4.5 hrs. Minimal notification from airlines and only compensation was a \$40 voucher to be used on another flight within 1 month. They offered a dry ham sandwich which was stale and not appetizing. It was thrown away no other meal compensation given. The flight from Cabo to Tijuana was also delayed this time 5.5 hours. No communication from airlines. This is unacceptable for an airline. I will never use this airline again and urge all my friends to do the same. It appears that delays are very common as other Volaris flights were delayed same day. The airline staff did not seem apologetic to these significant and very disruptive delays.

Route: Tijuana to Cabo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "great full service airline"

Review: I spent a span of 21 hours flying Saudia across three regions of the world in economy and satisfied with my experience in the whole. To start, the pros to flying Saudia was the price, seating and it's incredible staff. My flight was extremely affordable relative to competitors and the seats were fantastic due to having a lot of empty seats around.

Additionally, inflight crew were friendly and took initiative in the most authentic way. I felt well looked after in the most genuine way! As for my cons, they dealt with the lack of cleanliness, catering and online infrastructure. My seat from Geneva and to a lesser extent out of Jeddah to Seoul wasn't the cleanest. One of my flights had residual trash in the seat pocket and a lot of dirt was wiped off using a wet towel. Moreover, I get that economy food doesn't have a reputation for being 5-star, but the pasta I had was rubbery, tasteless and inept at hiding the fact that it was mass produced. Finally, Saudia could invest a little in improving their online/app features for requesting special meals as they were difficult to navigate and calling was too much trouble due to prolonged wait times. In summary, Saudia is a great full service airline to fly for those who value comfort and service for a price that doesn't break the bank!

Route: Geneva to Seoul via Jeddah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "damage to covers is not compensated"

Review: Seoul to Taipei. The flight experience itself is very correct. However, at arrival in TPE I went to fetch my baggage and noticed that the new cover I bought as a protector for my Rimowa was damaged and I can no longer use it. EVA ground staff said that damage to covers is not compensated. Cannot understand this because it also costs money (\$50). Also when sending an email I get a standard email that they are looking forward for my patronage again. I'll choose to fly other airlines instead.

Route: Seoul to Taipei

Seat Type: Business Class

Traveller Type: Business

Airline: Firefly

Title: "I dont care attitude"

Review: Kota Bharu to Kuala Lumpur. This is connecting flight from Kota Bharu to Kuala Lumpur (code sharing with Malaysia Airlines on to Osaka). I dont care attitude of the staff at the counter.

Route: Kota Bharu to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "get credit card charge refunded"

Review: I purchased a round trip for my in-laws to visit us in Korea and made the reservation by phone direct to Air Asia Philippines. After accepting and charging my card successfully, their fraud/review department declined the transaction on the same day. I was only able to find out by calling them again the day before the flight. My in-laws ended up paying in cash at the counter in Manila and made the flight. One month later, I am still trying to get my credit card charge refunded. After 4 different support case numbers, I am still waiting 'for their investigation' even though I received an email stating the refund was made/authorized one month ago. My bank shows no incoming transactions and Air Asia would not/could not provide their transaction number that initiated the credit card refund and state that the delay is from inaction by my bank.

Route: Manila to Seoul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cyprus Airways

Title: "online check-in still not available"

Review: Flying by CY260 from Larnaca to Prague on Nov 26. One would think like on-line check in is the business as usual for most companies on the planet and a must for all the airlines operating in EU. Until you fly Cyprus Airways. Despite the fact that already in August Cyprus announced that "The online check-in service is available for all the flights

departing from Larnaca, Tel Aviv and St. Petersburg. More destinations will be introduced in the coming months.", the reality is that on-line check in still not available. There are also no self-check in kiosks at the airport in Larnaca, the home base of Cyprus Airways. Rather than that, I was advised by Cyprus Airways staff to get to check in 2.5 hrs before the departure, i.e.in case of my flight at 4:30am! The plane is high density and they charge 3.50 Eur for a simple Nescafe.

Route: Larnaca to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "they served meals free"

Review: I didn't expect that I would get a meal for 2 hours of flight going to Kuala Lumpur from BKK but they served meals free of charge. I took Malaysia Airline to Incheon from Kuala Lumpur and the best part of the 6 hours of journey was that the crew were providing with soft drinks and the food served was so great. They had a Korean stewardess working in the plane so it was easier and comfortable to communicate with her whenever i needed a help or anything.

Thank you for your best service.

Route: Bangkok to Incheon via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "Awful experience"

Review: Awful experience and do not recommend. We had to wait to check in for 2.5 hours because they did not plan on having so many flights leaving around the same time and only having 4 people working. They ran out of all but one meal option - which we had paid for ahead of time to only not be able to eat it due to it being spicy. Drinks were not

offered for 5 hours on the plane. When we land, our luggage takes over an hour to arrive and there is no one to tell us what was happening. When I emailed customer service, the only response was - you could have gotten a water for free. Will not fly again.

Route: Orlando to London Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Emirates

Title: "Superb airline"

Review: Superb airline. I really can not fault the airline at all. The cabin crew are extremely attentive, polite and friendly. The food was very tasty. In flight entertainment was very extensive for two 6 hours flights.

Route: London Gatwick to Bangkok via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "unsmiling cabin crew"

Review: Sydney to Ho Chi Minh City. It seems a shame that Vietnam Airlines continues to shoot itself in the foot, instead of improving. My trip from Sydney to Ho Chi Minh City was afflicted by the same problems as in past 6 years. The safety announcement prior to take off was almost inaudible and beyond comprehension. I brought this to the attention of the senior cabin attendant in economy who didnt seem concerned. Even the video presentation had errors with the actor in the life-vest demonstration blowing across the inflation tubes, not into them. The food served about an hour after departure was okay, not special. Soon after the trays were cleared away we entered an area of quite strong turbulence. The seat belt sign was illuminated and an almost inaudible message alerted passengers, but then the sign stayed on for almost 3 hours after the turbulence had ceased. Naturally, passengers ignored the sign and went about

the cabin and to the toilets with no concern from the cabin attendants. As has been the case for years, the in-flight entertainment leaves a lot to be desired, especially when compared to similar carriers. Choices are extremely limited, while the secondary control on the top of the seat armrest repeatedly changes the volume, turns your reading light on or calls the cabin attendant if you rest your arm on it. A serious design error approved by Vietnam Airlines. The pre-landing snack was a beef pie. Mine was cold, and I asked the senior attendant for a hot one. She said nothing, took the tray and disappeared. Soon after, the food server in the other aisle saw that I had no meal and gave me a hot pie. After another 5 minutes the senior came back with my original pie. Is this the best VNA can do with cabin service? Oh, and like every VNA flight I've taken in the past 6 years, the unsmiling cabin crew seem to regard their job as boring and a grudging effort. VNA has the potential to be among the top international carriers in the world, but it will take a total attitude turnaround of senior management to achieve this.

Route: Sydney to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Caribbean Airlines

Title: "no one can give an explanation"

Review: Ft Lauderdale to Montego Bay. Thanksgiving day was a disaster, flight schedule to leave at 9:40am was cancelled. They said delayed 3:45pm, then 4:45, then 5:45, now 6:45. Very frustrating and no one can give an explanation. The workers at the podium said no one is giving them any information so they don't know what is going on. This is unacceptable and not good service. They will be my last resort for travelling if need be.

Route: FLL to MBJ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "over-met all my expectations"

Review: I have had many experiences commuting between Germany and Russia for the past 20 years. Yesterday I finally made my maiden flight with Pobeda Airlines. I purchased most of the options offered by Pobeda such as XL legroom (Row 15), Priority Boarding, Cabin Baggage etc. The final price with all the Extras incl. Credit Card charges was about 14.000 RUB or 240 EUR within less than 24 hours prior to departure which is quite close to the cheapest Aeroflot Y-class fare if booked one week in advance. (The next day flight for the same route was about 4.000 RUB / less than 100 EUR by the way!) in general, Pobeda met and even over-met all my expectations. Booking was easy and less time consuming than most of the airlines I have traveled before, Check-in agent (AHS) provided fairly good service (three counters open), Gate D40 (terminal position, bridged) dedicated to DP at CGN airport is right in the middle of T2 with two integrated immigration control counters. One minus - gate is a bit small to accommodate 189 PAX with no snack / beverage service or vendor machine. I purchased optional Priority Boarding in advanced, but finally decided to board with last passengers (189 in total, 100% load factor) in order to check capacity of the overhead bins to accommodate all the hand luggage - surprisingly there were more than enough space for all 189 passengers personal belongings. Inflight crew did really an excellent job to get all the passengers satisfied. All four girls served all three hours of flight time long with no interruption providing water, helping passenger with infants, etc. Seats are slim and very comfortable. I used to travel Aeroflot business class for the past 7 years, and my impression was that my Pobeda XL seat at Row 15 provided slightly more space than Aeroflot's business class. Deboarding at VKO was really fast over the front and rear doors. All in all - I would definitely recommend Pobeda to all my friends/colleagues.

Route: CGN to VKO

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Air Maroc

Title: "no flight, no refund"

Review: I booked to fly to Sierra Leone (cost for 2 people, £1009) but due to the pandemic we weren't able to fly (flight was booked for Oct 2020, and was cancelled). So i called them and asked what we needed to do. I was told that as the

tickets were non-refundable, I needed to pay a service charge (£306) to get a voucher for the flights (to the value of £1009). So i did. I received email confirmation, a receipt and a credit note for the £1009 to use against a new booking. But when I tried to use the voucher, they told me it wasn't valid, i can't use it, they have no record of it or me paying for it. When I try to sort this out, I am told I must email via the website, so I do. I receive an email back asking me to call. So I do. When i call, I am told they cannot talk to me, i must email, so I do, and i get an email asking me to call. So i try again, and get told I must email... and round and round it goes. No one will speak to me, and every email receives a reply asking me to call. I sent them the receipt and the voucher but they refused to look at it saying they have no record of it and would never charge for a service fee. End result; no flight, no refund. I will never ever book with Royal Air Maroc again under any circumstances.

Route: London to Freetown via Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "The most horrendous service"

Review: The most horrendous service you could possible imagine! What were supposed to be simple Sydney to Tokyo return flights (via manila) ended up in a horrible mess of late minute changes, then more changes, and insistence that I pay for the many costs involved, including the most ridiculous one of all; I pay for accommodation for three nights due to an enforced three day stop over in manila. None of this was of my doing - all decided by Philippine Airlines, and not one sensible reason ever given for any of the changes. Their 'help lines' and 'support' are non existent - number either do not work or are answered by ostensibly caring people with no authority or desire to actually do anything to help. Disgraceful - I'm surprised they are still in business.

Route: Tokyo to Sydney via Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Batik Air

Title: "will never fly Batik Air again"

Review: Denpasar to Perth. No inflight entertainment at all. Food was the worst I have tasted. From 21st June 2018 it is to be a full service flight. Only water and Pepsi were available and both were warm. Staff speak very little English. The plane wasn't cleaned before boarding. The only complement I can give Batik Air is the leg room. We will never fly Batik Air again.

Route: Denpasar to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "a shambles of an airline"

Review: Never ever fly Wizz Air it's a shambles of an airline and any money you save on tickets will be paid for by awful experience and awful customer service! First of all the check in was a disgrace. We waited in line for nearly 2 hrs and nearly missed our flight because of the check in delays. Furthermore, my bags were checked in under another passengers name (luckily as one of friends). This wasn't the end of it! Upon arriving in Lyon airport, it turns out that Wizz hadn't bothered to put at least 30 pieces of luggage onto the flight so left my luggage in Gatwick (along with around 20 other passengers' luggage). This meant I was on a ski trip with only the contents of my rucksack. The process of getting my bags back has been a disaster. Firstly they delivered my bags in Val d'isere to the wrong address, without informing me, so I flew back to London under the impression my bags were still with Wizz. Only because I had my phone number written on my luggage did I find out where it was (still in Val d'isere). It's now been 2 months since I flew with Wizz and still no sign of either of my bags. I wouldn't wish this situation on my worst enemy as this has been hell trying to get any information/progress on my luggage. Wizz charge £1.45/min on landline calls and £15 fee for calls that could be 'handled online'. For any money you save on flying with Wizz you will pay for it in admin and awful customer service. This is a god awful airline and I will never fly with them again. Please take this advice

Route: Gatwick to Lyon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Loganair

Title: "Delayed yet again"

Review: Edinburgh to Wick. Delayed yet again, becoming more and more part of the trip. They do not care the delay has on onward travel. Commented to a gate staff female employee and was told nothing to do with me, there is no pilot".

Great customer service - not.

Route: Edinburgh to Wick

Seat Type: Economy Class

Traveller Type: Business

Airline: Transavia

Title: "We had a terrible experience"

Review: We had a terrible experience traveling on Jan 5-8th with our service dog. Our flight on Jan 8th was delayed and we were sent from one check-in area to another. Despite arriving 2 hours early, we were told the check-in was closed and had to take another flight. We came back the next day, and had to wait for 3.5 hours for the service dog to be allowed on the flight, then 1 minute before departure they told us the dog is allowed and they made a mistake. We were not given any options for accommodation or compensation for the time lost.

Route: Paris to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "not liable to pay me any compensation"

Review: Absolutely terrible aftercare and customer service. My bag has been lost as it did not make the flight to Larnaca. I had people from EgyptAir sending me photos of the bag in Cairo, but they never managed to send it to me in the UK. I have now been told that on 8/11/22 it was sent to Saudi Arabia and would be 'irretrievable' but that as I only submitted a 'courtesy tracking request' initially, they were not liable to pay me any compensation. Why would the original 'lost baggage claim' just be a tracking request.

Route: Nairobi to Larnaca via Cairo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "Very pleasant flight"

Review: Very pleasant flight and nice plane, comfortable seats and very smart and polite staff onboard. Staff at Turin airport wasn't very helpful, sometimes it does happen but when I asked at the lady over the counter an information about my boarding pass she replied you have the information in the line at the bottom end, she was also in a hurry maybe for onboarding passengers but I didn't expect such a reply. At the end plane arrived half hour earlier so wasn't bad at all

Route: Turín to Cagliari

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "A wonderful experience"

Review: A wonderful experience. Their cabin crew help you with whatever was possible. On return the gate agent helped me to reschedule my flight in a way I got an entire day in Amsterdam.

Route: Lisbon to Copenhagen via Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "most inconsistent airline"

Review: Colombo to Sydney via Bali. The most inconsistent airline I have ever travelled with the the poorest comfort by far. food for purchase with correct money currency only and no credit facility for electronic payment! Every flight I took from Sydney to Bali to kL through to Colombo was tough to purchase was only able to purchase on location of currency for food beverage purchases you better be on. The flights were either delayed and cause a scramble for the connection flights. The staff are surprisingly ok because they are not overworked. The seats in economy are so uncomfortable. Malindo also misplaced my luggage on a 8hr layover in DPS, and I was left stranded until my luggage arrived for connecting flight 4 hrs later. I strongly advise anyone thinking of flying with Malindo to definitely take a more reputable airline carrier as you may not want this sort of experience like I had.

Route: Colombo to Sydney via Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "We never use them again"

Review: This the issue for all small airlines. No customer service at all. Their prices are low but at the end will be same as expensive airlines since they are adding everything with cost. We had a flight at 6AM from Vancouver to Toronto. We purchased 2 checked bag for \$170 and we arrived couple of minutes la the for check bag drop off and due to shuttle bus delay and waiting line. They told us we cannot go however my wife and my daughter could go since we still had time to board but they did not offer us and they did not even allow us to take the flight and send our luggage later. The staff did

not know anything and they asked to talk with customer service which was close till 8AM. We asked to rebook and they said we should pay double of amount of original ticket and also pay again for luggage. That was insane. No help at all. We never use them again.

Route: Vancouver to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alitalia

Title: "comfortable and relaxing trip"

Review: Rome to Warsaw. Very comfortable and relaxing trip, I arrived in Warsaw a few minutes early. Clean plane, very nice on-board staff offered us snacks and drinks. I will travel again with Alitalia.

Route: Rome to Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Singapore Airlines

Title: "In-flight service was quite nice"

Review: I was supposed to fly on SQ25 to Singapore via Frankfurt. The flight was canceled after we are at the gate for 4 hours past the departure time without any explanation. Being flown with SQ for many times, I suspect this had to do with JFK rather than the airline. However, they should still bear the responsibility for addressing to their customers. We were rebooked to the non-stop SQ23 to Singapore the following day. We ended up on the A350-900XLR, which was quite nice, but I still prefer their A380. Due to the flight change, we did not get our book the cook meals. In-flight service was quite nice as expected from SQ.

Route: New York to Singapore

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "check in counter is slow in Dubai"

Review: The check in counter is slow in Dubai. The flight was also delayed. The food portions are really good although you might find the bread hard. The cabin crew didn't answer call bells, they would =turn it off cleverly while passing by.

Route: Dubai to Lisbon via Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "suitcases were damaged"

Review: My complaint is not necessarily with the Airline but more so with the Ground Staff at either OR Tambo or George airports or Both. In the past year I have noticed a lot of Scratches and dents on our luggage. (This even on the Cape Town Flights). We have even gone as far as wrapping them at a hefty price to try and protect them.(Wrapping price has jumped rapidly over a short time - Currently R90-00 and expecting it to be R100-00 soon). On our trip yesterday (FA 228 16h05 - OR Tambo to Georg) I was horrified at the condition of my and my Wife's suitcases. We specifically purchased more expensive and robust luggage cases to prevent damage. Well to no avail as they were damaged. One can clearly see that the suit cases were carelessly and violently thrown from a distance. Many people are complaining of the same thing. Then there was also the situation of the Airbridge at Gate C 13 at OR Tambo that is out of order. Many old people and ladies with babies had to walk down the stairs onto ground level and back up into the plane. This is very unprofessional for a Major Airport.

Route: George to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Astana

Title: "best option for the region"

Review: Almaty to Istanbul. I use Air Astana for my domestic and international flights, I can say that they are best option for the region. The quality of service, aircraft quality keeps increasing.

Route: Almaty to Istanbul

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "There is no space to move at all"

Review: This company is a complete joke. Both flights were delayed. 10 years ago, Air Canada came up with Rouge to be able to compete with a few low costs company who were supposed to be starting across Canada. 10 years later, they sell their tickets 1200\$ Montreal- Miami: you get the low cost comfort and service but at a full price. Please, get rid of this awful company. Passengers are seated like animals. There is no space to move at all. The legroom is very small and the seats are not comfortable.

Route: Montreal to Miami

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Monarch Airlines

Title: "lack of legroom between the seats"

Review: My wife and I flew to Majorca on 10/5/17. Everything was fine as far as the flight was concerned, on time, very courteous and professional cabin crew. My main gripe is the lack of legroom between the seats. I am six feet tall and

weigh just over 19 stone. I could not fold the food and drinks tray fully down and had to put my coffee on my wife's tray. My knees were pressed up against the back of the seat in front. I didn't see why I should have to pay for extra leg room, I have flown several times with other airlines and have never had problems in that respect. On arrival at Palma there was no Rep to greet us and show which bus to get to our hotel. Eventually we got a Jet2 rep to show us where the Monarch desk was to find out the number of our bus. At no time did any correspondence from Monarch (or indeed Thomas Cook, our original booking agents, who placed us with Monarch) give any instructions about procedure upon arrival at the airport. I feel that this is an area that needs attention, I feel that Thomas Cook took our holiday booking, placed us with Monarch, and then washed their hands of us and took no further part in our holiday, the same applies to Monarch.

Route: Manchester to Palma

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "They nickel and dime you"

Review: Abu Dhabi to Riyadh. I reserved a flight and picked aisle seats on Etihad weeks in advance. Sometime thereafter, they changed my seats to a middle seat and did not inform me at all. I only found out when I went to check in online, and when I changed to a different seat, they CHARGED ME AGAIN for the new seat! Another \$30 USD for correcting their mistake! I complained on their web site, but only got a canned response of "seat fees are not refundable." Horrible service. They nickel and dime you and don't care about you after you've paid. Will never fly them again.

Route: Abu Dhabi to Riyadh

Seat Type: Economy Class

Traveller Type: Business

Airline: Ethiopian Airlines

Title: "told to stand at the counter and wait for 15 minutes"

Review: Got a bunch of emails for upgrades, then couldn't finish my online check-in due to system errors. After the personal check-in was told to stand at the counter and wait for 15 minutes only to be asked why I am standing there, I can go and board the plane. And on top heavily damaged a brand new Samsonite luggage bag.

Route: Oslo to Stockholm

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "probably just go back to United"

Review: Normally fly with United Airlines but decide to try SouthWest airlines since Military Fare discount when you call. So far United is better when it comes to boarding for military first. Military boards after A group on Southwest Airlines. I will probably just go back to United Airlines, unless United Airlines doesnt do military fare discount.

Route: Kansas City to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "we were allocated different seats"

Review: Information if you are travelling with children we are a family of 7 (5 adults and 2 children). We always prebooked and paid for our seats to ensure we sit together. Our outward flight to Palma was fine we sat in the seats booked, not so lucky on the way home. We were allocated different seats, 3 in the booked seats 3 moved 3 rows back and to our horror one of the children had been seated across the aisle inbetween two strangers. I queried this at the

check-in desk and was advised our seats had been changed by Monarch so we could not sit in the seats we had pre-booked and would need to contact them re the change. The most distressing thing about the re seating involved the lack of concern they had for childrens safety as they seated my grandson separate to other members of our family even though there are 5 adults he could have been with. With the cooperation of the other passengers we changed my grandsons seat so he was sat with his brother and a very distressed mother. I emailed them for an explanation as to why our seats were changed and a child separated from the family. Their first reply took 2 week and was a standard business reply with no explanationI then emailed back as I was not happy with the reply and again asked for an explanation. The second reply took 17 days and still they had no explanation as to why the seats were changed as it was not their policy to separate familys. I will never again travel on Monarch with children as I don't consider them a responsible airline.

Route: LBA to PMI

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "delayed for almost 3.5 hrs"

Review: Worst Indian airline you can ever fly with. No time management of flights. The flight which was supposed to depart at 22:55, took off at 2:15 next day. It was delayed for almost 3.5 hrs. The staff was very unprofessional and had no intention to help.

Route: Delhi to Ahmedabad

Seat Type: Economy Class

Traveller Type: Business

Airline: Malindo Air

Title: "One of the worst flights"

Review: Delhi to Bali via Kuala Lumpur. One of the worst flights i have ever been to. Upgraded to a business class with an amount of Rs 27,000 for two people. The seats were not reclining, the tv screen was not working. And to top it all no food was served even in business class. We were rather uncomfortable even after upgrading it to business. While coming back from bali to delhi, we took the economy seats only, n to my surprise i found out even the water is chargeable, forget the food. And seats were dirty, one of the two seats which we took, the screen was not working again. The economy class recliner was also not working. Worst experience. Would never recommend anyone to fly from malindo air.

Route: Delhi to Bali via Kuala Lumpur

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "changed our flight without notice"

Review: Airline changed our flight without notice, they can't help you in Montevideo to solve the problem because of the system. I bought another ticket from another company to return home.

Route: Atlanta to Montevideo via Panama

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "terrible in terms of consistency"

Review: Kuala Lumpur to Singapore with Jetstar Asia. Absolutely terrible in terms of consistency. Also encountered a one hour delay flying from Singapore to Malaysia. If you value your time, please fly with another airline as two out of two times I encountered a one hour plus delay. They really need to step up their game. Whether your flight is delayed is just a coin flip.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "The staff was wonderful"

Review: The staff was wonderful. My luggage was lost on my return flight but arrived at my home in Pennsylvania. I received a call from Copenhagen. Everyone was so nice. The US staff was terrible in Baltimore when I arrived. Such a disappointment but nothing to do with Icelandair. My only complaint is that there was not enough air on the plane. The sun was on my side of the plane and heat was radiating thru the blind. I could not lay my head against the window because it was so hot. I am Closer to Harrisburg airport but chose to drive over an hour to Baltimore just so I could fly Icelandair! I will do it again!

Route: Baltimore to Copenhagen via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: "Captain and crew were very informative"

Review: Overall my flight with TUI was great. Captain and crew were very informative and friendly and had a comfortable flight to Gran Canaria. I sat on seat 17a which I picked and the seat was reasonably comfortable for a 4 hour flight and this flight was meant to be on 737-800 and for a picky person into aviation this was a huge bonus as we were given TVs. Food and drink was offered however I got myself a Burger King prior to the flight however I did get a Diet Coke on the flight - forgot the price. We landed in quite hard and my favourite bit - the airport. Getting through the first part of immigration was fast and easy but when we had to joint the vaccination/covid test line which had 2 desks and 4 flights that was terrible. Then the baggage we had to wait almost 2 hours for due to a mix up made us even more tired

and stressed. Anyway the general flight was great and I praise TUI and their crew.

Route: Birmingham to Las Palmas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ITA Airways

Title: "most appalling customer service"

Review: Appalling from the time we booked are seats. We paid extra for seats with additional leg room and specific seats numbers - we did not get due to a change of aircraft the oldest aircraft I have ever seen. Spoke with customer service before the flight and was told to speak to the person on the check-in desk in regards to a seat change to honour the extra money we had paid. The check-in person was not able to help, but assured us that we would get a refund if we just sent a ITA Airways and email attaching or tickets. We have done this however to date after 30 emails ITA Airways will not honour the refund. The most appalling customer service I have ever received. The plant was very basic and looked like it should be retired. Never will I fly with them again!

Route: Paris to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "barely have any complaints"

Review: Bangkok to Rome via Kuwait City. First time travelling with Kuwait Airways and barely have any complaints. Luggage drop/check in fast and smooth, normal (not incredibly organized) boarding. When it comes to the flights, much more leg space than what you usually get on other aircraft and everything was new. Big screen , not the widest western movie selection but you may find 4/5 movies that you'd like to watch. Food more than decent (good salmon quiche also), plentiful and fruit and veggie tasted fresh. Kind -and really pretty hostesses,I'm a girl and can add that on top! Only given

a blanket, face mask and handcuffs. No problem with the luggages. The airport in Kuwait deserves mention: free wifi and free lounge with the comfiest recliner chairs and snacks for economy travelers. Add on top of this (and actually in the first place) a really competitive fare! Would gladly choose again!

Route: Bangkok to Rome via Kuwait City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "positive and very well mannered"

Review: I was on flight G9291 Sharja to Tbilisi flight on 16/4/2023. I found that cabin staff Alexandra was positive and very well mannered. She was managing everything perfectly and it was a great pleasure to watch her go about her work.

Route: Mumbai to Tbilisi via Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "Children under 5 in sleeper cabin"

Review: Children under 5 in a sleeper cabin? Fortunately the mother was very attentive to her children's needs however the half dozen times they did get upset and cry was enough to wake us each time rendering the choice of a sleeper cabin redundant and had we been informed of this we would have chosen a hot seat saving 600 each. Also attitude of attendants was the worst we have experienced.

Route: Kuala Lumpur to Melbourne

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "This is the worst airline"

Review: Kuala Lumpur to Lahore. This is the worst airline I have ever encountered. They cancelled my flight without any notice and it's been more than 1 month, they still won't refund my money. Contacting customer care is useless because they never give a reply other than "your issue has been forwarded to the relevant departments" more than MYR 1000 and they have eaten all my money. I have no idea why such a fraudulent airline is still allowed to operate. I searched on Google for a feedback number since they are extremely efficient on email and I found more customers whose flights had been cancelled by Malindo and the airline has not reimbursed them and some flights had been cancelled 3 months ago and efficient* and concerned Malindo won't give the money back.

Route: Kuala Lumpur to Lahore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "I strongly recommend Aeroflot"

Review: Paris to Phuket via Moscow, economy class, Dec 4th 2019. Frequent Flyer with Aeroflot for nearly 3 years now, all I can say is that I'm fully satisfied with them. Swift priority check-in and security check in Paris via dedicated lanes for Frequent Flyers. Lounge access. Fly Attendants very welcoming, helpful and genuine. Space + seat (front row) and economy seat with good width (18') and pitch (32') - Aeroflot is one of the very few Airlines to still give 18 inches width (most nowadays give 17" or less). Moscow Airport is quite good, the various lounges for Frequent Flyers / business passengers are really excellent. Arrived on time and relaxed to Phuket. Had only once in 3 years a delayed luggage (was delivered 48 hours latter to my door in Paris, free of charge to me). Overall an excellent Airline and I strongly recommend Aeroflot.

Route: Paris to Phuket via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "professional and pleasant"

Review: Red eye flight from Kuala Lumpur to Perth on 17 April. The flight leaves at 0005 and arrives into Perth at 0530. Boarding was shambolic as there was one lady in charge up front and she spoke fast and her speech was so unclear that nobody understood her and everyone just got up and boarded anyway. It was storming before takeoff so we waited on the tarmac after boarding in the middle of a thunderstorm. The flat seat was comfortable and they provide a duvet and a large pillow for sleep. You are given a small complimentary bottle of water and a tablet with noise cancelling headphones. The tablet is loaded with a limited number of movies and TV shows and lasts about 4 hours. I don't understand why they serve you food at 0030 (I was not given a choice, just handed a tray of food) after takeoff instead of serving it before landing. The cabin crew were very professional and pleasant but boarding announcements were appalling as the purser was a Japanese man and although no fault of his, his accent could not be understood by virtually anyone on the aircraft. Quizzical looks all around! All in all, they were punctual, efficient and pleasant. One drawback. They turn on the lights about an hour before landing when we easily could have had an extra 30 minutes of sleep. Points to improve: your staff need elocution lessons on clear speech.

Route: Kuala Lumpur to Perth

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "a great lower cost option"

Review: Virgin America was a great airline to fly. The crew was helpful, the plane was clean and the seats were pretty comfortable for the 3 or so hour flight to Orlando. I really liked the plane, the interior decor was great and I really like how you can order food from your seat, and drinks are free! Just a great lower cost option to fly!

Route: LAX to MCO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "a recommendable airline"

Review: Seoul to Shanghai. At the boarding gate airline members carried out an accurate weight and size-inspection of carry on luggage. Seats were comfortable enough for this 2-hour-flight. In flight entertainment selection is mediocre. Flight attendants are very strict with drinks being brought into the cabin. I carried a beverage which I bought in the departure hall, when they caught me sipping at it they requested me to give it up and started making a fuss over it. Meals were served during the short flight, quality was acceptable. Considering the bargain ticket a recommendable airline.

Route: Seoul to Shanghai

Seat Type: Economy Class

Traveller Type: Business

Airline: EVA Air

Title: "flight attendants just disappeared"

Review: Chicago to Taipei. While EVA deserves its reputation as a top airline, my most recent experience with EVA was not my best. During my 6/2019 flight from ORD to TPE, I had to call for a Flight Attendant 3 times for a beverage before an attendant came over. The flight attendants just disappeared after the first meal, that often happens on USA airlines, but I have never experienced that on EVA before. Another note: the plane was just a bit too warm to sleep well. I have requested to lower the temp on other EVA flights and usually, FAs do lower it a bit, but this time, my fault, I just too dispirited to ask, and I will dress more lightly on the return. My TPE to ORD return trip this week was canceled due to the ongoing EVA flight attendant strike that began 6-20-19. After I received email notification my return flight was

canceled, I waited in a queue overnight at TPE airport 10 hours trying to rebook, I was #1131 of 1375. I was grateful EVA kept the ticketing desk open all night for those of us who were waiting, however, the six EVA agents stationed in front of the queue doing nothing productive but chatting with each other could have been better utilized at the ticket desk assisting customers to find alternative flights and lessening the waiting time. After 10 hours of waiting, I was assisted and offered different options for my return flight to the US. The agents were mostly helpful but seemed annoyed when I refused their initial offer of return flights with no seat assignment or were a lesser booking class than my original ticket. In the end, EVA agents were able to rebook/reroute me on a return flight with one stop. I will likely continue to fly EVA routes when there is a choice, however, given my experience with EVA this time, when I next book a flight, I will look at all flights options instead of EVA first.

Route: Chicago to Taipei

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "the worst airline ever"

Review: Kochi to London via Kuwait. Kuwait Airways is the worst airline ever. First flight delayed and missed the connection flight from Kuwait. Our trip got delayed by 24 hours delay. Hundreds of passengers with similar delays simply being dumped into the airport hotel. Extremely rude behaviour from the ground staff. No apologies offered on both the trips. One of the staff even told us "nobody forced you to book Kuwait Airways". Don't know why and how such a terrible airline exist. Literally taking the passengers for a ride. Do not fly Kuwait Airways. Simply avoid.

Route: Kochi to London via Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "worst customer service"

Review: The worst customer service I have ever dealt with. They lost my bag but the worst part started after that. No news about where is my bag - 30 days have passed. No one helps. No one read emails. No one picks up the phone. No one responds to the reports filed (3 filed so far).

Route: Chicago to Copenhagen via Helsinki

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomson Airways

Title: "I would recommend it"

Review: Birmingham to Bridgetown with Thomson Airways. Journey out very good. Comfortable seats, we were in the 3rd row. Drinks were offered often, and lunch and tea were fine. Cabin staff were attentive and cheerful. Films etc were fine and flight went smoothly and was on time. Journey back was not the same. The cabin staff were ok but very scruffy uniform appearance. There was spilt water or condensation on galley floor and no staff effort to mop it up. The dinner meal was good but breakfast possibly the worst I have had, with undercooked bacon and sausage. I found the B787 pressurisation makes a difference and the mood lighting is good. The cabin is light, tall, and airy. Overall I would recommend it but some cabin crew need extra customer care training and pride in the job.

Route: BHX to BGI

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "I had no issue whatsoever"

Review: Had two great flights and great experience from start to finish. Agent in Asheville on 6/19 was very friendly. No-frills flight was as expected, a no-frills flight from point A to point B. Return trip 6/26 was the same. Apparently,

unbeknownst to me, there was a seating issue. Manuel and Jaelynn at Punta Gorda fixed without issue. They were friendly, kind, helpful and very respectful. Not sure why so many negative reviews online. I had no issue whatsoever.

Route: Asheville to Punta Gorda

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Shandong Airlines

Title: "stay away from this company"

Review: Guangzhou to Shanghai. A bad airline at the level of the third world. Flight was delayed without explanation for passengers for more than two and a half hours. No information was given. It was also not known how long the flight would be delayed. We had to make a follow-up flight, because of the lack of information we could not call and announce when it was coming. According to the IATA Regulations, the airline must assist in the event of a delay. The flight itself was in an old-fashioned old-fashioned airplane, broken chairs, uneven, and tattered. A ridiculous meal that even on an internal cabin flight was a better meal. Of course, the company did not apologize to the passengers for the back, did not provide a team to deal with the consequences of the rear, and completely ignored the passengers and the damage caused them. This is the first and last time I fly with them and recommend that everyone stay away from this company.

Route: Guangzhou to Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Olympic Air

Title: "smiling and courteous cabin crew"

Review: Efficient and polite check-in at Athens Airport, buses used to access aircraft for boarding. Greeted at aircraft door by smiling and courteous cabin crew who tried to keep order when passengers were finding their seats but the problem was that people were not listening to crew instructions and were not maintaining social distance. Many were

British tourists I'm sorry to say. Very short flight, just 20 minutes and we landed early. Polite goodbye from crew. Nice flight.

Route: Athens to Mykonos

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "Kind and helpful on-board staff"

Review: The flight left on time from Venice and arrived on time. Kind and helpful on-board staff. The return trip was also ok and on time. The aircraft was clean and welcoming. A great trip to a special destination such as Lourdes!

Route: Venice to Lourdes

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "they never answer"

Review: Guadalajara to Las Vegas. 27th March 2020 I booked a trip to Guadalajara from Las Vegas on March 1st, 2020. Leaving Las Vegas on March 28th 2020. And due to availability, I had to book with Interjet for my way back home. I had booked a flight from Guadalajara to Las Vegas to fly out on the 2nd of April of 2020. I have been trying to reach Interjet, and they never answer their phone. Due to the Corona Virus, I was advised by my primary physician not to travel outside of the US, I been calling Interjet to change it and they never answer. I went online to change my flight to another date and they referred me to customer service to change it. Interjet will not let us change our date or cancel our flight. I have been calling several times and they never answer. The call gets disconnected within a few seconds. This is frustrating.

Route: Guadalajara to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "horrible customer service"

Review: Montreal to Cancun. It was my first time booking with this airline. The plane was nice and the service on board was ok. During my trip, I got a notification they had canceled my return flight so I, therefore, began to call them to book a new return flight. I spent hours on hold and wasn't able to reach anyone. We finally paid and booked a return flight with another company. Once I returned home I called them everyday and spent hours on hold. When I finally reach someone they kept transferring me back and forth to different employees. None who could help me since they never transferred me to the right department. I will never book with them again and please take my advice its not worth it. They have horrible customer service!

Route: Montreal to Cancun

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "hopeless checkin process"

Review: Athens to Naxos. Absolutely hopeless checkin process. It is out sourced to 3rd party who do 10+ other airlines. Result is hundreds of passengers trying to get thru 4 desks. If you are Greek & shout & push your way to the front you catch your flight maybe. Everyone else is left in the queue. Miss your flight, go buy another ticket for the next flight! Avoid this scam!

Route: Athens to Naxos

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "This airline is a nightmare"

Review: This airline is a nightmare. My brother booked a flight, paid for it, got an email the morning of to check in and then got to the airport and there was no flight and no one to help him. We were unable to do anything other than Whatsapp the airline help desk (no phone number no email) which was a bot. Never using play again. I recommend staying far far away from them.

Route: Baltimore to London via Keflavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aegean Airlines

Title: "we still have no luggage"

Review: Worst experience Ive ever had flying. Lost bags on the flight from Athens to Rome. Its been about a week now and we still have no luggage. Its cost us money, time and stress and Aegean dont reply to emails or answer phones to update us.

Route: Mykonos to Rome via Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "We were very pleasantly surprised"

Review: We were very pleasantly surprised with our experience in Premium. We normally fly Premium Economy on British Airways and this was a far better experience the plane was lovely and new and the crew were much friendlier.

The premium experience on board is good, nice to have additional space and a private section of the cabin and the crew were generous with drinks. The food was fine and we were pleased to be served two hot meals on the way out. Our checked bags came off very promptly at both ends the Premium labels did seem to make a difference. The only slight negative was that our flight left Gatwick late afternoon and the Premium check in line took longer than the normal one as they seemed to give priority to those checking in for next mornings flights. Strange, but didnt spoil the overall experience.

Route: London Gatwick to Goa

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "staff were friendly"

Review: Flew Jetstar Pacific from Hanoi to Ho Chi Minh. Got an email a week prior to flight saying that it had been rescheduled to half an hour earlier than the original time. Check in was easy, plane took off a little late (pretty much the original booked time) and the staff were friendly. Reminded me of easyJet in the UK, no problems and cheap. Also got assigned the extra leg room seats - probably because all 4 of us were tall - and we didn't even have to ask.

Route: HAN to SGN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Buta Airways

Title: "Everything went smoothly here"

Review: Tbilisi to Baku. Everything went smoothly here. Boarding was quick and on time. We were pushed back on time, which also meant the flight left on time. It was only a short hop of 55mins. I will see how they are again when I fly 3 hours plus on my next flight. Overall No issues. Airline very smooth and would recommend.

Route: Tbilisi to Baku

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "matter related to Coronavirus"

Review: No meaningful customer service, no reasonable accommodations for matter related to Coronavirus. Took hours to get anyone on phone (hung up on rather than connected 4 times), agent knew nothing, website unclear This is a discount operation in every meaningful way related to interfacing with the airline.

Route: Boston to Barcelona via London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "never come back with blanket"

Review: My flight from Tbilisi to Bangkok via Almaty on 15-16APR. I wasn't sure what's wrong with inflight service for sector ALA to BKK. My friend and I have asked crew for blanket as it's very cool and we were unable to adjust the temperature due to the type of the aircraft which didn't have the option on the compartment. She was providing blanket to passengers and when she reached my row/seat, she said that Women/Children first. Her tone/sound eye contact was very rude. Is this policy to provide blanket to women and children first? I don't mind if I get after, but I didn't get it. I doubt that Women/children paid more expensive ticket? However, I also paid for the ticket. I was taking free flight. We were waiting until she provided blanket to all women and children. However, she has never come back with blanket to us. My woman friend sitting behind has offered her blanket to me as I was so cool and freezing. Have sent this comment to the airline and they apologized but not response or clarify from what I doubt/questions. In addition, drink hasn't served even water in the morning before landing at Bangkok. I asked for water, but the crew said I am busy with collecting blanket

and never come back to us.

Route: Tbilisi to Bangkok via Almaty

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Eagle

Title: "Very great experience"

Review: Very great experience. Will 100% fly again. Comfort was great, loved the free food and snacks. Also crew was very nice and always tried to help me whenever I needed help.

Route: Chicago to Atlanta

Seat Type: First Class

Traveller Type: Family Leisure

Airline: US Airways

Title: US Airways customer review

Review: This was the most horrible experience. We were trying to leave BWI, when we got a phone call saying we were an hour delayed. Okay, it happens. Someone from the airline was checking the people with connecting flights to make sure they could still make it, he said we "should" make it. Well, we had a gut feeling "should" wasn't enough so we went to another counter. They said we would have to change our flight because we would only have 4 minutes to make it to a gate on the other side of the airport before the flight departed. We wouldn't have eaten calmly and taken our time to do things if we were told that to begin with! So they tell me we will have to stay an extra 5 hours sitting at the airport to our connecting flight or that we would have to pay for a hotel and stay the night in Charlotte, they wouldn't pay, but regardless I had to be in Charleston that night. So I asked to be refunded because it was not sounding like great options. There was a sweet lady that helped us and told us to let the flight attendant know we had to make our earlier flight as soon as we landed. However when we got onto the plane about 2 hours later, they delayed us another 30 minutes

because of traffic. We wanted to leave, I would make it driving down south faster than flying (and a lot cheaper), but a nice lady on the plane saw how upset we were and helped calm us down. She then explained that we wouldn't be able to make it to our earlier flight, but that we could ask the help desk to get us seats on the 10:30 flight, or have the airline pay for our hotel to leave the next morning because the delay was due to "maintenance" issues. We had no choice so she met us as we landed and tried to help us find an airport nearby our original location for a friend to pick us up at. Her shift was over and was beyond sweet for helping us for so long. She actually found us a flight leaving 15 minutes after we landed but they wouldn't have been able to deliver our luggage. So we took the seats on the 10:30 flight and of course without sitting together (I get anxious so I always need someone, so my fiancé and I were upset). We sat there and of course, they say they have to change a tire that would take a bother 30 minutes. That whole trip ended up totaling 11 hours after delays, maintenance, and layover. The worst \$700 spent for a mediocre travel that could have been avoided if they had their act together.

Route: Baltimore to Charleston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "website is not clear"

Review: Port Elizabeth to Johannesburg. There are hidden cost when you fly with FlySafair. The website is not clear about additional costs such as luggage, what is included, or what is excluded.

Route: Port Elizabeth to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "ignores the facts when they are wrong"

Review: Virgin Australia seems to be a company based on greed. A company that ignores the facts when they are wrong, treat loyal customers of many years terribly, that simply seem unequipped to handle their mistakes, is a company that both unethical and greedy. On this flight I was in the lounge, as is usual, the flight was delayed by 40 minutes. When they called for boarding the delayed flight I went to the gate to be told it was closed. When it was called we used the toilet then went straight to the gate. Put simply the time that the flight was called with the time it took to walk to gate was not enough. Returning the lounge I was told, in the most awful manner, I had to leave and re enter (rudel) and then charged \$300 for the next flight for myself and my employee. I followed up with customer service. They sent an email that completely ignored the situation and told me that you should get the flight 30 min before departure. What is the point of the lounge calling the flight if it isn't correct. Beyond that the customer service completely ignored the actual situation and just told me rules that didnt apply to the situation. I am transitioning over to another airline now but be warned. On the surface they seems very approachable but in reality they are crooked, greedy and backward in their approach to the customers. Cursing feels more suited to the situation but this review will have to do.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Dragon

Title: "polite, cheerful cabin crews"

Review: Hong Kong to Kuala Lumpur. My first time boarding this airline. Very friendly, polite, cheerful cabin crews and excellent service. Food and beverages is very good and actually better than their sister airline Cathay Pacific. Will definitely recommend them to other travellers. Will fly them again in future.

Route: Hong Kong to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "I'll never use Flair in future"

Review: I was shopping for flight from Toronto to Calgary, Flair came up with a price that's \$40 cheaper than air Canada. Then the ripoff started on every step: * They charged \$62 to check in my carry on, which is free with Air Canada. Then they charged another \$62 for the same carry on for my return trip, that's a total of \$124 for a small carry on bag. Then at the on line boarding, they charged another \$16 to select the standard seat (just the standard one, the front seat is \$50), and I ended up paying \$120 more, and that was \$80 more expensive than Air Canada. If I know about these additional rip offs with Flair upfront, I would never have chosen it. I'll never use Flair in future.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Business

Airline: Volotea

Title: "check-in to cost an extra 30 per person"

Review: They will rip you off left and right for nothing! No way is it acceptable for check-in to cost an extra 30 per person! Unbelievable, basically paid for air.

Route: Mykonos to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Azerbaijan Airlines

Title: "airline is one of the worst"

Review: Baku to Dubai. This airline is one of the worst in the world. They ruined the New Year holiday for our family. Our daughter was supposed to fly as an unaccompanied minor, she flew like this in August, so we knew the procedure. In August we arranged everything through our travel agent. This time they changed their rules, and didn't allow our

agent to do everything, saying that her parents needed to be in Baku in person. A question, if her parents are in Baku in person why would we want to arrange the unaccompanied minor service? A very incompetent staff, I was on the phone with them since 10 o'clock in the morning until 5 in the afternoon, and not one could list me all the documents required. I've spoken to 6 different representatives and all 6 gave me different information. At the end of the day, we had to cancel her trip, because it seems impossible to obtain whatsoever information from the staff. Very rude, incompetent, not caring staff. Absolutely useless, only thinking about the company, and not caring about their clients at all. Before we also had very bad service from the air stewards, but this time they outperformed themselves. No rules, no clear procedures, nothing. Be careful, and do not fly with them! Also be careful when you do the online booking, or book the premium seats, because you will not have those, and there will not even be a booking of those! You will never be able to prove anything to them, they do not care about anything.

Route: Baku to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "experience was not pleasant"

Review: Denpasar to Jakarta. I picked Lion Air because it was the cheapest of all budget airlines (compared to Air Asia, Citilink, etc). The flight was delayed by 1.5 hour and another 30 minutes delay on flight. Apparently this is a regular thing to happen according to my other flight. The onboard experience was not pleasant. The seatbelt that I have was broken so it couldnt lock, which is very dangerous. The washroom is not well taken care of. The toilet seat was broken and the soap container was extremely dirty. The flight attendant are ok. The seats are ok. There werent any in flight entertainment, only the security procedure pamphlet (if you can find it entertaining, thats good) For the price difference of 20 dollar, it was not worth the flight. So I would rather choose other better budget airlines.

Route: Denpasar to Jakarta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Virgin America

Title: " my first and last experience"

Review: I scheduled a Virgin America flight from San Diego to San Francisco the day before it was supposed to take off. The next day, 2.5 hours before my flight I got an email that said the entire flight was cancelled. I made the reservation only the night before - how could the entire flight be cancelled?! It was my first experience with Virgin American and also my last.

Route: SAN to SFO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Italy

Title: "online check in didnt work"

Review: Milan to Moscow. Worst services ever. Their online check in didnt work for me. Tried to pay online for the bag couldnt do it as well. At the airport paid 50 Euros, instead of 25 online. Said that if I wont pay I wont fly.

Route: Milan to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "worst experience ever"

Review: Cairo to Barcelona. Worst airline - after waiting for 3 hours was told that our flights was cancelled due to technical reasons. Which I understand, however staff are not helpful at all. We need to keep on asking about whats gonna happen. We waited For nearly 4 hours before they make a plan. No communication between staff. Some staff

rude and unapproachable. Really a bad experience. We booked for Turkish airlines but because of code sharing we end up with Egyptair and worst experience ever. We ended losing 1 day in Barcelona and our accommodation. Also they have inflight entertainment but you cannot use it as they don't provide headsets.

Route: Cairo to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "really a bad experience"

Review: I will not recommend this airline to anyone. It seems no one wants to take accountability for anything. The ground staff was good but they input the TSA PRE CHECK was put in wrong so even though it said TSA precheck on my boarding pass but they did not allow me. Since the Airline was a partner of United we purchased our tickets with United Card so at least 1 bag can be checked in for free but no that does not work I had to pay \$35 for the checked bag. When I returned to Orlando the bags took more than 1 hour to be on the belt so all the passengers were waiting for their bags. This was really a bad experience.

Route: Orlando to Huntsville

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "Will not recommend to anyone"

Review: They delayed our flight 5 times. Then they decided to just straight up cancel the whole flight and reschedule it for the next day. It would be understandable if the weather did not permit a safe flight. But the weather was amazing...clear skies...low wind...it was a beautiful sunny day. We attempted to get a refund for our all inclusive hotel that was already paid for because the deadline to cancel for a refund had already passed. We submitted pictures of our

expenses via email and explained that the cancellation on their part was not weather related. Their response.....our policy states that we do not reimburse for the loss a hotel room due to a cancelled flight. The flight attendant on flight 558 was absolutely horrible!!! Yelling at women and children trying to use the bathroom before the flight was scheduled to depart. Arguing with senior citizens and just yelling.....do not argue with me! Horrible first experience on this flight. Will not recommend to anyone.

Route: Cancun to Harlingen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "Just sloppy all around"

Review: Employees were nice but this flight was a nightmare. 3 hours stuck on tarmac in Birmingham 2 of them waiting for fuel. Layover in Atlanta was worse. Unprofessional 100% didn't have water or food . Don't think I'll fly Delta again. Just sloppy all around.

Route: San Jose to Tampa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "staff tired, stern, no smiles"

Review: Vienna to Belgrade. Never fly with Air Serbia, even if they give you free ticket. We flew to Belgrade on Air Serbia flight JU601 on Sep 11. Flight attendants looked as if they had number of sleepless nights prior to this flight. Tired, stern, no smiles. Extremely cold air blew onto us. There was no way for us to adjust the flow. when I asked if something can be done, I just got unpleasant stare, and not a single word. Still have pain in my ear after two days. Upon arrival, we realized that our bags were missing. Filed a claim immediately. Staff at the Baggage claim were

unprofessional and disorganized. The following was the answer to my question about contacting someone at the call center number provided on the claim form : You can try, but nobody has answered on that line in the last several months. How is this possible? Yes, it is. After two days of trying, we are still to hear someone answer. We sent many emails as well, no replies, no acknowledgment. Went back to the airport morning of Sep 13, were informed that one of our bags will arrive on the evening flight from Vienna, JU605. Went to the airport again in the evening. We were told that our bag was probably not loaded onto flight. Probably? What does that mean? The baggage hall was full of delayed bags It looked very chaotic. We are losing hope that our bags will ever be found. In the chaos that is Belgrade airport is, anyones bag can easily be stolen. If you have any respect for yourself, for your time and money, do not fly on Air Serbia!

Route: Vienna to Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sriwijaya Air

Title: "totally useless"

Review: Jakarta to Denpasar. Late due incoming. Being in the industry this is an excuse for every flight of the day running late and progressively getting later. It is the hallmark of an airline that is typical of the bottom feeder that is Sriwijaya; totally inadequate to operate. CGK - DPS, 3 hour delay incoming. DPS - CGK 2.5 hour delay incoming. Would not fly this airline, and I use the term loosely, ever again. Rumours of their impending bankruptcy is now generally accepted as only a matter of time and now can confirm why. Totally useless!

Route: Jakarta to Denpasar

Seat Type: Economy Class

Traveller Type: Business

Airline: TAP Portugal

Title: "it is looking more and more like a low cost company"

Review: Poor boarding planning. Most passengers were allowed to board carry on luggage, only the last passengers that had reserved seats at the front of the plane and were last to board were asked to leave luggage behind. Passengers were unhappy and when entering the plane we could verify that there were plenty of room available at the overhead compartments. Safety on board was not properly verified. There was one passenger traveling with a big package (painting?) in front of her legs (photo attached). The strict control of the 12 kgs per passenger is absurd and not in line with competition. It is also not enforced in an equal manner, not everyone is forced to pay excess luggage. When possible will avoid flying TAP in the future. Unpredictable application of rules would be the main reason. We never know what will happen. I travel for work and would like some more predictability. I say that with some pain because it is my flag company. Unfortunately it is looking more and more like a low cost company.

Route: Brussels to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: Spirit Airlines

Title: "never fly this airline again"

Review: I will never fly this airline again. I had a death in the family and I called customer service in order to credit my ticket to a future flight. I called first to move my flight and was told that they could not move the flight to the date to a future date and they did not fly to the destination where the Funeral was. They never issued a credit but was told they was a possibility to help because of the death of a family member and I could forgo the chat feature in the App. Yes, I was speaking with someone that told me to text someone else through the app. Thats what I call great customer service. So, I did. During the text chat I explained the death of my family member and they gave their condolences and ask me to send over either a link to the Obituary, the actual Obituary, a death certificate or a doctors note. The one I sent was the link to the obituary since the others would take time. It took all of 30 seconds to tell me that I did not meet the policy. I didnt understand and I asked what did the mean? They said that I bought the ticket after he had died and I explained that I had not yet received word that my family member had died and I was out of the country when I made the reservation and got the word the following morning. Needless to say I didnt have the patience to text back and forth and

explain myself and I asked again can I just receive a credit, im not trying to get away with anything, I just want to go to a funeral. So, instead of wasting the dollars that I had spent to go to waste. I decided to fly through MCO and fly to my final destination, where the funeral was. I confirmed my flight and checked in and headed to the airport while reading what I can take onboard with me as a personal item. I have a over night carry on briefcase. On the website it strictly dictates backpack, briefcase, purses, etc; as I walk into the area at the FLL security checkpoint. I am stopped and asked to fit my bag in a make shift square which fit but the wheels prevented the bag going clean through meanwhile there were backpacks people were carrying twice the size of my briefcase. I really dont get this policy if you cannot enforce all sizes of back fitting in that same square. I paid the \$89 bag fee to fly onto my next connecting flight to my final destination to make it to the funeral which really is tomorrow but again because Spirit Airlines has no soul and a terrible policy in the event of a family members death.

Route: Ft Lauderdale to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "horrible service, horrible system"

Review: The absolute worst airline I have ever dealt with. First my flight gets delayed an hour. No big deal, then another hour, then another. Then it gets cancelled. I never got an email saying it was cancelled, they just verbally told us. I also never saw my flight on the departure board in the airport. I along with the rest of the flight stand in a like for approximately 2 hours. They did provide hotel and transportation if needed. I get an email saying my flight was rebooked to 8pm the next night, although there was a flight at 7am the next morning. I get it switched to the 7am flight. I get a taxi service provided by Lynx, it has my flight written on it so the driver had proof I can use the ticket. I go to my place, sleep for 2 hours, then come back for 5am (2 hours before my flight for domestic) I get in the line for the Lynx desk so I can pay for a tag for my carry on (83\$). I tried to do it online but it would not let me so I was hoping they would charge me the online rate but they did not. They charged me before my boarding pass was printed so I lost 83\$! My boarding pass would not print and the agent didnt understand why. She looks at my boarding pass and I am on the flight for 8pm! After

I stood in line and got my flight changed to 7am! They said I had to call Lynx at 7am. Thankfully the flight was already delayed 2 hours so I would have time to call them and switch it. I called right at 7am and the line was busy, I called a total of 25 times and the line was constantly busy. It tells you to stay on the line to talk to an agent and right after that message, it hangs up on you. I went up to the desk and asked if they are able to help call and give me assistance as I didnt want to keep being hung up on and the flight was leaving in an hour and a half! I was never able to get through to someone on the phone, had to end up booking a new flight with Air Canada as I couldnt sit in the airport for another 12 hours with no food and sleep. I would give Lynx a 1/10 as they provided hotel and transportation if needed. Other than that, horrible service, horrible system, rude agents, not organized at all. Never again will I be spending my money toward this airline!

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "the service was very good"

Review: Flew Air Arabia from Sharjah to Muscat (and back to Sharjah) as part of a visa run (UAE visa change). Really liked the cabin crew and on-board experience. Cabin crew were very well presented. A lot of the passengers were non-English speakers and I noticed the cabin crew were very polite and treated all of them with dignity and respect to help show them to their seats and put away their cabin bags. Plane was new, seats were clean and plane had a free-Wifi network streaming movie/TV programme (they called it SkyTime) which I used via my smartphone - it was fast. Bought snacks and coffee on board - nothing special but the service was very good. I am an experienced traveller and I really liked this airline and their onboard experience. I would fly with them again.

Route: Sharjah to Muscat

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Berlin

Title: "won't recommend to anyone"

Review: Flight from Berlin to Paris was delayed 1.30 hour. I only received a bottle of water and 2 cheap biscuits as compensation although I missed my last train and therefore had to pay 50 for a cab. First time I booked Air Berlin but won't recommend to anyone.

Route: Berlin to Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: Arik Air

Title: "sat there for another 4 hrs"

Review: By far one of the worst experiences I have had flying out of the country. They were supposed to take me from JFK to Lagos and then to Liberia, it almost seems impossible for them. After a 12 hours layover in New York, when it came time to board, they were late checking their passengers in and then when we got to gate we sat there for another 4 hrs before they told us to line up for boarding. We waited another hour and they proceed to tell us that the flight was going to be delayed for an hour, 45 mins later we were told they were having technical issues that could last for hours. If you ever going to west Africa, Arik Air is not the airline.

Route: JFK to ROB

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "Both of my bags are sitting in Vienna"

Review: The airline did not transfer my bags from the Vienna leg of my trip. When I arrived at LAX my bag was not on

the plane. There were at least 20-30 other people on my flight that did not receive their bags. I was unable to obtain my bag to recheck it onto my domestic flight for the final leg with United Airlines. Since my final leg was with United I could not file a claim with Austrian Airlines. Both of my bags are sitting in Vienna. I am on day six with no bags and no word, despite completing the required claims forms. This is ridiculous. I was in Europe for six weeks and nearly all my clothes are in those bags. The airline is simply not doing what it should be doing to ensure passenger bags are delivered. They are either over-committed on their flights or severely understaffed, either way, the airline obviously does not care about getting bags delivered on time when people depend on them. I would recommend NOT using Austrian Airlines or their affiliate Lufthansa if you want your bags to accompany you on your trip. On a side note, my bags were delayed 8 days on my outbound trip. As an additional comment, the service on the plane was also substandard. The flight attendants were not friendly, appeared annoyed by their responsibilities, and the restrooms were filthy by mid-flight. I saw a flight attendant look inside one of the bathrooms curiously and with visible disgust, but no one ever cleaned it. The main meal was not bad but subsequent snacks and small meals were nothing more than a slice of meat and a slice of cheese on doughy bread.

Route: Krakow to Los Angeles via Vienna

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomas Cook Airlines

Title: "Overall not a pleasant flight"

Review: Manchester to Varadero, Cuba. Never used this airline before, but had no reason to think it would be any different to the many long haul flights we have taken over the years. Wrong! We had no idea we were flying with a long haul version of Ryanair. Nice clean plane, decent amount of leg room with rather uncomfortable seats. We had had to pay £25 each way to choose our seats or risk the real possibility of having to sit separately on a 10 hour flight, which had already added £100 to the cost of holiday. The overhead lockers are quite small, and the baggage allowance is a measly 20kg hold and 6kg hand luggage which is strictly adhered to. On the return journey we were 1.2kg overweight, and were charged £20 by the completely inflexible ground staff - no receipt given, and cash only payment. Have been

overweight by this trivial amount several times on other airlines, but have never ever been charged! Disgusting daylight robbery. On board we got settled in and once in the air the drinks trolley came. We were charged £2.80 for a cup of tea! I thought it was a joke , but everything was to pay for, at 10 times the cost of the supermarket (1.30 for a kit kat!) The only free drinks were a bottle of water on the outbound flight (none on the return) and the tea with the two meals, which was half the size of the one you had to buy. We also got a complimentary cornetto on the outbound flight, which was so small it was gone in two bites. The out meals were quite nice, coming back the breakfast consisted of a yoghurt and a cake, Who eats cake for breakfast? Turns out we do, because we are starving ! The headsets were free but poor quality, the entertainment was rubbish, unless you wanted to pay an extra £5 for a better choice of films etc. The cabin crew were pleasant enough if a little disinterested. Overall not a pleasant flight, and not only will we never use this airline again, we would not recommend it either.

Route: Manchester to Varadero

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Laudamotion

Title: "Had a bad experience"

Review: Bucharest to Vienna. Had a bad experience flying with this airline a month or two ago, but gave LM another chance. The dirt cheap tickets were a factor. Flight started boarding 45mins late, now stuck on the tarmac for 50 mins. On the flight to Bucharest the electronic booking system shut down. They had to check in everybody manually, which took ages. This airline is a joke.

Route: Bucharest to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "the overall experience was very poor"

Review: Apart from a very kind, helpful and polite cabin crew, the overall experience was very poor. The seats were very uncomfortable and rows too tight. The food was about the worse I have ever had on a long flight. No night set, no basic hygiene kit. A lot to improve compare to the top notch companies like Qatar Airways, Emirates, Etihad, Singapore Airlines, ANA, etc. Although the entertainment offer was satisfying, the screen was really slow.

Route: Zurich to Manila via Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "staff did absolute minimum only"

Review: Masks still have to be worn on board, that it getting a bit old. Felt that staff did absolute minimum only, much much interaction with guests. Needed assistance with luggage when boarding (accident), a flight attendant assisted, but I was on my own after landing, nobody cared. No free WiFi in business class Food was fine, good wheelchair service after landing in Abu Dhabi.

Route: Zurich to Abu Dhabi

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "super-narrow seats"

Review: Rome to New York. No legroom, super-narrow seats, truly awful food and indifferent flight attendants. Although, The contrast with our flight from JFK to PDX on Delta (also economy) was practically decadent in comparison.

Route: Rome to New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Oman Air

Title: "never met with such bad customer service"

Review: My family was supposed to fly in April 2020 to Muscat from Amman, Jordan on a short holiday trip. Covid struck, airports closed and I spend emailing back and forth with Oman Air for a good year requesting a refund. Their replies would come sometimes a month after I would write them and when it seemed I might just get refunded, I had ridiculous requests like submitting a photo of my expired bank card that I used to purchase the tickets and the like. Needless to say, I was never refunded, silence from Oman Air side for more than 4-5 months. I've never met with such bad customer service as Oman Air. I might still travel to Oman, but for sure I will never book Oman Air again.

Route: Amman to Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Transavia

Title: "Worst customer service"

Review: Worst customer service. I requested a refund for canceled tickets and i told them that the original account is closed. They said get us a paper that its closed so we can transfer to a new one, i did and then they transfered to the closed account anyways. They then asked for another paper and when i got it, they said we cant help we already transfered the money. First of all, no money has reached the closed account and now they want to do the same thing to me with another canceled flight. They have literally been the worst customer service i ever dealt with. I recommend everyone stay away from Transavia because they don't care about your money, they will rob you and then reply to your emails by ignoring you and ignoring everything you were talking about.

Route: Beirut to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aircalin

Title: "never fly again with this airline"

Review: Noumea to Fiji. We arrived at Noumea airport at 10 am to be told that our 1pm flight was cancelled due to ash cloud from Port Villa over Fiji. Other planes resumed flying at 10.20am. Aircalin had already cancelled our flight and had no re-scheduled flight? How can you cancel a flight before the scheduled time? We had to return the next day at our cost to be redirected to Brisbane and then to Fiji with a 9 hour wait in Brisbane. There were only 10 passengers on the original flight that was cancelled and not re-scheduled. Will never fly again with this airline.

Route: Noumea to Fiji

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Astana

Title: "weren't able to give me an answer"

Review: I'm replying back on Air Astana's response which been posted on 18th September 2018 : Air Astana's response: Let us highlight that the transfer counter in Beijing is not just an Air Astana or Cathay Dragon transfer counter. It is a general airport transfer counter for all airlines, and all transfer passengers wait there for the counter to be opened at 6am. Based on the report from our colleagues in Beijing, on arrival you were met by our staff, who checked your baggage tag and passport. After the transfer counter opened, you were provided with boarding pass on time and continued with your flight to Hong Kong. I asked so many times Air Astana representatives to recheck exactly this details about operation hours of transit counter in Beijing, they weren't able to give me an answer. Based on the report - "your colleague in Beijing met me and provided the boarding pass"?! Nobody met me at the transfer zone, the lady from the immigration desk saw i was crying and offered me the help, she wrote on a piece of paper details of my flight based on my ticket on my phone, the boarding pass i got only at the gate, couple minutes before it closed! My baggage was

founded by Cathay Dragon - yes, but when at the same day i called Air Astana representatives before my baggage been found and asked to check regarding my missing baggage, i got an answer over email only after 1 week. I have been a loyal customer of Air Astana over 11 years and instead of apologies, Air Astana representative try to look this case that it's my fault - its fault of Air Astana representatives. You cannot sell on your official website the tickets which have only 1H transit time, i believe you should recheck transit desks operating hours before you sell those connection flight or at least notify your clients about potential risk of missing the connecting flight, as flight arrive at 5AM transit desk open at 6AM next flight at 7AM. 2. I believe Air Astana representatives should have better knowledge about those details and when clients ask about transfer activities in the airport where will be connection flight, your rep. should be able to provide this info. I will not even bother to write all this post but its very affair that after 11 years using your airline I have been treated like this!

Route: Almaty to Hong Kong via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "could not stand it any longer"

Review: My family and friends (6 persons) bought on 13/4/2022 tickets to Vienna for Christmas 2022. We received confirmation from Austrian Airlines for Flight Athens - Vienna on 25/12/2022 at 14:55 Flight Vienna - Athens on 31/12/2022 at 22:05 On 23/12/2022 I tried to check-in online for the first flight but I received a reply from the system mentioning that it was not possible to complete the check-in and that I should make it at the airport when I will arrive to board to the flight. I called the Customer Service to understand if there is something wrong with the system and I discovered that Austrian Airlines cancelled both our flights without notice to us. I asked for a solution for the situation caused by Austrian Airlines and they informed me that they could: Book seats in an earlier flight (25/12 at 13:25 instead of 14:55) Book seats in another return flight on 01/01/2023 at 18:25 (instead of 31/12 at 22:05) I accepted and booked these tickets upon receiving an assurance from the Customer Service that they will pay for the additional cost that will arise, due to the change of our departure date. I asked if there is any restriction / prerequisite for the expenses and they

replied that they do not have any restriction as long as we do not book a five star Hotel. After our trip, we sent the invoices of the expenses to Austrian Airlines and after a two months dialogue they denied to pay our expenses and furthermore they denied to pay compensation. Fortunately, we discovered APF (Agency for Passenger Rights) and with their efforts, Austrian Airlines was convinced for their mistakes and payed full compensation according to the EU directive but about 65% of our expenses because, as they claim, they have restrictions. At the end we accepted the 65% because after five months of continuous efforts with the airline we could not stand it any longer.

Route: Athens to Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Buddha Air

Title: "Worst service and worst passenger handling"

Review: Such a shameless worst service I have ever taken. I have chosen Buddha Air 3 times up to now and Buddha Air is always delayed. 1.5 hrs delayed and they kept us inside the bus for the whole 1.5 hrs in this heat. They said they were maintaining the tire first and they said their airplanes door needed maintenance again. February 2, 2023 is going to be my last flight with Buddha Air. Worst service and worst passenger handling. The crew members dont even know how to handle the crowd. Buddha Air - never again.

Route: Kathmandu to Bharatpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sichuan Airlines

Title: "impressed by the quality of service"

Review: I've been on many flights and I must say that I've been very impressed by the quality of service displayed by Sichuan Airlines. Cabin crew were very kind, and made me feel at home. Pilot flying skills were pretty good, I must say

this was actually one of the most stable flights I've been on, with limited turbulence and I felt very safe.

Route: Sydney to Lhasa via Chongqing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "did not get what I paid for"

Review: Melbourne to Kuala Lumpur. The plane was delayed by 20 minutes because they were waiting for a passenger. I have never heard of this happening before. On the way back to Melbourne I was sitting in the hot seat which is positioned just at the back of premium class. The hot seat is in the quiet zone where there are supposed to be no babies, however there was a baby in premium class who was crying much of the time. I paid extra to sit in this area and did not get what I paid for.

Route: Melbourne to Kuala Lumpur

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "disappointing and poor service"

Review: I have not been able to travel to Japan to go Snowboarding for the past 3years so you can imagine my excitement to get back there finally again. I had packed all my gear into my snowboard bag Snowboard, Boots, Bindings, Jacket, Pants, clothes and other gear. When I arrive in Osaka to where I was to collect my bag for a transfer flight my bag did not turn up. I enquired there with JAL as to the where and they said it had not arrived and filled out a report. Very disappointing to finally arrive for a week of Snowboarding without any of your own gear. Eventually the bag was found left In Kuala Lumpur and was sent to me 5 days later after it was lost. When I finally received the bag I noticed various damages to the bag. Japan Airlines were helpful in communicating with me however I am still yet to

have any communication, Apologies or compensation from Malaysia Airlines. Very disappointing and poor service.

Route: Brisbane to Sapporo via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Boutique Air

Title: "worst airline I have ever flown"

Review: This is the worst airline I have ever flown with. The customer service lady was asleep and the baggage handler) was rude to my daughter and other customers. He even made a point to loud talk a lady in a wheelchair because she didnt get his calls. Flight delayed for 8 hours and even the chat people are rude. Save your money and time!

Route: Atlanta to Muscle Shoals

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "humane and generous service"

Review: Cancun to Kelowna. I cant express my gratitude enough to Sunwing for their humane and generous service during the Corana Virus situation. While everyone we meet where left stranded by their airline Sunwing treated their customers with the outmost care. All services were provided as usual, the staff was conscientious and calm. We boarded our plane without delays and arrived at our hometown airport without a glitch. It will be with Sunwing that I will travel in the future. From the bottom of my heart I thank you.

Route: Cancun to Kelowna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "behavior was so abrasive, rude and abusive"

Review: After being told that our 2 bags of chips and cashews would be fine to take on the plane by the first check in attendant, while trying to go through the last check in at the terminal, we were told that we would have to pay the carry on fee. My husband then proceeded to pack the snack items in his personal item and was yelled at and harassed in front of the remaining passengers telling him that was not acceptable to put the items in his personal bag when there was plenty of space for them. We left the snacks behind and made our way down the ramp when she then followed my husband yelling forcing him to apologize for his behavior in order for us to board. Her behavior was so abrasive, rude and abusive, I have never experienced that before in all my years of flying. She was so focused on our snacks, that she didn't check my husband's boarding pass and passport delaying take-off as they had to ensure he was on the plane.

Great start to the morning!

Route: Edmonton to Kelowna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Panama

Title: "Worst airline ever!"

Review:

Bocas del Toro to Panama City. Our Air Panama flight just got canceled, because they could combine two flights in one. No heads up in advance, just the message when we arrived at the checkin desk. We had to wait for 3 ours so they can get a higher profit, no compensation what so ever, not even a drink. Worst airline ever! I have to give a rating of one because a zero wasnt allowed

Route: Bocas del Toro to Panama City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "cabin crew was unfriendly"

Review: Abu Dhabi to Berlin. The cabin crew in our section was unfriendly. When asked for milk for my coffee she just waved it, never said a word, no smiles, no response in English. I had the person next to me translate. Nobody looked at passengers when we entered the plane, the crew talked to each other and we were just not greeted with a smile like all other companies I have flown with. I had to make this review, as it was not a good atmosphere, I felt really uncomfortable and it was quite a long flight.

Route: Abu Dhabi to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "very helpful and friendly staff"

Review: Tokyo to London via Seoul. Spacious comfortable seats for long-haul flights, very helpful and friendly staff. Check-in was easy and ground staff very professional. The food could be a bit better but still no complaints.

Route: Tokyo to London via Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "Customer service is appealing bad"

Review: London to Zanzibar via Muscat. They changed my flight and lied about giving me a hotel in a 20 hour layover.

Customer service is appealing bad and has been equipped to disappoint you. They have a poor Web form to send feedback that don't work.

Route: London to Zanzibar via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peach Aviation

Title: "did not want me to get on the plane with that"

Review: The boarding time started 10 mn before the flight. The customers of 3 different planes at almost same time departure were passing the security and I got through while the boarding time already started. I had my mountain crampons in my carry on luggage. They did not want me to get on the plane with that (I can understand), make me wait more than 5 minutes before to get me out and did not help me too find a solution. No one moved. I missed the flight because of their incapacity of reaction. I was not refund neither offered to get in another one. My way back, was also no refund. The staff did not care more especially after having checking that I took a basic plan. It is not cheap as it seems according the mess at the boarding time, the non professionalism of their employees. I am still chocked that they make me lose 12,120 JPY and that it is just about the flight itself (to be add transportation in/out airport, hotel reservation, sadness to see all my plans crushed). And that with a bit more of reaction they will have guide me to a locker asap and meme my travel possible.

Route: Sapporo to Tokyo

Seat Type: Economy Class

Traveller Type: Business

Airline: Lufthansa

Title: "connecting flight got cancelled/left"

Review: My return journey from Barcelona to Stavanger via Frankfurt was horrible! It took a little extra time to fly from

Barcelona to Frankfurt and meanwhile connecting flight got cancelled/left and my ticket was reissued having a 10:30 hours transit. They issued a voucher of 15 euro for lunch but it didnt work at their participating shops! I emailed them to reimburse but didnt hear back from them. I was exhausted spending those 10:30 hours without kind of cooperation. Even couldnt avail another convenient flight of them that could reach me early as they said that their server wasnt working.

Route: Barcelona to Stavanger via Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Japan

Title: "crew extremely inattentive"

Review: One of the worst airlines I've ever used. Charged 50 USD for being 2 lbs over on combined weight (heck I could have put stuff in my pockets and that would have made it ok). Flight crew from Tokyo to Sydney were extremely inattentive, and never once offered food or beverage on an 8 hour flight.

Route: Tokyo to Sydney via Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "subjecting us to enormous hardships"

Review: Maldives to Delhi. We booked a return flight from Delhi to Maldives. Our return flight from Maldives on 22nd September was cancelled and we were made to take a flight via Bengaluru subjecting us to enormous hardships of disembarking at Bengaluru, multiple security checks and luggage check in, delay in reaching the destination. We were told at Maldives that this is a regular practice of Go First. They book the return tickets and subsequently cancel the return flight several times in a week when the passenger has no choice.

Route: Maldives to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "Comfortable seats, very clean cabin"

Review: Zurich to Bangkok via Muscat. Good handling at online booking with seat selection. For online check-in the seats were not available any more, so we selected other seats. Good service on baggage drop/check-in. Good flight service on the route ZRH to MCT. Rich choice of amenities (amenity bag and pijama), blankets for the flat bed seat. Good choice of food, very good selection of drinks. Very good service on the flight MCT to BKK. Good choice of food and very good selection of drinks. Comfortable seats, very clean cabin.

Route: Zurich to Bangkok via Muscat

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: S7 Siberia Airlines

Title: "service was wonderful"

Review: Hong Kong to Novosibirsk. My very first trip to Russia, in the business class cabin. The aircraft was a new Boeing 737-MAX8. Service was wonderful. Flight attendant's English was basic but we understood each other very well, thanks to my elementary and enthusiastic Russian I had learnt before going to Russia ! Food was very good. No lie flat bed but plenty of space. Only 8 seats in business cabin so very intimate.

Route: Hong Kong to Novosibirsk

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "What a huge disappointment!"

Review: We arrive to Calgary airport at 12:30pm. Our flight was for 2.40pm, found out it was delayed until 8.40pm. Online it said that it was on time. We sat and waited a couple of hours, and then checked back in to find out the flight was totally cancelled with no explanation as to why. Multiple times we tried calling Lynx Air, they kept hanging up on us. We ended up booking through Porter Air, for the following morning at 6.30. We had to pay out of our pocket for a hotel, flight and a cab to and from. Not impressed with Lynx Air, I would never fly with them again, and I would highly recommend, no one flying with them. What a huge disappointment! I missed work on Friday, as well.

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Shanghai Airlines

Title: "delayed for 16 hours"

Review: Shanghai to Seoul. The first and last time riding Shanghai Airlines and China Eastern Airlines. The check-in was chaotic because only 3 or 4 check in counters were opened. During the security checkpoint, the checking was way too slow for me, and I was waiting 3 hours. It was the final call for boarding- and I was bussed, and I rode the airplane, but it was delayed for 16 hours for no reason, staying in the airline and the flight attendant gave only me nothing. No offerings, no services, and no refunds.

Route: Shanghai to Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volotea

Title: " I have no complaints"

Review: I made the round trip Asturias to Málaga. I am a member of Volotea and I have a series of discounts. It is very easy to travel with this company, established in Asturias, both when searching for flights and when checking-in. The ground crew is very friendly and the cabin crew. We went in emergency exit seats and the space is very wide. I have no complaints.

Route: Málaga to Asturias

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "Very bad experience"

Review: Very bad experience. I lost business meetings because of the delays and the bad service. They caused me a big lost of money. It took more then 12 hours and 3 flights to arrive from TLV to Malaga (should take max 5 hours of flight). First flight from Tel Aviv to Vienna they lost the slot of departure, then instead of flying directly to Malaga they sent me in a Lufthansa flight to Frankfort and then another flight from Frankfurt to Malaga. I went out at 2:00 am and arrive to destination at 18:00.

Route: Tel Aviv to Malaga via Frankfurt

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Transat

Title: "I will never fly with them again"

Review: The waiting time for calling them is over 4 hours easily. We have this small rescue dog, weighing about 10lbs, we would like to bring her with us to the trip. Before we purchased the ticket, we checked airline website to see the pet policy, and it was stated, that we could pay for the pets in carry on bag. So I was trying to reach the airline to pre-pay for

the carry-on pet. I was on hold for over an hour and talked to a gentleman who claimed he didn't know how to do it and transferred me to another line, which I waited for more than 3 hours, so by the time, i got to talk to the lady, the time had passed 72 hours prior boarding time. and i was told i couldn't pre-pay to reserve for the carry on dog, and i need to go to the desk on the departure day, My family arrived the evening before our flight and I double checked with the desk people, and an on duty manager said it was OK, I was hoping to pay and make sure she can come on board on the next day flight. The guy said i couldn't do it until 4 hours to departure. So we got to the desk 3 hours before departure, the line person, the desk person all let us pass and put a sticker on our dog's bag. We boarded the airplane. For this flight, I paid extra 175 for reserving some seats for my whole family. The flight attendant found our dog bag was in front of my husband's seat, which is a special seat, no other seat in front of him, complained the bag needs to be underneath the front seat, how we could get this seat first place with a dog carry on. They got a gate person up to complain, and the gated person wanted me to show the receipt we paid for the dog, i told her what happened, and i didn't get a chance to pay for her on the phone or through the check in desk. So she started accusing us smuggling in the dog, as if we were criminal, even we showed her the canal sticker on the bag, and told her we got checked in by their airline desk. She insisted throwing us off the airplane and was very rude. I begged for paying at the spot, she said there is no way for her to take the money. Finally i moved the dog bag to be in front of my seat, behind another seat, the plane attendants were OK with it, she still insisted in throwing us out, other passengers were trying to speak for us. Finally the pilot said it is OK to let us fly. The entire episode lasted over an hour. my family and I were totally stressed. We finally made it. I will never fly with them again.

Route: Montreal to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Akasa Air

Title: "spacious and comfortable seating"

Review: On time, clean, spacious and comfortable seating. One of the lowest fare, very courteous staff, offered free water and was very friendly.

Route: Chennai to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Insel Air

Title: "flight was cancelled three times"

Review: Curaçao to Port of Spain with Insel Air. My flight was cancelled three times. Then they schedule the flight at 3am to avoid paying hotel. When you get there at 1am, it's closed with a notification that the flight is scheduled to 8am. When you come back at 5 AM, the flight is overbooked and they transfer you to a flight which again is scheduled at 3am the following day to avoid paying for hotel. The chance for departure - well, tomorrow will show..

Route: Curaçao to Port of Spain

Seat Type: Economy Class

Traveller Type: Business

Airline: Meridiana

Title: "flight attendant service good"

Review: Only non-stop to Naples from United States. Great price. Got boarding ticket and seat assignment online a few days before the flight. Check in service fast and uneventful. Gate easy to find. Boarded on time and departed 15 minutes after scheduled departure time. Flight was fine. Food okay for airline. Flight attendant service good. I don't need much attention. Arrived in Naples 1 hour early. Would fly Meridiana again.

Route: JFK to NAP

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Tahiti Nui

Title: "Terrible customer service"

Review: Los Angeles to Papeete. Terrible customer service. Our return flight was originally booked on 2/6 from Tahiti to LAX. They notified us that they cancelled this flight due to schedule change. They gave us the option to leave a day earlier of the next day. We had already booked our non-refundable hotel room by this time so we inquired if we left a day earlier if they would cover our hotel cost for the night of the 5th. Verbally they assured us they would cover it so we locked in the 5th. They did say however that we would need to file a claim online with them. Which we did. We eventually got an email that said they aren't going to cover the cost of our hotel and we would need to go through travel insurance for reimbursement. Too bad we didn't have a current travel insurance plan. We called to try to get compensated in some way so we requested a free upgrade to premium economy. They said they might not have room but will add notes to our reservation for the ticket counter staff to upgrade us if there was room. 3 hrs before departure we arrive at the ticket counter and they had no idea what we were talking about as there were no notes added. They called their supervisor and we were declined due to no available seats. We board the plane and lo and behold there must have been at least 20 open seats in premium economy when the doors were closed. Lie upon lie upon lie. The only nice thing we found about this airline was the plane was a nice new 787 and the flight attendants were very accommodating.

Route: Los Angeles to Papeete

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "Please no one fly with this airline"

Review: I dont recommend no one to fly with VivaAerobús, 1st we had our plane, seat, & lounge tickets paid since January 2022, have in mind we dont have our passports so every ending of every month until our flight I called and made sure we were good to fly with out them they had mentioned we were fine to fly with out them. Our flight was on Thursday March 24 2022 once we arrived at the Reynosa Airport they made us pay to take a bus down to Monterrey

airport because supposedly since the 1st of March they came up with a new law that no one can fly from border airlines without their passports, but we would have understood if they would sent us an email, phone call, text or even let us know thru our app about the changes made but nothing at all, we had to find out once we arrived at the Reynosa airport. After all this mess we get to Monterrey by bus, their they delay our next flight for 13hrs to Cancun and once we get their we have to repay our paid lounge because they stated the lounge was payed from the flight from Reynosa to Cancun. After the long wait and unnecessary travel we arrived in Cancun at 1am. Once after our vacation on our returning flight we get to Cancun airport and once again our flight, seat, & lounge is paid for to return to Reynosa let me remind you we had our seat # & paid for. Once we get their they give us a layover ticket even after I showed they in our app our seats placed. This airline really tried to give away our check in seats away. So much stress & hassle, as we tried to talk to a supervisor they would only repeat they couldnt help and we had to wait for our layover tickets. Please no one fly with this airline their nonsense!

Route: Reynosa to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air China

Title: "Service was smooth"

Review: I had serious concerns about this airline before taking my trip, but ended up having a very good experience. So I promised myself I will write a review about it. Best value for money: what caused me to book was the offer of flying a flat bed C-class seat from JFK to Shanghai for \$2,200 (return tkt), only with a quick stopover of 90 minutes in PEK. Pre-flight concerns: - I kept receiving automated emails from the airline that my itinerary has changed and that I should contact them and I can change/get a refund for my tkt. The small change that happened once was a 5 minute change in departure time which increased my layover in PEK (good thing, since you need those 90 minute to transfer) - customer service: it's impossible to reach them by phone, the line is not manned. So I emailed them. They responded within 24hrs (or so) and said that my flight's transfer time in PEK is too short and my tkt needs to be changed. But when I went online I saw that my same exact flight itinerary was still being sold on various websites, incl. airchina.us. - The inconsistent

response from their customer service really got me worried about the reliability of this airline, so I did some more research online on helpful reviews. I mostly read terrible reviews on how delayed the flights were, people missing their connections and being treated very poorly. That's when I got really worried about having booked this ticket, but figured I will take the risk. Also TPG wrote a fairly good review on them, so that felt comforting. Flight: - Outbound: upper deck of Boeing 747, half empty cabin. Seat was perfectly comfortable (flat bed). Service was smooth, food was good/fine - meat a bit chewy. Staff are friendly and helpful, though be aware they only speak limited english. - Inbound: Boeing 777-300 - full cabin. Seat perfectly comfortable (flat bed). Service was great, they accommodated my specific food requests despite not having ordered in advance. Overall a great flying experience. - All flights were pretty much on time - In-flight entertainment is ok, limited movies selection / limited music selection - no WIFI. Transfers in PEK: - 90 minutes is definitely needed if transferring. You need to take a quick 'airtrain' trip from domestic to intl., even if you don't change Terminals. The connecting flight to and from SHA was a tarmac parked aircraft with bus transfers, so that added time as well. I was traveling with filming equipment and I've never had to spend that much time at security, unpacking my entire bag with all the equipment and letting it run several times through the x-ray.

Route: New York JFK to Shanghai via Beijing

Seat Type: Business Class

Traveller Type: Business

Airline: Rex Airlines

Title: "badly mismanage flights"

Review: Seat size ok. Service abominable. 1hr delay and lost connection fare Plus additional bus and train fees. Subsequent 2hr delay meant missing last train out of Melbourne as well, getting stuck on a 3hr coach run to arrive at 4.15am (I was due in 10.30pm). How can they so badly mismanage flights? And so late for updates? They must have known earlier than notification that they'd not make it, they should have been offering refunds early to allow passengers to try their luck with the other, earlier, on time departing airlines. I'll never fly again, and most certainly not with Rex.

Route: Devonport to Tullamarine

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Singapore Airlines

Title: "I have no words for the hospitality"

Review: I have no words for the hospitality the Singapore Airlines staff on the flight has shown me I have taken more than 20 flights this year but undoubtedly this airline is the best. I will surely and only try to fly Singapore. I am just amazed by the love and care they showed to my 7 year old from Mumbai to Sydney and coming back to India from Sydney. Thank you so much.

Route: Sydney to Mumbai via Singapore

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "boarding was efficient"

Review: Flight departed and landed as scheduled, boarding was efficient. The aircraft operated from Sofia Wizz airbase. Cabin crew limited the communication to security matters only. Food and drink for sale as usual, no entertainment and no charging facilities. I would suggest the cabin crew: smile more.

Route: Tîrgu Mures to Memmingen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "Wi-Fi does not let you access anything"

Review: I ordered the lasagna but it was horrible, I couldn't pull it apart because they put the cheese first on top so it

was literally impossible to eat it. The entertainment website on board, I think has less than 60 movies and the Wi-Fi does not let you access anything except their website. They do not even offer a package so you can speak with your family members

Route: Dubai to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aegean Airlines

Title: "Good trip, recommended"

Review: LHR - ATH. Check-in was polite, professional and quick. Great selection of Duty-free shops and eateries in T2. Boarding was orderly and greeted at aircraft door by polite and immaculately dressed cabin crew. On time departure, clean aircraft inside and outside. Seats are comfortable with adequate legroom. Drinks service and snack served. Attentive crew. Toilets at rear of plane in Economy were clean. Smooth flight, landed early. Good trip, recommended.

Route: London to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Dolomiti

Title: "Air Dolomiti worked OK for us"

Review: Munich to Bologna and Pisa to Munich, both on an Embraer 195, economy. Both flights handled efficiently; southbound on time, northbound delayed by about 25 mins on departure due to late arrival of incoming flight (there had been thick fog at MUC early that morning which had sent things adrift for much of the morning). However, support given to those with tight connections. Modest in-flight service - snacks and drinks - wine came in proper glasses. Other reviewers seem to have had a hard time, but Air Dolomiti worked OK for us.

Route: Munich to Bologna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "has trouble with basic services"

Review: Berlin TXL to Frankfurt. Air Berlin has trouble with basic services and staff appears to be trained to deceive customer support requests. Flight AB6601 on 19 May cancelled without reason along with several other Air Berlin flights departing from Berlin TXL on that evening. No offer of compensation, no answers to calls, unfriendly and unhelpful staff at all counters. Due to the masses of people and the chaos at TXL at that time, checked-in baggage could not be reclaimed on that day. I had another flight in the morning next day from Frankfurt to Taiwan, which thanks to Lufthansa I was able to catch. My baggage is gone since even though I never even entered an Air Berlin plane but only checked-in. I cannot reach anybody at Air Berlin, emails remain unanswered.

Route: Berlin TXL to Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "deterioration of business class food and wine"

Review: While there was a direct SYD-SFO option with UA, their price for business class was excessive and my track record with UA in flight service isn't great. So I opted for the indirect SYD-HKG-SFO routing at a much more palatable price that also helped with my oneworld status. The check-in staff in SYD were great and then immigration and security were empty and I was through to airside in no time. Of course, with essentially everything closed at SYD including all the lounges, there was nothing much to do. Boarding was swift and we were on our way to HKG in no time. Security at HKG was also empty however fortunately CX's Wing lounge was open. After the mandatory additional security checks at the

gate, boarding for the SFO sector was also swift. I can only say that the Cathay crew on both sectors were outstanding, much like the days of yore when Cathay was one of the world's greatest airlines. Courteous, caring and personable, they seemed to want to go the extra mile to ensure everyone was as comfortable as possible. If this review were just about the inflight crew then they'd get top marks however what drags down the experience is the continued deterioration of the CX business class food and wine offering. Most of what I consumed was average at best although the most surprising thing was that a salad that was listed both as a supper option and then again as an "anytime" option, only had one serving loaded for maybe 15 business class passengers. The crew were mortified but could do nothing. I realise things are tough for CX at the moment but why tantalise premium passengers with an extensive menu if you can't deliver on it? Offer me less but make sure there's enough of everything to go beyond just one passenger and I'll be happy.

Route: Sydney to San Francisco via Hong Kong

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: VivaColombia

Title: "exceptional for what you pay"

Review: Cartagena to Cali. Paid the ticket 69000 pesos, equivalent to mBP15 or EUR16. We left on time, we arrived before the scheduled time. Some people judge an airline when they spend peanuts for it. I find Vivacolombia exceptional for what you pay.

Route: Cartagena to Cali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "became low cost long haul carrier"

Review: Bad experience started even before flying. Customer service is unreachable, they even removed live chat

button on their website. They didn't give all ground handlers specific information about covid certificates, so many passengers were refused check-in at the airport. They asked for RT-PCR, not mentioning real time PCR is the same thing and many passengers' vacations were ruined. All flights were delayed at least for two hours, despite that they still asked us to come to the airport at original flight time. The seat was comfortable. But the meal service was so poor. Many of us are used to have at least two options of meals onboard. Well, Finnair has just one. So you have two options actually - to eat, or not to eat. If you are vegetarian, you have to book your meal in advance. Entertainment system is very poor. Selection of movies include very old 90's movies and a few newer ones. At least the screen is responsive enough, but antireflection coating would be a good idea. You can see a clear hierarchy in crew. There were two older ladies serving our aisle and two crew members in their 20's serving another aisle. You can clearly spot that younger generation has to do all the work and you can feel the tension between them. Those ladies were not even trying to do the service as quickly as possible. So younger ones even had to help them and finish our aisle every time. The flight was delayed, so we missed our connection flight. They rebooked us on two more flights home. Neither the reason of the delay, nor sorry was said to us onboard. Thank god we had only had luggage. I can tell you, running in very chaotic and confusing HEL airport is no fun. It was my first time flying Finnair as I've heard many positive reviews from the past that it is the best airline in Europe. Finnair even charges for seat selection for long haul flights. And if you add a checked bag, that's a third of the price of the tickets. Finnair became low cost long haul carrier with miserable service.

Route: Bangkok to Vilnius via Helsinki

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "refused to refund the upgrade fee"

Review: We paid extra to upgrade to seats with extra leg room. When we boarded, our seats were regular. On both departing and returning flights. On the return flight, we asked the agent at check in to make sure our seats were extra leg room. She confirmed they were. They were not. Contacted swoop and they refused to refund the upgrade fee. They also rescheduled both our departing and returning flights, shaving an entire day off of our vacation. They don't even give

you water on these flights. Just pay the \$50 extra to fly with the regular airline.

Route: Toronto to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "product could be improved"

Review: Los Angeles to Christchurch via Nadi with Fiji Airways. The people couldn't be nicer, but the product could be improved. The food wasn't very good on the outbound. Breakfast was served on a noon flight from Fiji to New Zealand - it should have been lunch. The inflight entertainment was very limited, and the angle seats were not flat. The pillow was the worst I've ever had in business class.

Route: LAX to CHC via NAN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "Worst experience ever!"

Review: I was traveling from Ranchi to Bangalore on 19th Feb, 2020. My check-in baggage was 14 kgs and my hand baggage was 7 kgs so in total 21 kgs. I got the boarding pass and proceeded for security check where I was told that my hand baggage has food items so it needs to go in the check-in. GoAir charged me Rupees 2400 for it even though the total weight was less than allowed weight (cabin luggage was Zero kg). I was getting late so I had no option but to pay the amount. Worst experience ever!

Route: Ranchi to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "absolutely absurd airline"

Review: Delhi to Kuala Lumpur. The airline refused our multiple requests to have our baggage in the cabin for our connecting flight. Promised our bags would come out first and it didn't. The flight was delayed which caused us to miss our connection. Made us pay for new tickets for the connection, absolutely absurd airline. Never again flying with this joke of an airline

Route: Delhi to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Brussels Airlines

Title: "Staff were friendly"

Review: Brussels Airlines is very similar to Austrian Airlines: slimline seats, buy on board catering but having the benefit of flying to major cities. Anything else is just subpar. Staff were friendly and the food wasn't bad actually.

Route: Yerevan to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "A very pleasant flight"

Review: After checking in online and receiving my boarding pass I noticed that in the LH App my seat was not the same as the one on the boarding pass but 1 row in front, separating my wife and myself. When dropping off the bag at LH in Munich I was informed that my original seat has an issue with its electronic and as a precaution I was assigned a

different seat. The check in agent then rearranged both my wife's and my seat to perfect different couple seat and all was really super. I was impressed that Lufthansa realised that there is a seat issue in advance and proactively cleared all issues. Boarding on the 15th of June for LH 494 was not as smooth as it could have been but acceptable. In flight service was top notch with very friendly and efficient attendants, meals very very well presented and of the highest quality. Plane was clean and in-flight entertainment good. LH Business Class seats are a matter of taste and admittedly I prefer those to the cocoon like atmosphere of others and when travelling as a couple just perfect. Choosing D and G seats will also eliminate the aisle access issue. Plane landed a bit before the scheduled time. A very pleasant flight.

Route: Munich to Toronto

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "Customer service is the worst"

Review: Customer service is the worst I have ever experienced relative to other airlines. Their "live chat" is worthless and its near impossible to rebook a ticket. You can't do it yourself if it involves more than one city which is absurd. Changing a ticket booking because the airline canceled flight is a basic level of service that I should be able to do from my phone. If you are going to force me to have a representative to rebook my ticket then provide representatives that are available! I spent days waiting on phone lines and "Live Chat" rooms for such a simple task. If the tickets weren't so overpriced, I would of dumped the money and rebooked with another airline. I have no issues with the actual planes, flight attendants or workers of Hawaiian airlines but the company needs serious restructuring of its customer facing services.

Route: Naha to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Rwandair

Title: "never ever fly Rwandair"

Review: Johannesburg to Abuja via Kigali. I was supposed to fly as per my boarding passes attached, we were notified that there is a flight delay and we won't make our connection, a promise was made that our bags will be offloaded and brought back to us. We waited and nothing happened, our business trip is compromised as all my presentation notes and suits are in the luggage, not to mention that the host had to make other arrangements as we were a day late. I am very dissaponted at how Rwandair treats its customers, we've made several communications to no avail. I will never ever fly Rwandair nor recommend it to anyone ever.

Route: Johannesburg to Abuja via Kigali

Seat Type: Business Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "never book with them again"

Review: I will never book with them again. The seats are broken and dirty, the food is very poor and the bathrooms are dirty. I booked with them a trip from Male to Frankfurt with a 3 hour layover in Colombo and 3 weeks before the flight they changed one of the flights with a 12 hour Layover instead of 3 hrs. I called several times and sent emails to the customer service in order to get the transit accommodation but no one ever answered. When i went to their office in Colombo to ask for the transit accommodation they told me that as there was another flight arriving from Male during my stopover, i could not use this service. The staff in Colombo were very rude and do not help you at all. They left us waiting in the airport for 12 hours without giving us any possible facility. Although we were waiting for information at the desk, they took their coffee and talk to each other without bothering to help us.

Route: Male to Frankfurt via Colombo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Shenzhen Airlines

Title: "impolite to their passengers"

Review: Shubuling to Shenzhen. However did Star Alliance admit this low quality airline into their more prestigious alliance? The website is absolutely awful in English and in Chinese. After failing to purchase a ticket through their website, I managed to buy one on Ctrip. But then the online check-in did would not work. However the verification function on the Chinese language website reassured me that my ticket did exist. Airport check-in was ok as I was first in line. However then the flight was delayed by an hour, then after boarding an announcement of another half hour, then half an hour later yet another delay. I wondered if it was a ploy to avoid paying compensation and why they just did not let us deplane and wait in the lounge. Being vegetarian I would have needed to pre-order my special meal, but as web check in was not available I was not able to order. The only positive was one very polite and helpful stewardess, whom my translator guessed wanted to please the foreign guest, as the flight crew was otherwise quite impolite to their passengers. In flight entertainment: Heidi, a German language film on a screen too distant to read the subtitles.

Route: Shubuling to Shenzhen

Seat Type: Economy Class

Traveller Type: Business

Airline: Flynas

Title: "The food on this airline is the absolute worst"

Review: The food on this airline is the absolute worst. I purchased a sandwich and it was cream cheese on a dry, spongy flat hotdog roll I wouldn't feed an animal. The staff are sour. The plane has never left on time (and I have flown them 8 times). They also falsely advertise their holiday destinations. For Sarajevo they have a photo of Mostar. Expensive for the level they are.

Route: Dubai to Riyadh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "never fly China Eastern again"

Review: Chicago to Bangkok via Shanghai. I am a physician, normally fly at least 1-2 times/year, for volunteer medical/surgical mission work. I used China Eastern airline for the first time, flying out Jan 30. I had problem at the airport when checking in, which never before in my traveling experience. My passport has printed out my first and middle name in short and not spelled out in full as in ticket. I showed 3 different government issued IDs to identify myself. The counter agent would not issue me a boarding pass and insisted that my traveling agent change my ticket name. When I called the traveling agent, they would take 2 days, and advised me to ask the airline agent at the airport to do that for me. However, the airport agent and her supervisor refused to help me at all. They were extremely rude to me, literally man-handled me to step aside so they can help other customer. I stood there for over 1 hr. Finally, I asked my traveling agent to book me with the different airline at the same day or tomorrow flight. When I asked the supervisor to do in writing that they refused to issue me my boarding pass and the reason, she came out later and told me that she can now help me correct the name on ticket to be exactly same as the passport. The aircraft was quite old, not a lot of comforting equipment. WiFi was not working, and when asked the flight attendant, she said will let me know when function return, but she never told me for the rest of 14 hr flight. Flight attendant never once ask what I need during the entire flight, I had to press call button and wait for 30 min each time I need something. In conclusion, the service was worst than economy class, despite being business class. On the way returning from Bangkok, I did not have any problem at the counter at all, although took extra 15 min to check in due to my name on passport again. The food was also just tasted like coming from a vending machine. Even though the ticket in business class is \$1,000 cheaper than other airline, I will never fly with China Eastern again. Furthermore, my brand new luggage was completely destroyed

Route: Chicago to Bangkok via Shanghai

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "inflight staff were really nice"

Review: Flying from Seoul Incheon to Bangkok. Well, was not too bad at all. Plane was on time, arrived in Bangkok a little bit early, thanks to good wind I suppose, inflight staff member were really nice and smiling. On the other hand, there is the lack of inflight entertainment, but with some movies on my PC it was ok, and no free food. I bought some snacks before taking the plane and it was enough. But I suspect the airline to lower the temperature inside the plane so you will have buy them some cover. I felt really cold compared to many other airline I took...fortunately I had a jacket with me.

Route: Seoul to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Dimonim Air

Title: "Departure time was uncertain"

Review: Tanahmerah to Korowai Batu. This route is a government-subsidized one operated with tiny aircraft carrying only about a dozen passengers. No advance booking possible but Dimonim staff were helpful in getting us on a flight the same day. Departure time was uncertain but we eventually got on the plane. Once aboard it was a great flight offering sweeping views of the rivers and rain forests below. Cheap, too.

Route: Tanahmerah to Korowai Batu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "introductory fares were so cheap"

Review: I was excited to fly Norse. The introductory fares were so cheap that the flight for my family of five came to around the same price as a single return on a direct flight to London with a legacy carrier. We flew MCO to Oslo, spent a

night, flew to LON then back through Oslo to MCO two weeks later. The flight was on a brand new aircraft, we did the basic ticket packs, (no food, assigned seating or baggage). I dont like eating on night flights east, and happy to a la carte on the way back. Flight took off and landed on time, spotlessly clean, good food and entertainment. CEO managing check in on return leg was a nice touch too! My go to for regular MCO - Oslo - LON from now on.

Route: Oslo to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "avoid this airline"

Review: The most awful experience. The flight supposed to be at 12.05 but they rescheduled it for 14.15 We arrived to the airport at 11.20 fall in queue for another 25 minutes and how surprised we were when an operator said check in is over (only one operator was working out of 7). One operator said check in was closed at 11:40. Another one said at 11:00 (means 3 hours before flight)? So they delayed flight for two hours and this information you can see online but you must come 4 hours before flight? Doesnt make any sense. Conclusion: avoid this airline. Save your time and money.

Route: Boracay to Clark

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Scoot

Title: "clean, comfortable flight"

Review: Knowing that the flight was full, Scoot assigned me and my family seats for free when I was supposed to pay. Upon check-in, I was met by a stern and unfriendly ground staff member, and that unfriendliness continued with the ground staff handling the boarding gate. They looked depressed, pressured, and tired as if they hated their job.

However, once on board, the team of flight attendants changed the mood of the flight. They ensured everyone was well looked after with their positive attitude throughout the flight. The seats gave me extra few inches of legroom and were surprisingly comfortable. That, combined with the A320NEO's new cabin feel, was a perfect recipe for a clean, comfortable, and awesome flight. The in-flight entertainment was rich in content and easy to use, however, being a Wi-Fi-based entertainment used by many people on the flight, the signal strength was incredibly weak. That, and the less-than-good ground staff team at Yogyakarta, were the only two things preventing this flight from getting a solid 10/10. The landing was around 10 minutes ahead of schedule, and the ground staff team in Singapore quickly arranged our bags at a special spot thanks to the long immigration queue in Singapore. Low-cost flying can be identic with no-frills yet dismaying service, lousy products, and pay-tons-of-bucks-for-everything. On Scoot, this wasn't the case for me, and they truly deserve the awards they've just obtained.

Route: Yogyakarta to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "best airline I have taken so far"

Review: Japan Airlines is the best airline I have taken so far, and it stands out because of the consistent proactive and friendly service from crew members. They were very hardworking during the flight. I saw them walking around the cabin serving drinks and snacks to passengers who did not sleep between meal services. The toilets were kept really clean throughout the flight. Further, they turned off the personal TV of passengers who have slept to avoid disturbance to other passengers due to the light. Call button was answered within seconds. I sneezed during the flight and one of the crew members immediately popped over and asked if everything was ok and if I needed a blanket or warm water. This is economy class and I can say the service standard is better than business class of many airlines.

Route: Dallas to Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "thankful for the staff service"

Review: Chicago to Chengdu. I am extremely thankful for the staff service on that flight. This experience started disappointing, because wrong information was given when customer service number was called (twice) leading to delay in check in process, and I was not able to attend things as planned. A staff (in chef uniform) remembered me and greeted me. Once she heard about my bad experience, she started to make up for her colleagues mistake immediately. She had given me her personal heat pouch to help me with my headache and shared snacks with me. She offered hot water to me, and asking if I need anything that might help with my headache.

Route: Chicago to Chengdu

Seat Type: Business Class

Traveller Type: Business

Airline: Thai Airways

Title: "excellent customer service"

Review: Thai is a very good airline with excellent customer service and food. It is kind of value for money but it just average though. I didn't like though wa the wi-fi connectivity it was not as good as they said, but still I will give it a pass. Everything else was pretty good. So in summary Thai is a very good airline.

Route: Melbourne to Bangkok

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Shanghai Airlines

Title: "we had to go standby"

Review: Never use your frequent flyer miles from one airline and get placed on Shanghai Airlines. We had a confirmation number and ticket number from our partner, and Shanghai Airlines could not locate us in the system so we lost our reserved seats and had to go standby. Ticket counter said we'd have no issues on return flight. Guess what? We are standing in Bangkok as I type with the exact same problem with a sold out flight. Seems they don't put you in the system if you are using another airlines miles, even though they are partners, or at least that's how it looks from our end.

Route: Beijing to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Panama

Title: "We really enjoyed this flight"

Review:

Albrook (Panama City) to Bocas del Toro. After reading comments about this airline I was a bit worried but our flight with Air Panama was really okay. Checkin at the airport was quick, there were no lines. My bag was 17 kg so I had to pay 9 dollars for the 3 kg overweight. Totally fine. There are no infosccreens at the small airport of Albrook but as there are only leaving a couple of flights a day its obvious when boarding starts. The flight left at 2.30, so right on time. The fokker 50 used for this flight is old but seatpitch was okay for this 55 minute flight to Bocas. After a loud and bumpy take off the crew handed out some crisps and a soda. After 35 minutes of cruising with some wonderful views at the rainforest and Caribbean beaches, the pilot started decent into Bocas airport. After a soft landing and a short taxi to the small apron our luggage appeared within minutes. We really enjoyed this flight in this old air Panama fokker-airplane.

Route: Albrook (Panama City) to Bocas del Toro

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "Cannot be trusted"

Review: El Salvador to Mexico City. I flew with Interjet a week ago. I had some luggage vandalised and destroyed with a sharp object. I reported the incident immediately at airport. A report was taken. When I contacted staff of interjet, not a single person wanted to help. On the phone they hung up. At the airport they sent me to another city to report. On email they only say automated polite response. They stop responding and never helped. This is the worst airline. No customer service. No support. Do not fly with them. Worst experience. The flights were cancelled. They had no airplane for us. Had to wait an entire day. Cannot be trusted.

Route: El Salvador to Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada

Title: "Very poor service"

Review: I traveled from Dallas to Regina. On way back from Regina had to take a connecting flight in Montreal where had to pass through customs. There was so much confusion and no one from Air Canada would guide passengers properly. They were all in a cranky mood and didnt have patience to listen and guide property. Flight was delayed for 40 minutes as we had to wait for other flights that were delayed. People were upset and complaining that staff was not at all helpful, I had planned to buy food on board but crew just gave me beverage and didnt ask about food. I thought will ask me later but then I saw crew sitting and eating their dinner. I asked one of crew members arent you selling food to which he replied we asked but you didnt want anything. I told him that is a false statement you never asked me about food. I told him that I would like to purchase food and he said we have nothing. I got upset at his behavior so a senior member came and showed me a menu. There were only two choices so I selected one. They didnt have much food so avoided asking passengers. When I landed in Dallas I found out that I was the only person on two flights from Montreal whose luggage has not arrived. It was 12.15 am. Lady at the airport said it will come on 10 am flight but was not on that flight. Then I was told will come on 7 pm flight. I am still waiting. Very poor service with non courteous and unfriendly both ground and cabin staff.

Route: Regina to Montreal via Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "you can only have one carry-on bag"

Review: We decided to travel with a carry-on suitcase and a hand bag. A surprise awaited me at the last stop, Manila - Dubai. After check-in at the airport, I received the boarding card, on the way to the boarding area, we were stopped by some people, they did not look like employees and did not allow us to go to our gate, they told us to go to hand over the luggage. I was at a loss as to why I had to return my hand luggage. In the end, it all ends with my ticket being taken away and being told to pay 5000, which is ~\$100, on the grounds that you can only have one carry-on bag. I tried to understand why the amount is so high, no one explained anything to me and did not return the ticket until I paid. I was shocked that they took our suitcases and then called a completely incomprehensible amount and made us pay it, only after paying they gave us flight tickets in check format. I will never fly with this terrible company Cebu Pacific again.

Route: Manila to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "They lack experience, customer service, professionalism"

Review: First time flying with Silver Airways. Booked the flight because of their association with JetBlue. Biggest mistake! I knew something was wrong when there was only one ticket agent at the counter attending the guests to check in their bags. She took her time and looked a bit stressed. In addition, the departure time and gate information did not match the ticket sent to me. I asked about it and she said it was a mistake. Fast forward, we board the airplane and it was hot! I don't think that the temperature got to tolerable state ever! We land at FLL and my bag was not there. It was

left at JAX due to weight limitations. This was never disclosed by the agent in JAX or in their website. I was told to file a claim with their Guest Relations team. They do not have a phone number. It's only an email. They denied the claim! This is an airline that should be non-existent. They lack experience, customer service, professionalism, and appetite to excel. It is a joke! People complain about Spirit, this is that airline but on propellers with about a third of their employees and experience. Run! Don't waste your time or money!

Route: Jacksonville to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "Not a pleasant experience"

Review: Not a pleasant experience, starting from boarding to inflight. Boarding was chaotic, no social distancing. Food served to me was the same as economy class, probably they have shortage of meal so served me the one for economy class. After boarding no one asked or provided water, only after take off.

Route: Guwahati to Delhi

Seat Type: Business Class

Traveller Type: Business

Airline: Interjet

Title: "customer service is a joke"

Review: New York to Mexico City. Interjet had a glitch in checking my bag. I checked 1 bag which was within the weight restrictions. They charged me \$104 dollars. When I pointed it out to the agent, she called the customer service number and they mentioned that it happened a few times and it would be taken care of. I checked my bank statement and they have taken out the \$104 from my account. Trying to contact their customer service is a joke. I now have to file a complaint with my bank in order to get my money, because I can't get in contact with anyone from customer service.

Route: New York to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "Delayed flights, lost luggage"

Review: Delayed flights, lost luggage. and when they located it, they said I WOULD HAVE TO GO BACK TO THE AIRPORT TO PICK IT UP!! They don't even send it. NEVER AGAIN!

Route: Split to Istanbul via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jazeera Airways

Title: "very bad experience"

Review: Very worst airport staff, cabin staff, very unclean, very bad experience, no punctuality, no manners to senior citizen, please don't prefer or use this airlines.

Route: Oman to Cochin via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: "avoid flying with them"

Review: Zagreb to Lisbon operated by SmartLinx Airlines. No information about the change of the operating airline, not even when boarding the aircraft at the gate. Flight itself nothing special, only with less legroom due to the high-density

configuration of SmartLinx A320. From Lisbon to Zagreb operated by Croatia Airlines A319 immediately after our boarding has been completed the captain informed us that there is a small technical error and we will have to wait to fix it. And then it started: It turned into extremely long wait inside the aircraft before departure. In such a long delay (4 hours) the company is obliged to provide more than just a glass of water. We should be transferred back to the terminal and offered vouchers for food. Instead of that, after more than 3-hour seating in the aircraft the snack was distributed and then an hour after that we finally departed, however now without any snack during the flight since it was already distributed before take-off. So, it turned out that we spent more than seven hour in the Croatia Airlines airplane just with a tiny snack. Such things can happen; however, that should be properly handled. Croatia Airlines did it unprofessionally, totally unacceptable and also against EU regulations. On a positive side: both cabin crews were really nice, however unable to do anything since the general attitude of the company when dealing with an unexpected situation is way below professional standards in the industry. Will definitely avoid flying with them.

Route: Zagreb to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Monarch Airlines

Title: very happy with this service"

Review: I was expecting a usual routine flight with Monarch Airlines from Gatwick to Alicante, and not expecting any food unless I paid for it separately. Proved quite wrong and was surprised to discover that we were one of two Monarch flights leaving for Alicante this particular morning ; I wasn't expecting a full breakfast free of charge. Surprised and very happy with this service - thank you Monarch!

Route: LGW to ALC

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LAN Airlines

Title: "excellent cabin staff"

Review: Buenos Aires to Miami with LAN Airlines. On time departure and arrival. Excellent cabin staff, very good service and very good food and drink. No complaints. Will fly LAN whenever I can. Cabin clean, good individual screens and movies / music. Airport checkin was smooth.

Route: EZE to MIA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "a broken airline can get worse"

Review: Unbelievable how a broken airline can get worse. Alitalia went bankrupt due well known reasons, ITA airways is the same rubbish with a different outfit. Like every state owned company one can only expect disappointment. If wasn't enough having my original flight cancelled and accommodated on a later flight, this flight was also delayed. Needless to say every ITA flight were either cancelled or delayed. Shame for Italy having its flag on a joke company like this.

Route: Catania to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "suitcase does not fit their regulations"

Review: They want you to pay more money for the hand luggage, because your suitcase does not fit to their regulations. I was flying with 2 little kids (11 months old) and 3 years old. And I was breastfeeding and at the same time talking to my eldest one. And of course my mask was quite often a bit below the nose and this man was shouting at me.

That was super unpleasant flight.

Route: Berlin to Faro

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "received such a strong attitude"

Review: I paid for my seats on a TAP round trip but my husband was departing later and returning with me so I had to book his seat right after mine. Their server at that point wasnt working but I figured no problem I will do it by phone. They then informed me since I bought the ticket through Expedia originally they could not do a phone seat purchase without charging me \$200 extra for the return flight! They would have to re-issue it. Furthermore, they were extremely rude about it, particularly the manager, who basically said too bad, complain to Expedia, thats how it is even though the issue was their server and I had no trouble buying my seats for \$61.00. I will work hard to avoid ever needing to use this airline again and will ensure my many friends hear about it. I cant believe there was neither any support, nor solution, and in fact though I was staying calm but strong about what I needed, I received such a strong attitude from the manager.

Route: Toronto to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "Very nice experience"

Review: Dakar to Casablanca. Very nice experience! Very satisfied to travel with the Royal Air Maroc. An airline serving its customers. Bravo the RAM. You are the Best!

Route: Dakar to Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "Never seen a company so reckless, careless, useless and horrible"

Review: The absolute worst customer service in history! My luggage has been lost for over 5 days! I'm in another country without medicine and clothes - I've called every number provided to me and still no help and no luggage. One person told me that they think my luggage is in Chicago and hung up. What am I to do? The line is supposed to be 24 hours and yet I can only get a useless person at a certain time, otherwise they "experience system problems and can not process the call". Never seen a company so reckless, careless, useless and horrible - full of lazy and unknowledgeable personnel!

Route: Detroit to Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "aircraft was new and clean"

Review: Delhi to Almaty. The aircraft was new and clean. Business Class passengers were greeted and escorted. The staff were attentive and courteous. Food on board was as good as airline food can be. We were a group of over hundred passengers that flew in over 3 days for a celebration and in spite of a some celebratory behavior, the crew were friendly and tolerant. One of the return flights had some technical issue and the aircraft had to be changed. We are looking forward to travel back again.

Route: Delhi to Almaty

Seat Type: Business Class

Traveller Type: Business

Airline: Alliance Air

Title: "absolute harassment by Alliance Air"

Review: I had one of my worst travel experiences with Alliance Air. I had booked 3 tickets from Vijayawada to Bangalore 2 months in advance. The total price at the time of booking was Rs. 10,910/- (including all miscellaneous charges). On the date of travel, while checking in, I was informed that I had to pay an extra amount as I had availed of the "Military discount" at the time of booking. Nowhere in the booking portal was the "military discount" even mentioned. I was asked to pay an additional amount of Rs 10,422 in order to board the flight. So in total, I paid an amount of Rs 21,332/- for an economy class flight from Vijayawada to Bangalore in spite of booking the tickets 2 months in advance. Just like me, there were 18 other co-passengers who had to go through the same ordeal. This is absolute harassment by Alliance Air. From now on, I'm never going to board this airline and will discourage anyone from choosing Alliance Air.

Route: Vijayawada to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "just do not want my money"

Review: London to Kuwait via Bangkok. They emailed me a change of flight. The rescheduled flight took off from Kuwait three hours before I landed there. The seats on the plane were very comfortable so I decided to fly with them again. They have turned down three attempts to purchase two tickets online with three different credit cards which work everywhere else. I called their main office in Kuwait "We cannot help you or sell you tickets. Send an email". I sent two emails, one to Kuwait Airways and one to OASIS membership. Kuwait Airlines told me to phone the Kuwait office. OASIS membership told me to phone the Kuwait office or email Kuwait Airlines. Never met a company before who just do not want my money.

Route: London to Kuwait via Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "don't have any type of consideration"

Review: They don't have any type of consideration and respect. I have my cousin that they wont let her board to the gate. Not even do her check in just because she was 2 hrs before the flight. They wanted her to be there 3 hrs before. I can't understand what's the difference between 2 hrs and 3hrs before the departure. When she was talking to them they simply ignored her.

Route: Mexico City to Guatemala

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "attentive but not so friendly"

Review: Tokyo to Seoul. Check in is quick, seats are pretty good the only thing is that headphones and blankets are not available in the seats so you need to ask for some. The cabin crew are attentive but not so friendly, onboard meals are excellent but few movie options.

Route: Tokyo to Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "trying to get a refund since March"

Review: I have previously flown with Garuda to Bali several times and was happy with the service. This year we had to cancel our trip due to my wife being diagnosed with Cancer. Garuda has promised to provide a refund but keep avoiding paying the refund. Allianz travel insurance would cover the cost of the flights but won't because Garuda promised a refund. I have been trying to get a refund since March. I email Garuda every week and keep getting the same response; "we do apologize for the inconvenience. Regarding your inquiry is being internally process, currently we are still waiting for confirmation and we will inform you shortly after we get the information".

Route: Melbourne to Denpasar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "Condor is truly terrible"

Review: Condor is truly terrible. I've read reviews before booking and still decided to give them a chance and I wish I didn't. Their customer service is awful and their only answer is "there is nothing we can do". They do not offer refunds or airline credits (no matter the reason) and they say if you have a problem with anything just leave a complaint. Please save your money and sanity by booking with someone else.

Route: New York JFK to Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cambodia Bayon Airlines

Title: "aircraft noisy and vibrates"

Review: Short trip from Siem Reap to Phnom Penh on March 17. One way cost \$50. The plane is a Chinese Built MA60 turboprop aircraft that currently does not have a certificate to fly in Europe, N America, etc. It's very noisy and vibrates (much more than an ATR). Weather was good so no problems, but not sure I would like to be on one in poor

conditions. The week before I flew PHN-REP on Bassaka Air A320 for similar cost, which was much better.

Route: Siem Reap to Phnom Penh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "The worst airline and service"

Review: The worst airline and service! I have booked for the first time and this is the worst decision ever. I booked five tickets for me and my family including two senior citizens. All five of us were allotted with different seats and that too in the middle ones. If thats not cruel and unethical then what it is? We started our mini vacation with a very happy note but alas the Akasa Air has ruined in the final note!

Route: Delhi to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "thank her for the kind hospitality"

Review: My wife and I checked in at Counter B-03 and we were greeted by a very friendly staff today at about 5.20 pm. After verifying our tickets, she even offered us a packet of peanuts that we love so much. We didnt ask for her name but we really want to thank her for the kind hospitality!

Route: Cebu to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "ground staff get a minus 5"

Review: Bangkok to Hong Kong. Upon entering Bangkok Don Mueang Airport, I knew I was in for trouble. The crowd rivaled Times Square on New Year's Eve, but with less security and less discipline. I went to a booth marked Air Asia help, but the lone lady attending confused passengers was working on her computer and completely ignoring people at the counter. After about 10 minutes she looked up and curtly directed me to a herd at check-in area 1. After 10 minutes in that line (which was marked "charter flights"), a passing Air Asia employee explained that this was the wrong area and directed me to another herd at area 2. 20 minutes later, when I finally reached the counter, the check in agent informed me that my tennis racquets were potential weapons and had to be checked baggage - but first they must be wrapped somewhere "over there". That was another line that took 20 minutes and cost 300 bahts- about 10 USD. Keep in mind that I was a premium "hot seat" passenger. It was now about 15 minutes before boarding time, and we still had passport control and security to clear. A sign at the passport line estimated a 45 minute wait. My goose was cooked, BUT, after 10 minutes in that line, I discovered that there existed a much shorter courtesy line for invalids, pregnant women, and seniors. (finally an advantage to my 72 years). That line still took 12 minutes, and it was now boarding time with security still ahead. That actually went quickly, and I arrived at the bus-remote boarding gate at last call. The flight itself was actually quite pleasant. The attendants were efficient, the pre-ordered food was tasty, and I had all of row 1 to myself. Later, at HKG, to my great relief, my racquets and suitcase arrived apparently undamaged. Thai Air Asia isn't responsible for all the chaos at DMK, but they are understaffed, inefficient, and not customer-oriented. Also, as a Star Alliance gold elite, I am accustomed to quick and competent ground staff. I would give Thai Air Asia onboard service a 7, but the ground staff get a minus 5.

Route: Bangkok to Hong Kong

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "This airline needs to wake up"

Review: The customer service agent at the Montreal-Trudeau airport was nothing but ignorant, the expression on her face was disgraceful and her lack of caring really showed. The flight got delayed for 1/2 hour than an hour and now 3 hours. I will miss my connecting flight and all charges are on me. This airline needs to wake up if they want to continue transporting human beings and treat them as such. Very disappointing but not the first time. There is always some type of show attached to this company. Be aware.

Route: Montreal to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "thank you Hawaiian for a job well done"

Review: Boarding at JFK's Terminal 4 orderly and efficient. Seats comfortable for the nine hour flight back to Honolulu. The cabin crew was awesome with their food and snack service. The complimentary wine with the meals is a nice touch albeit the only course was a vegetarian pasta dish with salad and cookie. The snack prior to landing was good as well, especially with the mac-nut chocolate included. The flight itself was extremely smooth with very little turbulence along the way. Of the various airline pilots from different companies which I have flown, HA pilots make the smoothest landings, well appreciated. HA's entertainment could use more varieties of movies, and definitely a wi-fi system on board which HA has none. All in all thank you Hawaiian for a job well done. Hawaii truly does fly with Hawaiian.

Route: New York to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qatar Airways

Title: "we have heard nothing"

Review: My daughter left her trumpet on the plane. We contacted Qatar Airways in December and they replied after

three weeks in January saying that they had the instrument and would return it. Since then, despite the fact that we have sent many emails requesting information / updates ... we have heard nothing. In terms of customer service they have been terrible. The Qatar Airways flight flight was ok, nothing special.

Route: Singapore to Doha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Airlink

Title: "Comfortable and on-time"

Review: Comfortable and on-time service with a super friendly and welcoming crew for my first flight on this airline. Even the pilots took time to engage with my 3 children, would not hesitate to recommend and fly Airlink again when back in the region.

Route: Johannesburg to Harare

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "another great experience"

Review: Another really great pair of flights, on time, no problems at all, champagne was ok and my meal choices were great, the new club suite is a good improvement over the previous seat, in flight entertainment could have been better, cant wait to fly with BA again and enjoy another great experience.

Route: Newcastle to Las Vegas via Heathrow

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Southwest Airlines

Title: "Southwest is not a military friendly airline"

Review: I am writing as a concerned Officer in the United States Army. I usually only fly with United or American and took a chance with Southwest bc I needed direct flights for my kids. I have three children who need to fly to CA to be with family as needed, ages 5, 8, and 15. Ive never bothered to do early check in bc Im priority boarding but decided to do it this time since its w a different airline then what Im use to. My youngest being a 5 year old girl was given a seat in C24 when her brothers were placed in C11 and C 12. So naturally I called the airlines. The lady said she couldnt change her seat. I asked what about priority boarding for unaccompanied minors (the 8 and 5 year old) she shut that down. I explained I need my kids to sit together please. I asked about priority boarding for military. I explained they have military ID cards and I will have mine on me as I plan to wait with them at the gate to see them off. She said Sorry but no priority boarding for them, we dont do that. She was so rude. I explained these kids are new to this routine and it is the 5-year old first time flying w/o mommy with her. The southwest rep could not care less saying that theres nothing she can do for us! I was very angry. Seeing how less than 1% of the population serves our military one would think they would treat military members and/ or their kids better, especially with everything they go through. Southwest is not a military friendly airline.

Route: Dallas Love Field to Sacramento CA

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai AirAsia

Title: "Service quick, polite and courteous"

Review: Chiang Mai to Bangkok. This is a domestic flight connecting to an international flight to Bali DMK-DPS, so after check-in we were directed to immigration and go to the international terminal's waiting room. We were given a sticker to wear that indicates we are transferring international passenger which had gone through immigration. When it was time to board, we were directed to a lane that lead us all the way to the domestic terminal and the domestic gate that we

were supposed to board from. This is a short 55 minutes trip at around midnight, but during a short hop like this the FAs were able to give us the hot meal we ordered and clean up before the plane lands! Service was quick, polite and courteous, done by cheerful and friendly FA's, and this is how flying a Low Cost Carrier airline should be! US airlines, and not only the LCCs, have a lot to learn from this Asian budget carrier on hospitality and service from these FAs who obviously likes what they are doing, even on a short midnight flight.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "suggest you steer clear of this airline"

Review: First and foremost, the fact that KLM kicked us off our flight last minute is completely unacceptable. This is a blatant disregard for their customers' time and travel plans, and it's frankly inexcusable. And to make matters worse, they put us on a connecting flight on my birthday, which only added insult to injury. It's obvious that they have no regard for our personal needs or preferences. The fact that KLM Airlines can't even provide basic reliability and customer service is truly disappointing. It's difficult to imagine a more frustrating and inconvenient situation than having our travel plans disrupted at the last minute, especially when it comes to something as important as a birthday celebration. In conclusion, I would strongly advise against using KLM Airlines for any future travel needs. Their inability to deliver even the most basic level of service is a clear indication of their disregard for their customers. If you value your time and sanity, I suggest you steer clear of this airline at all costs. The reason for their rescheduling was due to them overbooking the aircraft which caused us to get kicked off and put on another flight.

Route: Florence to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SilkAir

Title: "get what you paid for"

Review: Short SilkAir flight from Singapore to Medan one way. The ground service at Changi airport were very professional and boarding was smooth. The seat was standard for short haul flight and the plane seems very well maintained. The meal was average but I didn't make a big deal out of it since it was a short flight. Even though it was short flight, they still provided entertainment service via wireless connection. This is my first time flying with Silk Air and I will fly with them in the future. The price is premium though but you will get what you paid for.

Route: SIN to KNO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "amazing cheap flexi fares"

Review: This was my second trip with Akasa and I enjoyed the flight and overall experience from Check in to Cabin services to meals. We landed before time which was great, the best part about Akasa is their amazing cheap flexi fares.

Route: Bangalore to Lucknow

Seat Type: Economy Class

Traveller Type: Business

Airline: Interjet

Title: "this company is not reliable"

Review: I booked a flight for June 23, 2020 for me, my wife and my son with Interjet in September 2019 via Expedia. Throughout the covid crisis I checked with Expedia if the flight was still valid and I was answered in the affirmative. On June 20, 2020 I called Interjet and I was informed for the first time that the flight was canceled by them and I was suggested to contact Expedia for the terms of cancellation and compensation. However after verification, no message

from the cancellation was not sent to me by Expedia or Interjet. So as far as I'm concerned, I still haven't been notified in writing. If I cancel my Expedia flight on my own I advise that I will have a credit valid only until March 31, 2019 with no option to transfer the passenger's name. I am always ready to travel and I dispute that Interjet deprives me of my right to travel and only offers me credit with the most restrictive conditions. I therefore contest the actions of Interjet and claim my right to receive the service for which I paid a high price. Personally I believe that this company is not reliable, solid, credible and all it wants is to appropriate the funds without delivering the goods. I have my doubts about its viability after the crisis. J'ai réservé un vol pour le 23 juin 2020 pour moi, mon épouse et mon fils avec Interjet en Septembre 2019 via l'agence Expedia. Tout au long de la crise du covid j'ai vérifié auprès de Expedia si le vol était toujours valide et on me répondait par l'affirmative. Le 20 juin 2020 j'ai appelé Interjet et on m'a signifié pour la première fois que le vol était annulé par eux et on m'a suggéré de contacter Expedia pour les modalités d'annulation et les indemnités. Cependant après vérification, aucun message d'annulation ne m'a été envoyé ni par Expedia ni par Interjet. Donc en ce qui me concerne je n'ai toujours pas été avisé par écrit. Si j'annule par moi-même mon vol Expedia j'ai vu que j'aurais un crédit valable seulement jusqu'au 31 mars 2019 sans option de transférer le nom du passager. Je suis toujours prêt à voyager et je conteste que la société Interjet me prive de mon droit de voyager et m'offre uniquement un crédit avec des conditions des plus restrictives. Je conteste donc les gestes de Interjet et réclame mon droit de recevoir la prestation pour laquelle j'ai payé un fort prix. Personnellement je crois que cette société n'est pas fiable, solide, crédible et tout ce qu'elle veut est de s'approprier les fonds sans livrer la marchandise. J'ai mes doutes sur sa viabilité après la crise.

Route: Montreal to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malaysia Airlines

Title: "asking for a refund of seat purchase"

Review: I have no response from Malaysia Airlines from my initial 30 December complaint. I purchased a seat prior to 25 December departure (8F), at check in I was handed a boarding pass with 7F and in addition, the check in rep told me seat was 13A according to a pop-up. I explained I paid for 8F though. She said she couldn't explain why so told me to go

to the service desk. I went there and the rep said I was moved to allow a family to sit together. I wasn't asked, I was just moved, twice. Of course I wouldn't wish to split up a family if they had young kids. On all my complaint correspondence (no response) I always attach my boarding pass (7F) and my itinerary with 8F. Has been 3 times I've contacted them (in 52 days). All I'm asking for is a refund of seat purchase. I paid unnecessarily as I wasn't given what I paid for. Why won't Malaysia Airlines respond to me? They took money from me and now avoiding me.

Route: Kuala Lumpur to Perth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "rescheduled without notice"

Review: The flight was rescheduled without notice. A journey which should have taken 12h became 24h and the passenger, my mother who is 77 years old reached home exhausted. She missed the train we had booked before the Airlines rescheduled the flight and finally missed the other train again as the flight landed late. It incurred additional cost as she could not benefit from early online bookings.

Route: Colombo to Frankfurt via Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "the worst low cost company"

Review: I made a reservation with 3 seat purchase for me, my wife and my 4yo boy on a two way flight to Larnaca. A month before flight they informed me they changed the time of departure. With worse times of departure. I said fine.. it happens. Bad luck. A week before departure I receive another email that they changed again the flights with a day before. With arrival near midnight on both flights. I had to get another another stay for a night even if I get there after

midnight. Why can I do? Sleep with my 4yo in the airport? Two days before flight I try to fill the online check in because the airport check in costs extra. I receive a notification that I must fill within 24 hours and I see that the seat for my child was moved to the back of the plane. I said that I cannot let my 4yo to stay separate from us so I paid to change the seat even though I already paid for the right seats when I made the reservation. One day before flight: I try to fill the online checkin. The website informs me that I need to pay again the seats full price. So I cannot fill the online checkin and I have to pay for it at the airport. In conclusion: this is one of the worst low cost company with a site that wants to fool you to pay things at least twice. Don't ever fly with BlueAir. I know that I won't.

Route: Bucharest to Larnaca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: Fiji Airways customer review

Review: This was my first trip on Fiji Airways - I was en route to Los Angeles through Nadi from Brisbane. It was on a Boeing 737 which has always been one of my favorite aircraft to fly. The experience was excellent. We were greeted warmly by the crew with a "Bula". The cabin crew were courteous, gracious and warm. I noticed that some of the flight attendants took particular time with children. The seats were quite comfortable, thanks in part to the significant amount of pitch and a wonderful foot rest. The food on the flight was tasty and served with courtesy. Each seat was supplied with a large and comfortable pillow as well as a blanket which made the ride more comfortable and made taking a nap quite easy. Departing the plane for my next flight was simplified by the cabin crew's excellent directions and instruction. I will definitely fly Fiji Airways again when there is an opportunity.

Route: Brisbane to Nadi

Seat Type: Business Class

Traveller Type: Business

Airline: Austrian Airlines

Title: "good customer service"

Review: Overall a good experience. Flight on time, good customer service online and at the airport (Tel Aviv). Very nice and welcoming crew on board. Clean and nice looking cabin.

Route: Tel Aviv to Vienna

Seat Type: Economy Class

Traveller Type: Business

Airline: TUI Airways

Title: "Nothing was too much trouble"

Review: Due to Storm Ciara our flight was delayed by several hours and then we flew to East Midlands airport with onward coaches arranged to Gatwick. The Captain, came into the cabin many times to keep us updated at every stage and to answer any questions. He also offered trips/pics in the cockpit. The crew were great too. Nothing was too much trouble. We would like to pass on our appreciation for the great communication during a difficult time.

Route: Kittila to Gatwick via East Midlands

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "It is worst experience with this airline"

Review: Last year I had a pathetic experience with Flydubai, they cancelled the flight at the very last moment without any reason. I was travelling to Dubai from CCU. It got cancelled & no refund, only voucher & we have to book Emirates with a much higher price. This business model must change. This time it got delayed on both journeys for 1-2 hours without any proper clarifications. Upon asked, they will provide standard answer of technical issues, blah blah. It is worst experience with this airline.

Route: Dubai to Tbilisi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Eastern Airlines

Title: "Worst airline ever"

Review: Los Angeles to Siem Reap via Shanghai. Worst airline ever. Customer service is the worst. On July 25 we were scheduled to fly out of Los Angeles at 1230pm on China Eastern Airline flight 586 to Shanghai; however, the flight was delayed by two hours and we departed at 2:30pm. When we arrived in Shanghai on July 26, our connection flight to Siem Reap, Cambodia, flight number 513, had already left. The China Eastern Airline agent changed our flight and said he would give us two connection flights: the first connection was to Ho Chi Minh City, Vietnam, then to Siem Reap. But, when we arrived to Ho Chi Minh city, the flight to Siem Reap was not booked by the China Eastern Agent; therefore, we had to buy 2 new tickets to Siem Reap. The flight delay from Los Angeles to Shanghai was not our fault but the airlines and were greatly inconvenienced. This was a horrible experience. I called and went to the office. Heard nothing yet.

Route: Los Angeles to Siem Reap via Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "flight went very well"

Review: The flight went very well. The crew on board was attentive. The price of the flight was not expensive. Very good experience. 4th flight on Volotea without problem.

Route: Tenerife to Lille

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "This airline has really gone downhill fast"

Review: This airline has really gone downhill fast. The staff is using the Covid excuse to be rude and inattentive to customers. They sit and offer little to no customer service. I am specifically referring to business class. They do not even serve drinks in business class. Supposedly COVID is the big excuse. I am not convinced as other airlines like United have returned to normal and offer full service in business class. This airline has become one of the most pathetic on most routes. Avoid if possible and don't waste your money on business class.

Route: Panama City to Medellin

Seat Type: Business Class

Traveller Type: Business

Airline: Transavia

Title: "seat was very uncomfortable"

Review: Very bad airline that falls under KLM. On the way there was a rude head stewardess who refused to do the safety demonstrations in English and did not speak English on the flight. So someone who doesn't understand Dutch doesn't know what to do. It is known that Dutch flight attendants have a very cold/rude attitude, also on this flight from Transavia and Stewards aboard with no experience. People who think to pay 9 euros extra to be sure that you can take luggage with you are wrong. Most of them still had to drop off their luggage. Food & beverages are extremely expensive. For 1 sandwich you already pay almost 10 euros. I would not recommend this airlines for flight for over 1.5 hours. The seat was very uncomfortable and extremely small.

Route: Rotterdam to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Scoot

Title: "rescheduled without advice to us by Scoot"

Review: This was the final flight of our ill conceived use of Scoot to fly to and from Vietnam. This was yet another flight that was rescheduled without advice to us by Scoot. Our original booking would have seen us travel from Ho Chi Minh City to Singapore to Perth in the course of a day rather than have an enforced stopover of 18 hours in Singapore which allowed time to eat, bathe and sleep before returning to the airport. Boarding was disorganised and the flight was delayed upon departure by about an hour. Our pre booked seats were changed without advice and we ended up four rows from the toilets at various times there was the overpouring stench of stale urine in the cabin. both my partner and I used the toilets and prior to her being able to use them she had to do a clean with disinfectant wipes and tissues. Disgraceful it reflects poorly on the airline, cabin crew and our fellow passengers personal hygiene practices. None of our flights with Scoot departed on schedule each flight was re scheduled without notification to us. What is unfortunate about this experience is part of our decision was based upon past travel with Singapore Airlines, Scoots parents company. It is not a good look to be associated with such a poorly operated and managed low cost carrier who has little care or concern for its passengers. In Singapore Airlines case its association with Scoot is a race to the bottom. Scoot is little more than riding a public bus.

Route: Singapore to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "I wouldn't recommend"

Review: Awful experience. Flight was delayed several times, ended up leaving 7 hours late. Only received email notification for 2 of the delays so was unaware of the final delay. Was sitting with a couple in the airport who were taking the same flight, they contacted Lynx and were told the flight was cancelled and so they rebooked through a different

airline. Turned out the flight was not cancelled. At first it was "maintenance issues" then it was "delayed inbound flight". Couldn't get a straight answer. Flight was then overbooked and multiple people had to be cancelled. Once we were boarding the plane we were told seat numbers on our boarding passes didn't matter and to sit anywhere we wanted. I'm sure this caused annoyance for people traveling together as we were told it as we were walking inside the plane to our seats. Everything seemed very unorganized and chaotic. Return flight was a bit easier but still delayed over an hour. I wouldn't recommend this airline if you are looking for reliable and timely flights. Chairs had charging ports in them, but they didn't work. They did provide water which was nice. Didn't end up being much cheaper than other airlines once you pay for luggage.

Route: Kelowna to Calgary

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "uncomfortable and frustrated"

Review: My husband and I flew from Amman to Mumbai with Egypt Air 2 weeks ago and had a so-so experience in business class. The only disappointment was the main entree which was inedible. Other than that we were able to lay down and sleep, which made the flight better. However, the horrible experience was on the return flight today (2/17/23) from Mumbai to Cairo in an old Boeing 737. The plane was terribly old, the seats awfully uncomfortable it was a red eye flight and we couldn't even lay down. And this was Business Class! We were uncomfortable and frustrated that this could even be called a business class flight! On top of that, the TV screen was horribly small and the earphones didn't work. I couldn't sleep and I couldn't entertain myself to pass the miserable time onboard. Surprisingly, the short segment from Cairo to Amman was on a newer plane (Airbus 320) and the seats allowed for comfortable reclining and the TV screens were much better along with the movie selection. Why use a better plane for a short segment (1 hour and 15 minutes) but use an old dilapidated plane on a red eye flight?

Route: Amman to Mumbai via Cairo

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "great flight in both directions"

Review: I hadn't even heard of Breeze when I booked a non-stop round-trip ticket from Las Vegas to Richmond, Virginia. They had just added this obscure route. No one else offered a direct flight and they were \$300 less than a similar flight that included one stop en route. Prior to booking, I checked out the reviews and overall rating, and prepared for late flights and lost luggage none of which happened. Great value, excellent flight on a new Airbus A220. Excellent crew and in-terminal check-in staff, both in Las Vegas and Richmond. On both ends the flights left on time and arrived ahead of time and the baggage service was fast. Instead of using the terms economy and first-class, they offer: nice, nicer and nicest more inclusive terminology. With Breeze, you have to do everything online and my recommendation would be to first time flyers to set up a real account first (not a guest account) and book the ticket. I booked as a guest then setup a real account, but they can't merge the two accounts. They deleted the guest account, but all of the texts for upgrades took me to the new account which didn't have my trip listed. I'm sure that will resolve itself when I book the next ticket. All communication is via email or online and it takes a day or two to get a response. It was a great flight in both directions.

Route: Las Vegas to Richmond

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "We will never fly Frontier again"

Review: My family had pre-purchased tickets departing West Palm Beach Sunday, July 9th at 8:46PM. As we were arriving at the airport at about 6:00 we received word that our flight was cancelled. We were told that we could not get another flight out of W. Palm Beach until Thursday, 7/13. We were handed a card that we could use to process a refund.

The person at the ticket counter was working alone, and, since her terminal was not working was unable to help us other than to tell us we would have to find another flight ourselves. She phoned a superior several times asking for someone to come help her with the long line of angry customers that had, by now formed behind us. No one showed up. We eventually went on-line with our cell phones and determined that there was a flight leaving from Orlando Tuesday 7/11 and we booked flights. That meant we had to rent two cars, drive to Orlando, and then rent two hotel rooms for two nights. The flight that we booked leaving Orlando at 10:30AM was delayed multiple times, the last time because they needed to get a refreshed crew member to the airport, did not leave until after 11:00 PM Tuesday night. We will never fly Frontier again and we are now on a mission to let everyone else know that Frontier's customer service goals are to provide as little service to as few people as possible.

Route: Orlando to Philadelphia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SpiceJet

Title: "The worst airline to fly with"!

Review: The worst airline to fly with in terms of time management. Last 5 flights I have taken with this airlines has resulted in dela . Todays flight is been already delayed by 1.5hr, which is very big disadvantage for me. The seats are uncomfortable and leg space is very minimal. Strongly don't recommend and not planning to take any further trips with this airlines

Route: Srinagar to Delhi

Seat Type: Economy Class

Traveller Type: Business

Airline: Blue Air

Title: "one of the worst airlines"

Review: I think this may be one of the worst airlines I have flown with for some time. I initially booked my flight on the basis of the basic fare without luggage and thought that it was fairly reasonable for a no frills flight. However i needed to add luggage later on and saw that it was over £65 each way. This did not include seat selection or any other benefit so I saw online that you could upgrade your ticket to include luggage, seat selection and meals. I decided to do this as it seemed that it would offer more comfort and if i was going to pay so much extra for luggage, i may as well include the others. The meals had to be preordered but i did not get what i ordered. You had to pay separately for drinks other than water. The waiting time for check in was a disgrace and i was in a queue for approx 90 minutes on my return journey and only passed through security whilst the plane was boarding which meant a rush through the airport to catch my plane. This was very stressful and then the "Premium" upgrade i had paid for did not include any priority boarding or any such benefit. The flight left on time and landed in good time. However it took over 45 minutes until i could pick up my luggage despite a very short queue in passport control. The staff were polite but all in all, i thought it was a horrible experience which worked out very expensive. My flight to Cyprus in the end cost more than i have paid for some long haul flights to the USA and SE Asia at almost £400 with luggage and meals included. I would recommend that you check the luggage prices and to steer clear of the food! I will not be using this airline again.

Route: Luton to Larnaca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "a very comfortable way to fly"

Review:

Alitalia's Premium Economy is a very comfortable way to fly. On our recent trip from Amsterdam to Cape Town, we booked Premium Economy and - good to know - unlike others, Alitalia will put you in Business Class on connecting flights that don't have Premium Economy. A huge step up from many of the other airlines that will seat you in Economy. So those flights come with complimentary lounge access. Lounge in Amsterdam provided by KLM, which is just OK. Business class on board Alitalia is pretty standard but seats do have adjustable armrest that create a slightly wider seat,

ample pitch and a little table in between seats that folds down. I was quite impressed with the catering, a traditional set up with a good pasta, salad and dessert. Service was fine. Connection in Rome is really easy as you are leaving the EU (no security). Our flight to JoBurg left on time with an early arrival. This is important because if the flight is late it will be handled at a remote stand, which easily adds 30 minutes to getting through the arrival process. Alitalia's premium economy is wonderful. Really comfy seats with great recline, quite adequate for sleeping. Avoid the first row, because leg space is really reduced there. seats are in a 2-3-2 arrangement with 2 rows on the side and 3 in the middle. Second window row is really the best. A nice amenity kit was handed out, pre departure bubbles in plastic cups. Meal service was upgraded and somewhere in between economy and business class. Proper linens, china and silverware were used. I had a great sleep on this flight. Breakfast was very basic. Service from the staff could be warmer, but nothing to get upset about. Arrival in Joburg was okay with a short wait at immigration. Alitalia sells a connection to Cape Town (which we took) on SAA, but they 'don't partner' which means if anything happens that will make you miss your connection they will point fingers to each other. We made our connection but trying to make some sort of a change in the trip was impossible because of this.

Route: Amsterdam to Johannesburg via Rome FCO

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "Thai Airways as we remember it is no more"

Review: Thai Airways always had subpar operations but at least they had good food, relatively spacious cabin, and smiling (if not the most efficient) staff. After the pandemic, even the few remaining strengths have now disappeared. From my experience from my last interaction I can safely say that Thai Airways as we remember it is no more. It is now one of the worst airlines in Asia. This is why - my flight got delayed but no one at the check-in counter mentioned that and there was no status change when I checked online. After waiting 3.5 hours, the flight was delayed a further 3 hours. Again, no emails or texts - just the airport screen showing the update. Then the flight suddenly got cancelled. Again no communication from Thai in this regard. No Thai staff to be seen anywhere at the Chennai airport and we could not exit

the security area so no way for us to contact Thai. I made three international calls from my mobile just to connect with Thai Airways in Bangkok. The saddest part was that their customer service people said they had no way to contact their staff in Chennai. That's when I knew Thai had hit bottom. Their local phone lines are literally disconnected and the staff "helping" me at the airport were wearing Air India uniforms. Only airline in the world which abruptly cancels their flight but their website even after 48 hours shows the flight took off and landed on time! If I get a refund I will be lucky.

Route: Chennai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAME

Title: "pathetic customer service"

Review: We made plans to visit Ecuador for May 2016. Unfortunately the earthquake of April 16th destroyed one of our destinations, Manta. It was too late to make changes and my wife did not feel safe with the possibility of aftershocks and even more earthquakes. Cancelling required much effort. Everyone (Delta, Air B&B, hotels) were happy to refund 100% of our money and they did so quickly. Everyone except TAME of course. After many phone calls, and emails, and me going through a very long process of getting the refund, then agreed to refund us 100%. They said it would take up to 20 working days. It has been over 20 working days and still not refund. I called TAME and I guess that the refund department has no phones and all they could do is email them, which of course I have been doing weekly. I get zero returns to my emails. Pathetic customer service; beware. If I do get my refund I will follow up on this post, to be completely fair.

Route: UIO to MEC

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "Worst customer service"

Review: Worst customer service. They change the flight timing after you book your preferred flight. We booked flight with less lay over time and Delta kept changing the timing so frequently according to their wish and now the lay over is more then other flights. They say you can change the tickets if you like and are not happy with the current flight time change. But all the other flights are so costly and asking me to pay more than 1000\$ for flight change. I did not request a flight time change. Delta did and asking me to pay the price difference if I wish to change my flight timing. Me and my kids were traveling together and had one reservation number. I called customer service to see if I can make my kids travel using the unaccompanied minor service. Without even checking if it is possible or not, the customer service agent went ahead and first separated my kids and my reservations. I will never book tickets in Delta ever again. Greedy worst airline it is.

Route: baltimore to indi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Transaero Airlines

Title: "delays without any reason"

Review: Food is horrible. Served the same rice in breakfast and lunch. Soft drinks are served without ice. No alcoholic drinks served in economy class with or without payment. Flight delays without any reason. No compensation for delay even if it is more than 5-6 hours. In-Flight entertainment in Russian language.

Route: New York to Delhi via Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "cannot reach them by phone"

Review: Though ANA is a very good airline, and both the planes and lounges are great, the lack of customer service at this time is very frustrating. You simply cannot reach them by phone. I have spent countless hours trying to reach them. Covid is just an excuse to save huge money on service. Plus, there are no walk in offices. This will be the last time I use them. If you cannot make a change, or cancel, what is the point? The website keeps showing errors. Useless.

Route: Bangkok to Los Angeles via Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "staff on board was rude"

Review: First of all the front desk ladies were very sweet and helpful, I can not complain about them. Now lets start, the staff on board were rude and did not seem bothered with the clients at all. After the safety instructions were done, they simply went and buckled themselves in, not one of them came by and checked to see if any of the passengers were buckled in. When we arrived my sons car seat was booked in as special baggage, well thank you for breaking the chair into two pieces. The car seat was thrown on the floor in the middle of the conveyors where you collect your bags. We asked the people at the kiosk where we should collect the special baggage, they simply pointed to stuff thrown on the floor and there was where my sons car seat was thrown. When we flew with Mango on the 4th they brought my sons car seat to us to the kiosk on a trolley as it should be but to throw someone's baggage like it garbage is disgusting. Staff have no personality, no drive and no respect for your clients goods. When we flew with Mango again on the 4th of Feb the pilots were excellent, they kept telling us and informing us where we were, but the pilots of flysafair did none of that. I regret not flying with Mango again and regret that I used your services. I will never be you client again and I advise anyone not to make use of your services!

Route: Johannesburg to Cape Town

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "Worst customer service"

Review: Worst customer service at the boarding area, personnel on boarding gate are so rude, needs to be thought good manners, doesn't even ask nicely and demanding, from the person who demanded to check in the luggage, he said he is the supervisor. The one in the counter just threw the passport instead of handling it. The lady on the gate shouted to not to be in the way. No one is smiling.

Route: Newark to Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "one of our luggage never came"

Review: Toronto to Zagreb, I wish we had one good thing to say except one friendly flight attendant that made small chat. The rest of the staff seemed out on a mission to make passengers suffer. I was woken up from sleep bc the mask slid off my nose. To make it more interesting, while having the meal, the flight attendant reminded me to have a mask on. At the end of the flight an attendant reminded me to have the seat up. I showed her by pressing the button that the seat is broken, it doesnt go up. She pushes on it and again it doesnt move. She gets angry and argues that she is doing her job. She brings another attendant who says that the attendant is doing her job. I repeat, the seat is broken. She pushes the button. The seat doesnt move. At That point she is shaking the seat with full force and two hands manages to move it up. And to end the trip one of our luggage never came. Its been 4 days now and there has been no communication form air transat on the status of our lost property.

Route: Calgary to Zagreb via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Asia

Title: "worst airline customer support"

Review: One of the worst airline customer support I have ever encountered. Until now, living in Singapore was spotless but Jetstar has ruined that. I booked the flight wrongly and tried to cancel the booking under 1 hour, which is also their 1-hour-fix policy condition. Unfortunately, Jetstar did everything so I couldn't use this policy. I was unable to cancel the booking on the website (no option to cancel or change the destination), call the customer service to ask the same (it was outside of their working hours) or get any meaningful support from their virtual assistant (referring me to the same website that cannot execute the 1-hour-fix policy). When I called them the next morning, they refused to cancel my booking and required me to pay the change fee (if I wanted to change). So, their 1-hour-fix policy only works between 6AM and 10 PM, when their phone customer support works. Makes me really sad and hurt to see that these kinds of things can happen in lovely Singapore.

Route: Singapore to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia

Title: "placed in random seats on the back"

Review: Be cautious when booking. I paid in advance \$40 per ticket to choose my seats (two window and two aisle on the same row 28) and was placed in random seats on the back. There were no excuses, no compensation and they would not issue me a refund. The excuse via email was that when the plane configuration changes the seat assignments may change as well. The plane had not changed and I was seated in a middle seat, first row. The tray table was broken, the screen would slide down continuously and I had no room for my personal belongings. Avoid flying Iberia and if you must, be very cautious because they are sneaky without shame.

Route: Madrid to New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "put on standby for the flight"

Review: Before my trip to Vietnam, I booked with KLM, first put on standby for the flight to Paris, then also put on standby for Ho Chi Minh, then to Hanoi I was not on the passenger list. The flight I was supposed to have was now full. A ticket is no guarantee to actually fly! What makes it worse; it's business as usual, so as a passenger you just have to deal with it. Employees were disinterested and even completely unwilling to help at Schiphol. Was stunned that KLM's service level had dropped to this level. Finally got in touch with customer service; apologies and the message that I did arrive at destination so that's why they don't apply compensation. They also indicated that it was normal that a flight was overbooked and that you could be placed on standby. Wanted to speak to a manager, but they said they would close the case and stop responding to my emails. Horrible start to the holiday and cringeworthy service. Ben voor mijn reis naar Vietnam geboekt bij KLM eerst standby gezet voor de vlucht naar Parijs, vervolgens ook standby gezet voor Ho Chi Minh, daarna naar Hanoi stond ik niet op de passagierslijst. De vlucht die ik moest hebben zat inmiddels vol. Een ticket is geen garantie om daadwerkelijk te gaan vliegen!! Wat het erger maakt; het is de gewone gang van zaken, dus je hebt het er als passagier maar mee te doen. Medewerkers waren ongeïnteresseerd en op Schiphol zelfs totaal niet bereid te helpen. Was verbluft dat het serviceniveau van KLM naar dit niveau was gedaald. Uiteindelijk contact gehad met de klantenservice; excuses en de boodschap dat ik wel op bestemming was aangekomen dus daarom hanteren ze geen compensatie. Ook gaven ze nog aan dat het normaal was dat een vlucht overbooked was en je standby geplaatst kon worden. Wilde een manager spreken, maar ze gaven aan de case te sluiten en niet meer op mijn mails te reageren. Afschuwelijke start van de vakantie en tenenkrommende service.

Route: Amsterdam to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "I have not received the funds"

Review: I asked to postpone my flight for a later date and they then told me that they had refunded me (1 month later and after me following up every week because they just do not respond to emails), I have not received the funds and I have been communicating with them back and forth since September 2022, they told me that the refund was made in October 2022, it is now January 2023 and I have still not resolved this issue. They now tell me that they have refunded me and no deposits will be made on their behalf.

Route: Johannesburg to Paris via Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "staff are its only saving grace"

Review: 3 small Kababs for dinner, then lights off. Breakfast inedible - we tried each of the three on offer. Poor selection of entertainment. No true Transit through KL - an excuse to steal duty free bought in Bangkok. Discriminatory checks of hand luggage - my bag was with a locals and 3 cans of beer went through, my daughters were taken. We like Changi. No drinks between Bangkok and Kuala Lumpur, even international Business Lounge in KL, in a time warp, no drinks. Onboard staff are its only saving grace.

Route: Brisbane to Bangkok via Kuala Lumpur

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "the worst customer service"

Review: Flight was cancelled not Ryanair's fault it was French air traffic control - however, at the airport no one from

Ryanair cared one bit, not one helpful staff member, I was sent from one desk to another no staff member had a clue what to do in event a flight was cancelled. Getting a refund was made very hard but I didnt give up, now I have a problem getting a simple email to verify my flight was cancelled, I need this for insurance claim for other expenses like car parking etc. Ryanair do not care one bit, I spoken to them on chat the staff are totally useless asking questions that are so irrelevant, then they send links that are also of no use, they are the worst customer service Ive ever dealt with in my life. Ive flown with them for decades but never again Id rather walk! Absolutely useless every last one of them, Ive sent about 30 emails and every time asked for a simple email saying my flight was cancelled they cant seem to be able to do it. Worlds worst company avoid at all costs.

Route: Stansted to Faro

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "a thieves' practice"

Review: Flight cancelled due to weather conditions. Re-scheduling suggestion didn't work for me, so I cancelled the booking and requested a refund. Horrible customer service, took 30 days for first review. They refused to give me the money, only a credit. But I am a foreigner not planning to use Porter anymore, and don't have friends in Canada to transfer the credit. So the money stays with Porter, who didn't provide the service, that blames the weather, but I am the one who got screwed. Seems a thieves' practice.

Route: Toronto to Quebec City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: La Compagnie

Title: "a ton of legroom"

Review: We heard about this new airline and decided to give it a try. The price seemed quite reasonable for what we were getting. This is an all business class airline. The price was not much more than flying economy on other airlines. We read the reviews and were aware of time changes and flight cancellations that have occurred in the past. This was not a business trip, so we were a bit flexible. We flew from Newark to London and then back a week later. Our flight out to London was delayed by about an hour, but we got plenty of notice and it did not affect it one bit. On the way home, our flight took off a couple of hours early, but again we got plenty of notice of the flight change. Truth is the early departure worked better for us, so we were not unhappy with the change. Check in went very smoothly. No lines and the staff were very courteous and friendly. We were traveling light, 2 suitcases between 3 of us, but it is nice to know that if we decided to buy something large, it could fly back with us as a piece of luggage. Once checked in we went straight for the lounge. Nothing special, but much better than sitting in the regular waiting area. You get some decent food and drink before you board. If you wait till the end, someone will come around and remind you when it is boarding time. As a business class passenger you get to take the short security line. Truth is that at both Luton and Newark, it did not make a big difference as lines at both airports were short. Apparently this airline has two Boeing 757 planes. We rode on both. On the way to London we rode on the newer plane. The seats are so much nicer than any I have been in before. They have a ton of legroom, I could not touch the seat in front of me. The seats go almost flat. The seat controls are not intuitive, but you can figure them out if you play with the controls enough. The most important controls are the ones that convert the seat to a bed and the one that converts it back to a seat. The newer 757 is nicer. It has more bathrooms and there are no wires to charge the entertainment tablets. The seats also end up a bit flatter in bed mode. Entertainment wise, you get a nice big Samsung tablet. On the older plane where the tablets need to be plugged in, quite a few were running out of battery during our flight. A bit annoying, but if you kept the tablet in the cradle in front of the seat and left it plugged in, it was not an issue. The selection of entertainment was a bit slim. There were 6 TV shows to watch and about a dozen movies. Lucky for me there were a couple of movies I had not yet seen so I was kept entertained. Food wise, no matter what this is airline food and it is not fine dining. With that said, they did the best they could. The fruit was very fresh and the deserts were really nice. Another nice touch was real silverware and cloth napkins. I'm not a drinker, so I can't comment on the wine and champagne offered on the flight. When I shop for anything, I look at value for the money spent, not just the cheapest price. Value wise I would rate this airline very high. There are only 76 passengers per flight, so you don't feel like cattle getting herded to the slaughter house. The staff is very well trained and friendly. If

you don't mind the chance of a flight change, the value is hard to beat. I would use La Compagnie again.

Route: LTN to EWR

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Druk Air

Title: "fantastic little airline"

Review: We recently flew business class New Delhi to Paro and Paro to Bangkok with Druk Air. They are a fantastic little airline being only one of two airlines serving Bhutan. We were on a trip via Delhi to Paro for 4 nights and then onto Bangkok. Both flights on time, lounges were shared and of a good standard. Both flights considering Paro being one of the worlds most difficult airports to land in were flawless by the flight deck.. some amazing views en route and pointed out by the crew. Food and beverage were of a high standard and plentiful for 2 hour flights combined with excellent service from very professional and delightful Bhutanese crew. Would certainly use again. Only point out being there is no Entertainment or wifi but the views en route you dont need it !

Route: New Delhi to Bangkok via Paro

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "awful lack of communication"

Review: Our 5pm flight was delayed due to mechanical issues. For a couple of hours, the captain gave somewhat frequent updates that a spare plane was coming but delayed due to weather. All understandable. 3-4 hours later, we get a final update that the spare plane had launched and the crew was going to get some food in the meantime, then they all left with their luggage. At 9.30pm, we get an email that the flight is delayed until the next day. The lone service rep at the desk would either tell you to check the app/emails or just walk away. They refused to communicate anything over the

loudspeaker, so fellow passengers were having to yell out updates to each other about new flight times, where to find luggage, etc. We will never fly Breeze again due to this awful lack of communication while leaving us stranded and scrambling 6 hours after our flight time.

Route: Orlando, FL to Fayetteville, AR

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: US-Bangla Airlines

Title: "my experience was satisfactory"

Review: Cox's Bazar to Dhaka with US-Bangla Airlines. The check-in process was smooth. The plane arrived exactly on time. But had to refuel for 15mins. We were on a full family trip. The staff was friendly and helpful. The seats were a bit tight and narrow. Food was average. Landing was smooth. We got our baggage in time. I don't know about others, but my experience was satisfactory.

Route: Cox's Bazar to Dhaka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "crew was friendly, welcoming"

Review: Nadi to Melbourne. Fiji Airways was a pleasure to fly with, the crew was friendly, welcoming and made us feel like we were at home. As it was only a short flight we had one meal, which was okay for aeroplane food. Cabin was clean, and the flight was smooth. They have inflight entertainment on the Boeing 737 - although not state of the art, it was drop screens every three rows, but it would keep your kids occupied. Would definitely recommend Fiji Airways.

Route: NAN to MEL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "when it was time to board no wheelchair"

Review: My wife has problems with her knees and has great difficulty with stairs so we notified the person at the counter, they asked can she do stairs, I said no she can not. They said ok and charged us for wheelchair. Then she had a wheelchair brought and said I was to push it. I declined and she sent for someone. We had a layover in Kuala Lumpur and when it was time to board no wheelchair, and a long ramp and then she had to climb stairs anyway. When we arrived in Danang again no wheelchair. And nowhere to contact customer service to get our money back. Never again.

Route: Penang to Danang via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "inexcusably rude treatment"

Review: The single worst airline I have ever flown with in my whole life. I have flown with Ryanair about a dozen times and probably 10 of them were late by more than an hour. Not to mention the inexcusably rude treatment customers receive. Unprofessional. It may be cheap but it feels even cheaper than it is. Cherry on top, had to wait another hour for the suitcase.

Route: Sofia to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "we had a really bad experience"

Review: Unfortunately we had a really bad experience with Flydubai. Their service is rubbish, stuff not experienced not polite. Poorly talking to people and trying to tell you indirectly its a cheap flight so its a cheap service. Please save yourself time, effort, stress day and fly a good airline. Its a clean plane but not happy with the staff and even the service staff at terminal 2 not nice as well.

Route: Dubai to Ankara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "The baggage allowance is a scam"

Review: The baggage allowance is a scam. I have paid for it was not allowed to take my small standard cabin luggage in. The staff were too keen to take more money off me. This is the second time its happened.

Route: Nice to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaColombia

Title: "price of the ticket"

Review: Medellin to Barranquilla. VivaColombia is an airline if you want travel for business or a short time. The experience on ground is not very well, the staff is not very friendly. The best of this airline is the price of the ticket. Need be more nice with the people and the internet service is confused. I dont need that, I only want to book the travel.

Route: MDE to BAQ

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "Think twice about booking Jetstar"

Review: Singapore to Bangkok. I booked a flight for 5 to Bangkok, choose my seats and paid in full. On the day of departure I was informed at the counter the flight was full due to overbooking and I had to take the next flight. Jetstar offered compensation of \$150 vouchers for future booking. They will not offer cash vouchers. This is ridiculous as payment has been made in full. Why would I want travel vouchers for another flight with Jetstar? What makes Jetstar think I would want to fly with them in future. Think twice about booking Jetstar.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Airline

Title: Sky Airline customer review

Review: Lima to Santiago. One of the worst airlines I have flown. We were put on and off the plane twice for two separate mechanical issues. Then they lost our luggage and the gate agents were clueless on what to tell people. I eventually had to buy a new ticket on a different airline.

Route: Lima to Santiago

Seat Type: Economy Class

Traveller Type: Business

Airline: Copa Airlines

Title: "The worst airline in the world"

Review: The worst airline in the world, our trip was on August 29, they canceled the flight at the last minute, they

offered an alternate flight almost until the next day without giving security of the connection in Panama, collecting the luggage was a nightmare, the lady at the counter He did us the favor of transferring us to United Airlines because we needed to reach our destination the same day United Airlines charged us for the full baggage (\$160) money that to date I have not been able to recover, there is no direct telephone number to make the claim, only via email and every time I send an email they tell me to wait 19 business days for the refund of the money and from 10 to 10 we already go for 1 month and no money. La peor Aerolínea de Mundo, nuestro viaje fue el 29 de agosto, cancelaron el vuelo a último minuto, ofrecían un vuelo alternativo casi hasta el día siguiente sin dar seguridad de la conexión en Panama, recoger el equipaje fue una pesadilla, la señorita del counter nos hizo el favor de trasladarnos a United Airlines porque necesitábamos llegar a nuestro destino el mismo día United Airlines nos cobró el equipaje completo (\$160) dinero que hasta la fecha no he podido recuperar, no existe un número de teléfono directo para hacer el reclamo, únicamente vía correo electrónico u cada vez que envío un correo me dicen que espere 19 días hábiles para el reintegro del dinero y de 10 en 10 ya vamos por 1 mes y nada del dinero.

Route: San Francisco to Costa Rica via Panama

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "didn't know how to smile"

Review: As someone who travels frequently, this was the first time I encountered a staff that didn't know how to smile or appear willing to help. This issue was not limited to a single staff member; the next desk had the same attitude. Since this was a work trip, my colleagues also had the same impression about the whole crew. It's not just about their lack of willingness to work; it's also the attitude that made me feel like I was doing something wrong or that I was an unvalued person who didn't deserve good service. I was not going to write a review but they forced me to do this with things that happened afterward. My bag has not arrived with me. Their staff assured me that my bag would be sent directly to Porto. Trusting their words, I didn't even think about tracking my bag during my 5-hour layover in Lisbon. Why would I? I have learned that my baggage was not even checked into Lisbon airport. Consequently, when I arrived in Porto, I had to

wait a long time for my bag. I notified the lost bag department and missed my paid train home. I was exhausted and disappointed, not knowing what to do without my presentation materials. They called me whoever I was talking to (Stacey) was the only good thing about this airline. She was nice. I spent around 60 euros because of them. (paid ticket, presentation materials, clothes etc.) However, the other airline companies I know generally pay compensation right away. Here, they are asking you to fill out a form to claim your money. It is well designed for you to give up and not be able to fill out the form to claim your money. In any way, the time I lost, the frustration I had for a couple of days. These were all enough for me to never ever use this company. This was my first experience with American Airlines, and I am sorry that it turned out this way.

Route: Philadelphia to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: Batik Air

Title: "definitely book with them again"

Review: Jakarta to Jogjakarta. A great flight with Batik. I booked this flight two hours before departure and I was very satisfied with the experience given the low price. Flight left on time and arrived in Jogja 30 minutes late due to storms on arrival. I'm thankful for the generous baggage allowance. Crew was friendly and attentive. Would definitely book with them again.

Route: Jakarta to Jogjakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "axing massively many flights"

Review: Once again, EasyJet has cancelled another flight. This time has been from Rome Fiumicino to London

Gatwick. They are cancelling many flights and it seems nothing is happening to EasyJet. They should be seriously be investigated and take the necessary measures to avoid they play with customers. I try to change to another date and customer service by phone were quite unhelpful and little comprehensive. European Union or the right organisation should look into them. Unfortunately, I booked a few more flights with them in the future and I feel really unconfident and stressed thinking about flight with them and would really wish to cancel them receiving the full refund. In fact, they have been in the news saying they are axing massively many flights and ruining holidays thousands of customers. As well, I read on news that their staff are pressured and working over hours. Hence cancellations.

Route: Rome to London Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "I will choose Jetstar again"

Review: Yangon to Singapore. Very Nice Trip. Flight on time and seat is comfortable Flight attendants are very friendly and very impressed. This is my first time flown with lost cost airlines but they make me very impressed. Starting from the purser to all the cabin crew all are very friendly and they talk very polite and a very comfortable flight. They also remind passengers to notice the time difference between Yangon (Myanmar) and Singapore. Both landing and take off was smooth. I will choose Jetstar again because of them. Wish I will meet them soon on the coming future.

Route: Yangon to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "Dont fly American"

Review: Philadelphia to Myrtle beach. Sat on the tarmac while pilot told us weather was bad. Flight cancelled and

returned to gate. Rebooked 24 hours later. No one offered meal or hotel. Turns out it was not weather but a technical issue. Why can airlines lie and get away with it? Dont fly American.

Route: Philadelphia to Myrtle beach

Seat Type: Economy Class

Traveller Type: Business

Airline: French Bee

Title: "it's good value for money"

Review: I don't understand why everyone hates on this airline. I flew from Paris to San Francisco and back in May 2019. The plane was new, enough space, great service, perfect entertainment program, relaxed bag rules (if you read the booking rules carefully and purchase the extras), courteous stewards, safe feeling inside, good food, unlimited supply of water, clean, punctual. The only problem is the booking process, which is a bit counter-intuitive, but this has nothing to do with the flight itself. I'd really recommend French Bee. The prices are super cheap also, so it's good value for money.

Route: Paris to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "professional and all smiles"

Review: Kasane to Johannesburg. Boarding with 15 minutes late due to late inbound. It was a full flight, once boarded and after we had taken off, the flight attendant came through with the trolley and offered a chicken sandwich. The sandwich was tasty. We hit quite a bit of turbulence once through it the flight attendant continued the service. The flight attendant was quite professional and all smiles.

Route: BBK to JNB

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: bmi Regional

Title: "BMI did not tell the truth"

Review: Munich to Bristol. Passengers were fed a cock & bull story about an excess weight problem for the flight meaning it would not be possible to land, as the weather conditions in Bristol were too bad (which later evidence showed had no foundation). This information came after being held on the bus at the gate at the airport for 40 mins waiting to be taken to the aircraft. Three volunteers (for a generous fee) were therefore asked to travel on the later plane. The plane was nowhere near full when it set off. On arrival at Bristol, at least 10 of the passengers' luggage had been left in Munich including mine. We were told the bags would be on the next flight and I was told mine would be with me that evening. When I chased that night, I was told there were no couriers available and it would come the following day. I called BMI customer service to find an explanation for the lack of honesty regarding the delay and problems with this flight and was told to complete an online form. The automated reply to this form said it would take up to 30 days to respond. Nothing after that time so I chased them. A further two weeks without contact and I had to call again. No alternative explanation could be given and no real apology proffered. I am left feeling that BMI did not tell the truth about issues with the flight, passengers were disrespected and the customer service follow up did not live up to what I would expect of this airline. Would not readily choose to fly with them again.

Route: Munich to Bristol

Seat Type: Economy Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "6 days and counting to get bag delivered"

Review: On a direct flight cannot get the bags for the customers on the flight given 2 hours to get it through TSA security. Then, upon getting the bag delivered 12 hours later, takes 6 days and counting, to get a bag delivered to the

customer who lives 2 hours away from the destination.

Route: Seattle to Houston

Seat Type: Economy Class

Traveller Type: Business

Airline: Japan Airlines

Title: "a disappointing experience"

Review: Melbourne to Osaka via Tokyo, transferring from Narita to Haneda in Tokyo. Overall this was quite a disappointing experience, considering how much more expensive JAL is on this route than other carriers with a single stop. On all legs the cabin crew were great - very welcoming, responsive to requests and eager to please. All flights operated on time. The seating was fine, though there is very little storage space in the B787 business class seat. In Melbourne JAL uses the Marhaba lounge, which is OK but offers no hot vegetarian food options. At Haneda airport the JAL Sakura lounge has great views of the runway, but food and drink choices were very limited (tea, coffee, soft drinks and rice crackers only). No welcome drink prior to take-off was offered on any sector, but after take-off the cabin crew were very efficient in meeting any requests. Unfortunately the vegetarian meals were never Japanese, and ranged from bland to unpleasant (I'm thinking of a certain vegetarian hamburger). On board the domestic flight from Haneda to Osaka Kansai the seat was very comfortable and the service was excellent - but only tea, coffee and soft drinks (no snack) were served. JAL does not help business class passengers or provide tickets for the transfer between Narita and Haneda airports in Tokyo. You have to make your own way. I enquired on check-in in Melbourne about that, and was just told vaguely that "there is a bus". It feels like there is a great airline in there struggling to get out, but held back by obvious penny-pinching.

Route: Melbourne to Osaka via Tokyo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "3 weeks to speak to someone"

Review: Old plane that was dirty and had broken seats. No option to checkin online. Return flight was cancelled and then 3 days after I returned home I received an email to say the flight had been rescheduled. Takes 60 days to receive a refund. Customer email doesnt work. Took me 3 weeks to speak to someone.

Route: Sydney to Bali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tunisair

Title: "It was like a nightmare"

Review: This is by far the worst airline I have ever traveled with in my entire life. My flight was 4 hours late so I missed my connection to Barcelona. I had to stay for 24 hours at the airport with no food, water or hotel. My passport was held by transit officers there and I was not allowed to leave the transit room at all. They lost my baggage tag and my boarding pass. I asked for a hotel room to stay the night and they just shout at you and don't reply. I slept on the floor in a very cold room like a prisoner, I am not exaggerating but I felt like I was imprisoned. They wanted money just to let me out of the transit room to buy some water. Very very bad. It was like a nightmare. They have no one to complain to, no customer service, no email replies, no phone replies, simply nothing! Next day I arrived to Barcelona to find out that my luggage was missing. I filed a report and after 20 days my luggage is still missing, not only this but my baggage tag has been lost by the transit officers there. To add to this they never have a flight on time, all their flights are delayed.

Route: Cairo to Barcelona via Tunis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "customer service terrible"

Review: My wife and I traveled to Phuket in September 2015. After travelling for over 24 hours we arrived in Singapore to find that Jetstar Asia had cancelled our flight from Singapore to Phuket for no apparent reason. We had to purchase new tickets at more than double the original cost. After returning home we have been trying to get refunds for these flights that we paid for twice. Jetstar Asia has largely ignored our requests for months now. Their customer service has been absolutely terrible and I would recommend that you avoid using this airline.

Route: SIN to HKT

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Southern Airlines

Title: "thank all the airport staff"

Review: During this covid situation, everything is harder than usual. Really thank all the airport staff for helping me. Especially the ground service, they are so patient and helping me to carry my heavy baggage. They control the situation for swab test and everything.

Route: Singapore to Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "worst customer service"

Review: Orlando to Guadalajara. Worst airline, worst customer service. They damaged my luggage and they said they are not responsible. They don't care, they didn't try to find a solution.

Route: Orlando to Guadalajara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "We were seated separately round trip"

Review: I've been traveling with my wife for over thirty years (hundreds of flights) and never had the issue of being seated separately. We were seated separately round trip. I can only conclude they just don't pay attention to this, but they kind of seek it.

Route: San Juan to Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "Shame on you"

Review: Dubai to Manila. To not allow people with a one-way ticket on the aircraft is an absolute scam! I was not allowed on the plane until I showed I had a ticket to leave Manila. It is obvious that this is a scam to try to get people to buy another Cebu ticket. There is no immigration law or policy that states that I need to have a ticket to leave the country before I am permitted to board a plane or enter the country. Shame on you.

Route: Dubai to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "forgot to put it back on"

Review: They lost our luggage on a one hour flight from Sudbury to Toronto. One of our checked bags made it however

the other did not. The reasoning was due to an off loading and unloading error. Meaning they took it off and forgot to put it back on. Absolutely ridiculous, almost comical the care factor from the luggage people. Do not recommend unless you plan on traveling with no luggage.

Route: Sudbury to Toronto

Seat Type: Business Class

Traveller Type: Business

Airline: Air New Zealand

Title: "Very disappointed with Air New Zealand"

Review: Very disappointed with Air New Zealand. Ill avoid flying with Air New Zealand if I can in the future. On both occasions this year it has departed late, 45mins when flying to US and One hour this time flying to Asia which made me miss a connection in the US and recently bags did not arrive at final destination due to late arrival for connecting flight. Barely had 30mins to run to connecting terminal. Also running out of food in Biz class is a first. On the occasion Ive flown biz class with other airlines Ive never experienced this. Portions were very small and Im a small eater. Barely had any service for snacks in between meals So was quite hungry. Service wasnt impressive by comparison to other airlines. I think Air New Zealand can do better and spend \$ on improving service plus departing on time rather than fancy adverts.

Route: Auckland to Singapore

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "promised me to refund me within 10 days"

Review: My flight was cancelled on September 10 and they promised me to refund me within 10 days. After 10 days they said 2 more weeks. Next it was 4 to 6 months. I wonder what they will tell me next.

Route: Vienna to Zanzibar via Addis Ababa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "the crew did an amazing job"

Review: So my entire family of 11 members was flying back where my uncle suddenly fell ill and the crew did an amazing job in making him feel comfortable. They gave him blankets, medicine and even hot coffee. Further gave my aunt and sister a different place to sit so that my uncle can sleep and rest. Special thanks to Aira for the extra help. In general the entire crew of OD208 did an amazing job!

Route: Delhi to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Egyptair

Title: "Good in flight service"

Review: Dubai to Cairo. Long queue at boarding desk but checking was smooth, they had allotted our seat a day before journey and send the web boarding on mail, they had given us aisle and next to aisle. The aircraft seating configuration was 2-4-2, we wanted to change to window but as no window were available for 2 to seat together. But when we boarded found that no one was seating beside us means we 2 share 4 seats, that was comfortable. Flight departed and arrived on time, aircraft was clean good leg room, breakfast was good, we selected for special (hindu) meal and it was provided. No alcoholic beverage on Egyptair. Good in flight service. Overall good experience and can fly again.

Route: Dubai to Cairo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "Super cheap tickets"

Review: Seattle to Tokyo via Shenzhen & Xiamen. Super cheap tickets, lack of information before and during trip, some airport confusion if you're really out of it or don't speak Chinese. They provide a hotel if flying all legs of trip on Xiamen Airlines with overnight layover, entertainment and food caters to Chinese tastes. I speak Mandarin, so I rate this flight a 8/10. Screaming deal of a ticket booked in 12/2016. Super nervous after receiving email in January 2017 of seat cancellation for the first leg of my trip (Seattle-Shenzhen). Customer service doesn't speak English. Got a call back in Chinese (my Chinese is ok, but not my first language) and took about 30 minutes plus another 30 minute call back to realize that the seat No I requested was cancelled and not the seat on the flight. Over next few months, received a few more e-mails stating that flight times had changed, even though they were the same as when we booked them. Still felt insecure about whether or not our trip would really happen. No online check-in for foreigners. We show up at the airport and have an easy check-in. Heard that Xiamen Air provides a hotel which the airport staff confirmed. Arrived at Shenzhen to some chaos - they separate the transfers passengers, people are confused as to where to go, but are shepherded by the Xiamen air staff. Waited about 45 minutes with several other foreigners to get my boyfriend's 24-hour transit visa which allows him to leave the airport. Disembarked at Xiamen, shepherded again by the staff to pick up our baggage. Many of the foreign passengers did not know about the hotel that Xiamen air provided us with, since we all arrived around 9pm and had connecting flights in the morning. They expected to sleep on the floor of the airport. Followed signs to the reception desk that makes lodging arrangements. Showed our passports and tickets and provided with a room at the E-Charms Hotel in Xiamen. If you are travelling alone, they will pair you with someone of the same gender. The hotel is about 10 minutes away from the airport and costs about 15 RMB one way. Although the room provided was free, we had to cover our travel expense both ways to and from the hotel. I think this is strange. If you are only going to and from the hotel, the cash machines up on level 2 allow you to take out 100 RMB. Hotel was nice for Chinese standards! Continued to Tokyo in the morning. Flights were all around ok - seats were good enough, entertainment and meals were Chinese oriented - we ordered vegetarian meals. They were stingy on the drinks and don't add ice unless you ask. Warm beers on international flights, but grab them early.

Route: Seattle to Tokyo via Shenzhen & Xiamen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "inflight service is okay"

Review: Hong Kong to Osaka. Cabin crew work efficiently and provided a warm welcome when we board. The flight has little delayed but overall is acceptable. The inflight service is okay. the aircraft quite old and is not cold enough.

Route: Hong Kong to Osaka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cathay Pacific Airways

Title: "satisfied with the trip"

Review: The flight was about 60% occupied. The economy class seats are just alright, about the same as other airlines. The entertainment is nice, screen is large. Plenty of movies/shows and documentaries. The cabin crew are responsive and quick to approach me when I pressed the bell for help. Meals are pretty good. I also bought the WiFi which cost \$20 US dollars for the 2hr 40 mins flight. The service quality is about the same pre-pandemic. All in all, I'm satisfied with the trip overall.

Route: Hong Kong to Shanghai

Seat Type: Economy Class

Traveller Type: Business

Airline: Corendon Airlines

Title: "Not recommended"

Review: Not recommended. Online Check in is mandatory, but did not work on the German website. Only the UK Website worked. Bad service, stressed crew, we felt unsafe.

Route: Heraklion to Hannover

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "not friendly to customers"

Review: I travelled on AI171 from Ahmedabad to London Gatwick on 20 th April and during beverages I asked cabin crew for two cans of beer, so was served. Later I asked for more Beer and cabin crew lady said you can have later. I waited two hours and I called and asked and she said I can't have beer. She was not friendly to customers. Also TV screen was not working.

Route: Ahmedabad to London Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tianjin Airlines

Title: "Good amount seat recline"

Review: Xian to London on 10th Feb 2020. Aircraft only 3.5 years old. Good amount seat recline with charger available, however the entertainment system need an upgrade. It is the coronavirus outbreak at moment, the crew did an excellent job measuring temperature and disinfected the aircraft. Excellent cabin service. I went back to spoke with cabin crew, they are willing to share their stories and experiences. The lack of entertainment system is covered by the excellent crew service.

Route: Xian to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "service could have been much better"

Review: Denpasar to Sydney. There is a big difference with Garuda depending on the configuration of the aircraft. Unfortunately this flight was the old configuration and was not a true lie flat bed. The IFE on Garuda is never great but this was as poor. Garuda also seem to struggle in Business Class when the flight is full. I have to say that the service on this flight could have been much better. On boarding there was no introduction by the FA, we then had to wait for an hour to get a glass of wine off the crew and this was not replenished without asking. As it was a late flight there was not dinner service and the breakfast. was tasty but service was haphazard. Overall not the best experience in Business Class.

Route: Denpasar to Sydney

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Nok Air

Title: "would use NOK air again"

Review: Booking with Nok air was simple and easy. Got a confirmed flight and at a great price. Checking in at Khon Kaen Airport was different as I know it is a tiny airport but was easy and swift. Overall the flight was fast and simple. Yes it is a budget airline but at least they gave you a small snack and water and the option to purchase food as well. Plane was clean and tidy and the staff very friendly. 55 mins and was in BKK. Duration from check in to landing around 2 Hours. By bus it would have been 6.5 hours. So would use NOK air again for sure.

Route: Khon Kaen to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "adamantly refused our request"

Review: Penang to Melbourne via Singapore. Our flight TR423 experienced a delay of approximately one hour due to an inbound flight delay. Upon our arrival at the Singapore airport, the crew members on TR423 requested that we move to the front seats in order to facilitate a quicker disembarkation. I would like to extend my appreciation to those Scoot crew members for their assistance. However, upon reaching Gate 35 at 2:20 am, I encountered two Scoot ground members who not only failed to provide us with directions to the gate as expected, but also informed us, along with five other passengers on the same route, that we were not allowed to proceed to the TR18 gate. Instead, they insisted that we go to terminal 3 to catch the Singapore Airlines flight SQ207 to Melbourne. During this time, one of the passengers was chatting with a friend on TR18 via WeChat and was informed that the TR18 flight was still at the gate, with the door open and waiting for us. We immediately conveyed this information to the Scoot ground members, emphasizing the urgency of the situation. Shockingly, despite being aware of the situation, the two ground members adamantly refused our request and directed us to the SATs Lounge. When I inquired about the refund for the Economy to Economy Plus seat upgrade that I had paid for, I was simply told to contact Scoot online for assistance. As a result of their refusal, the doors of TR18 closed promptly at 2:55 am, preventing me from boarding the flight.

Route: Penang to Melbourne via Singapore

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: bmi Regional

Title: "they say payment was made"

Review: The flight Paris to Bristol in April was cancelled because the captain didn't like the look of something on the plane. Instead of an early flight we eventually got to Bristol after midnight, not much use for the work planned that day.

Their way of fooling you is simple: agree quickly that you deserve the 250 euros compensation, but then do nothing. When you complain they say the payment was made, that it then came back to them, or whatever. It's now September and I realise they never had any intention of making the payment.

Route: Paris to Bristol

Seat Type: Economy Class

Traveller Type: Business

Airline: CSA Czech Airlines

Title: "top 3 worst airline"

Review: Milan to Stockholm via Prague. In my personal top 3 worst airline in Europe. The only time I had to fly with them for business I got delayed because of the rain in Prague. I missed my connection and then the usual happened : no indication where to go, priority line closed at transfer desk, having to wait for hours to get another flight, staff giving incomplete indications etc. My day of work was lost because of them. Compensation was almost nonexistent. If your flight as any little problem, they will let you down.

Route: Milan to Stockholm via Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "the poorest customer service"

Review: I will never again book with Ryanair - the poorest customer service I have ever received in my life. We booked our flights out to Pisa (for our Wedding this August - 11 months later) last Sept and just 2 weeks after booking they changed our flights by 5.5 hrs going out and 7 hrs coming back. To add insult we paid for their most expensive flights to get good flight times to make the most of our Wedding holiday, as did 40+ of our guests too; and they put us onto their cheapest night flights that are still selling online now dirt cheap. Its 4.5 months on since they changed our online booking

(no notification, we just found by fluke by logging in), but when we rang they said they cannot change the flight until it is confirmed then we will receive an e-mail to be able to request a refund or accept the new flights. I call every month and e-mail every month but I get the same text book answer you can change your flights when you receive your e-mail of the change, which could be up until 3 months prior to your flight date - So Ryanair's customer service answer is wait 6 months until all other flight prices are sky high so we cant afford to request a refund and must accept our overly inflated cost of night flights, as we bought them under false pretenses. We have 10 children all under the age of 10 with us, some are babies and were now stranded on a flight home at 10pm after we lose our accommodation at 10am, due to Ryanair's poor duty of care and customer service.

Route: Stansted to Pisa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "probably last time flying PAL business"

Review: My first and probably last time flying PAL business. The flight was delayed 3 times; there was no vegetarian or fish meal available in any of the flight, and it was not possible to pre-order the menu online. No sparkling wine "because unfortunately it finished" - so i only had a starter on BKK-MNL leg and no food on MNL-POM leg. The lounge in Bangkok had terrible food (how on earth one can find such food in Thailand?) - super fat udon noodles, rice and some fried snacks. The lounge in Manila food is not great either but better than the lounge they use in Bangkok. Nice dumplings. No in flight entertainment nor working internet on BKK-Manila flight.

Route: Bangkok to Port Moresby via Manila

Seat Type: Business Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "all unbelievably awful"

Review: I had 4 flights with Xiamen Air during one trip. First flight (Guiyang-Fuzhou) was delayed for an hour. 2nd flight (Fuzhou - Kuala Lumpur) was fine and with no problem. 3rd flight (Kuala Lumpur - Fuzhou) was delayed for two hours, 4th flight (Fuzhou - Guiyang) was cancelled. They replaced last flight with the flight next morning (provided transfer and hotel) and this flight is delayed too! Right now we're sitting inside the airplane and waiting for the info on how long delay is. Each time their excuse was - air traffic. That's all unbelievably awful!

Route: Guiyang to Kuala-Lumpur via Fuzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sun Country Airlines

Title: "I will never fly Sun Country again"

Review: We arrived hours early enough to get in line. We were met by the apocalypse! There was a huge long line that was never ending. We got in line and were in line for two hours. This was the line to check a bag NOT security. There was such mayhem that they eventually just starting calling out flights and having people jockey to get up to drop bags so that the plane could leave. This turned into one giant cluster. Everyone was pushing and there was no line. To top it off they were not fully staffed to handle the number of flights that were departing. I have never seen such incompetence in my life and I fly often. I will never fly Sun Country again. They knew their flight schedule and number of passengers ahead of time and could have planned accordingly.

Route: San Antonio to Minneapolis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "Do not check in your bags"

Review: Mexico City to Houston. Do not check in your bags. I paid to check in 2 bags and things were stolen. I did not realize it until I got home. I called numerous numerous times and nobody would let me do a report because I had left the airport. They do not care about the customers.

Route: Mexico City to Houston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Caribbean Airlines

Title: "one year later and still no refund and lies, lies, lies"

Review: I paid for my ticket in February 2020 but because of Covid my flight got cancelled. I applied for a refund because my Father received a refund for the same Day returning flight. It is now February 14, 2021, a year later and all I have heard is excuses and lies! They even had the nerve to block me on Facebook rather than issue a refund. They even said a refund was issued and after 14 days said it never was and I should receive it soon, one year later and still no refund and lies, lies, lies. So disappointed in my Caribbean Airlines position in this matter.

Route: Toronto to Trinidad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Loganair

Title: "I cannot praise them enough"

Review: My flight from Manchester to Norwich on 21st December was unavoidably delayed due to heavy fog in Norwich. The pilot came out to the passengers to explain this and paid particular attention to two elderly customers who were in wheelchairs, even offering his (only) coat to one. He stayed with us the entire time and updated us constantly. The cabin crew brought us mince pies and were very comforting. I cannot praise them enough for the service provided and won't hesitate to recommend & use them again. The flight itself was smooth and the pilot landed safely in

tremendously awful thick cloud. Thank you.

Route: Manchester to Norwich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jeju Air

Title: "a great airline"

Review: Osaka Kansai to Seoul. Very good flight. The menu was easy and cheap. Staff were friendly. Not only on the plane but the check in staff and the boarding staff. They could also speak English. Still would prefer Asiana more than this but Jeju is a great airline.

Route: Osaka Kansai to Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Mauritius

Title: "very good experience"

Review: Mauritius to Beijing with Air Mauritius. Very smooth check-in, immigration and security procedures at MRU airport. The A340 aircraft was a bit old but comfortable enough. Extremely good service by staff onboard and discrete meals. On-flight entertainment system could be improved but overall a very good experience.

Route: MRU to PEK

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "kindness and smile should still be free"

Review: Even though I am an American, I was offended how rude they were with Serbian people. I fly 50 + flights a year and I have never seen such rudeness. I found the culture of flight attendants to be rude and pathetic. I know it is a low cost airline, but kindness and smile should still be free.

Route: Nis to Stockholm

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "flight attendants nice and friendly"

Review: Ponta Delgado to Funchal. The seating in the plane was relatively narrow. The plane made a well-maintained impression. The flight attendants spread a nice and friendly atmosphere. The drinks were adequate, but the food should be thought over. Better a few cookies than a dry roll. Overall, you can rate this flight as average.

Route: Ponta Delgado to Funchal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Israir Airlines

Title: "please avoid this company"

Review: Israir experience counts among the worst flight ever. No information beforehand (everything online is in Hebrew only), el al security theatre (augmented by the fact that the target of the airlines are elderly Israelis, who live in different century). No clean information about the hand bag policy - resulting in huge chaos and charging 50\$ for a small Ryanair backpack of 4,5 kg! No in flight service, menu on board is only in English with no clear pricing. Despite the plane was half empty - to change the seat the crew required extra payment even after boarding completed. The flights are always delayed due even though the flight duration is incredibly overestimated. If you can, please avoid this company -

below Ryanair quality and highly overpriced tickets.

Route: Prague to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jazeera Airways

Title: "Never flying on Jazeera again"

Review: Worst airline, worst crew, worst airport and worst experience. The flight was delayed for 3 hours and a half, staff is unprofessional and rude. Aircraft is old and uncomfortable. Never flying on Jazeera again.

Route: Kuwait to Jeddah

Seat Type: Economy Class

Traveller Type: Business

Airline: Finnair

Title: "missed my first boarding point"

Review: In case if You run into any problems with Finnair you will be met with absolute ignorance and absence if any help from management team. I was flying with combined ticket and because I missed my first boarding point - my flight was canceled. I successfully made it to the second boarding point 5 hours before the flight and Finnair refused to restore tickets although it wouldn't cost them any effort. I had paid for both tickets and had a place booked on the plane. It was absolutely impossible to reach their support on the phone or via email. I am extremely disappointed in Finnair as airline company because they have terrible customer service and don't care about the problems of their customers.

Route: Dublin to Bangkok via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "ridiculously tight seating"

Review: Las Vegas to Zurich with Edelweiss Air. Ridiculously tight seating in Economy class made this one of my least relaxing long-haul flights ever. Being a relatively standard size (190 cm) I was surprised to find that I simply couldn't sit normally without my knees touching (or rather pressing hard into) the seat in front of me. When the passenger in the row in front of me reclined his seat, I felt like a sardine - with badly hurting knees. Sleeping was completely impossible, and hadn't it been for the nice and friendly crew and the above average IFE that helped kill the 10 hours I was wide awake, it would have been my worst flight ever. Avoid this airline in Economy class at all costs if you're taller than 165-170 cm.

Route: LAS to ZRH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "Very disappointing experience"

Review: Very disappointing experience. London wouldnt check us in the whole way so there was a huge queue in Helsinki at the boarding gate to get our documents checked again. Secondly, I had 3 lots of seat changes to my flights without asking and or notifying me of the changes. I selected 1A in advance months prior. I noticed I was moved to another seat before departure. Spoke to customer service via chat who said 1A was blocked and unserviceable. I then moved seats online to my second choice to then find in Helsinki I had been moved again and dumped in a seat right next to the engine. And of course, when I boarded the flight someone was sitting in 1A when I had been told the seat was blocked and not serviceable. I feel like this airline doesnt care about their customers in business class and they just blatantly lie about everything. I gave them the opportunity to rectify the issue, including providing complaint/feedback before departure which was not replied to. So its obvious they couldnt care less about the quality of their business class experience.

Route: London to Singapore via Helsinki

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "I was a couple minutes late"

Review: I paid for three flights, but only flew once, and there's no refund. For the last flight I was supposed to take they wouldn't issue a boarding pass because I was a couple minutes late for their rule to check in 1 hour before departure. So, it ended up costing me over \$2,000 to fly another airline because of their rule.

Route: Honolulu to Tokyo

Seat Type: Economy Class

Traveller Type: Business

Airline: NIKI

Title: "I got customer not found"

Review: Vienna to Abu Dhabi return. We booked our flight with FlyNiki from Vienna to Abu Dhabi and return. The inbound flight was okay, web check in worked like a charm once I called Etihad to see why I can't check in with them, and they pointed me to FlyNiki. One suitcase got devastated (no wheels left in Abu Dhabi) but they are not to blame. The problem came with the return flight. I tried checking in as usual on their website, tried the confirmation number first and got error: customer not found. Then I decided to try the tickets and lucky me, I got checked in. This however was not the case for my family. Every time I tried checking them in I got customer not found. I have tried contacting them the very same night with no success (their Abu Dhabi toll free number doesn't work). Finally gave up and contacted them via the online form (after almost 30 minutes of struggling with the thing). Next day I woke up and tried all the numbers I could find - Abu Dhabi airport, Etihad, Toll free number (all of these cost money to call) with no success. Not knowing if my family even had a chance of flying I contacted the hotel's concierge, who was lucky enough to get me through to AirBerlin. Now comes the funny part: the guy on the line confirmed all tickets are valid but I wasn't checked in, nor had

any other passenger on the flight. The flight was empty. So I asked him if we go to the airport and check in there, would it be possible to get seated one next to each other (at least my wife and the kid). He said it's not a problem. Going to the airport the flight turned out to be full and it was only because of the kindness of the Etihad staff that we got adjacent seats. The thing that angered me the most was they did answer the contact form on their site 2 hours before the flight saying: We also want to inform you that for this reservation wasn't made any check-in for any of the tickets. The airport has already took control over the tickets so a check-in directly at the airport will be necessary. They don't even know what's happening with their own reservations.

Route: VIE to AUH

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "I have no complaints at all"

Review: Two legs with them Hanoi-Huè and Da Nang-Can Tho. Both aircrafts quite dated but clean and in good condition; Cabin crew kind and professional. My impression was that Vietnam Airlines is a reliable and valuable company. I have no complaints at all.

Route: Hanoi to Hue

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Tanzania

Title: "indifference to customer service"

Review: Mumbai to Zanizibar via Dar Es Salaam. As I have not been able to take this flight, my review covers customer service and booking issues with Air Tanzania. In November 2019 I booked two return flights with Air Tanzania. On receiving the e tickets, I noticed that my surname had been duplicated, thus rendering the ticket invalid. I immediately

contacted the airline, via their on line contact page and a further email as back up. To date, I have received no response from the airline. I know that my emails have been received because the Air Tanzania sales office in Mumbai were copied in and have acknowledged receipt. I have made an official complaint, even copying in the Tanzanian Ministry of Transport who have overall responsibility for the airline. Once again, no response. I have thus been forced to cancel the tickets, which apparently are not refundable. I would urge potential travellers not to use Air Tanzania. Their indifference to customer service is well documented. I just hadn't realised how bad things are

Route: Mumbai to Zanizibar via Dar Es Salaam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Beijing Capital Airlines

Title: "flight was pretty painless"

Review: I took the overnight Beijing Capital Airlines flight from Phuket to Sanya. It was mostly empty, maybe 30 people on the entire plane. They gave me a sandwich but did not have black coffee though. Only coffee with sugar and milk mixed in. The flight was pretty painless. I had to check in at one terminal and then take a shuttle bus back to another terminal to enter the gate.

Route: HKT to SYX

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "some parts could be improved"

Review: Frankfurt to Chicago in Business. My journey started with a friendly check-in in Frankfurt. Although the Business lounge before entrance to Z gates was very busy, there were enough seats. Food and drink options were very

good with a big choice of alcoholic (sparkling wine, spirits and beer on tap) and non-alcoholic drinks. On board the service was fantastic. The female crew member in my section was very friendly and attentive. Business seats in 2-2-2 configuration with a lack of privacy and storage space, but they are still comfortable. IFE had a very good selection, although the quality of the screen could have been better. The food was very good, both taste and presentation. Drink selection was great including Champagne, a great Spanish red wine and raspberry brandy. One negative aspect was the missing free WIFI for Business class passengers. While there were different options available for reasonable prices, I think WIFI should be free for passengers in Business Class. Overall I was satisfied with Lufthansas Business Class while some parts could be improved.

Route: Frankfurt to Chicago

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "worst airline service"

Review: vBerlin to Delhi via Helsinki. 10 hours before (9pm) my journey I test positive for COVID 19 so like any reasonable human being I contact all my close contacts about the same, since Finnair customer care is anyway not open post 8pm in Germany. The next day I contacted Finnair about my situation and that I have missed my flight due to covid requesting a reschedule of my onward journey. The quote they propose for the new onward journey seemed a bit high as there were better options that flew directly to my desired destination thus, I suggested them to just keep my return journey from Delhi to Berlin. They do not reply to my email for a day and the next day informed me that since I missed my onward journey now my return journey is also cancelled. A journey which I had paid to upgrade from economy to business. The customer service is extremely rude and has no sense of empathy. The entire airline operates without a sense of caring about their guests and is just looking to scam the customer in its operating methods. I would highly suggest anyone to not fly this airline, you will be better off with the middle eastern carriers always because they always at least care about their guests, the customer service at Finnair is cold-hearted with no empathy towards their guests health. If you book your ticket from an agent then this is probably the worst airline service that I have

encountered to date as they simply tend to pass the buck on the agent, a behaviour that I have never seen with other flag carriers like AF, SQ, EY or QT

Route: Berlin to Delhi via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Airline

Title: "crew was attentive "

Review: I flew from Santiago de Chile to Punta Arenas. Sky Airline offers only Economy Class seating. The flight from Santiago to Punta Arenas makes a regular but short stop in Puerto Montt. For a low-cost airline compared to South American standards, Sky Airline was quite good. The crew was attentive throughout the flight. The pilot even mentioned when we flew over the famous Torres del Pain national park in Patagonia. We were served drinks on both legs of the flight. Seat comfort is okay for short to medium distances. Also, they don't have any IFE or wifi connection available on their Airbus fleet. However, I would definitely fly again with Sky Airline since it's great value for money.

Route: Santiago de Chile to Punta Arenas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "flight was not very comfortable"

Review: The flight from Jakarta to Berau was a mixed bag. The leg from Jakarta to Balikpapan was flown on a B737-900 on Lion Air, which was pretty much on time though the flight was not very comfortable with very limited leg space. However the flight from Balikpapan to Berau was delayed by almost 4 hours which was really irritating since the flight kept getting pushed by an hour at a time. They did give each passenger a compensation of 300,000 for the delay but which did not cover the fact that I had to shell out extra for a hotel room in Tanjung Batu since the connecting boat to

Derawan was missed. The flight as such was ok but the next time would prefer to fly Sriwijaya or Garuda despite paying a slight premium.

Route: Jakarta to Berau via Balikpapan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Best value for money"

Review: Aegean Airlines are the best airline in Europe. They keep on doing an amazing job. Website and application are very easy to access, cabin crew are professional. New aircrafts and clean cabin. Best value for money.

Route: Prague to Cairo via Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air KBZ

Title: "pleasantly surprised by Air KBZ"

Review: Yangon to Thandwe and pleasantly surprised by Air KBZ. Snacks served onboard seats generally comfortable. Organisational issues with boarding and a slight delay in departure from Yangon. Check in at RGN was not very organised, however, once inside the departure terminal - ground staff were more helpful. They give you a coloured sticker to put on your shirt to ensure you get on the correct flight. Would use again.

Route: RGN to SNW

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Japan

Title: "worst airline I have flown"

Review: Tokyo Narita to Okinawa. This is the worst airline I have flown. The customer service is terrible. They don't answer any questions you have about fees. The seats are the most uncomfortable I've flown.

Route: NRT to OKA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "charge you fees for anything they can"

Review: This airline will shake you down at the airport and charge you fees for anything they can. I followed every rule. One small backpack and still they charged 70 euros. Checked in online but their own barcode would not scan, cost 55 euros.

Route: Santorini to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Peach Aviation

Title: "luggage exceeded the total size by 5cm"

Review: We flew from Tokyo to Sapporo and the baggage size/allowance was absurd. One of my carry on luggage exceeded the total size by 5cm due to a slightly elongated handle and the service crew didn't allow it and insisted to be checked in with additional cost. The manager came by and initially said ok to bring on board but the service attendant kept insisting I needed to pay for check in. I eventually gave in and paid the 10k Yen but really, just a 5 cm at that cost? I have never encountered a worse airline than this.

Route: Tokyo to Sapporo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: bmi Regional

Title: "don't care about customers"

Review: East Midlands to Brussels. Customer services are not flexible at all and aggressive through the phone. Two weeks before the flight day I have contacted them to change a name on the ticket. Impossible because of company policy. This means I will fly with a seat free next to me. Even offering to pay for administrative fee or an additional return ticket. They don't care about customers.

Route: East Midlands to Brussels

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Belavia

Title: "Awful experience"

Review: Minsk to Astana. Awful experience. Flight attendants gave me the impression I was being discriminated for not speaking Russian. The other passengers were allowed to move freely while they kept telling me to go to my seat because of "turbulence". When I confronted them eventually they stopped it. Poor food and beverage quality. Old airplane. But the worst thing was the service. They didn't even give me an immigration card.

Route: Minsk to Astana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "The worst customer service ever"

Review: The worst customer service ever. First of all received terrible service at the check in having a service dog. Second the flight was delayed for almost an hour. Went to get coffee, took me 10 min came back and the boarding was over How is that possible? The board was still showing expected, hey moved me to another flight to Fort Lauderdale. I cant believe that I got service like that today.

Route: Los Angeles to Miami

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Worst airline ever"

Review: Worst airline ever. In the last year, more than four flights of mine were delayed causing a lot of money loss. The staff are disrespectful and the organization is terrible. They are changing their prices continuously, which makes the booking very, very annoying.

Route: Palma to Budapest

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "extremely rude and cheap"

Review: Absolutely the worst airline out there. Terrible seat, extremely uncomfortable, rude and unfriendly staff. No snack or screen on a 4 hour flight. They charged us 35\$ for checking out one bag on the way to Punta Cana and 35\$ again on the way back. They lost our luggage with our home key, car key and all our medications. Nobody accepts the responsibility. They are extremely rude and cheap. The worst airline out there. Stay away! I will never travel with Air Canada again and will never recommend it to anyone.

Route: Ottawa to Punta Cana via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "Worst experience ever"

Review: Worst experience ever. Since when easyJet reduced the size of the bags that we can bring on the plane, seems that the only objective of the people that are working on the on-boarding, is to make money! Shame on you, especially the operators at Napoli airport.

Route: Napoli to Geneve

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "I would never recommend Jetstar"

Review: I would never recommend Jetstar for anyone. Terrible customer service, not fair at all, not good food and not responsible with well being of people. I had to pay \$200 more for extra kilos (more than i have paid for my tickets) and in the end the baggage didnt arrive on my destination. Took half hour (at this point i was already crying) to someone come to help me with the missing baggage and as soon she came she told me they would refund me the \$200 dollars as it was not fair i had pay for something than even didnt come in the fly. I never saw this money and my baggage just arrived 2 days after missing shoes on it. All my experience was disappointed.

Route: Cairns to Gold coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "Very disappointed"

Review: We had all boarded and then it was announced that there will be a 30 mins delay. Surely the staff would have been aware of this delay and not board passengers till issues resolved? But ok, things happen, no big deal. Then the food options were announced, absolutely disgusted with the food choices! Our flight was at 9.30am so obviously breakfast service, 2 choices were muesli with yogurt or egg & sausage fritter - no fruit salad, no bread roll. Nothing! Since we don't eat pork or beef, we ended up not eating anything at all! and the drinks were only served once. I have flown with this airline numerous times and drinks have always been served twice. So after delay flight, we arrived at our destination starving. Prices of fares have gone up while the rest of services provided have gone very down. Very disappointed and will most definitely will only be using this airline as a last resort. (if ever again)

Route: Auckland to Nadi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "flight attendants super polite"

Review: The Korean Air service improved from about 70% satisfaction to 99% for me. The flight attendants were super polite and calm in every aspect of my flights. Their service was great and whatever the orders in whatever the time, it was fulfilled without any hesitation from them.

Route: Washington to Incheon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Titan Airways

Title: "most cramped flight I've ever been on"

Review: Flew Titan Airways from Arlanda to Rome Fiumicino. Smallest, most cramped flight I've ever been on. Entertainment required an application to be downloaded before flying, which was not clear before or on the plane. The cabin staff did not inform about this either. The cabin staff was pleasant enough and the pilot ensured a smooth ride.

Route: Arlanda to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "failure at the C-suite level"

Review: Bad business practices on multiple levels. I have been corresponding for months with AA over a charge dispute that occurred when I called their 800#. I have emailed all the way to the C-suite, provided pages of back up and detail, and thought the issue was resolved. I have multiple communication with the representatives from AA that "there was no charge". Then, when my credit card bill arrives, surprise! There is a charge. So I politely contact them again and now all of the sudden I have to deal with a third party company and not them - "it's not their problem". Yet, I only ever contacted AA?? And they didn't know this 3 months ago? Bait and Switch or just poor service standards? As someone in the service industry, I have made it a point to be professional in behavior and in my communications. This is not a failure on the poor representatives they have contacting me. It's a failure at the C-suite level and that is a shame. This was an easy fix and they failed.

Route: Minneapolis to Venice via London

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "The worst customer service"

Review: Worst customer service. we were traveling to Manila with my friend. We arrive at the airport 7:20 then they told us that we were already late for our check in for 9 mins and we cannot board - the only way is to rebook our ticket for the next flight and we have to pay for another ticket. We want to talk to a supervisor or anyone in charge but their just sayin its all the same explanation that we will get from the supervisor. They didn't care if you miss your flight or you have to pay for expensive rebooking even the one in the check in counter was worst he just left from the counter. We end up paying on other ticket, then worst part they put us on the last part of the seat. The worst customer service.

Route: Tacloban to Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "unprofessional way of making money"

Review:

At the airport, my hand carry bag was weighed to ensure it was within the maximum allowed 7kg. Since it was within the allowed limit, I was asked to weigh my computer bag as well. Then the total weight exceeded the 7 kg (marginally by 3 kg) and I was made to pay \$60. This is a very unprofessional way of making money. It was as if the Jetstar staff were waiting to find an excuse to make me pay extra for something. I will do my best to avoid this airline in the future.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Sun Country Airlines

Title: "refuse to answer your phone calls"

Review: They refuse to answer your phone calls (have been calling for the last three hours). They not only don't have the information from my itinerary, even though they emailed me the itinerary number and confirmation code. This is so

embarrassing and such a waste of money to fly this airline. They take your money and don't provide any customer service after taking your money. When we got on the phone, they hung up.

Route: San Francisco to Boston via Minneapolis

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeromexico

Title: "terrible and dysfunctional airline"

Review: Just such a terrible and dysfunctional airline starting with customer service. The app is terrible, service has no interest in being of service, business class is nothing of the sort. Stay away.

Route: Orlando to Mexico City

Seat Type: Business Class

Traveller Type: Business

Airline: Iberia

Title: "Any kind of service was painfully slow"

Review: The aisle space was so tiny I believe it could be dangerous in an emergency situation. I couldn't even drag my small, carry-on suitcase through the normal way; I had to turn it on its side. The seats were arranged 3-4-3, a setup I haven't even seen on larger planes. It's greedy and ridiculous. In an emergency situation it's probably downright dangerous. We were packed in so tightly that we couldn't even get out without the person in the aisle seat having to move, or bend over to pick up items on the floor. My mom had pain and cramps the whole time from being jammed in so tightly. The PA barely worked so no one could properly hear what the captain was saying, and free wifi was advertised, but only actually given to people in business and first class. Everyone else had to pay extra if they wanted it. Any kind of service was painfully slow, probably due to the small aisles. However, the food was actually very good and the entertainment selection wasn't bad. We also weren't sent our boarding passes until a few hours before the flight, causing

unnecessary anxiety. Additionally, we were forced to wear our masks for an 8-hour transatlantic flight. According to the CDC, wearing a mask while sleeping can be hazardous to your health and that's just what most people like to do on airplanes, especially long flights. If you want to feel like a human being and not a rat in a sewer, don't fly Iberia unless you're getting business or first class.

Route: Barcelona to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Pacific

Title: "Leg space was enormous in the exit row"

Review: Da Nang - Hong Kong 5/9-2017 on a newer A320. Check in took hardly one minute, smooth, luggage granted was generous and hand-luggage was not assessed. Flight on time. Jet bridge in HKG but bus-run in Danang. In contrast to the domestic (Vietnam) Jetstar this was two steps up. Leg space was enormous in the exit row (no. 14) that I got without inquiring or paying extra: 3 reclining seats for myself I could stretch, sleep and almost play football. Load less than 40%. Price promotional bought 6 months earlier. 150 USD DAD-HKG return is a gift. Staff on board friendly, generous, proactive, however, selling food more expensive like that in Danang Airport where food/drinks are more 6 times more expensive than 500 meter away!

Route: Da Nang - Hong Kong

Seat Type: Economy Class

Traveller Type: Business

Airline: Egyptair

Title: "the plane was not clean at all"

Review: Flight attendants are not prepared at all in managing and organizing the flight and the passengers. I had a problem in sitting in my seat and they handled the situation in a very unprofessional way. I had the feeling that they

wouldn't care if I travel standing in the aisle and not sitting during the 10 hour flight and Im not over reacting! The flight attendant refused to give me his name then after I insisted he gave me his name and dared me to file a complaint against him! They treat Egyptian nationalities really badly. Moreover the plane was not clean at all especially during the COVID pandemic which is not acceptable. You find used napkins in between the seats from previous flights! Thats not all, they lost my 2 pieces of luggage in New York and they are still searching for it.

Route: New York to Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "Customer service is inadequate"

Review: If you ever have to cancel your flight, they will conveniently lose your travel funds and youll never see them again. I spent countless hours sending them the proof that they owed me travel funds and they just said that they couldnt find them and that it was the customers responsibility to keep track. What a joke I sent everything that they had sent me. how can I give them travel funds numbers to research whats owed to me if they never gave them to me in the first place. Customer service is inadequate and in accurate and they do not care if you are owed. If they say they cannot locate your travel funds on their end it, then you lose. I will never ever fly Avelo Airlines again, and if I am asked by anyone in my area, how I like them, I will always tell them the full story.

Route: New Haven to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "totally unacceptable time frame"

Review: Lufthansa cancelled my booked flights and issued me a refund notice. When the money failed to materialise

after 14 days I called them. I was told the refund would be processed in 6 to 8 weeks and this is their usual time frame for tickets purchased in South America. This is a totally unacceptable time frame, passengers beware.

Route: Bogota to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germanwings

Title: "staff were friendly"

Review: My boyfriend and I booked the basic fare from Hamburg to Rome Fiumicino. I didn't expect much because Germanwings is a low cost airline but it was great. The staff were friendly, when boarding was completed the pilot welcomed us all on board and although we had just booked the basic fare the stewardess gave us drinks for free. Departed and arrived on time. The first time I was in Rome I waited nearly 40 minutes for my bag but this time they were really fast. Would recommend flying with Germanwings.

Route: HAM to FCO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "flight attendants were nice"

Review: I recently had 2 flights with Aegean, both of which were not bad. RHO to ATH and ATH to AMS. On the 2nd flight, I did see an attendant walking around the airport waiting room looking at bags, but she never weighed or measured anything. Both times the planes were delayed, though in their defense, most of the time I've flown in Europe pre and post pandemic, flights are delayed. The flight attendants were nice on both flights - always smiles and always helping. They never seemed to be unhappy, and some of the best I've encountered. I was impressed that they served a light meal and a beverage on my 3.5 hour flight and beer or wine didn't cost anything. Tui on the other hand, for the

same length of flight, charged for food and/or drink and the leg room was much smaller, though their TUI allows 10kgs of carry-on luggage v. 8kgs for Aegean. I'd rather have the luggage allowance higher than the light meal and drink. The major thing that was scary was that almost everyone had left the airport in Athens before my moms luggage came off.

Route: Rhodes to Amsterdam via Athens

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aircalin

Title: "service was perfect"

Review: Kansai to Noumea on Aircalin. Boarding was long : we were called to queue and than we were standing 15 minutes before gate opened. Onboard service was perfect. Food was good. If you want to sleep, the seat is not flat but was acceptable.

Route: KIX to NOU

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air France

Title: "a wonderful flight"

Review: The plane was spotless and very well maintained. The service was very elegant and welcoming. Food was almost as good as in a good restaurant. I felt very welcomed on board. I will fly AF in C again for sure. It was a wonderful flight.

Route: Paris to Santiago de Chile

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "Cabin Crew services has improved"

Review: Kuwait to Bangkok via Bahrain in March 2019(Business Class and was really impressed with their fantastic Boeing 787-9 (Bahrain - Bangkok) , though there were some poor service issues. I compromised it with the marvelous window seat of the B787-9 with the super privacy. Last month when I decided to fly in the same sector, I got a good deal on Gulf Air Business Class, same sector & same aircraft. This time what I noticed much was the Cabin Crew services has improved much better than the earlier flight but the food need to be improved. The Passenger announcement made was with crystal clear voice.

Route: Kuwait to Bangkok via Bahrain

Seat Type: Business Class

Traveller Type: Business

Airline: Bahamasair

Title: " Submitted my form 7 months ago"

Review: My family and I booked a flight with them for June 2020. The Bahamas was on lockdown due to COVID so the airline cancelled our flight. According to their refund policy involuntary cancelations are issued full refund. Submitted my form 7 months ago and have been waiting to hear back ever since. Have sent multiple emails and phone calls. Just tried calling again and people would answer in English and when I began talking started speaking a different language and put me on hold again. They finally disconnected me after an hour of waiting. Avoid this company! The idea of a little bit of savings isnt worth the hassle of dealing with them.

Route: Fort Lauderdale to Freeport

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "you will waste time and money in the end"

Review: My husband and I booked our flights months in advance because they were such a great price. Leaving from Pittsburgh, the flights were only 299 USD with cancellation protection. It is a month before we are scheduled to leave and WOW air cancels both our leaving and returning flights. Most airlines that I fly with offer you a lateral alternative so that some indemnity is given to the customer. Not in this case. WOW air only presents customers with two offers: to cancel for a full refund or to cancel and receive a gift certificate worth the cost of your trip and an additional 25%. Although this seems like a nice offer, the tickets to fly out of Boston or New York (as they have cancelled all of the flights from Pittsburgh) are twice the price of what we originally paid. I think WOW air is betting on the fact that customers will have made reservations and would be hesitant to cancel. What a racket. My best advice would be to never book with this company as you will waste time and money in the end. I made some non-refundable accommodations that will now go to waste but in my mind its better than playing into WOW air's deceitful marketing strategy.

Route: Pittsburgh to Reykjavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "Extremely expensive and inflexible"

Review: Extremely expensive and inflexible airline. I made an error in making my booking and rather than see it for what it was ITA took every opportunity to extract the maximum income out of me. They did this with relish (Ryanair would have been proud) showing no empathy or compassion or understanding whatsoever. An airline to be used at one's peril. If you book ITA book with them eyes wide open!

Route: Milan to London City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Airways

Title: "uneventful and on time"

Review: Flight out was uneventful and on time. Return flight, all in daylight was OK but several passengers were supplied with alcohol when they were clearly already drunk. This caused two serious disorderly incidents which although dealt with by a number of flight crew was very worrisome. I am ashamed to say the passengers were British.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "flight home was another nightmare"

Review: Toronto to Cancun return. We booked our vacation with Sunwing 4 adults and 8 children ages ranging from 13,10 and 2 twin babies 1. They boarded us on our flight to Cancun leaving us on it for over 2 hours at the airport while they de-iced it before we even took flight - making a 3hr45min flight a 6.5hr flight without even providing us with a meal to feed our children but forcing us to purchase overpriced wraps. Our flight home was another nightmare. Sunwing boarded us onto plane platform leaving all passengers trapped in the tunnel as there was no plane to load onto due to a fuel leak - the ignorance we received from the staff that never once bother to explain what and why we were trapped in a tiny tunnel they wouldnt return our boarding passes so we could cancel and book any other flight home. The food was terrible, no space whatsoever, they didnt turn any shows on until flight was 3/4 over.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Greater Bay Airlines

Title: "avoid using this airline"

Review: Worst airline ever. They check your baggage weights one by one, and if it ever so slightly exceeds the weight limit set for carry on baggage, they will charge a unreasonably high price of around 100 us dollars for the check in baggage (780 hk dollars). Furthermore, the only reason, it seems, that they are not allowing online check in is just to make overcharge customers who have baggage that is slightly over the weight limit of carry on baggage. The staffs are very unfriendly. I highly recommend other airlines such as HKExpress, as the prices for their tickets are much lower even when we eliminate the 100 us dollar charge that this airline will try to charge you. Moreover HKExpress has 1 checked baggage per person under 20kg by default. Conclusion: avoid using this airline.

Route: Hong kong to Incheon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "IFE not working"

Review: Brunei to Kuala Lumpur. My seat at 43A, IFE not working, shortly all aircraft doors disarmed, I ask a female cabin crew if she can reboot my IFE. Inflight Entertainment System. She said later and walk straight away. 10 minutes after airborne, i ask her again if she has already done the restart, she looked lost and said she is doing it now. another 10 minutes gone, i approached a senior cabin crew and I ask her if I can switch my seat to the front (as the back rows were full) and told her my situation with the IFE. She is very reluctant to answer me that the front first three row (which is identical size to my seat but were reserved seat options) were for paying customer only. I told her if she can do anything for my as my IFE is not working. She said she will reboot the system. few minutes later, they start the inflight meal service. Crew were very busy doing meal services, so i just not be bothering asking anyone of them again. 15 minutes before touching down, il went to the lavatory and saw the same crew again and I told her my IFE still not working. Without hesitation, she answered I have restart the system, if the system not responding, there is nothing I can do. A very disappointed cabin services.

Route: Brunei to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "I won't give them another chance"

Review: We have used Thomas Cook Airlines on two occasions - both to visit Orlando and both with a long delay on the return journey. It took 12 years to have the confidence to use them again after a 24 plus hour delay - 3 small children 1-6 years in age left in a hotel more suited to business travellers wasn't ideal. Sadly, they failed to offer a satisfactory service this year too - a 5.5 hour delay, without the provision of food and drink we were entitled to. Put a claim in and guess what - it was due to congestion, which was out of their control! I won't give them another chance.

Route: Orlando to Stansted

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "none of them had received calls"

Review: I have booked tickets for 6 people. 4 hours before the flight take off I received a call from AirAsia customer service that the flight is cancelled due to technical issue. I was asked to take the next day 5 am call. I told them I had already started my commute to airport and try to find an alternate flight for the same day. 10 minutes later I got a call again stating that the technical problem got resolved and I can use the same flight. When I enquired with some of the co-passengers to find out whether they received similar call from AirAsia, none of them had received calls like that.

Route: Bangalore to Kochi via Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "Total disrespect from staff"

Review: Total disrespect from staff at B7 around 11:45 p.m. July 2, 2023, who requires additional training on how to handle customers who are frustrated due to delayed flights (we were respectful and desired the same toward us) even customers that's upset and not respectful as a customer service rep no one/she don't / did not have the right to be disrespectful, get smart/sarcastic. We just wanted an additional room and I knew it was possible, as much money as American Airlines make. She also said due to our reservations was made together, this was the reason we were given only 1 room. She needs additional training or termination if this is repeated actions of hers which should not be tolerated in her field of service! AA did at least, after we were assisted by a nice manager named Liz and another gentleman that was with her, we did eventually received free taxi/ shuttle service to a nice Hilton Garden Inn facility, 2 nice clean rooms, a meal ticket (of only \$12, but still was nice to receive) and we also was booked on another flight the next morning.

Route: Charlotte to Mobile

Seat Type: Economy Class

Traveller Type: Business

Airline: Condor Airlines

Title: "If at all possible avoid them"

Review: I could barely fit in my seat and the customer service was absolutely terrible. Very complicated to figure out how to get where. There was a pot of confusion at the gate. There was nothing pleasurable about flying with them. If at all possible avoid them unless you are truly stuck somewhere.

Route: Florence to Denver via Frankfurt / Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vanilla Air

Title: "choose Vanilla Air again"

Review: Hong Kong to Tokyo. Both out-bound and in-bound flights were on-time. Very little or no turbulence experienced during journeys. This was very good. Check-ins at ground were fast and efficient. Will choose Vanilla Air again in the future.

Route: Hong Kong to Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "not recommended"

Review: Delayed for a reason or another. In flight you are bombarded with commercials, they try to sell you anything possible. Horrible airline, not recommended unless you are desperate.

Route: Bari to Bergamo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "Staff are very friendly and polite"

Review: Hat Yai to Don Muang with Thai Lion Air. Staff are very friendly and polite, staff member took me to my seat and put my carry on bag in the over head bin for me. The seat is comfortable. The airplane take off and landing was smooth. The flight departed and arrived on time. The fare is very reasonable, better than the bus and the train if you book in advance. Before buying ticket the travel agent let me know ahead one small carry on luggage is free. The other luggage will be charged.

Route: Hat Yai to Don Muang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bulgaria Air

Title: "nice welcome from flight crew"

Review: Dusseldorf to Sofia on 28 July. Online check-in is available but on their webpage it says it isn't from DUS - but it was and got my seat and BP quickly. Checked my bag at the counter - friendly agent but she was from an airport company - not Bulgaria air. Boarded by bus - full plane but people were organized and no pushing. Nice welcome from flight crew; bottle of water for each passenger was already in their seat. Departed on-time. Seat comfort is perfect - plenty of knee-room. 2 hour 30 min flight and was served a turkey and cheese sandwich, chocolate and a drink run. No in-flight entertainment but was watching my DVD's so didn't matter. Landed on time and jet-bridge into the terminal (which is new and easy to navigate). Immigration was quick and friendly and bags were on the belt soon. Good flight!

Route: DUS to SOF

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "meal was ok, very basic"

Review: Pre-boarded Iberia Express aircraft flying from Las Palmas to Madrid and took up our seats in 1D and 1F bulk head. Very good space, middle seat left empty as per other European Carriers, which gave a good level of space. Newspapers were offered before take off. Crew were very friendly and attentive throughout the flight. Drinks offered just after take off, and breakfast was served just after. The meal was ok, very basic, with cold toasted bread with a tomato salsa and olive oil, fruit yoghurt and coffee. Departed on time and landed ahead of schedule.

Route: LPA to MAD

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Azerbaijan Airlines

Title: "crew is polite and professional"

Review: Baku to Istanbul. The tickets were far cheaper and flight times were more convenient (daytime, not too early in the morning). I did mobile check-in but I also used the counter for luggage check-in. On way forward I checked-in my luggage for 30USD fee (my original ticket did not have luggage included). I had an allowance of 10kg cabin luggage, so I chose not to check-in my luggage on the way back - 10kg is really plenty (especially for business trips). The plane was new, clean and comfortable. The crew is polite and professional. I did not expect to receive free meal, but this airline provides catering and for IST-baku leg I got a very tasty hot meal plus selection of alcoholic drinks. On the way back breakfast were provided. Coffee and tea service is also provided (only downside - there is no milk/cream for coffee). I would not hesitate to fly this airline again.

Route: GYD to IST

Seat Type: Economy Class

Traveller Type: Business

Airline: Silver Airways

Title: "no delays or other issues"

Review: Despite all the negative reviews, we booked through JetBlue and we had no delays or other issues on both our flights to and from Exuma. The flight staff didn't do much, but offer bottles of water, but we were in the air for 1 hour, no issue for us. Boarding was on time and fast. On return to FLL we were unloaded into a bus and taken to customs and it again was a smooth process and were in customs in 10 to 15 minutes. It's a small aircraft and only in air for short period of time, not sure what people expect for this type of flight.

Route: Exuma to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "They dont deserve to be in business"

Review: I was given a boarding pass for gate C 25 at Denver International Airport two hours before my flight. I get there and they tell me the gate has been changed to C 63. I am recovering from a pelvis fracture and knee replacement so cant walk that fast anymore. I get to C63 and the plane is still sitting there, but they gave my seat away. As though the ticket I purchased doesnt count for anything! Now my luggage is going to an airport I know longer have a flight to. After the fact, they text me about a flight to another airport later in the day. So clearly they could have texted me when they changed the gate, but didnt. This is how they treat their customers. Id rather not fly than ever have anything to do with Southwest Airlines again. They dont deserve to be in business.

Route: Denver to Chicago Midway

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "never fly with Copa again"

Review: At the airport in São Paulo the Copa attendant who did our check in was extremely rude and uncooperative. First, he gave us a hard time because of the doctors signature on the Covid test. Copa changed our flight leaving us with a 22 hour layover in Panama. When I contacted Copa requesting a change in my flight, I was told that I had to pay an extra US \$5,000 to change it. At the check in in São Paulo, we were told that we needed an International yellow fever certificate to enter Panama. The attendant said that we didnt do our job gathering the travel requirements necessary for our flights, which is a lie! I got into Copas website right away, typed in our flight itinerary and the information about the yellow fever certificate was not there. Well, needless to say that we almost missed our flight trying to resolve the issue. The Copa attendant told us that if we had booked our flight directly through Copa, that we would have received all the

necessary travel requirements, but that was too bad that we booked our tickets through a third party. Well, now we are being punished for not buying directly from Copa. If you are going to give your customers a very hard time because they book their flight with a third party vendor, you might as well stop vendors from selling your flight tickets. I will never fly with Copa again.

Route: São Paulo to Los Angeles via Panama City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "staff were very rude and unsupportive"

Review: This has been one of my worst flying experience in many years. Me and my wife had cabin baggage 20 and 24 Kg respectively (23 Kg per person was allowed), most airlines would try to help and understand that it is group check-in and in totality it is under the limit but they were very adamant and rude. I had to go back and forth from Finnair so they did not get a chance to spoil the end part of my vacation. We were returning from Finland and there were some disagreements between me and person sitting ahead of me, instead of helping to resolve the problem, staff said you need to resolve it by yourself. In total I had 4 flights through Finnair in this vacation and in most parts staff were very rude and unsupportive.

Route: Mumbai to Finland

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LAN Peru

Title: "seat was the most narrow"

Review: Lima to Arequipa. When I booked this flight I thought this is a decent airline, but I learnt to be wrong. The check in was efficient and the staff was very friendly - but this is where the positive ends. The Boarding was very chaotic

and very slow. No greeting on board. The seat was the most narrow I have ever seen. I am not that big or high, but I was completely squeezed and could not move one inch. Really horrible seating situation, far below any decent airline. Service was very Bad. It took them a long time to start service, then they forgot our row so we did not get any drink or food, not even a glass of water. When I asked them to bring me some food and drinks I was told they have run out of food, so no food and no drink at all....worse than any lowcost Airline. Definitely my very last time I took this airline- I recommend to avoid this airline!

Route: Lima to Arequipa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "additional 60 for my cabin luggage"

Review: Vilnius to Amsterdam. I was charged an additional 60 for my cabin luggage such was 10kg in a normal Samsonite cabin sized suitcase. Apparently their policy is to allow only 8kg? I have never had my bag weighed by any other airline. Why should 2kg matter. I won't fly with Air Baltic again. Its not about the money ... its the feeling of being fleeced by an unscrupulous operator.

Route: Vilnius to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "a nice experience"

Review: Stuttgart to Las Palmas via Madrid. Before the flight, I needed to contact their hotline. The German hotline is a total disaster. Even after having tries it for more than 20 times it was impossible to reach someone. You are redirected from one announcement to another and at the end you get kicked out. Unacceptable and unprofessional. Finally I called

Iberia in Spain and - to my surprise - not only did I reach someone just after three attempts. My problem was solve immediately by a friendly and competent employee. Due to the bad experience with the German hotline, we had very limited expectations regarding the flights. But - to our surprise again - all flights were quite enjoyable. Nice staff, good food, decent space. And all flights were on time. It is not a real business class but very good value for money. Overall, a nice experience and nothing to complain about. But Iberia badly needs to improve their German service hotline.

Route: Stuttgart to Las Palmas via Madrid

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "I was disappointed"

Review: Dubai to Melbourne via Brunei. I was travelling with Royal Brunei for the last 5 years as they got a very good service but this time I was disappointed. Flight was delayed for 4 hours and only came to know about the delay when i reached the airport and then for 6 hours due to bad weather. I was waiting at the airport from midnight, they keep changing the gates and lots of confusion happened in between. At last the flight took off at 13:30 Pm. No one was offered any food or water for the delay. After the flight took off only got a small meal and a bottle of water. No juice or soft drink. I was expecting more food (as my experience in past) later but we didn't got anything and the crew was not helpful. The flight had less leg room. We land in Melbourne 8 hours late due to delay (11:45 am). Didn't get much for breakfast and coffee. I was travelling with Royal Brunei from 2014, but all other times we got great service and this was so terrible.

Route: Dubai to Melbourne via Brunei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "so many better airlines"

Review: Worst experience with Pegasus Airlines, please do not book the airline. Its not worth the price paid for it. My flight had been delayed by 7.5 hours from Sebiha Airport in Istanbul to Kayesari Airport. There was absolutely no information conveyed about the same. The staff were not exactly approachable. On my return flight, there was a delay yet again. There are so many better airlines

Route: Istanbul to Kayesari

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Food was good in general"

Review: Though Emirates only operates a handful of flights to and from Milan, it maintains a nice, spacious lounge with ample seating and good selections of food. I could walk around and pick any seat I want in the lounge without having to sit next to strangers. Tables in the dining area were quickly cleared and cleaned after guests left, so they were always ready for the next guests. One unique thing about Emirates was that I could board directly from the lounge, which made things much easier. On board, the A380 was nice. Every seat had a minibar, which was nice. Emirates does not offer full turndown service the way Qatar Airways does, but a mattress pad was provided (like on Japan Airlines) to make a more comfortable bed. The gender specific amenity kit, by Bvlagri, was very nice and useful. Food was good in general, and wine selection was ahead of other airlines, but service was slow and a bit inconsistent. However, I did encounter one of the nicest attendants in the sky.

Route: Milan to New York

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "customer service is disgusting"

Review: The worst airline I have traveled with, customer service is disgusting, the lack of responsibility towards travelers is nil. After the flight is delayed because there is no runway at the Panama airport, they send it to another airport to refuel and finally arrive in Panama more than 3 hours late, and the traveler misses the connection, and the only thing say you is "We are very sorry, I reschedule your connection for the next day, but it is not our problem where you spend the night". Also the luggage never reached the final destination with the passengers, until more than 36 hours after the passenger arrived to its final destination, the luggage finally appears.

Route: Medellin to Panama

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: QantasLink

Title: "friendly cabin crew"

Review: Townsville to Brisbane. Check in at Townsville Airport quiet no queues and friendly. Flight took off on time. What I like about this flight was the 2-3 seat configuration which is very convenient when 2 people travelling together. Pilot gave out information throughout flight. Hot potato and meat pie, water and drinks from bar. Will mention that my wife who was travelling with me was served a very nice Gluten Free toasted sandwich early into flight & asked for some tea -the cabin crew member offered to get her one but my wife said she would be happy with water as didn't realise just cold drinks. Very good flight & friendly cabin crew safe flight & arrived early.

Route: Townsville to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Rex Airlines

Title: "couldn't have been more helpful"

Review: I'd never flown Rex before, however, I'd heard good things. From booking to disembarking the whole process was easy. The reminder emails and texts were easy to understand and follow, the check-in process was easy. I am a single dad and was travelling with my three daughters eldest being 10 and Rex allowed me to board first with them to get them settled which removed some of the stress from me. The staff onboard couldn't have been more helpful ensuring I knew that if there was anything I needed they'd assist. They provided my girls with some snacks & water before the rest of the flight as we were seated at the back. They assisted in watching the girls as I used the facilities. They even gave them a few extra snacks on the way down.

Route: Melbourne to Adelaide

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "My family and I are very thankful"

Review: I was back from France to China for vacations. It is the moment of COVID-19 and it was required to perform a PCR test within 72 hours before enter the airplane. However I forgot it. I was informed that I should change my ticket and I was upset about the fact that I couldnt set off at time. It was when I dont know what to do that Miss Xu asked me what happened. I explained that I didnt perform the pcr test. They told me not panic and asked me if I have taken the two doses of vaccine. I said yes. They lead me to a person who was responsible for this issue. I was finally able to board the plane with my attestation for the vaccine. My family and I are very thankful for the whole thing.

Route: Guangzhou to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "horrible and frustrating experience"

Review: Our flight from Mexico City to Oaxaca was cancelled due to an airport shut down in Oaxaca. We didn't learn about this cancellation until we were at the airport, and the agents at the airport were not helpful at all! Instead of giving us all of the information, they wanted to re route our flight to another city that was 7 hours away. I received an email from Viva Aerobus after the flight time communicating the change, as well as providing the option of receiving the full refund in a voucher. However, when I called their customer service they refused to honor this, since "the airline did not cancel the flight." After some debate the agent confirmed that they will be honoring the voucher, he would get the process started and I should be hearing back in the next 24 hours. After not getting any communication from Viva, I called their customer service number the next day. At this point, the customer service agent continued to tell me that they will not be giving a refund voucher in this instance, due to the "airline not cancelling the flight." Even though I had an email from Viva Aerobus that I will be receiving the 100% of what I payed for in a voucher, and the customer agent telling me that he is generating the voucher the first time I called. This has been such a horrible and frustrating experience, and they do not deserve anyone's business.

Route: Mexico City to Oaxaca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: fastjet

Title: "get what you pay for"

Review: Johannesburg to Dar es Salaam on fastjet. Flight was ahead of schedule on arrival, ground staff were quick. The food and beverages have to be bought onboard. You get what you pay for, its a no frills low cost airline. So far so good.

Route: JNB to DAR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "regret booking my flight through them"

Review: Silver Airways is the worst possible airline to fly with. I had an issue with my boarding pass, called them at 10:30, saved my place in line and got a call back at 16:30. They were not helpful at all. I then had a second issue, the boarding passes didn't have pre check which I specifically called to make sure of as well even after the KTN numbers were added at the time of booking. They assured me everything was fine but no. I had no pre check and no time to wait at the counter since I specifically counted my time and was going straight to the airport from work. Not only that their customer service is mediocre but they also hung up the phone on me as I was speaking! Spend 100\$ more and save yourself the trouble. I seriously regret booking my flight through them.

Route: Charleston to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Business

Airline: United Airlines

Title: "Extremely happy with my experience"

Review: I usually only see negative reviews for airlines specifically when people are furious. I am providing a good review in hopes that airlines will really start to consider customer service and the reliability of the flights that the consumers are purchasing. The United employee the morning of my flight was extremely helpful, organized, and clear. She arrived 30 min before everyone else (3 AM) and still helped everyone get in the proper place before TSA or check-in opened. I promptly made it through security and the flight took off on time and as planned. The flight attendants were spectacular and the pilot clearly communicated with updates throughout the flight. Extremely happy with my experience, thank you.

Route: Houston to Denver

Seat Type: Economy Class

Traveller Type: Business

Airline: QantasLink

Title: "A comfortable flight"

Review: A comfortable flight seated in a pair of two seats on the left of the aircraft. The ground service and on board service were friendly and efficient, and we were pleasantly surprised to get a tasty snack and an alcoholic or non-alcoholic drink on this short leg (plus an Easter chocolate). The flight operated about 20 mins late. There was no attempt to enforce the airline's policy on take-on baggage. Luckily we were on early and could find space for our take-on bags over our seats, but other people were struggling due to the suitcase-size bags allowed on board.

Route: Hobart to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "not book a flight on this airline"

Review: My wife and I booked a flight for May 2017 from Portland to Shenzhen via Seattle. After 2 months, Xiamen notified us that our flight from Seattle to Shenzhen had been cancelled. We had to re-book our flight with Delta at a higher price \$686.00 per ticket on Xiamen vs. \$891.00 per ticket on Delta or \$205.00 more per ticket. Furthermore, our new flight only takes us to Hong Kong, which will cost us more even more money with van transfers and taxis. I would recommend that you not book a flight on this airline, as they are not reliable and will leave you stranded.

Route: Seattle to Shenzhen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germanwings

Title: "only two agents available"

Review: Check in process at Cologne very poor. Flight displayed as delayed 35 minutes. 45 minutes past scheduled time, announced flight cancelled with no explanation. Luggage had to be retrieved, only two agents available to process 150+ passengers. Gave up after two hours stood in line and found own hotel. Still unable to get a reason for the cancellation. I suspect there will no be months of aggravation reclaiming our costs. Arrived home 16 hours late via another airline, without any Germanwings/Eurowings assistance.

Route: CGN to MAN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "will not fly Nok Air anymore"

Review: Hadyai to Bangkok. Today, my Nok Air flight has been delayed and retimed twice. As a result, it was late more than an hour. Indeed, it's not only one time but I experienced this kind of delay many times. Subsequently, I would like this complaint might help it to improve its service in the future. However, for me, I will not fly Nok Air anymore.

Route: Hadyai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Seychelles

Title: "Didnt get to see the Seychelles"

Review: Well, we never got to actually fly. It was supposed to be a two-day break in the Seychelles on the way from Madagascar to the UAE. First it became a one-day break because the airline changed the flight from the morning to the evening. It then sent several emails asking to bid for an upgrade. But on the day of the flight they didnt bother to tell us that they had decided to cancel it. We showed up in the airport and were in limbo for nearly 24 hrs about when and whether we would fly on. At the end we bought new and more expensive tickets on South African Airlines to get to work

on Monday. Didn't get to see the Seychelles. Didn't get our money back. And have yet to be able to reach anyone at Air Seychelles the call center doesn't appear to be staffed. Avoid at all cost.

Route: Antananarivo to Abu Dhabi via Mahe

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Myanmar Airways

Title: "very nice airline and quick operations"

Review: Flew Myanmar Airways from Mandalay to Yangon on an A319 on 8 March 2017. Initial flight, which was on an older ATR72, was delayed 1 hour and 20 minutes. I was informed about this instantly when arriving at check-in in MDL. Upon request, I managed to board an earlier flight (a more modern and quicker aircraft) after a bit waiting at check-in. Service impeccable. Less than 20 passengers. Full catering service including food, beer, softdrinks and hot-drinks. Clean aircraft, observant and fast working staff. Arrived 40 minutes prior to schedule with the original flight which was said to be likely further delayed. They accept special meals and my seafood meal. The meal was confirmed but I had, upon consent, to forsake it as I took an earlier flight. Very nice airline and quick operations.

Route: Mandalay to Yangon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "Onboard service was excellent"

Review: Zurich to Keflavík in Saga Class. This was a near-flawless flight. Icelandair uses the mediocre Aspire Lounge at Zurich Airport. The 757 is part of Icelandair's old fleet and is being phased out with the induction of the new 737 MAX aircraft. While the incoming aircraft was slightly delayed, they made up for the lost time with an on-time arrival into Keflavík. Onboard service was excellent. The Indian/Asian vegetarian meal was not. Icelandair's Wi-Fi, when it works, is

among the best in the business and is complimentary for Saga Class passengers.

Route: Zurich to Keflavík

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Airlink

Title: "No sympathy for a customer"

Review: No sympathy for a customer at all. I flew from Durban to Johannesburg had a layover of 2h 15mins before flying to Angola. I had a negative covid results from a government clinic, had sma confirming my results, only to be told that was not allowed. I had to call the lab to send me one with a QR code. While we were waiting for results, the boarding pass closed. Later i asked if they can assist they told me i was supposed to change dates an hour before, but they never suggested that to me, then when i emailed them later, they told me the staff suggested i change the dates and I refused. I did admit I didn't know that covid results wasn't allowed, as at clinic they assured me it was ok. Customer care is worse. I wouldn't suggest anyone to fly with this airline.

Route: Johannesburg to Luanda

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "a horrible first impression"

Review: On December 29th 2018 a friend and I were flying from Newark to Keflavík. We didn't hear the calls to board and lost track of time while we were eating, we admit fault to this. When we realized our flight was boarding, we ran to the gate. They representatives at the gate were the nastiest I've ever seen. They were talking to us like we were stupid for an honest mistake. They were making us feel so bad, telling us how everyone was waiting for us (which clearly we felt bad about enough) and how selfish we were, even threatening to not let us get on the flight when I snapped back at

one of them. First of all, we knew we messed up. But as a customer service representative, it isn't your job to scold us like we're children. It was a horrible first impression of the airline.

Route: Newark to Keflavík

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "they were superb"

Review: BR17, SFO-TPE on a 777-300ER. Tickets bought 5 months out, and quite a favorable price. Check in at SFO, was weird. Staff didnt want to take my oversized luggage, until I suggested they get a bag like ANA, Singapore Airlines, or Asiana. Once they processed my luggage it was fine. TSA/Security the usual disaster, and no one taking charge. Apparently the SFO cleaning crew was on strike 10 Nov, because both EVA flights, SQ, Asiana, and others were delayed for aircraft cleanliness. We were delayed for over 60 mins. Boarding went smoothly. Cabin crew were smiles and polite for 01.00 in the morning. Once we had push backed and airborne the meal service commenced. Dinner was nice with Hagen Daaz. Drink/Cabin service continued throughout the flight. Seat was perfect as I slept like the dead. The lights were activated, and a excellent sign, for waking everyone up for breakfast. Breakfast was yummy. Landed in TPE late, but still made my connection. BR184, TPE-NRT on a 787-900 boarded and took off late due to a aircraft issue. Still landed on time at NRT. Cabin Attendants polite, professional, and all smiles. Handed out immigration documents while still at the gate. Constant drink runs, and a tasty meal. EVAs 787 seat was comfortable, and I was able to stretch out. EVA ground staff needs to be more professional, and expeditionary like ANA, and Singapore Airlines. Other than that they were superb! I will fly them again!

Route: San Francisco to Tokyo Narita via Taipei

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "now the worst airline ever"

Review: The service was great and the food was good. The seats are not comfortable and for business class and the money you pay this is not acceptable. We couldn't sleep because of it. The bags were not routed to the the plane going to Cebu. We had to go to baggage claim, get our bags, go through security again, check our bags in again. Awful!! The layovers are the really bad part. When we booked the flight they said 2 hour layover. The day we were leaving they said it had been changed to 3.5 hours - then when we checked in they said 6 hours, then at Manila airport it got bumped to 9 hours!! All with no explanation - our appointments in Cebu were toast. I called to have them change to Cathay, who we've flown and never had a problem and they said because we booked thru American Express we cannot change airlines. They later said that because the flight was in progress (waiting in Manila) they won't change anything. This airline used to be good but is now the worst airline ever!

Route: Los Angeles to Cebu via Manila

Seat Type: Business Class

Traveller Type: Business

Airline: Gulf Air

Title: "Such horrible attitude"

Review:

For the entire flight (GF 270), the front half of the flight was extremely hot. Through the AC vents hot air was blowing. When we told this to the flight attendant, he refused to accept that there was any temperature change. People were fanning themselves with paper and the instruction pamphlet. When I brought this to his notice, he said that "they are all people with high blood pressure". Such horrible attitude while people were feeling suffocated in that heat!

Route: Bahrain to Kochi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "Refund requests submitted but ignored"

Review: Purchased \$2200 of fares to Bali before Malindo ceased Australian operations. Refund requests submitted but ignored. When pushed, they will promise to process but they then go to ground and ignore you.

Route: Melbourne to Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "aircraft are dirty and uncomfortable"

Review: This airline does not provide any type of update for passengers on upcoming flights as other airlines do not even a reminder of your flight or the option to do online check in. The website is so bad and provides the very bare minimum in terms of flight information. The aircraft are dirty and uncomfortable, and there were lots of passengers that took their mask off during the entire flight without repercussion. The food was gas station quality at best and I was stuck with a broken screen during the second half of an almost 18 hour journey. The staff were nice, but they have little to work with.

Route: Dubai to Chicago via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "now choose to fly with other airlines"

Review: KLM was my preferred airline before covid, now it is consistently my worst travel experience airline! After having completed so many surveys for KLM where they wanted to know how valued and special I felt as a customer,

now they seem not to care any longer at all about their customers. I used to be a flying blue gold member, almost reached platinum and now I am still a silver member. Despite this, the way KLM now treats me every time I fly with them is worse than the cheapest of the airlines. Their staff do not appear to know or understand the applicable benefits for each of their membership levels. It clearly states on the website that silver flying blue members have priority check-in, baggage drop-off and boarding. However, every single time I go to any of those lanes I am told extremely rudely that I am not allowed to use either of these services. Even when I show them the current KLM flying blue website / the KLM App that clearly states that silver members have those benefits, I am told that it no longer applies. In February 2023 KLM left us stranded in Tanzania for 24 hours due to allegedly security threats. However, when going to the official Dutch foreign ministry advice for travelling no alerts were provided for the area we were in. After I finally returned home, I filed a claim to KLM for compensation which was denied with no explanations. Then I filed a claim for reimbursement of expenses (namely 1 extra day at the hotel and 1 extra day at Schiphol long term parking) and I only received a refund for the hotel. I asked at least 25 times to KLM via all the channels they have (email, website, KLM customer service support at Schiphol airport, Messenger, flying blue phone number) why I didnt receive a refund for the parking expenses. After 3 months I am still awaiting for a reply that will obviously never come! Incredibly rude, utterly stupid and I would expect much more from an airline such as KLM. Unless I have no other options, I now choose to fly with other airlines and I know I am not alone in this.

Route: London to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Tahiti Nui

Title: "crew was friendly"

Review: I was concerned about this airline after reading many terrible reviews. My Air Tahiti Nui experience was the opposite and crew was friendly and very helpful. The leg room was better than most for economy. The food was ok. On each seat a blanket and pillow, plus a bag with socks, eye mask, ear plugs, ear phones which was a nice touch. They provided 2 meals and also offered food in the galley (sandwiches, drinks, soup and ice cream) nice selection of movies

to watch also.

Route: Lax to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "Not enough room for knees"

Review: Toronto to Venice. Delayed 1 hour 40 minutes on departure due to technical difficulty. No water offered in that time. Personnel used last 3 rows of seats for themselves and didn't allow people to use them. Food was barely edible for me. Not enough room for knees for average man.

Route: Toronto to Venice

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "a very unpleasant experience"

Review: This has been the worst experience of my life with this company, i am not even sure to travel again in the next years. A trip that should have taken half a day was transformed into 2 full days of Travel, waiting at the airport during a transfer in Turkey, queuing during hours to get a new flight, no information at all, nobody from the company apologizing for the situation or even giving information. They have no notion of customer service, you are not a human to them, just a problem on their route. I strongly advise you to avoid this company if you do not want to have a very unpleasant experience, as apparently they have very very frequent delays of flights and cancellations of flights due to purely financial reasons and a very bad overall organisation. Then if you miss a transfer you can be sure that the treatment of your demand will be very long and painful.

Route: Beirut to Paris via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "never use Malaysia Airlines again"

Review: First and worst experience of my life . I had connected flight with them and their flight delayed for 4 hours which resulted in passengers missing their next flight .Pathetic response from staff no responsibility taken , no apologies. My next flight was 24 hours later. I could not get accommodation in the airport I could not go out as Immigration would not let me one day visa. I have to spent full day with my infant son and I paid for all other costs because the flight won't take responsibility. I am still in the airport spending the night here and paying the cost for the mistake that airline did. Would never use Malaysia Airlines again.

Route: Perth to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Swoop

Title: "Staff was very nice"

Review: It all went smooth. The price was 1/3 of the major airlines. We added nothing extra. Our personal item, just a little smaller than a regular carry on was free and we were seated together. Easy boarding, they do tag carry on bags to ensure you paid the extra for them. We took two flights, a return journey, both left on time and arrived early. Staff was very nice. They did what they were supposed to take you on time to your destination as an economy air carrier.

Route: Victoria to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "They handed out a nice snack"

Review: The cabin crew were very courteous and knowledgeable about the safety features and when they finished praised passengers for taking note of the explanation. The staff who made the presentation spoke impeccable English! They handed out a nice snack, which on previous flights during Covid we didnt receive.

Route: Ubon Ratchathani to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kulula

Title: "Long wait. Under staffed"

Review: Flew Kulula from Johannesburg to Durban. Long wait. Under staffed. Rude. Asked for seat with leg room and he put me in back seat with no leg room. Awful. This isnt the first time. Particularly poor is the attitude of the check in staff. Also not well presented or dressed but mainly lack of service.

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Tahiti Nui

Title: "What kind of customer service is this?"

Review: My June 20th flight to Papeete was canceled by the airline due to COVID restrictions. When trying to get the \$2300 or so back, I made at least 15 calls to my booking company and the airline. Booking company said Air Tahiti had to authorize any refund. Air Tahiti at first said they would only provide future credit (illegal for flights departing from the US) and then offered a refund minus a \$250 service fee per person. I eventually filed a complaint with the DOT and was

told by the airline they had received it. Later airline said they actually had not received it and couldn't process a refund until the DOT complaint was received. What kind of customer service is this? The agents are basically instructed to lie and give people the runaround. Eventually had the charge reversed by my credit card company.

Route: Sacramento to Papeete via Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "do not want to refund me"

Review: Delayed 2 hours, no information about it. Stranded in New York for 24 hours, no help in the airport. Bought a ticket JFK to SFO myself and Royal Jordanian Airlines do not want to refund me, despite the 2 hours delay caused me not to catch my connecting flight in JFK.

Route: Tel Aviv to San Francisco via Amman / New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "I was pleasantly surprised"

Review: Washington to Los Angeles. I was pleasantly surprised by the entire flying experience on Virgin America. Comfy seats, free entertainment that's easy to access, tasty food for purchase, very nice staff, on-time boarding and takeoff - so much better than my experiences on United Airlines.

Route: Washington to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cobalt

Title: "want to book for next year now "

Review: The staff are friendly and it's clean and offers a good service most of the time. I do have two constructive comments however. I wish you would put your flights on sale way in advance. Eg I want to book for next summer now but have been told to wait until the end of the year. This is not good for their own business as most people want to book summer vacations for next year now - and if they are not on sale people will go to other countries like the Canary Islands etc and this is a shame. I had booked for trip returning to Dublin via LGW on 5th November and bought flight from Dublin on Ryanair now told change to Heathrow. New flight to Dublin from LHR required. Additional expense for people using you to route home.

Route: Stansted to Larnaca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eurowings

Title: "They asked me to rebook my flight"

Review: Hamburg to Prague booked for April 2020. Their customer services can only say " Mam, I can't cancel your flight", when I say that you're rude, I want to talk to your manager, she hangs up on me. They asked me to rebook my flight.

Route: Hamburg to Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: Frontier Airlines

Title: "had been a total of 4 delays"

Review: Horrible from the time I booked the returning flight had been delayed & rerouted Im sitting in the airport right now its been over 7 hours I have 4 young children who dont understand whats going on & I also have a job I need to attend or Ill be forced to call off there had been a total of 4 delays just sitting here waiting to get back home. This is beyond ridiculous. I will never book with them nor recommend. I guess you get what you pay for!

Route: Orlando to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: US Airways

Title: US Airways customer review

Review: We're flying US Airways for the second time in two weeks and I'm not impressed! Both times the flight from Phoenix to Tampa was delayed due to maintenance issues. Are the planes in that bad shape or is there something else going on such as scheduling difficulties? It would be easier to take if the employees were a little more accommodating and apologetic instead of downright rude.

Route: Phoenix to Tampa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "recommend spending money on other airlines"

Review: Delhi to Paris via Kuwait. The flight got delayed twice and I was stranded in the night at the airport. Never book Kuwait airways as the passengers travelling were not good and the airline did nothing over the issue. I highly recommend spending money on other airlines.

Route: Delhi to Paris via Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: XL Airways France

Title: "pilot did an excellent job"

Review: After reading all the reviews about XL Airways and learning that they have 3-4 planes in their entire fleet, I was extremely anxious. We arrived at JFK 3 hours early and were among the first in line to check in. After waiting in line for an hour, we made it to the counter where our back bags and checked bags were carefully weighed. Thank goodness, we were all underneath the required mass. The plane was boarded and we we got on the electricity went completely out but in a few minutes, we were on our way. The pilot did an excellent job piloting the plane and even though we took off late, we made it close to our normal time. After spending a few days in Paris, we went back to check in to our return flight but they had already boarded and we missed our flight. We tried calling customer service but only got a recording and wasn't until the next day that we found out we would have to purchase a one way ticket home. On the way back after Checking in for our one way flight back to the US, the woman at the counter was not sympathetic just said so sorry. We did make it home safely and once again the pilot did an excellent job. Bottom Line: I would take this airline again but make sure that I made the flight next time because you will not be compensated or offered a discount. By the way, I thought the food served on board was really good! We were served breakfast about an hour before our flight landed in Paris and dinner an hour or so into our flight on the way back.

Route: New York to Paris CDG

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "airline lost my suitcase"

Review: The flight with Royal Air Maroc was average. My seat wasn't clean. Unfortunately, the airline lost my suitcase. I made a loss report and a list of valuables. The airline does not respond to more than 40 messages. Inadequate

customer service. Unfortunately, I am stuck here with damage of 1,500 euros and had no clothes etc. for the entire holiday.

Route: Istanbul to Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAG Airlines

Title: "Flight personnel very unprofessional"

Review: Flight to Cancun was excellent. I love the jet prop Saab 340. Flight personnel very unprofessional. Never any information from the pilot. Elevation, weather etc. No service. Just water. The return flight was terrible. We departed 21 Oct at 23.00 instead of 14.10. Little information from TAG. Only gave us water. We didn't arrive in Guatemala City, instead they landed in Flores at 01.00, 22 Oct, and put us up in a hotel. We departed 22 Oct at 08.00, arriving in Guatemala City at 09.00. The entire experience was 19 hours, instead of 2 hrs 10 min. On landing in Guate City we were promised a free return flight to Cancun. But they didn't explain how to receive it. I'm sure they don't want us to go through the red tape to claim it. I chose TAG instead of conventional Volaris A320 jet because I wanted a bit of adventure? The departure from Cancun was set as 14.10. I arrived at the gate coming from Valladolid 40 min. before boarding. Perfect timing? TAG first posted a 30 delay departure, and then endlessly extended it on the board, without speaking to the waiting passengers. Finally TAG said, the plane had been hit by lightening and they are sending a replacement plane and departure was set for 20.00. I don't believe it was lightening, I suspect it was equipment failure. We should come to the gate at 19.30. I sat and waited at the gate for an hour becoming thoroughly chilled by the AC and then decided to take the 30 min. ADO bus back to the terminal downtown and look for a pleasant restaurant. Good choice. When I returned to the gate the German group of four were surprised to learn that a passenger can leave the terminal and return. They were jealous. Departure was repeatedly pushed forward and we confronted the timid man at the gate and he told us, 'Oh, the replacement plane is on the way. Be here soon'. Airlines always lie to passengers. We were then told we would depart at 22.00, landing at Guate 23.00 local time. (2 hr flight, and one hr time change.) That didn't happen either. Then they began moving departure forward 10 minutes each 10 minutes. The plane arrived and we

departed at 23.00, set to arrive 24.00 Guate time. I put in earplugs to shield the rattle of the Saab 340 and slept soundly awakening to the plane touching down. "This doesn't look like Guate airport." The pilot landed at the wrong airport? No. Bad fog at Guate and inadequate radar, so we landed at Flores Guatemala at 01.00 and it then took them 1.5 hrs to get us to a hotel. I slept from 02.30 to 06.00, feeling quite good. Many passengers were angry. We had only been given water once all these hours, and no food, and little information. Two brave Guatemala men stood and berated the TAG staff. I jumped in and said, "What do we want? A hotel room immediately, and a full refund of our tickets." Silence. We departed Flores at 08.00 for Guate and the flight was fine. Weather good. I've written TAG asking how I can receive my free rt ticket to Cancun. No reply.

Route: Cancun to Guatemala City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "it's a decent airline"

Review: Singapore to Bangkok with Tigerair, a budget Asian carrier. It's hub is in Singapore and it flies a pretty extensive network around Southeast Asia. In-laws in Singapore recommended Tiger over its main competitors, AirAsia and JetStar. We have flown with them numerous times, the latest being a trip to Bngkok and back. Checking in at Changi in Singapore was a breeze as there was, for the first time, no line at the counter. Checking in at Bangkok was a lot more troublesome, as a group of seven was in line ahead of us and, instead of using the group check-in line, used the regular line. A substantial line developed behind this group as the Tigerair agent appeared to be relatively new on the job and seemed flustered. Another agent opened up and he took care of us quickly. Tigerair has a good boarding system, when they follow it, and so boarding is usually quite quick. Tiger has a couple of A319's, but mostly use A320's on their routes. Seat pitch is minimal at 30", so it's a little hard on me at 6'2" tall, but it's not unbearable as most of the flights we take are only 2-2.5 hours in duration. There is no IFE, meal or beverage service (unless paid for) and no in-seat power. Planes are kept quite neat and the seats, apart from the legroom, are pretty comfortable. I wouldn't want to fly Tiger much more than the 2-2.5 hours that we've done in the past, but for flights under this duration, it's a decent airline and, much to the

shame of this American, offers a similar flight experience to the big three US legacy carriers.

Route: SIN to BKK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "Quality low cost company"

Review: Quality low cost company, traveler taken into consideration, comfortable seats sufficient for large sizes, multilingual and pleasant on-board staff. Compagnie Low cost de qualité, voyageur pris en considération, sièges confortables places suffisantes pour les grandes tailles, personnel de bord multilingue et agréable

Route: Alicante to Luxembourg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "Worst airline I have travelled on"

Review: Worst airline I have travelled on. On a recent trip from Melbourne to Gold Coast the flight was delayed 4.5 hrs. Without notice they split our party and sent son and 2 young children via Sydney. With 4.5 hr delay, no apology in airport, no refreshments offered and rude ground staff. Customer services hide behind 'Conditions of Carriage'

Route: Melbourne to Gold Coast

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "worst experience with Volaris"

Review: I have had the worst experience with Volaris. If you are ok with not having any customer service then book your flight. It has been a challenge since having to reschedule our flight to Cabo because we got COVID in December. They gave us a "credit" but it only covers the base flight. I have tried to reschedule and everytime I click to pay the remaining balance, an error pops up. There are now only 6 seats left and I have been trying for the last 2 hours. Don't fall for the low fares, it will cost you lost of time and frustration that is not worth it. I now wish I would have paid the extra \$200 and gone with a reputable company.

Route: Tijuana to Cabo San Lucas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "great service and inflight food"

Review: Chicago to Ho Chi Minh City via Seoul. Flight with Asiana Airlines was very comfortable with great service and inflight food. My flight was overnight and allowed me to sleep on my normal schedule and arrive refreshed. I will definitely add this to my list of preferred airlines. Seats are spaced for great leg room and the seat width is comfortable for a 6 foot, 240 pound man.

Route: Chicago to Ho Chi Minh City via Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "enjoyed all aspects of the flight"

Review: We flew Melbourne to London via Bandar seri Begawan and Dubai return, and can recommend Royal Brunei. We flew business and thoroughly enjoyed all aspects of the flight and services. I believe they offer a value for money

service and look forward to the opportunity to fly with them again.

Route: MEL to LHR via BWN & DXB

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "Everything went smoothly"

Review: Manchester to Banjul via Casablanca. Good flights, pleasant staff, no problems. Everything went smoothly and would definitely fly with Royal Air Maroc again. I would definitely recommend them to anyone who asks about my journey

Route: Manchester to Banjul via Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAP Portugal

Title: "the worst airline service"

Review: Actually the worst airline service I have ever flown I went out of my way to add my review in hopes that people try to stay away from this trash airline. I flew from Miami to Madrid with the same bags Im flying back with, and for some reason they flag me before I board and now it costs 125? For a carry on bag that I use for every aircraft in the world and now they wanna charge me 125? Plus their air service is bad as well

Route: Madrid to Miami via Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "rapidly became a nightmare"

Review: Toronto to Calgary and back. What should have been a routine in and out trip rapidly became a nightmare. Outbound Flight two hours late leaving Pearson because one or more crew members was still tired from their flight in from Vancouver. Inbound Flight delayed 5 hours due to "late arrival of plane". Flight then cancelled due to no particular reason. Waited two hours for the email notification only to find out Lynx were offering a new flight to Toronto, 3 days later.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Business

Airline: Porter Airlines

Title: "have to sit here for nearly 2 hours"

Review: Ottawa to Fredericton. We have to sit here for nearly 2 hours to fly 1.5 hours. Plane was very warm and air didn't work. I can understand maybe an hour delay, but 2 hours. Come on porter, be prepared.

Route: Ottawa to Fredericton

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: Royal Brunei Airlines customer review

Review: Flew with Royal Brunei from Melbourne to London in July/August. Found the staff to be excellent, very friendly and they go out of their way to ensure a comfortable flight. The price was excellent and the quality and service is definitely worth more than the fare paid. The aircraft's are brand new 787's. They are spacious and have excellent legroom, I'm 6'7 and was able to stretch out my legs under the seat in front of me with ease. The best legroom out of

any of the major international airlines flying to Europe. Food was great. Good hearty meals and a decent portion size. Hot meals served on all 3 flights. Lots of snacks and drinks offered during the flight. It is a dry airline but being a part cultural thing, not having that glass of wine with my meal wasn't a huge deal, you can bring your own alcohol on board but no-one seemed to take advantage of this. In flight entertainment is good, not the best variety when compared to other majors but a good selection of movies and TV shows to get you through the flight there and back. I didn't notice a huge change in the movies from July to August apart from a couple new additions but this certainly wasn't a big issue. If you want more movies, bring your own laptop. Two stop overs on the journey to London, a 3 hour stop in Brunei which is not too bad. Airport has been renovated and it very comfortable, apart from having poor wifi and the refuel stop in Dubai is a very quick 45 min stop so a good way to stretch your legs ready for the next leg. Will fly them again.

Route: Melbourne to London via Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Arik Air

Title: "absolutely no communication"

Review: Flew Lagos to Dakar. I arrived at Lagos airport for my flight which was supposed to leave at 8.30pm but was delayed. The airline did not announce this delay, instead, I had to run around asking airport staff for information and thanks to a nice gentleman I finally found out the the plane was delayed 4 hours. 4 hours wait for a 3 hour flight. After waiting 4 hours the plane was further delayed an hour and once we boarded, we had to wait another hour and a half until it took off. All this time there was absolutely no communication from the airline, we were just expected to wait in ignorance. In the end I arrived in Dakar at 6am instead of 12am as scheduled. I will never recommend flying Arik Air.

Route: LOS to DKR

Seat Type: Economy Class

Traveller Type: Business

Airline: SilkAir

Title: "demonstrating good service "

Review: My husband and I were onboard flight MI124 25 Nov 2016, from Singapore to Lombok when we were served by a flight steward who displayed exemplary service - outstandingly attentive and a positive sense of humour. He paid meticulous attention to our meal requests, and saw that we were adequately hydrated. He made our flight a very memorable and enjoyable one, especially for my husband, who has a low tolerance to flight travels. Thank you for demonstrating what good service and attitude is.

Route: SIN to LOP

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "experience was pleasant"

Review: Toronto to Beijing. This was the nicest airline. The food was great, seats were comfortable, the staff and crew were friendly and knowledgeable and the overall experience was pleasant. I was extremely impressed. Hainan will definitively be my first choice airline when I fly to China.

Route: Toronto to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "the most unprofessional occurrence"

Review: I took an ITA flight from Madrid to Tirana via Rome. I am, writing this to report the most unprofessional occurrence regarding the delayed or rather, non-delivery (arrival) of my luggage which was checked in at the Madrid airport on 1/9/2022 and upon arrival at the Tirana airport, my luggage, much to my horror and dismay, did not arrive with

my flight destination being Tirana. I thus completed an irregularity report. I would point out that we arrived in Tirana in on 1/9/2022 with over a three-hours delay. The consequences were dreadful. My return flight to Madrid was on 18/9/2022. When I arrived at the airport in Rome, I had less than 90 minutes until my next flight but I decided to go to ITA's office in spite of the limited time I had, to enquire about my missing luggage. I was told that they didnt have any news & that it did not appear on the system! This, in spite of me being in possession of a reference. I then proceeded on my own volition toward the lost and found office at the airport where, I found my luggage without a tag. Unassisted by any staff, whom when I said that I had a connecting flight, STILL made no effort to help me. Time was running out whereby I almost lost missed my connecting flight to Madrid. This was truly disappointing, and absolutely unprofessional! In todays world, with all the state of the art security and technology available to you as a large prestigious 'airline, it begs the question how such an organization not only completely loses or misplaces a passengers luggage, but worse than that, to have their staff handle it with such apathy!? Stop just for a moment if you would, to consider how you would feel if this had happened to yourself or a member of your family? I have no doubt that you would be just as, if not, more upset than I am! I went back to the airport over a period of three days but my luggage still did not reflect on the system There was also no news or indication of where my luggage was at all, and little to no effort was made by ITA airways to assist me! After three days with no luggage, I was forced to buy purchase some clothing and requisites as I had planned my itinerary to first go hiking to the north with a motorbike and then to take a cycling tour around the south. I did not have any suitable clothing to go motorbike riding, hiking or cycling. This all happened because ITA airways staff had simply not bothered to look for it or find it.

Route: Madrid to Tirana via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "I was delayed by their slow system"

Review: Gulf Air refused me entry into my flight because their system did not update to show that I had bought extra luggage. The time taken to show that I had in fact booked it caused the delay and the lateness. The price paid for the

extra luggage for myself and my mother did not carry over onto the next flight. I spoke to a Gulf Air agent, who told me that they will rectify the situation if I paid a £14 fee for my mother and £150 for myself. I reluctantly agreed to do this. I then received a call from Gulf Air who said that because my mother had initially booked her flight with an agency (lastminute.com), the fees would need to be increased to £314. I reluctantly agreed as I was in a desperate position. I then received an email that informs me that changing my ticket to the night time one was now £300, and not the £150 mentioned; this was despite the fact that I had booked with Gulf Air directly; which contradicts what they had said earlier about the agency. I then call them to ask about this new pricing; an agent answers me very patronisingly and essentially asks "are you going to pay or not?". So in total; I coughed out an additional £968 because I was delayed by their slow system in the first place (£314 for my mum, £300 for me, and combined loss of £354 of baggage). Seems like they can talk how they like with customers with no accountability. Their prices are good, but there's a reason for it.

Route: Dubai to London via Bahrain

Seat Type: Business Class

Traveller Type: Business

Airline: TAME

Title: "worst airline I have ever seen"

Review: Lago Agrio to Quito. Cancelled my flight without any kind of inform. I sent a dozen of emails, requested the refund of the cancellation. Nothing happened. even there is not an automatic reply. I asked the staff of TAME at Quito airport twice, first time, they told me they can do nothing about that, advised me to go to their office in Quito. Second time, they ask me leave the email address, of course, still nothing happened. I visited many places of the world, I am absolutely sure about that, TAME is the worst airline I have ever seen.

Route: Lago Agrio to Quito

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "avoid Air Canada if at all possible"

Review: Unfortunately here to share a negative experience with Air Canada. I flew out from Toronto (YYZ) to Fort Lauderdale (FLL) on June 22, 2022, Flight 1628. To begin with, as sprawling as Pearson Airport is the signage is lacking and honestly not clear at all, so it was extremely confusing to figure out exactly where we needed to go just to check in for our specific flight. Air Canada's ground customer service was painfully slow and inefficient - I get there are staffing shortages with the pandemic aftermath, but this was a little excessive. Our flight boarded a few minutes behind schedule which wasn't the end of the world, but we were scheduled to take off at 4.45pm and did not take off until almost 7.00pm! All of us literally sat on the tarmac going nowhere for over 2 hours! The cabin crew was essentially clueless and the pilot kept giving one excuse after another for the delay which didn't even make sense. Every passenger was pretty agitated about the situation, to say the least...we finally took off way behind schedule and did not make it into Fort Lauderdale until almost 10.00pm (original landing time was 7.45pm). The flight itself was OK. At least on AC Rouge, I found the legroom to be mediocre, and the seating marginally comfortable. Flight attendants were generally polite, but not necessarily friendly. Overall, this is my second experience flying Air Canada. My first time was in 2015 going to/from Montreal and I also dealt with poor customer service then, so I should have learned my lesson, but I hope this cautions other potential fliers to avoid Air Canada if at all possible - especially if your travel plans are not flexible or if you need to catch a connecting flight!

Route: Toronto to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: United Airlines

Title: "Constant delays and cancelation"

Review: Nothing but issues from my flight to Hawaii and my flights home from Hawaii. Constant delays and cancelation. I am traveling with 2 children, they Have done nothing to help me. Stood in line at 12am to be booked a room because of my flight being canceled. Then the booked me on a late flight but only gave me a room for basically 9

hrs and refused to help me by phone extend my stay. So I am stuck with no car no clothes in a city I don't know with 2 kids and now have to go hang out at the airport all day.

Route: Honolulu to San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flyadeal

Title: "Worst airline ever"

Review: Worst airline ever. They closed the check in counter while I am waiting in front of the employee who was checking me in. When I complained to the duty manager they denied it. So I missed the Dammam to Jeddah flight. Coming back the airplane was late for 5 hours and no one informed us. When we complained they said we sent a notice, it might be by mistake that you didnt receive it. They never apologized. I was going to Umrah and I did not feel happy at all flying with flyadeal I strongly advise against this airlines. They abide to no rule. Waste of money and time.

Route: Dammam to Jeddah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "a pleasant surprise"

Review: I couldn't pass up a business class fare for the same price as Thai Economy on this route. The experience was a pleasant surprise from start to finish. Check-in was efficient at the dedicated business counter. To my delight, China Eastern uses the Thai Airways business lounge, which is superior to the 3rd-party contract options at BKK. I got to enjoy a Thai curry and Singha before my flight, well done. On board, the business cabin crew were polite, efficient, and had sufficient English to assist non-Chinese pax. A variety of adequate but not memorable meal options were available. I had a Chinese chicken dish over rice with a glass of Tsingtao beer. The aircraft was neither brand new nor very old, but

it was clean and in suitable condition. The 2-2 seats were fine for the 2.5 hour regional journey. On arrival (if you don't end up at a jetbridge at the airport), Business pax get a special van to the terminal, as opposed to a packed-to-bursting bus. This benefit is very welcome after a day of travelling. It's not SQ, but they're not charging SQ prices.

Route: Bangkok to Kunming

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "quality of the food is atrocious"

Review: Staff are friendly and attentive but let down by the quality of the service they deliver. It took ages for drinks and snacks to be offered. When they did come round it was time to close the doors and they were coming round to collect the drinks they had only just delivered. The quality of the food is atrocious, flying business class you expect better quality and for your options to be available, given this is most likely the smallest availability of business class seats available on a flight I have seen for such a long journey. The business class had 7 seats vacant so it's not like they were at full capacity. Both dinner and breakfast meals were limited in their choice, with breakfast apparently only having 5 breakfast omelettes available for the whole of business class. The quality of the food is no different to that of economy. The fully horizontal seats are incredibly uncomfortable and tired, the blankets did not keep you warm at night, and a number of customers asked for more.

Route: London Heathrow to Colombo

Seat Type: Business Class

Traveller Type: Business

Airline: Volaris

Title: "Worst airline ever"

Review: Worst airline ever, their service is really poor. Lack of information their system is obsolete, their crew is not

educated. I have to pay \$115 to get the boarding pass. They dont offer a cookie and they dont know how to handle an airline.

Route: Mexico City to Miami

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kuwait Airways

Title: "comfort in the flight"

Review: Istanbul to Dubai via Kuwait City. I ended up with Kuwait airways as I missed my flight with fly dubai and I had to book a return ticket at the earliest. The only option i could see was Kuwait airways. I had none of the bad experiences others talked about. Agreed that they are not as courteous as some airline's crew but cant deny the comfort in the flight, there is food served onboard as well as in flight entertainment which need to be paid for on flydubai which costs same price but 0 comfort. If given a chance ill again fly with Kuwait airways and hopefully other people get to share a similar experience as me.

Route: Istanbul to Dubai via Kuwait City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "chaos ran supreme in our experience"

Review: We decided to give Breeze a shot; the savings were great and I doubted it could be that bad. I was wrong. Their operations seem to be nonexistent and chaos ran supreme in our experience. Approximately five hours before departure on our return flight they informed us our flight was delayed and moved to a completely different airport, which took an extra two hours to get to. I had to spend the remainder of our trip figuring out what our options were. Their communication is awful: by 8pm I figured out that the plane slotted for our new "9:40pm departure" was still in the air and

over 2 hours away from the new airport, but the app still said the status was "on time" for 9:40pm departure. It still showed as "on time at 9:30, when I stopped checking. There was no one at the airport from Breeze who could help, the app doesn't work as stated, their mobile website doesn't work as stated to make changes, and support was unreachable in this situation. I finally threw in the towel and booked a hotel for the night and a one-way ticket to return home return on Delta. I looked and the flight finally departed at 12:15am. On our outgoing flight we had major issues with bag check, ticketing, delayed departure, and they were understaffed and completely lost/flustered at the desks. The flight itself was fine until we landed - I have done a fair amount of flying, and I have never had that hard of a landing. It was unnerving how hard we landed.

Route: Provo to Orange County

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Spirit Airlines

Title: "additional \$90 because my bag was 45 lbs"

Review: This is a warning to anyone tempted by the low fares Spirit Airlines offer. You pay an initial low fare, but the additional fees for everything will make the flight much more expensive than taking another airline. If your bag is a couple pounds over 40 lbs, \$90 extra. Do you want to make sure your family sits together? \$15 additional per seat. We paid around \$200 for our checked luggage, then had to pay an additional \$90 because my bag was 45 lbs. Their max is 40. Lines took forever and we got stuck in security. We made it to the gate while the door was still opened, but they shut it with us standing there boarding passes in hand. They didn't care. "Sorry, you'll have to rebook". No more available flights to Ft. Lauderdale that day which means we were going to miss our cruise ship. Meanwhile, our luggage was on the plane without us on it's way to Ft. Lauderdale. Thanks to Southwest, we found a flight to make our ship, but we couldn't get anyone from Spirit on the phone in Ft. Lauderdale to see about getting our luggage which was only 30 minutes away from the port. No one answered, no one cared. We made our cruise, but without our luggage. I contacted Spirit Airlines when we got back and explained the situation.

Route: Nashville to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Central Mountain Air

Title: "Terrible service/planning"

Review: Vancouver to Campbell River. I'm never booking with Central Mountain Air again. First flight was cancelled and I had to go with Pacific Coastal. On the return flight, both they and Pacific Coastal had weather advisories to Campbell River at the same time. Pacific Coastal said if the weather was too bad that they would go to Comox and bus us the rest of the way, whereas Central Mountain Air would fly back to Vancouver and tell us to get our own accommodation at our expense. Terrible service/planning. Go with Pacific Coastal instead.

Route: Vancouver to Campbell River

Seat Type: Economy Class

Traveller Type: Business

Airline: Copa Airlines

Title: "Dont expect any customer service"

Review: This is the worst airline my family has flown with! Food was so terrible. Everything is disorganized, almost no English is spoken by people on the planes or at the counters inside the US or in Panama. They do not take care of your baggage either. Lost my 23k suitcase, and did not provide me with a number to call or any information other than it can take 21 business days for them to find my bag. Everything was horrible except for the leg room in the plane that was decent. Dont expect any customer service either!

Route: Las Vegas to São Paulo via Panama City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norse Atlantic Airways

Title: "Will fly them again"

Review: Check in and gate agents were friendly but did make me check the size of my personal item in measuring bin. Even if you have checked in online, you still need to do passport verification at the airport before getting boarding pass. Ordered two meals, the first, Salmon was nice but the second I could not finish. Flight was not full so had three seats to myself. Entertainment system was good. Will fly them again. You just have to know what you have to pay for.

Route: Oslo to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAM Airlines

Title: "friendly and acceptable"

Review: Frankfurt to Sao Paulo with TAM Airlines. Service was attentive, friendly and acceptable for economy class. Food is as good or less good as with other airlines. Seat is standard and what you get for economy. The IFE is rather slow and not as quickly responding as for example in the 787 of LAN. Overall a good and pricewise interesting way to travel to South America. Luggage was damaged upon return at FRA, but ground staff not interested in being friendly or understanding.

Route: FRA to GRU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "Will never use them again"

Review: Had the most unpleasant experience with checking in. There were three lines: one for first class, one said

main cabin and the third one for dropping the bags. We waited in the main cabin line for 30 minutes because the airline representatives were extremely slow. And when it was our turn to check in, we were asked to wait because there were people in the first class line. Apparently, first class passengers get a priority in the main cabin line as well. We tried to ask but Hawaiian representatives very surprisingly rude. Ive never had such experience with airlines in USA. Will never use them again.

Route: San Jose to Honolulu

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "best crew Ive had to date"

Review: Livingstone to Johannesburg. My 40th flight on SAA in the last 15 months or so, and I must say this was the best crew Ive had to date. Flawless service, engaging purser, the Captain even made his announcement in German as there were Germans on board. SAA has challenges, but once up in the air, their service is consistently good, and a positive attitude from all the crew.

Route: Livingstone to Johannesburg

Seat Type: Business Class

Traveller Type: Business

Airline: Eurowings

Title: "Eurowings didn't offer any alternative flights"

Review: I was in Stockholm waiting for my flight back to Birmingham in June. It was cancelled at 5am, 1 hour before my flight. I was sat in the airport, alone and with no help. Eurowings didn't offer any alternative flights, assistance for hotels or food. I had to make my way back into the centre to try and find somewhere to stay, which was massively expensive due to hostels no longer being available. The only flight I could afford direct back to the UK was 2 days later, and three

times the cost of my origin flights. To this day, Eurowings still haven't refunded me the full cost of my flights. I've solo travelled a lot, but this experience shook me up, as I was left with no help in a foreign country.

Route: Stockholm to Birmingham

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "the selection of films was good"

Review: Zurich to Ho Chi Minh. We paid 149 CHF to Upgrade to economy max each way. Thoroughly worth it, had 4 seats each on the way out, and 2 seats each on the return. Even without this bonus it would've been worth the money as the extra legroom and recline was nice. I found the food to be acceptable both ways, especially the fresh bread. I disagree with a previous contributor as I thought the selection of films was good, much better than recent trips on Virgin Atlantic and Thai - recommended.

Route: Zurich to Ho Chi Minh

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Condor Airlines

Title: "service on board is disappointing"

Review: The cabin crew was generally not very friendly, and some of them were unprofessional. When boarding the aircraft, instead of greeting the passengers and helping out with storing luggage, two of the crew members in the economy were engaged in personal discussions, not even acknowledging passengers. During the landing, they did not notice that some passengers did not have seats in the mandated upright position. The food quality is average, and you have no choice in terms of the meals you get. Also, they don't provide enough drinks, and you need to constantly go to the back and ask for more. They don't provide bottles of water, only small cups. Economy seats have very limited

legroom and are not very comfortable. On the one hand, you get slightly lower prices than Lufthansa and have the advantage of flying directly; on the other hand, the service on board is disappointing. The flight was almost on time, but they run a tight schedule and delays are not unusual.

Route: Los Angeles to Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "simply canceled the flight last minute"

Review: They simply canceled the flight last minute and I have my own 1 year child we were left at airport for 10 hours.

No customer support, no apology. Avoid in all cases, don't ever use this airline.

Route: Riyadh to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Eurowings

Title: "Both flights were delayed"

Review: Don't book flights with this company unless you are willing to wait a lot and especially if you have connecting flights. Went for a weekend to Stuttgart. Flew from Amsterdam to Stuttgart on Friday and back from Stuttgart to Amsterdam on Monday. Both flights were delayed last notice for 1h and 30'. This is a huge delay for a flight of around 1h 15'

Route: Amsterdam to Stuttgart

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "most boneheaded experience"

Review: The most boneheaded experience I've ever had on an airline. Flying from Miami to Guadalajara via Mexico City. Arriving in Mexico City it proved impossible to discover the gate associated with my connecting flight. Not present in the airport departures listing. A random Interjet gate agent urged me to 'wait 20 minutes'. 20 minutes later urged me to 'go upstairs and ask at the Interjet desk'. Visit the desk and am told, 'Gate T'. Go to Gate T and find Tampico passengers being boarded. Return to the Interjet desk, told Guadalajara boarding after Tampico. Return to Gate T and a lengthy wait until I am sitting at a deserted gate. Return to the Interjet desk. Oh, that flight has departed. WTF! From where because it didn't leave from the gate you sent me to. Go downstairs and see my supervisor and she will book you on another flight. Supervisor insists that the gate information was sent to the airport and 'not our fault' that it wasn't displayed. Of course not, who would have the audacity to blame Interjet for this mess up. And thanks for the heartfelt sympathy. So now my 9PM connection is a 6AM connection and I am enjoying the night at an airport gate. If I wanted to fly for 20 hours I would have booked a flight to Asia. Interjet is the airline that can't shoot straight.

Route: Miami to Guadalajara via Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "overall this was a nightmare"

Review: Understaffed and poor internal communications - lost essential baggage for a short business trip. I recently made a business trip to Cape Town for a conference. One of my bags therefore contained marketing material (rollup banners). I checked these bags in in Maputo, they were treated as normal hold baggage. I was advised that I needed to collect the bags in person at Johannesburg airport and re-check them in for the leg to Cape Town. Upon arrival at Johannesburg, the bag containing the banners did not appear - either at the carousel or the fragile/oversized baggage counter. When I attempted to make a baggage claim, the SA Airlink baggage claim desk was unstaffed. I therefore had

to pass through customs and look for another desk. The transit desk was also unstaffed. I reached the main ticket office, which was fully staffed, however the staff there would not assist me, and sent me to a check in counter. The staff at the check in counter tried to phone their colleagues in the baggage team, however there was no answer. As my connecting flight was due to board, the staff member advised me to rush through security in order to reach the boarding gate. She promised to try to find the bag. I asked her for my claim number, however she stated that I should send an email to report my claim. I asked her why she herself could not send an email, at which point she stated that she could not help me further, since she did not have a computer. As I boarded the flight I asked the gate staff if my bag had been found but she was not interested and just wanted to get people on board. Upon arrival in Cape Town, again I tried to contact SA Airlink staff to discover if the bag had been found, however there were no SA Airlink staff in the whole airport. Upon arrival at my hotel I received a call that the bag had been found in Johannesburg, and was probably at Cape Town airport. However there were no staff there to confirm. I was given a number to call early the next morning. I called it multiple times, however it never answered. Late in the morning I got through to a number in Johannesburg, where a staff member admitted that they were having difficulty contacting the Cape Town airport branch and promised to call me back. On this day, I had to attend the conference at which I needed to display the banners. I ended up having to get alternative (inferior quality) banners printed up in Cape Town, in order to use at the conference. SA Airlink only confirmed that the banners had been found, at the end of the day, when it was too late to be of use. Despite the fact that some of the HQ staff I spoke to were pleasant and seemed to be trying to help, overall this was a nightmare. Two things became clear: a) SA Airlink save money by not having a full complement of staff at the airports - this means that there is no one to assist the passenger in case of problems b) The ground staff appear to be very unhappy and disgruntled, if you have any problem at all they just "don't want to hear about it". The aircraft itself was clean and the onboard snacks were OK, and the flights left nearly on time. So really this airline's weak point is lack of ground staff, poor attitude of ground staff, and poor internal communications.

Route: Maputo to Cape Town via Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Air China

Title: "still have not received my refund"

Review: Worst airline and horrible refund policy. I was to fly from Beijing Capital to Dubai, but they cancelled the flight. I applied for a refund and its been 4 months and I still have not received my refund.

Route: Beijing to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "a very pleasant flight"

Review: Munich to Johannesburg. Having read some recent reviews about SAA on Skytrax, I was a bit apprehensive about flying SAA. I booked Economy, but put in a bid for an upgrade to business and the offer was accepted. Business class configuration on the older A330-200 aircraft looks a bit dated, compared to the product on other airlines and newer aircraft, but the seat reclined to a 180 degrees flat seat. The bedding was comfortable. Lavatories were clean. The cabin crew was very attentive. Four meals options were available, with dessert and cheese selections. Wine selection from selection of South African vineyards. All meals served on porcellan. Breakfast is a choice of continental, full english, or fruit salad and cereals. Cabin lights were dimmed immediately after meal service, so that seats could be reclined for sleeping. Those who wanted breakfast were woken an hour before landing. On schedule arrival in JNB. All in all a very pleasant flight, even if the aircraft used was beginning to feel it's age a bit.

Route: Munich to Johannesburg

Seat Type: Business Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "crew were really pleasant"

Review: Dublin to Xiamen via Amsterdam. The crew were really pleasant and went out of their way to be helpful. Very clean plane and comfortable seat - the usual lie flat. Entertainment was so poor with a very small selection of movies. Maybe we expect more as the western/mid-eastern airlines give you a really decent selection. The food was below par and no great shakes at all. Big no-no - they did not serve any vodka! This is a very first for me on any airline worldwide and I fly 30-40 times a year. With gin is this possibly the worlds most popular white spirt? I only drink an odd vodka and tonic so I went without. However, for the value and it was an offer, I had to give 4 stars. Other airlines for my destination were 4-500 more expensive and that is a big saving. If the fare narrows to 2-250 I would fly another.

Route: Dublin to Xiamen via Amsterdam

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Jetstar Japan

Title: "not fly Jetstar Japan again"

Review: The communication from staff is the worst of any airline I've flown. We waited at the gate yesterday with the airline claiming the flight was on time until after the expected departure time. Finally 5 minutes after our expected departure time they announced the flight was entirely cancelled. JetStar Japan took no accountability and refused to help anyone rebook, explain what happens to the overweight bag costs they had already charged, or anything else you'd expect. Thankfully JAL got us rebooked, sadly connecting with Jetstar Japan again. Now day 2 trying to fly a 1 hour flight with Jetstar Japan, they're over 20m late and are still claiming they're on time. Will we fly today to make our connection with JAL to the US? No idea. Me and hundreds of others who found out after departure time yesterday that they had cancelled wait on tenderhooks .. cancellations and delays happen. The complete lack of timely communication or support is a disgrace. I'll not fly Jetstar Japan again, nor JAL if it requires connection via Jetstar Japan.

Route: Sapporo to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "staff went an extra mile"

Review: Great Service. I was travelling Tigerair from DPS to SIN on flight TR2289, 31st August 2015. I had mild motion sickness on the particular flight. Just as I got to my seat the cabin crew came forward and asked me if I need anything, just to make sure I was alright. Tigerair staff went an extra mile to check on me every 10-15 minutes.

Route: DPS to SIN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "seat pitch was very good"

Review: Athens to Stuttgart via Belgrade. Well-kept aircraft, seat pitch was very good and seats were leather covered. Service was limited to a small bottle of water and crackers, everything else you have to pay. There is a good option to visit the Belgrade Airport lounge for 18 where you can be in a modern, quiet space with great food and alcoholic drinks. Service there was superb. You can upgrade to Business from 60 where there is access to lounge, 2 carry on and food during flight.

Route: Athens to Stuttgart via Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "no one cares to fix the maintenance issues"

Review: We had our flight from Sacramento to Honolulu delayed due to a technical issue as one of the engines didnt start. It took them over an hour to figure it and in total 2hr delays. On the way back we had technical issues, engine

stretch or something (different model). I am not sure how good their maintenance on this airplane are but its clearly a problem. We are not frequent flyers with Hawaiian Airlines but people who sits around us said it happens often. Just very sad how no one cares to fix the maintenance issues instead of going through this all the time! Whats the chances that both our flights in days difference had technical issues.

Route: Sacramento to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "the experience was excellent"

Review: Our overall experience was excellent. Our Apex Suites extremely comfortable and spacious. The food and service outstanfing, especially on the sector delhi to Muscat on our return. However, we sat in seats 15A and B which is the small cabin with only 6 seats. On the outward these seats were fine except by the time they got to us they had no sleep suits available in my size. Sadly the same cannot be said for the return. Although the standard of food and service (once they remembered we were there as we were the only passengers in the cabin) was excellent, because they take food orders from the front cabin first, by the time they got to us there was no amuse buche left, and neither my appetizer or dessert choice which was extremely disappointing. Also no amenity kits were brought round (we may have been forgotten yet again?) We would definitely fly Oman Air again as the experience was excellent but would I choose seats 15A and 15B again - I'm not sure. Also I am very disappointed with the " after service " as I wrote to Oman Air in Muscat to point out the problems experienced in these seats at least 3 weeks ago and they haven't responded. I did expect better from such a good airline.

Route: Paris to Delhi via Muscat

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Tunisair

Title: Tunisair customer review

Review: We flew business class on Tunisair on a business trip to Tunis and had a good flight. A319 on FRA-TUN had business class seats, the crew was always on hand and the lounge in FRA was comfortable and a good choice of food and drinks. During the flight a selection of beverages was available free of charge and the crew offered additional drinks several times. The snack was a little small for the business class price, only a sandwich and a piece of cake was served. The flight back was good also, but there were no business class seats - just economy class seating with free middle seat. The lounge in Tunis is not the most comfortable but it does its job. The crew was friendly. Only minus point here: no food due to problems at Tunis airport (we were informed at the lounge so we had some snacks there). All in all we had two good flights and would use Tunisair again.

Route: Frankfurt to Tunis

Seat Type: Business Class

Traveller Type: Business

Airline: Volaris

Title: "Horrible experience"

Review: Delays are normal for this airline, so you would think that they know how to handle such delays, but they don't. 9 out of 11 of their flights were delayed at Mexico city. Only one person was handling a crowd of anxious people looking for information about their flights. Horrible experience. I also had to spend the whole night trying to sleep on the floor because of a delay in Monterrey.

Route: Monterrey to Guatemala via México city

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "aircraft are old, shabby and dirty"

Review: What a disgrace this sad little airline has become. I fly regularly between Amsterdam and Malta several times a year and unfortunately Air Malta is the only direct option. Air Malta's aircraft are old, shabby and dirty and the leg room is pathetic! Because their economy product is so abysmal I recently decided to travel business class, what a joke! Firstly there is no business class check in lane at Amsterdam airport so this means queueing with everyone else. After waiting for over 30 minutes, I finally arrived at the business class check in counter. Why have a check in counter for business class but no separate check in lane? When I enquired about this I was met with a shrug and giggles, pathetic. Once onboard, the seat (1A) was filthy and the window covered in fingerprints and was so badly scratched I could barely see out of it. There was also rubbish stuffed between the seats. Amazingly to me there was no separation between economy and business, not even a curtain. This meant that the front toilet which is normally reserved for business class was open to everyone. For pretty much the whole flight there was a queue of passengers in the aisle. I paid over 1000 for my ticket and am absolutely shocked that this is what Air MALTA try to pass off as business class. For shame, what an absolute disgrace. This airline is an insult to the beautiful country of Malta and it's good people.

Route: Amsterdam to Malta

Seat Type: Business Class

Traveller Type: Business

Airline: Airlink

Title: "great service, great airline"

Review: First time using Airlink, check in very quick from a pleasant check-in agent. Security quick boarding was via a bus which is expected in this small aircraft, carry on bags also placed in the hold before boarding. Departed on time for this short 40 min flight, the service on this short flight carried out by 1 cabin crew was just great. Seat A1 so had the chance to chat to the stewardess who was very professional, comfortable seat a sandwich and coffee served before our decent to George. I normally drive this trip - not anymore great service great airline.

Route: "Cape Town to George"

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cambodia Airways

Title: "definitely use the airline again"

Review: Not that much leg room. If you are over 180cm tall, you will be bashing your kneecaps, but otherwise, the seat is pretty comfortable. The services from the cabin crew were friendly and efficient. Due to Covid restrictions, no snack was served on this flight. There is no screen in the seats, so you must supply your own inflight entertainment. Would definitely use the airline again, as their routes are handy and they were punctual.

Route: Phnom Penh to Koh Samui

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: bmi Regional

Title: "customer service is not good"

Review: Regularly use BMI regional to travel between Bristol and Munich for work. Price for flight is usually exceptionally high when compared to other airlines - unless you can get a ticket in one of their sales. Flights often delayed or cancelled with little notice. Flight schedules changed after booking, with up to 3 months delay in airline notifying of the schedule change. Customer service is not good, only able to provide generic half hearted apologies or request you put it in writing - which takes several weeks to get a response and is usually just a generic 'thanks for your feedback' with no real answer to questions. On board magazine and website states that food selection on board is a 'bistro box' however, this is rarely the case, some flights you are lucky to get a small packet of crisps. On the plus side, cabin crew are friendly and helpful, seats are relatively roomy for a small aircraft, and Bristol airport is more convenient than some of the larger airports.

Route: BRS to MUC

Seat Type: Economy Class

Traveller Type: Business

Airline: TAAG Angola Airlines

Title: "£the shortest, cheapest route"

Review: Johannesburg to Lisbon via Luanda. It was the shortest, cheapest route compared to other airlines. At times communication was a bit challenging because the airline is more Portuguese than English, not the friendliest flight staff. On the ground at check-in in both Johannesburg and Lisbon the staff were friendly and extremely accommodating. In Luanda, on my return flight - not so much - was told to stand one side and constantly sternly told to wait - not that I was moving or saying anything. For the price you can't actually .

Route: Johannesburg to Lisbon via Luanda

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "I wouldn't recommend it to anyone"

Review: My flight was delayed and I had to wait in the airport for seven hours. I emailed Allegiant to ask if there was anything they could do to make this situation right, but they told me the case was closed and I wasn't entitled to anything per company policy. I will not be flying this airline again, and I wouldn't recommend it to anyone.

Route: Las Vegas, Nevada to Provo, Utah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "stranded with no help"

Review: If I could give 0 out of 10 I would! Myself and two friends were due to fly back from Prague last April when our flight was cancelled an hour and a half after it was due to take off. There were no customer service agents on site to assist us getting home or finding accommodation, just a text telling us our flight had been cancelled, no apology - nothing! I had to spend money on food, beverages and a hotel room for the night. EasyJet reimbursed me for the food and beverages (the lowest of the two claims I submitted to them) no problem, but when it came to the hotel room they kept rejecting my claim telling me my receipts and invoice were invalid because they didn't have my name on which is ridiculous. I seriously recommend avoiding this company as they clearly don't care about their customers and are fine leaving them stranded with no help whatsoever!

Route: Prague to Manchester

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "my favourite airline"

Review: Surely my favourite airline company among the so called low cost. Honest and friendly commercial politics (luggage, tickets). No tricks, no hidden costs. Easy App.

Route: Genoa to Naples

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Swoop

Title: "Flight attendants were sub standard"

Review: Worst airline I have ever flown with. Do not expect anything at any time along the way. If you fly with them, do your research. I thought I did. Ticket agents were terrible. Flight attendants were sub standard. I could list a dozen things along the journey and back. Some of which were beyond there control but do not expect any customer service. Its just

not there. The indifference was what really got me in the end.

Route: Victoria to Edmonton via Las Vegas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qatar Airways

Title: "free wi-fi isn't included"

Review: Service on point as always! Better seats in a Boeing 787. More comfortable for me. Well the privacy door is snice but seat comfy. Still don't understand why free wi-fi isn't included in business tickets.

Route: Doha to Phuket

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "an under expectation experience"

Review: It was a bit of an under expectation experience, the seats were smaller compared to other airlines for the same class, they served cold chicken and rice. Check-in, cabin crews, cleanliness and entertainment were good enough.

Route: Denpasar to Melbourne

Seat Type: Economy Class

Traveller Type: Business

Airline: Lynx Air

Title: "Terrible airline"

Review: Terrible airline. Our flight was delayed multiple times. We were supposed to be in a bachelor party but we

were over a half-day late. This is unacceptable

Route: Calgary to Kelowna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: "Service was friendly"

Review: We flew with TAAG from Cape Town. As of a few days ago, passengers in transit no longer need to do the mandatory rapid covid test at airport in Luanda. Cape Town to Luanda is 3.5 hours in an older 737-700. Food was ok, not bad. Service was friendly even with a full flight. No inflight entertainment system. Arriving in Luanda we had to take the rapid test in a hanger. The process takes around 30-60 minutes depending how full flights are. For our return flight (2 weeks later) they thankfully stopped this mandatory testing. You just need to show your negative RT-PCR test (not older than 72 hours of flight). It does not matter if you're vaccinated or not, the PCR test is all they want to see. Rapid covid tests are not permitted for leaving SA or Portugal. Ground staff are well informed. The wait at Luanda airport was long around 5 hours before boarding the next flight close to midnight. We flew TAAG 5 years ago so coming back to Luanda we had an idea what to expect. In short it's a chaotic basic airport with little to offer except expensive drinks and food. There are even strange flea market type stalls selling traditional African items. Admittedly the airport has been upgraded a bit, now offering a duty free store and more open seating. This time we stayed in the Pall lounge using our Lounge Key Visa benefit. The lounge is basic but comfortable. They give you a few vouchers to exchange for drinks or toasted sandwiches. At least it is airconditioned. The flight to Lisbon was on a modern 777-300ER with a 3-3-3 seating with some of the best leg room I've experienced. At 1.86m tall, I still had plenty room in front of my knees. At present their inflight entertainment system has been turned off. This did not bother us, as at midnight you don't really want to watch movies. The flight is only 7 hours to Lisbon so sleep comes in handy for a full day ahead. Shortly after take off, they bring you dinner. We had a choice of beef or bacalhau (fish) which was actually quite tasty. The toilets were clean on all flights. Breakfast was also served around 90 minutes before landing in Lisbon. Coming back to Cape Town was only a 2.5 hours transit at Luanda so quite convenient. To go back to SA you don't need a PCR test if you are vaccinated. If not

vaccinated then you have to do the test which is quite expensive around 80euros. All 4 flights there and back were perfectly on time, some even landed earlier than stated. Luggage allowance. Most tickets now cover you for 2 x 23kg bags in economy. Masks have to be worn on all flights except when eating but not heavily enforced. TAAG does not come close to Middle East airlines in terms of inflight entertainment, but the short overall flying time combined with a lower airfare works well for us, especially compared to options on other airlines which take much longer and cost a lot more.

Route: Cape Town to Lisbon via Luanda

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "I tried to change the meal"

Review: Tel Aviv to Moscow. I ordered diabetic meal which was just not edible for me. when I tried to change the meal for the flight back they said its not possible because its 24 hours before the flight. I don't think 24 hours notification is unreasonable for changes about food.

Route: Tel Aviv to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eurowings

Title: "no social distancing and no extra line for priority"

Review: I booked with my family business class for our holiday in August, to Stuttgart, Germany. On our way back, at the airport, we lined up in the priority line. There was one customer in front of us, nobody behind us. We were in our holiday clothes, not suit and tie. The check in clerk stood up and shouted in German (I speak German) on top of this voice "This line is only for priority customers, you should join the other line". 100 heads turned around looking at us, all

from the economy line and we looked like criminals. I then said I was business class. His female colleague then asked him if she should see us (him clearly being the supervisor). He told her not to and they let us wait until almost all of the economy line cleared out (like to be punished). When I challenged him about how embarrassing this was rather than apologising he lectured me that he had to keep the line free for business class customers (again like I was not) at which time I shut up and didn't say anything anymore. Also, the lounge in Stuttgart was closed (open in London), there was no proper food or drink on the plane and boarding was a farce with no social distancing and no extra line for priority. Finally busses in Stuttgart packed all the passengers of the whole plane in 1 bus to save on cost not caring about Coronavirus and social distancing in the slightest and drove like they had to win a Grand Prix race. Therefore my advice: 1) If you can fly BA instead, better fly BA economy than Eurowings business and you will be treated much better 2) If you cant avoid flying with them don't book any upgrades, they treat you like cattle anyway. You wont get any decent food neither and the business class lounges are closed.

Route: Stuttgart to London Heathrow

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "airline service is good"

Review: The ground service is awesome. A kind lady took me to choose my seat, helped me address my oversized luggage, and led me to the security check. the airline service is good too, almost everyone could get a blanket if they wanted. The next flight from Sydney to Perth, I even couldnt get a blanket in the plane from Qantas.

Route: Guangzhou to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "denying my request for a refund"

Review: Syracuse to Seoul via New York. I booked an itinerary that involved a JetBlue flight from Syracuse to JFK, then an Asiana flight from JFK to Seoul. However, with less than 48 hours left until the start of the trip, JetBlue cancelled its flight. Trying to be flexible, especially during a situation of a global pandemic, I booked a cab service that would bring me to JFK on time for my second flight. When I called Asiana Airlines to confirm the status of my flight (after waiting on the phone for a very long time), they told me that because I couldn't follow the order of the itinerary (as in take the JetBlue flight first), they could not let me on the plane, even though I had paid for my ticket in full. Even after I had explained that my JetBlue flight was modified and thereby it was impossible for me to follow the order of the itinerary, the customer service representatives (I spent hours on the phone taking to more than one) kept repeating that this is was company policy and that I could not be on the plane. How is this kind of blatantly exploitative, unethical practice allowed? They are completely refusing to be flexible and even are denying my request for a refund.

Route: Syracuse to Seoul via New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "Open seating is stupid"

Review: Constant delays with Southwest! When it's their fault, they punish you (customers) like we're in the wrong! A exlso, if I pay for a ticket with a certain seat number, I want to sit in that seat! What's the point of purchasing a ticket if it's always open seating! I think that's very unfair and it takes away from customers who purchase a ticket with certain expectations! I recently flew swa and was very upset because again, I paid for a ticket and almost didn't get a seat. If I purchase a ticket for a seat, I want to sit in that seat period! Open seating is stupid! Especially when you have a full flight. Very it together SW!!

Route: Cincinnati to Las Vegas

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "a very good product for the price"

Review: As others have noted, the airline is very good when it comes to being on time, which is a rarity in Thai society and life in general in the kingdom. Both cabin and ground staff conducted themselves professionally, unlike several other short-haul carriers, and its easy to see why Bangkok Airways stands out among them in a positive light. Somehow the aircraft was configured in a single-class configuration so everyone rode in coach. Legroom seemed to have diminished from the last time I flew with them 5 years back, so that was one sore point. Still, a very good product for the price which is just a few pennies more than what other airlines are charging.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Algerie

Title: "Very good flight"

Review: Paris to Algiers. Very good flight, excellent catering, clean plane, but crowded. The cabin is spacious for a 737, room for the legs, comfortable seat. Very good meal for a 2 hour flight. The crew is listening. Only complaint, the windows were dirty.

Route: Paris to Algiers

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "need to improve flight hardware"

Review: Tried for my first time this airline 1 August 2019 from Dubai to Copenhagen via Amman. Both aircraft were on older, worn but fairly clean A320 machines. No IFE apart from flight trip map displayed on shared monitor in front of cabin sections. Individual screens were installed but not activated. Trip went well and flights on time. Onboard, food was mediocre and no hot food were offered, only sandwiches, cakes, and drinks. They served a good red wine: Jordanian River (Shiraz 2018). Seat spacious. Ticket not cheap. Best part were the good lounges in Dubai (Ahlan lounge T1) and in Amman (Crown lounge). They were both splendid. However, lounge access was not granted from my ticket but from my elite status on another airline in Oneworld (Qatar Airways). I had a missing luggage issue from previous flight on which I was well informed while onboard prior to departure from Amman. Amman is a small and cozy airport. It could be a very good airline but need to improve flight hardware, cabin tidiness, food quality, and increase options, and include hot meals. Missing IFE also becomes an issue for the last flight which lasted almost 5 hours.

Route: Dubai to Copenhagen via Amman

Seat Type: Business Class

Traveller Type: Business

Airline: United Airlines

Title: "A horrible airline"

Review: Just terrible united is one of the worst airlines anyone can chose to fly. So many unnecessary delays, terrible service. A horrible airline and i will never ever fly United again. I landed at 5:55 and i am still on this airplane and it is currently 7:15. This is horrible.

Route: Newark to Puerto Rico

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "seat is good with Flat bed"

Review: We flew Thai AirAsia from Bangkok to Tokyo Narita by Premium class on February 16, 2023. The check-in is nice and smooth. The seat is good with Flat bed and have a comfortable space. The service is OK and the cabin crew provide us with pillow and blanket (it was night flight). However, the food is quite normal and not many choice to made (mostly chicken dishes) and we received1 bottle of drinking water. The flight was smooth but delayed for 30 minutes. Overall, it is OK to fly.

Route: Bangkok to Tokyo Narita

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Ravn Alaska

Title: "delayed and I missed connection"

Review: Do not use this airline if you have any other options. I travel instate extensively for business. Over the last month, 2 flights into Kotzebue got cancelled. Last week, my flight from Homer got delayed and I missed my connection in Anchorage back to Fairbanks. Alaska Airlines, although a partner, said it was my problem that I missed my connection. Have a heated discussion, was finally given a seat, with a 5 hours wait in Anchorage. Yesterday, (May 14) I flew to Dillingham. Again, the flight out of Anchorage was delayed, and for some reason my one small suitcase was not onboard. I was told it would arrive on the 5:00pm flight and did not. This morning I was told it would be on the 9:30 flight, and it was not. The desk agent in Dillingham tried to call the Anchorage desk, and no one will answer the phone. A family member called the corporate office an hour ago, she was told the desk was too busy and we have not heard back.

Route: Fairbanks to Dillingham via Anchorage

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "they went way way above the call of duty"

Review: Urns Molina and Mariete Mayos were extremely helpful with my ticket reservation to Lima. I had missed the flight the day before and wasn't in the system and they figured out a solution and got me on board a flight. I think they went way way above the call of duty helping me and I'm very appreciative. Your airline is lucky to have employees like them. Thank you ladies for all your help.

Route: Miami to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "Terrible experience"

Review: Terrible experience. They over booked multiple flights having me and my family on standby list unsure if we would make it home. They also broke off 2 wheels on my suitcase with no compensation because it's normal wear and tear. Will never fly with this airline again.

Route: Kansas City to Belize City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Nouvelair

Title: "never fly with them again"

Review: Absolutely awful airline whose primary aim is to scam as much money out of you as possible. They sold me a ticket that included checked luggage but when I turned up at the airline to check-in they charged me £75 to check in a bag both on the way out and back in. The information they provide with the ticket and booking is so limited and everything is in French despite booking from the UK. The customer service is a complete joke. I will never fly with them again.

Route: Tunis to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "wouldnt recommend it"

Review: I was flying on business from Chicago to Korea. With the flight attendants its like they ask you a question and before you can answer, theyre already suggesting something else. Mind you, the flight wasnt full so theres no reason why they should rush. What really annoyed was when they started serving coffee and desert, they asked me if I wanted coffee or tea, instead I asked for water. To my dismay, the stewardess answered me dont you have a bottled water provided for in your seat? I told her, I was saving it for the longer part of the trip so I wouldnt have to bother her! Aside from the very limited options Korean Air is just a piece of work. I wouldnt recommend it to anyone.

Route: Chicago to Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: QantasLink

Title: "blown away by the service"

Review: I would like to express my thanks for the excellent treatment I received when I flew to Sydney from Toowoomba (flight QF2123 at 1700) on 29th August. I am partially disabled and needed wheelchair assistance as I cannot walk very far. From the moment I entered Wellcamp airport till I left Sydney airport I was treated like a VIP. My return trip on the 20th September (QF2016 at 0840) was a carbon copy. I was blown away by the service I received, both on the ground and in the air. I would recommend Qantas and will certainly choose again for any future flights. Thank you to all your amazing staff. My flight was booked by my daughter so I don't know my e-ticket details.

Route: WTB to SYD

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "service is extremely basic"

Review: Flew American Eagle from Albuquerque - Los Angeles and return. I decided to pay the extra for First Class because I wanted the sole seat 2A. The seat is very comfortable and there's plenty of space. The flight crews and cabin crews were great. Very friendly and helpful. The service though is extremely basic. No food only nuts, chips and cookies. It would be nice to offer the First Class passengers some sandwiches at the very least. The tickets are very expensive and there is nothing special about the on board 'fare'. The wi-fi on board is good but it is also not complimentary, you have to pay. Again, why not offer that for free to First Class passengers? On the ground in LA I was told that I could not use the Admirals Lounge because it is not for "First Class domestic passengers". Again the ticket is very expensive and I don't understand why domestic First Class cannot use the lounges. Dollars per mile, I am sure that American makes more money on their domestic First Class than on their international routes. I had to extend my trip and when I changed my ticket I was charged an additional \$358.00!!! Outrageous! So, my ticket ended up costing over \$1,200! I will think twice about flying with American when booking my next flight. They only seem interested in making money and not customer satisfaction.

Route: ABQ to LAX

Seat Type: First Class

Traveller Type: Business

Airline: Virgin America

Title: "a very good airline"

Review: San Francisco to Los Angeles, this was an excellent flight on a very good airline. I like Virgin America with their modern, simplistic approach with a focus on the things that matter and not others which cost money. The plane was

modern, clean and streamlined with intimate lighting for an early evening flight from SFO to LAX. The service was friendly appreciating that at this time most of the passengers just want to relax. I was very impressed with Virgin America and will fly with them again.

Route: SFO to LAX

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "take Thai AirAsia again"

Review: I fly with Thai AirAsia to Chiang Rai from Hat Yai. Check in via online and print out the air ticket. My flight is 7:20am Thailand time and arrived by 9:40am Thailand time. That time I get cheapest rate (around RM130/person). Check in is fast! Check in around 2 hours before we fly through the sky. Upon waiting, there is free WiFi before departure and have food and beverages. No entertainment features on the plane. On the plane, the seat is narrow. Cabin crew are very friendly. They speak Thai, English, Mandarin and Bahasa Malaysia. There is no free food and beverages. When arrived, they not allowed everyone to move in the plane once landing until final stop. When leave the plane, they say like "have a good journey". I'll take Thai AirAsia again in the future.

Route: Hat Yai to Chiang Rai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Eurowings

Title: "Cabin crew really annoying"

Review: Eurowings flight operated by Avion Express Malta. No business class available. No extra legroom. Seats not cleaned. Cabin crew really annoying and doesn't care. And they stuff others handbags on top of yours without being gentle. Just slam and press it in and close the lid.

Route: Tbilisi to Stuttgart

Seat Type: Economy Class

Traveller Type: Business

Airline: fastjet

Title: "very friendly staff"

Review: The flight from Kilimanjaro to Dar es Saalam was on time, check-in was very smooth, pleasant flight, and very friendly staff, including very good safety briefing. Similarly, the flight from Dar-JRO was on time, smooth flight, very friendly and client-oriented staff. On our return flight, KLM was approaching JRO to land, so we spent few minutes circling around. The captain promptly informed us, and cracked a joke, "a big bird is ahead of us and about to land, so we need to make way", everyone laughed which brought for a very good feeling.

Route: Kilimanjaro to Dar es Saalam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PAWA Dominicana

Title: "do not book with this airline"

Review: This is one of the worst customer service centers I've encountered in decades of traveling. We were planning to fly with PAWA to Puerto Rico before the island was ravaged by hurricanes. When we reached out to the airline to change our flight to a location with running water and electricity we were told that was not an option under any circumstances. We told the representative that we would be willing to pay a change fee and they refused. They offered for a \$80 change fee we could fly to Puerto Rico the day before or after our booked flight. We again explained that the island had been devastated and we just wanted to go anywhere else with PAWA they again refused saying the airport in Puerto Rico was up and running and that is the only stipulation for rescheduling a flight. They said if it was a war ravaged country they would still send us there if the airport was up and running and that our personal safety made no

difference to them. Do not book with this airline.

Route: Aruba to San Juan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lufthansa

Title: "Legroom in Economy was below minimum"

Review: Legroom in Economy was below minimum. With the Backrest in front of you at the back position you cannot eat or have a tablet on the table. The seat becomes uncomfortable after 3-4 hours. One snack (vegan Wrap) and one Meal (vegetarian Pasta or Chicken with couscous) was served - Taste was ok. Wine was offered free of charge. Crew was not very friendly. Infotainment was good. Lot of movies to decide and an USB-Socket.

Route: Dubai to Munich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lynx Air

Title: "Poor logistics, poor service"

Review: I usually do not write reviews with a good or a bad experience. I usually let bad experiences pass, however I feel I need to write a review to let others know just how poor of an airline Lynx is in terms of logistics and customer service. I had a 7:35 am flight scheduled today which had been cancelled and moved to 8pm. They did not alert me until around 3am in the morning. By email and a voice mail. Naturally I woke up and headed straight to the airport to find out my flight had been cancelled and I had to head back into the city. A few hours notice that your flight has been cancelled and a 3am phone call is not acceptable in the slightest. I then got to airport and had a small gym bag filled with a few changes of clothes and a small work laptop. I was charged \$90 dollars to bring this small bag onto the flight an absolutely outrageous price. When I brought up my displeasure at the price and the prior service, I was told to call the

airline to complain, this was coming from someone who works in customer service for the airline, and I was argued with. A member of her team even agreed that my bag was just a small bag and should not be charged but she was ignored. Poor logistics, poor service, bad prices, poorly trained staff. Stay away from Lynx

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "the flight attendants didnt assure Covid safety on board"

Review: Horrible Customer Service! I booked extra luggage by accident and I wanted to cancel it. I called 5 times and was on hold for forever to get someone to speak too. I asked about a refund and they just said there is nothing they can do. Flight: old propeller plane, uncomfortable seats and the flight attendants didnt assure Covid safety on board. They looked away to not see people take off their masks. And the flight was delayed also!

Route: Zakynthos to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "Avoid at all costs!"

Review: Terrible experience with LATAM Airlines after booking return Business Premium seats between London and Rio De Janeiro. The airline changed our flight times, dates, flight sectors and completely voided whole sectors from our trip multiple times without notification or explanation. I would notice the changes purely by chance via Checkmytrip.com. Following each change I would dutifully endure LATAM's service call centre for several hours, incorporating dozens of call disconnections, excuses and down right lies ranging from the flight has been cancelled to the flight no longer has availability, all while still selling our seats for said "cancelled, or unavailable" flights on their app and website - this they

explained by lying that their website was glitching (for 3 months?) The changes made by LATAM to our booking over the course of a few weeks amounted to the following. The flight we booked (London to Rio de Janeiro (via Sao Paulo) dep 24th Feb and return to London 11th March) becoming London to Rio de Janeiro (via Sao Paulo) dep 25th Feb, return 11th March. Then London to Madrid dep 24th Feb, Madrid to Sao Paulo, Sao Paulo to Rio de Janeiro; then London to Frankfurt dep 24th Feb, Frankfurt to Sao Paulo, Sao Paulo to Rio de Janeiro; Then our return flight began to change without notification or explanation, changed from the flight we booked: Rio de Janeiro to Sao Paulo, Sao Paulo to London dep 11th Mar, which became 4.) Rio de Janeiro dep 11th Mar to Belo Horizonte, Belo Horizonte to Sao Paulo, Sao Paulo to London; then Rio de Janeiro dep 11th Mar to Brasilia, Brasilia to Sao Paulo, Sao Paulo to London; then Rio de Janeiro to Campinas, Sao Paulo to London (How do I get from Campinas to Sao Paulo??) then Sao Paulo to London (So now I have to get from Rio to Sao Paulo on my own?). This then culminated in the next change being made to our booking resulting in no return flight at all. After hours and hours on the phone to Customer Services without being offered any explanation or alternative return flight, we decided to continue with the outward journey via Frankfurt and fight it out face to face once in Brazil. On arrival at London Heathrow with bags backed to board the flight to Frankfurt, the check-in agent told us apologetically that we would be unable to board as LATAM had invalidated the ticket for the London to Frankfurt sector. The ticket was on the system but LATAM had not reserved the seats. We were advised to contact Customer services and ask LATAM to Validate the tickets. Invariably the LATAM agent I spoke with hung up on me and we had no where to go. As LATAM had not reserved the seats to Frankfurt via Lufthansa there weren't even seats available for us to purchase directly from Lufthansa to ensure we could make our onward connection to Sao Paulo. The distress and anguish we experienced as a result of LATAM's blatant disregard for their customers was like nothing I'd ever experienced with any other airline. As LATAM contract out their ticketing service to a third party agent (dnata) at London Heathrow, we had no option but to try and explain our situation to the third party agent. This dnata agent incredible and everything that LATAM wasn't. She listened to us, empathised with us and committed to us that she would help resolve the nightmare LATAM had placed us in. She re-booked us back onto our original flight (which LATAM had repeatedly refused to do). Avoid at all costs!

Route: London to Sao Paulo

Seat Type: Business Class

Traveller Type: Business

Airline: Regional Express

Title: "Absolutely fantastic service"

Review: Flew Mount Isa to Cairns. Absolutely fantastic service! Travelling with an infant at the age of 6wks on my own was a little daunting but Regional Express made the trip so comfortable and reassuring for myself and my baby. Would fly with them over a larger airline anytime. Thank You Rex!

Route: Mount Isa to Cairns

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "nothing was complimentary"

Review: My flight from Denver to Paris was 5 hours delayed. They didn't tell me what was going on until hour 4, which they chalked it up to mechanical issues. It was pretty clear at hour 3 I was going to miss my next flight in Paris with easyJet, I tried to get information on my options, but the person at the gate was rude. The flight was less than great, since nothing was complimentary, do my research before I book next time. Missing my easyJet flight from Paris. On my flight back from Paris to Denver, the flight was delayed an hour. I sent in my incident report to this airline to get reimbursed for the \$150 I lost, and a month later they tell me it was out of their control.

Route: Denver to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "lack of professionalism"

Review: Flight TG337 from Bangkok to Chennai. Since the beginning, before the take off, I discovered that my monitor and audio didnt work properly. I asked the hostess for assistance, she told me that I had to wait 1 minute. Than she sit down for the take off that happened many minutes later. After take off nothing happened, I asked again and she said 1 minute again. After a few minutes I asked and she said 10 minutes. After 10-20 minutes nothing happened, then I decided to move to the empty seat in front of me. After a few time I was told that I had to come back because I didnt pay for the extra space of the seat (that was the one beside the emergency exit). I explained that my video and audio were not working and I was told told they were fixed. Then I moved back to my original seat and the systems were not working at all! Then I moved again to the place close to the emergency exit, I had dinner, and I was told more times that I had to come back to my place. I was treated as I was trying to get an upgrade without paying but actually I was the one who payed for a service that was not working properly. I asked to double check again because I wanted to be sure that I was moving seat for the last time and they confirmed. Then I moved one more time, at first the system was ok then it started again to jump the audio and video making impossible to watch the movie. Im very disappointed by the total lack of professionalism and politeness that I expect from hostess and mainly from a crew supervisor. At the end of the flight I was tired, frustrated and I could not watch the movie due to the frequent interruption by the crew and system not working. Im a frequent traveler for both business and tourism reasons and this is the first time I get so disappointed from a so weak and rude service. I wont travel Thai anymore and Ill suggest my company and everybody Ill speak with to avoid such a bad service.

Route: Bangkok to Chennai

Seat Type: Economy Class

Traveller Type: Business

Airline: French Bee

Title: "This airline is fine"

Review: This airline is fine. My family of four (2 adults 2 kids) flew Miami-Orly and back for spring break. We checked in online and were all seated together. We didn't check bags, so I can't speak to that experience, but no one was weighing carry-ons on the way back. The boarding process is a little chaotic, but everyone got on the plane eventually. We did

pay extra for meals (and checked bags if needed, but because it was unseasonably warm, we were able to manage with carryons), and the food was slightly better than average. Flight attendants all nice. International economy flights are always kind of unpleasant because they're so long, but there was just nothing exceptional about this experience. Seats seemed like the usual size to me--I'm on the small side, but my husband is over 6' and said seats were okay. He feels a bit cramped in any economy seat, but he found French Bee seats no worse than average.

Route: Miami to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Titan Airways

Title: "flight just like they used to be"

Review: Luton to Alicante 9th September. Due to technical problems with Monarch Airlines plane we boarded a replacement A320 operated for Monarch by Titan Airways. A flight just like they used to be. A professional and articulate purser, and other crew members very good too. Most refreshing was that all passengers received a free hot breakfast and beverages, served swiftly. The most enjoyable to Alicante I have taken, courtesy of Titan Airways.

Route: Luton to Alicante

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "clean seats and good service"

Review: I'd recommend this airline because it has seat comfort, games on the TV, excellent food like chips, water, etc. They also have lots of legroom, no turbulence, clean seats and good service. The only concern about this airline is they don't have much food on the menu but I'd still give this a 10/10.

Route: Boston Logan International Airport to Orlando International Airport

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "an extremely risky option"

Review: Hyderabad to Delhi. I had booked a ticket with GoAir and paid a total amount of Rs 6,403 for the round trip. Four days before my flight from Hyderabad to Delhi GoAir emailed me that they were cancelling my flight for "operational reasons." My flight was at 10:25AM from Hyderabad, landing at Delhi at 12:45PM in the afternoon. The only options to rebook the flight that they gave me were a 5:30AM or a 11:30PM from Hyderabad (the former means I would have to leave for the airport at 3AM and the latter meant I would land in Delhi at 2AM). As a young woman travelling alone, neither of these options was conducive to a safe or comfortable journey and I was forced to cancel. They said they would only refund Rs 2,600 (much less than half the amount for the round trip) and also refused to refund the convenience fee charged by the agency. I had to pay an amount that was more than 400% higher to buy a new ticket with AirAsia (given that the trip was only four days away). Reading other reviews I see that GoAir has clearly made it a commonplace occurrence to cancel flights on short notice without offering reasonable or comparable alternatives to rebook. GoAir may be cheap, but it is an extremely risky option.

Route: Hyderabad to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "no room to move "

Review: Apia, Samoa to San Francisco with Fiji Airways. Seats were ridiculous! There was no room to move at all. Approx 2.5 feet between my own seat back and the seat back in front of me. 11 hours in the middle and I could barely walk. The staff were professional, courteous, and helpful. This was my 3rd time to the South Pacific/Asia and it was the

most uncomfortable trip of all. We were simply sardines.

Route: Apia, Samoa to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "Today Lynx loses my loyalty"

Review: Today Lynx loses my loyalty. My husband and I have flown with Lynx 8 times in the past year. Two days ago my flight was delayed by 4 hours, and the delay was announced after I had arrived at the airport. I accepted that stuff happens and still got home safely and still defending Lynx. But my flight today has now also been delayed due to staff shortage. The 4 hour delay means I miss my ride after landing, to my final destination. I must overnight. That means I need an overnight bag. I asked customer service if they would allow me to take a carry on bag, cost free, due to this being a result of their delay. That was refused. I could pay an additional cost, the same cost as the flight to take on a bag. Lynx, you've lost 2 of your greatest (former) cheerleaders.

Route: Calgary to Winnipeg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "best service I have experienced"

Review: All the flight attendants performed their tasks with enthusiasm and energy. I must make special mention of the senior cabin official, he was superb. No problem was too much. His energy and smile was infectious, the best service I have experienced on a flight

Route: Singapore to Perth

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "airline is 100% frustrating"

Review: San Francisco to Shanghai. Every aspect of my experience with this airline is 100% frustrating. I completely regret everything about this flight. Even before my flight I could see that it was a mistake to choose this horrible airline. Booking has been difficult, the website is broken. Trying to fix my ticket requires a call to customer service - which means losing hours out of your life on hold. Once I finally got through to a customer service representative, they were useless to the point of idiocy. Thanks to their broken website and miserable CSR's, I was unable to select my own seat, resulting in my entire family being spread around the aircraft, my children sitting alone in center seats between two strangers. My family checked four bags. One of which was lost and another was broken. I haven't filled out a claim form yet for the lost bag, but I already know that the customer service team is staffed by subhuman, uncaring scumbags. Judging from other people's comments, I will never see my luggage again. This lost bag has had a pretty bad effect on my vacation. My children are crying. Thank you for nothing, China Eastern Airlines, you pile of garbage.

Route: San Francisco to Shanghai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Corendon Airlines

Title: Corendon Airlines customer review

Review: Amsterdam to Faro return with Corendon Airlines. Both flights were on time and with all the comfort and service paid for. Ample room on my XL seats. Staff friendly and competent.

Route: Amsterdam to Faro

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Japan Airlines

Title: "meals were just plain awful"

Review: Sydney to Tokyo Narita. Sadly disappointed by Japan Airlines. While the crews and seating were superb the meals in premium economy (and economy) were just plain awful. I like Japanese food very much but, except for the Udon-in-the-Sky snack, the meals, especially on the Sydney to Narita leg were disgusting. Economy meals on Japan Airlines used to be some of the industry's best - these were some of the worst. I'd be happy to pay an extra \$100 or more to get a decent set of meals instead of the awful food served on this route. On the other hand, its fair to say the cabin crew were superb, intelligent, and efficient in every way, the flights were on-time and the aircraft absolutely spotless, Its great that JAL uses the Qantas Lounge in Sydney and this is better than the JAL First Class Lounge at Narita, where the food has gone downhill. Also a lot of the staff in there are very officious and made me want to get out as soon as I could.

Route: Sydney to Tokyo Narita

Seat Type: Premium Economy

Traveller Type: Business

Airline: Egyptair

Title: "really had a bad experience"

Review: I booked a round trip ticket from Munich to Addis Ababa for me and my daughter so that I can bring her back from Addis Ababa because the Egypt air website doesn't have the option to book for children aged 2-11 if they are not accompanied by an adult. And there is no one-way option just for her if I had bought a round trip ticket just for myself. With this option restriction being a mishap, on the return flight, I couldn't check in my daughter because they said she didn't fly together with me from Munich but she had already come with a one-way ticket prior to that. And because of this, I had to miss my flight since I can't leave without her and the agents at the airport check-in said I had to fix my ticket at a ticket office the next day. And because of this, missing the flight cost me additional expenses besides the extra flight

expense that I had to pay which are the no-show penalty and getting a new ticket for my daughter. The website needs to have a section with details on the booking process on what's allowed and what's not. Because not knowing these limitations makes your customers suffer to such extreme levels be it mentally, financially, emotionally, and physically. Put a section where for certain types of bookings, it is best to do the booking at a ticket office. Because you are really inconveniencing your customers, I really had a bad experience with my 5-year-old daughter. In addition, during the flight, I was covered with a blanket and my daughter was watching a movie but the cabin crew passed my daughter without giving her lunch but gave one to the person in the next seat, and my daughter me why she didn't get one when I called the cabin staff and asked she told me it is because she thought I was sleeping. It doesn't matter if I was sleeping if my daughter is awake, she could have served the food to her or woke me up.

Route: Munich to Addis Ababa via Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: Royal Brunei Airlines customer review

Review: Mainly a comfortable trip. Seat comfortable, however controls difficult to work out. Food just okay. While respecting another countrys stance on alcohol, I think when one has paid a lot of money for the fare then some respect could be shown for cultural preferences ie wine with dinner. I found the one hour stopover in Dubai very annoying. Passengers must leave the plane, walk a long distance to the transit lounge, then go through security and then get back on the same plane again. bl was sound asleep when we arrived in Dubai and never settled again after this. Flight attendants were excellent but its a shame they couldnt offer more ie better meals and wine. I flew with Qatar Airways business class 18 months ago and Royal Brunei Airlines does not compare with them, although I acknowledge that Qatar Airways fares cost more.

Route: Melbourne to London via Brunei

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "service quality has decreased significantly"

Review: I am not completely satisfied with my recent experience with Saudi Airlines, even though I hold Alfursan Silver Elite SkyTeam membership. Unfortunately, the service quality has decreased significantly in the recent period. Through several trips, I noticed a big difference in terms of guest care when calling the customer service centre you will wait for no less than 30 minutes, even when you were holding the premium membership, and most of the employees, if you reach them, will not solve your request or make it complicated and not initiating the service. The quality of food on board has deteriorated even to the business class and not only to the economy class and also the fulfilment of requests by ground staff or flight attendant mostly average to bad, and I noticed a lack of flight performance to leave or arrive on time in several flights and also even a large increase in prices and in return without good service I used to choose Saudi Airlines previously for several reasons, including the special membership that I carry, which gives me many wonderful services, beside the average to good service and reasonable prices, but now I will make this company my third or maybe fourth choice, even if my membership is reduced, it does not matter much.

Route: Paris CDG to Riyadh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "I was very pleased with Norwegian"

Review: Rio de Janeiro to Gatwick. I have flown to Brazil every year since 30 years ago when I moved to England. I have always flown British Airways. I understand why long haul flights are and can be so expensive, nonetheless I try to get the best price possible for a direct flight. I couldn't believe my luck to find out that a prestigious airline was providing a direct flight from the closest airport to me (1 hour away), and less than half of the cost for a round trip. The staff were very polite, friendly and smiley. I told them I was a nervous flier and 30 minutes or so after the take off one of the staff

came and offered me to change seats to a less crowded part of the plane. The flight was very pleasant, calm and faster than expected. The entertainment was as good as the airlines I had flown for so many years. I didn't like the coffee but I never drink any coffee that is not a good Brazilian quality, produced and packed in Brazil. The food was not to my taste. The flight back from Rio was as good, and we arrived 22 minutes ahead schedule. I was very pleased with Norwegian and I will fly with them whenever I need to if they keep providing their services from Gatwick. Thank you. A happy customer.

Route: Rio de Janeiro to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "this crew made me feel less than safe"

Review: We booked a 7 day package with Thomas Cook flying from Manchester/Dubrovnik return. Our designated airline was Thomson. We had a pleasant and uneventful flight outbound. On time and crew very good. After a lovely week in Croatia, we had an early morning start to the airport for our return flight to Manchester on 21st May. The flight was on time and no dramas boarding. Then it took a downward turn. We were seated in Row 31 near the back of the aircraft. From the moment that the doors closed, we were subjected to an absolute cacophony of noise from two female crew in the galley behind us. This went on over the security video (most of which I couldn't hear) and down the runway to take off. We were hopeful that this would come to an end once in the air, but no such luck. Due to turbulence, and the pilot asking that passengers remained seated, we were treated to a continued running commentary with added shrieks regarding the social media postings of these ladies, their friends and their nights out. I was trying to read my book, feeling very tired, and in need of relaxation. 20 minutes after take off, I gave up and pressed the crew call button. No response. After another 10-15 minutes, my call was clearly noticed amongst the girl's catch up and one of the flight attendants came to my seat. I politely explained that we were quite tired and that their constant noise was disrupting my flight. I was then told (3 times) that this particular attendant and her colleague were "only human" and "like a chat". Silly me, there I was thinking that they were in their workplace and responsible for passenger comfort and safety. When I

pressed on and asked if perhaps they could just keep it down, I was told to "please don't say keep it down". There seemed to be absolutely no awareness that several rows of seats in front of the galley could hear every word, and no recognition that their conversation topics might be inappropriate in a supposedly professional setting. Whatever training this crew received regarding their conduct whilst airborne, clearly needs refreshing and soon. The high frequency chat went on throughout the flight. My particular favourite was the comment to a passenger in a seat a couple of rows in front of us which was "we're out of Jack Daniels, although who would want to be drinking JD at this time of day?! Lol." I suspect that anyone, particularly a nervous flier who might have fancied a tot of whisky, had their card well and truly marked right there! Most worrying was the 10-15 minute delay in pressing the call button and the arrival of crew (two rows from the galley). This was put down to the captain's request for seatbelts to be fastened. So what happens if someone has a heart attack during turbulence, which was to be fair, mild? Doesn't bear thinking about. It was crystal clear that for the initial part of this flight (over 40 minutes) the ladies in charge of the rear of this aircraft were paying absolutely no attention to what might be happening in the cabin. (I looked back frequently and they were always facing the back of the aircraft). Frightening in this day and age. I have complained about this to Thomson as this crew made me feel less than safe. Needless to say, no reply has been received to date, hence this post. My next flight in August is with Thomas Cook. They used to be the poor relation to Thomson. I book them ahead of Thomson now if there is a choice.

Route: Dubrovnik to Manchester

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "It was a pleasure flying with LATAM"

Review: This was my first long haul flight on a Latin American carrier. Prior to boarding the plane in Lima everyone's bag was searched for contraband (water bottles or any liquids over 250ml). Once onboard the flight I was welcomed by the

crew, made it to my seat which was originally a window, thankfully the guy next to me took up my offer and switched to aisle. Even though the cabin was outdated those seats were extremely comfortable and provide great recline. Each seat had a blanket, pillow and headphones. About hour and a half after take-off there were two options for dinner Asian style chicken and rice or pasta with seeds. As for drinks they had sodas including inka cola as well as beer and wine. Inflight entertainment is pretty good. The only thing that was missing on this flight was in between meals they offer nothing but drinks not even chips. An hour prior to landing we were given breakfast which was a warm ham and cheese sandwich with fruit and drink offerings. Since it was an overnight flight most people slept. It was a pleasure flying with LATAM.

Route: Lima to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "flight attendant is nice"

Review: Makassar to Surabaya. Extremely long queue on Check-in Counter. The check-in counter staff working slow. Great boarding time, on time. The flight attendant is nice. The meal is good

Route: Makassar to Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAAG Angola Airlines

Title: "chose TAAG for its really low price"

Review: Rio de Janeiro to Johannesburg via Luanda. We chose TAAG for its really low price. The flight itself didn't have problems but cabin staff was arrogant. The seats were the most comfortable economy seats I've ever seen. Lots of room for your legs and they reclined more than other airlines. The food was okay, we were served 3 times from GIG to JNB. The inflight entertainment was okay, but in many seats the system or the screen was broken. The biggest issue

onboard was the air conditioner. There is no individual air vent. So in the beginning of the flights it was really hot, and then it got progressively colder, until you could barely stand it. The blanket was enough for me, but you should have a coat handy. The ground service was mostly okay, except during our layover in Luanda: we boarded and they took us on a bus to the plane. There we waited for 15 minutes with the doors of the bus closed. Then they took us back to the boarding gate in the airport. Nobody ever told us what was happening or what went wrong. The flight got delayed 20 minutes. Not a big problem, but they should tell you what is happening.

Route: Rio de Janeiro to Johannesburg via Luanda

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "spoiled the beginning of our vacation"

Review: Today we were unfortunate to fly with Pegasus Airlines. Our flight was meant to departure from Helsinki at 14:45 which it didn't. And until 19 it wasn't even announced when it'll be. At 19 they said it'll be 0:15 Later they said it'll be 2:30 And now, at midnight they've updated it again - it's now 4:30 in the morning! It's 14 hours of wait! They update it every two hours! they gave a food voucher and a hotel, but you can't sleep - you have to wake up every hour and check if anything has changed! It's outrageous!! The worst flight of my entire life! Absolutely spoiled the beginning of our vacation and 120 EUR wasted on a hotel night we don't get to sleep in on top of ridiculous wait time!

Route: Helsinki to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "said I have to pay again"

Review: My booked Flight was canceled, therefore I am still looking for a better plan with the same travel date

However, the new schedule on 20 January 2023 and 19 January 2023 will not connect anymore with my business in Bangkok and also the class of service wasn't available anymore. The travel agent said I have to pay again if the new schedule was acceptable. This is also advised by Thai Airways Call Center. The schedule and Management consideration must be improved, assist us on time. Lastly, the guest will be decided to cancel this booking while waiting for the cancellation fee from the agent.

Route: Manila to Bangkok

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "didnt even have flight attendants"

Review: First my flight was canceled on 12/25, missing a days work to get here in the 26th and have the flight delayed until well after 7 pm. The excuse, allowing other passengers to board. This wasnt their flight and now were being inconvenienced having to wait. We shouldve been off at 4:25 but theyre so understaffed that they didnt even have flight attendants, luckily 3 women jumped in and took the job. As weve sat on this aircraft for more than 40 mins while they try to gather other passengers. We dont get discounted tickets or anything for this wait. And yet this is just supposed to be ok. We shouldve landed a hour ago. All to fill seats. They flight was already full. So weve have to wait, for 3 passengers. No thanks Southwest. This was it for me.

Route: Washington to Atlanta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "I had no complaints after the flight"

Review: Flew with finnair onboard their a321 aircraft. At HEL airport, the experience was smooth, and a good thing was

that they checked covid passes at the gate before boarding, so the experience was even smoother. When stepping onboard, you get a basic, but good clean kit. I like the cabin style, and the seats were comfortable for the 2 hour flight, as they should, as these aircraft are also used on longer routes up to 6-7h hours. One feature I liked, was the device holder, which I prefer over the overhead screens. About 20 minutes After takeoff the service started, everything went smooth, and as I had already ate some breakfast at the airport, I only took some of the delicious blueberry juice, which was free. After the service time went by, and we landed to BER. Overall I had no complaints after the flight. And for the price, it was much cheaper than what Finnair offered before covid.

Route: Helsinki to Berlin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "No priority boarding"

Review: I'm travelling with 2 instruments and bought 2 carry on bags and priority boarding. The 2 instruments together take less space then 2 carry on suitcases and fit within the size allowance. They decided to take away our instruments to check in with other non fragile things like trolleys. No priority boarding and very bad service. Avoiding Norwegian air from now on. Walking on board I see plenty of space.

Route: Gatwick to Copenhagen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "disgrace of an airline"

Review: São Paulo to London Gatwick via Madrid. This is a joke/disgrace of an airline. We had booked with 2 adults and 2 children (ages 5 and 3). They placed us in separate seats. On check in they demanded that we pay extra for the

privilege of having our toddlers sitting with us. With this ransom over our heads, we paid extra. On getting to the gate, despite us showing our online tickets, they demanded we go to a separate desk (with 30 minutes wait) to print the tickets. We got to the print desk, and they didn't have the updated seats we'd paid for at check in. Despite us having a 3 year old and having paid to be together the staff of this disgusting airline insisted we all sit apart. We spent the first ten minutes of being on the plane negotiating with various kind, unlucky customers seat swaps. During the 10 hour flight, we were offered one meal and they also rationed water. There were several minor other gripes that place this airline way below its peers by itself but won't trivialise the above by going into details. Do yourself a favour and NEVER, NEVER use this disgrace of an airline. Employees there should feel ashamed.

Route: São Paulo to London Gatwick via Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kenya Airways

Title: "the luggage was still in Nairobi"

Review: We were travelling from Amsterdam to Johannesburg with Kenia Airways. Our original itinerary was as follows. Amsterdam to Paris KQ1243 05/01/2023 16:35 > 17:50 Paris to Nairobi KQ115 05/01/2023 20:20 > 06:25 Nairobi to Johannesburg KQ760 06/01/2023 07:45 > 10:55 When boarding in Paris we were made to sit in the aeroplane for 4.5 hours without air conditioner, food, or drink. We eventually left and arrived too late for our connecting flight to Johannesburg. Kenia Airways wasn't prepared at all for this eventuality even though they knew about it for more than 12 hours. We were bundled into a group, and they tried sorting out the passengers rerouted flight. This took Kenia Airways 4 hours to complete for us, some passengers were still waiting after us. Our Itinerary changed to: Nairobi to Dar Es Salaam KQ488 06/01/2023 23:45 > 01:15 Dar Es Salaam to Johannesburg 4Z37 07/01/2023 03:25 > 06:10 On arrival at Johannesburg, we realized that our luggage wasn't on the carousel. Even after I did confirm with Kenia Airways 4 times that the luggage would be rerouted with our itinerary change. Once when we received our changed flight details. Second time just before we were taken to the hotel to freshen up. Third time on my return from the hotel and then the last time when boarding the flight to Dar Es Salaam. I was reassured that our luggage would be on the flight with us each time.

Now getting to realize that the above was all lies just to get rid of me, we started the process to find our luggage. After being sent to 3 different counters we were directed to the Airlink Customer Service Centre. Here we met our angel who checked and assured us that the luggage never arrived in Dar Es Salaam which means that Airlink didnt receive it from Kenia Airways. This meant it wasnt Airlinks responsibility anymore, but they then told us that they will load an enquiry and get the process going. Upon loading, he realized that the luggage was still in Nairobi but was scheduled to be on Flight KQ760 on 7/1/2023. This meant that Kenya Airways didnt change the luggage tags to include our flights. The problem was that now we were already on the landside of the airport and couldnt go back to the airside to get our luggage on the carousel after the flight land at 10:55.

Route: Amsterdam to Johannesburg via Nairobi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "Still my favorite airline"

Review: Still my favorite airline. Best Economy Class !, spacious seats with nice legroom, pleasing color fabric on seat covers. Each seat had a pillow and a blanket. You should ask to offer you an amenity kit (with socks, eye cover, toothbrush / paste). Pity they do not have inflight magazine due to covid (same excuse to save money and weight, a lot of airlines are using the same excuse). Both flights were on perfect A350 and on time. After takeoff they started the first service which was tasty and there was selection of wine, beer, drinks. After food was desert which was an icecream. During flight the crew was passing by the bottle of water for the passengers. At the galley there were some sandwiches and drinks. In the WC there were toothbrushes, cologne and cream. One hour before landing the second meal was served which was as good and plentiful as the first. IFE was great with a good selection of movies and easy to use. Great airline, keep the good work.

Route: Istanbul to Melbourne via Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "flight would have been exactly the same without any stewardesses on board"

Review: This was the worst service Ive ever experienced on any flight in my whole life. 4.5 hours over dinner time and there's not even a small beverage included. Not to mention food. We received a menu card at the beginning of the flight with horrendous prices. When I asked to pay by card, there was no opportunity given - cash only, which wasnt mentioned before and we had no more cash with us. So we arrived starving and dying of thirst. The only positive thing to mention is the safe take-off and landing - thanks to the pilot. But the flight would have been exactly the same without any stewardesses on board, because throughout the flight they were barely visible and not very friendly with questions and problems. I would not recommend this airline to anyone.

Route: Hurghada to Nuremberg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Croatia Airlines

Title: "better experience than budget"

Review: London Heathrow to Zagreb. I fly often between UK and Croatia where I keep my boat. Croatia Airlines tries hard to be a "proper" airline not a budget flyer and generally succeeds. The staff are polite, pleasant, friendly and work hard to provide good service. The plane is always clean and the inflight magazine is informative and well written in Croatian and English. It's a better experience than budget and often not much more expensive. It would be helpful if they could fly direct to Zadar and have more winter flights. In my experience they are reliable and on time. The website has improved recently and online check in works well. These are short flights and the catering reflects that. A pleasant Croatia snack delivered with a smile and wine if you want it.

Route: London Heathrow to Zagreb

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Airways

Title: "service by cabin staff was very good"

Review: We flew Thai Airways again. This time from Bangkok to Tokyo Narita by economy class. The check-in was not good because of staff shortage and it took us about 1 hour for check-in (even though we did make check-in online). The flight was on time. The service by cabin staff was very good even though we were seated in the rear of aircraft. The food was good and tasty and we were given 2 bottles of mineral water during flight. The flight was smooth and we arrived a little late due to traffic at Narita airport.

Route: Bangkok to Tokyo (Narita)

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "Terrible airline"

Review: Orlando to Greenville. Terrible airline! Checked in day before and chose seat (as usual). Stayed night in Orlando to be sure we arrived at airport early. Arrived 2.5 hours before flight and were told at check in counter that the original plane had "mechanical problems " and that the replacement plane was smaller and we no longer had a seat for the scheduled flight. Did not receive any communication prior to coming to the airport about the change. Was told that seats were given on this new plane in order of check-in and arrival to the airport. So that means every seat was taken over 2.5 hrs earlier - really? I doubt it! Had to rebook with another airline for the next day - which means another trip for our family home and back to the airport. After reading the other reviews and our experience we will NEVER book with this airline again - unreliable.

Route: Orlando to Greenville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Privilege Style

Title: "operated by Privilege Style"

Review: Very disappointed in this Norwegian flight operated by Privilege Style. Seats were uncomfortable with little or no leg room and it was an older airplane. This was a group fare, which we paid more for, that we could have booked for less, three days before our departure date. The crew were not friendly, one of our party asked for a blanket and was told that they had to buy it.

Route: Rome to Newark

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malawian Airlines

Title: "luggage is left on the tarmac"

Review: A smaller aircraft is currently flying between Blantyre to Johannesburg, due to the runway construction at Chileka Airport. Unfortunately when the plane is full, luggage is deliberately left on the tarmac. I understand this is for safety reasons, but some communication from Malawian Airlines would be really appreciated. Or a simple solution will be to restrict passengers to 1 piece of luggage until the runway is completed and the bigger plane is flying again.

Route: Blantyre to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "new depths of poor service"

Review: Denpasar to Chiang Mai via Bangkok. I know not to expect silver service when booking a budget airline, but this airline is truly plumbing new depths of poor service and hidden money grabbing ploys. The staff are arrogant, unfriendly and a disgrace. The legroom on my 5 hour flight was not even suitable for a short domestic hop, let alone an international flight. The money saved in tickets is not worth the hassle and discomfort.

Route: Denpasar to Chiang Mai via Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "cleaning crew found my son's bag"

Review: On 23rd December 2019, my family and I flew from Jakarta to Kuala Lumpur on flight QG520. After the flight landed in KLIA at 7:20pm, we went through immigration and collected our luggage. My son realised that he left his black Addidas drawstring bag with his mini iPad and his wallet of Indonesian currencies underneath his flight seat. We were still at the baggage claim and we reported our loss to baggage lost department at KLIA. The officer there called the cleaning crew who was cleaning the cabin of the Citilink flight that we took. He said he has found the bag and will return it to us as soon as the cabin is cleaned. We waited for a short while before meeting the cleaning crew who found my son's bag. We appreciate that guy's effort in being honest by returning our lost bag. Thank you so much.

Route: Jakarta to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "experience was extremely disappointing"

Review: The worst airline I have ever flown with. I booked and paid a premium for seating in row seven. Online check in allocated the three of us row 25. I emailed Vistara three days prior to our departure explaining that when checking in

online we had been allocated the incorrect seats. No response was received. Airport check in staff either couldn't or wouldn't correct the obvious error and didn't seem care even though one person in our group had mobility issues. Their response was that they were only responsible for checking in and it wasn't their problem. So now I have to fill out paperwork to claim a refund for the seating I booked and paid for which was allocated to someone else. Also the people in row 24 were totally ignorant of normal polite inflight protocol and reclined their seats which affected the person in our group with the mobility issue. We asked them to not recline their seats but all to no avail. Eventually after a vocal exchange with these people a flight attendant moved them to different seats. The whole experience was extremely disappointing and very unprofessional.

Route: Delhi to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "windows locked into darkness"

Review: Amman to Kuala Lumpur via Bangkok. Service and food on my flight to Kuala Lumpur via Bangkok was ok. I could stay in the airplane during fuelling, which was good. The only disturbing thing was the dimmable windows. They were just locked into darkness for the whole flight. There's a reason why I chose a window seat, so please let passengers enjoy the view, sunrise and sunset!

Route: Amman to Kuala Lumpur via Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "horrific disaster"

Review: Our mission trip to Africa was cancelled due to travel in vain. The airline failed to get us to our destination, it is

as simple as that. There were 23 of us traveling together, all leaving from Albuquerque. Our American Airlines connection in Dallas was delayed so we missed our connecting Qatar flight which then spiralled into a nightmare of trying to get our flights rebooked for 48 hours. We were told that our tickets were booked and that our luggage would only go where our tickets specify (by multiple agents from Qatar and American) only to find out when we went to check in that our flights had not been rebooked, and later that our luggage was not remotely attached to our tickets (but halfway around the country or world without us). The nightmare we went through trying to get American and Qatar to talk to each other to make sure our flights were actually booked was an unacceptable fiasco that no paying customer should ever have to go through. We went back and forth between the two counters dozens of times only to find out each time that their systems would not work with each other. This ultimately ended in our trip having to be cancelled because the airlines could not get all 23 passengers on a flight to our destination before the gate closed. The lack of efficiency was only second to the lack of care and empathy on the Airline's part. The customer service we experienced from American throughout this process was abysmal- agents literally laughed at a hopeless mother of six who had been stranded for two days because of their system's incompetence. We did everything in our power to ensure that we were working within the system requirements, being diligent to double or triple check things (even though that is not our job) and get to the airport 5-6 hours early to be safe. None of it mattered. In the end the Airlines failed miserably to treat us like respected customers or even with basic human decency. Because of this disaster and being stuck in Dallas for nearly 72 hours we incurred thousands of dollars in expenses (hotel rooms, Uber rides, food deliveries). We hold American responsible for this nightmare, though Qatar played their part as well. If they had not closed the gate on 23 people 30 seconds before we walked up to the gate (and refused to reopen it) none of this would have ever happened. But it did happen, and now we need to be reimbursed for this horrific disaster.

Route: Albuquerque to Dallas

Seat Type: Economy Class

Traveller Type: Business

Airline: Nok Air

Title: "crew took pride in their work"

Review: As expected the plane arrived late and caused a 1.5 hour delay, but to their credit they managed to turn the plane around in just a mere 45 minutes, including disembarking, boarding and paperwork, therefore partially making up for lost time. Just factor in a delay of an hour or two and be mentally prepared for it to happen from such a no-frills airline and one will keep expectations in check. The crew took pride in their work and executed their job well.

Route: Chiang Mai to Bangkok DMK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "the flight was very good"

Review: San Francisco to San Diego. Virgin seems not to have the super positive attitude that Alaska has. The passion and enthusiasm seems to be waning. The airline is nonetheless Leaps and Bounds better than United or American or even Southwest. The aircraft was clean and comfortable. The snacks and beverages were top-notch. The staff however seemed to be distant and indifferent. This is the opposite of Alaska where the staff is so passionate and helpful. The departure and arrival were prompt and punctual. All in all, the flight was very good. I just wish the staff seemed to be more connected and not so apathetic.

Route: San Francisco to San Diego

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "only refunding me partial"

Review: Flair Airlines has cancelled on my trip 2 times now, completely made my plans a mess and when I went to get a refund because their most recent cancellation was both my flights for the same day, 45 mins apart from each other and for different cities. They are only refunding me partial. I couldn't get a straight answer from the rep on the phone so I

asked to speak with manager, the told me they are busy. I continued to try and understand why wasn't being fully refunded for their cancellations and her answer kept being "its our policy" I told her I would wait for a manager and she told me she's "ending the call" and hung up on me. I am in complete shock on how flair handles their business and would never trust them ever again. This was a complete nightmare and their customer service is zero, they don't have any. I am being partially refunded for a flight that was cancelled by flair 2 times! Flair will not last long, they really don't know what they are doing.

Route: Saskatoon to Calgary

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jin Air

Title: "Would gladly fly again"

Review: Seoul Incheon to Tokyo Narita. First time to fly on a LCC and very pleased. Efficient check-in. Departed a few minutes late, but arrived on time. No extra charges like LCC in United States. Despite super saver fare, check-in agent let me choose seat and suggested first row for more legroom. Cute snack box had rice, muffin and banana plus a paper cup of water, perfect for short two-hour flight. Cabin attendants exceptionally friendly. They laughed when I ordered a Jin Air cap from duty free. I like their "uniform" - jeans, creates a relaxed atmosphere. Old plane and no in-flight entertainment, made up for by low fare and excellent service. Would gladly fly again.

Route: Incheon to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Flying Wizz Air was a terrible experience"

Review: Flying Wizz Air was a terrible experience. They charge you \$50 pound extra to check in, due to some

nonsense corporate online policy. A three hr prior to flight online check-in is required, this rip-off policy Wizz created for their own monetary benefit. When you try to talk to them Wizz hides behind the policy they created and does absolutely nothing. Poor customer service, other people on our flight were upset by the Wizz check-in rip off and being charged extra for their carry on baggage. Heard other passengers comment they fly all the time and this is the only airline that charged them extra for carry on. Wizz doesnt hesitate to suck every extra penny they can off of you. I would definitely recommend a different airline even if it cost more. By the time Wizz Air is finished pilfering your pocket its cheaper to fly elsewhere.

Route: Cyprus to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Tahiti Nui

Title: "very unprofessional service"

Review: Auckland to Papeete. From unannounced menu changes to wine that although listed on the menu was unavailable with cabin crew staff who very conveniently "forgot" passenger requests, a very unprofessional service. On an Emirates scale of 1 to 10 (with Emirates at 10), this outfit rates a 4 on a par with Air Fiji. Never again!

Route: Auckland to Papeete

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "The single worst airline experience"

Review: The single worst airline experience of my life. This airline is a joke. Absolute disgrace to abandon passengers in Manila airport with no food, water or information! Would definitely have not booked had I known this is how they treat passengers

Route: Bangkok to Hong Kong via Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Boutique Air

Title: "Boutique Air is unbelievably unreliable"

Review: Denver to Chadron. Boutique cancelled my flight 0704 at 1:40 pm due to mechanical issues. Rebooked me on their 6:00 pm flight 0713, Cancelled that flight. Booked me on a 9:30 flight 0704 and its now 1:46 am not even boarding yet. Boutique Air is unbelievably unreliable. 12 hours after my original flight departure time and we are still sitting at the A66 gate of DIA with no word as to when we will fly! Make other travel plans!

Route: Denver to Chadron

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "staff are hospitable and helpful"

Review: Everything is good, staff are hospitable and helpful. Multiple kinds of food is provided on the airplane and it is delicious. But i don't know why they arranged the seats to let everyone sit close together.

Route: Guangzhou to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "maintains amazing cabin service"

Review: This was a wonderful trip, and cabin crew showed warm service and professionalism. Even under the epidemic, HNA still maintains amazing cabin service. The flight attendants try their best to maintain high standards of service to make me feel comfortable and respected. I believe I will choose Hainan Airlines flight next time I travel.

Route: Toronto to Beijing via Xi'an

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "what an inexcusable delay"

Review: First time flying today and what an inexcusable delay. They were understaffed and waiting for crew member. This was a poor coordination on the airline. Original departure delayed less than 3 hours which could have been a basis for compensation if more than 3 hours yet there were no offer of food or drinks. 2 hours of lost time just sitting in the airport

Route: Calgary to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "I would avoid Edelweiss"

Review: Ho Chi Minh City to Zurich. We booked this flight with Swiss but we actually flew with Edelweiss. Unfortunately, this airline is not a good one for long haul flights. The legroom was horribly inadequate and the whole flight was uncomfortable. We asked to be in seats with more legroom and offered to pay for this, but they said these seats are reserved for families with kids. In the airplane I saw plenty of people half my size sitting at those seats with extra room, so clearly they did not tell us the truth. Also, the food served was very poor, especially the breakfast. They also wanted to charge 8 swiss francs for a serving of wine. The ticket price was normal, so I would expect to at least get some drinks

included. For anyone who flew with an Asian airline for a long distance trip, Edelweiss is simply bad. I would avoid Edelweiss for any long haul flights and would only use for short distance flights.

Route: Ho Chi Minh City to Zurich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Frontier Airlines

Title: "the 24 hour window had passed"

Review: The system was down when I was trying to cancel it within the 24 hour window. By the time I was actually able to cancel it, the 24 hour window had passed, so I wasn't refunded. Who can I speak to about this. This was not my fault. Even an agent from Orbitz was trying to cancel it but the Frontier online system was down. This is not fair at all. I have the call log and everything. I did everything correctly on my end, therefore I don't think it's fair that I have to give up \$93.98 for something that is not my fault. Orbitz said that Frontier has to be contacted about it and they cannot do anything on their end. I contacted Frontier and they canceled the flight but assessed an undeserved penalty which cost more than the flight itself.

Route: Raleigh to Houston via Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "Stunningly bad service at every opportunity!"

Review: Stunningly bad service at every opportunity! Called COPA customer service the night before my trip to try to change my ticket. After being kept on hold for more than an hour, an agent was not able to change my ticket as I had hoped, but did me the disservice of erasing all my seat assignments on my original flights without telling me. So, the next day I flew in horrible seats instead of the exit row seats I had selected. Next interaction: I tried to use COPA's

website to buy my partner a seat next to mine. I tried three times, and the website produced an error message each time. Then I tried to call COPA's customer service line three times to buy the seat; each time I gave up after being on hold more than one hour. Today I finally got through to an agent to buy the seats after only 10 minutes (yippee!), but he inadvertently hung up on me while processing the transaction. Bottom line, if you want to fly an airline with horrible customer service, COPA is the airline for you. Otherwise, you might try another airline.

Route: Lima to San Francisco via Panama

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "entertainment not working"

Review: Casablanca to Paris. Flight arrived 5 minutes in advance to Paris. The entertainment service is not working for movies and music is very poor (only 2 choices). Cleanliness of the plane is ok Plane was not full. This flight is less expensive than the one of Monday.

Route: Casablanca to Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: Aerolineas Argentinas

Title: "stay away from long haul"

Review: What started as a very pleasant trip with Aerolineas Argentinas, ended up becoming one of the most bothersome long haul flights I have ever experienced. I flew from Rio de Janeiro to New York with a long stopover in Buenos Aires and a switch of airports in that city. Rio de Janeiro to Buenos Aires (Aeroparque): Aircraft used was a fairly new Boeing 737-800, flight was on time, crew was friendly, decent leg room and the food provided to us was very good (nice sandwich with a traditional argentine alfajor cake) and a good choice of beverages. Nothing really to complain

about this flight. Buenos Aires (Ezeiza) to New York (JFK): Aircraft used was a brand new Airbus 330-200. Very modern plane with LED ambience lighting, good entertainment screens with a good selection of movies and music. Sounds great so far right? Well, the downfall begins with the amount of leg room Aerolineas Argentinas have on this plane. I take long haul flights at least 3 times a year and have had experiences with various airlines but I have never seen a plane with such little space as this one. It was really uncomfortable the whole time because of the limited leg room (I am 1,79 cm). Unlike my other flight on this trip with Aerolineas, the food served for dinner was horrible, I didn't eat it at all, worst food I have ever seen on a long haul flight and I heard other passengers complaining about it as well. Breakfast was decent but still overall very disappointed. Crew was uncaring and only offered water during the meal service; not a single time did they pass around the cabin offering water to passengers. My final thoughts? Regional and medium distance flights, Aerolineas does a pretty good job. Stay away from their Long Haul flights though.

Route: GIG to JFK via AEP / EZE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kenya Airways

Title: "excellent crew on board"

Review: Very good flight, excellent crew on board, as was the food and drink. My only gripe is the business class seats could do with an update, but they are comfortable none the less.

Route: Nairobi to Johannesburg

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "one of the worst flights"

Review: Check in 2 hours only 4 desks open resulting in delay off flight delayed by 2 hours. They tried to disguise it as

paperwork issues and baggage handling but check in staff gave away the issue due to lack of staff provided by airline. Same excuse used as when we first arrived that they had a problem opening up the baggage hold and tghid cause 1.5 hours of delays. Very little update or info from cabin crew and cockpit communications very limited or non-existent particularly over a duration of 8 hour flight. Right hand front toilet consistently with a queue of 3 to 8 people. I then found out that the left hand front toilet cabin staff were saying it was not in use despite a green light showing. Then when i pushed the matter they admitted that it was reserved for the Captain only. Absolutely unbelievable! The one working right front toilet was a total disgrace, absolutely filthy with no toilet tissue and contaminated water swilling on the floor. During turbulence announcements cabin crew took no action at all to ask the queue for the toilet to return to their seats despite they themselves strapped in (a major safety issue!). Not even one pot of noodles available during flight and not even any hot drinks at all. Pre ordered food choices were not available and PAX fobbed off with other alternatives of which the quality was lousy. Generally the cabin crew were inattentive and spend a lot of time just sitting down. No pro active action to do more than the very basic. I'm 64 years old Brit, a former pilot and have flown extensively with many airlines both locally and internationally. This was perhaps one of the worst flights in my entire life.

Route: Sydney to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Horizon Air

Title: "very poor customer service"

Review: My flight from Calgary was delayed due to a mechanical error. I had a connection to Anchorage that I barely made due to the delay. My disappointment was that I had paid for a premium seat and they gave it away to someone else. They gave me a middle seat and told me I would have to call to get reimbursed for a credit. That is very poor customer service. Heads up the premium seats have more leg room - but sit 3 across and are narrow. The inflight movie app did not work on my iPhone 6s- nor did it work on my brand new lap top. I would avoid this airline in the future.

Route: Calgary to Anchorage

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "Never again will I fly with Volaris"

Review: Never again will I fly with Volaris. Trust me, spend the extra cash to get a genuine, on time flight. Not only do you have to pay for extra, which includes bags, seats and much more. But the hassle of flying with them is not worth it. The crew is ok, a mediocre job for a mediocre airline. My flight was just under two hours late of the boarding time but that was enough to make me write a review. I have never felt more disappointed in an airline than Volaris. The plane arrive late but within 15 minutes we were already boarding. Which is good, only if you like sitting in nasty, chip crumbs filled seats that arent even properly sanitized. I guess thats why COVID was such a problem in Mexico.

Route: Monterrey to Tijuana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "Not once on either journey did Volaris apologise for the delays"

Review: I took a return flight from Huatulco to Mexico City and back. On the way the flight was an hour late. Volaris were still claiming it was on time 40 minutes after our departure time and the inbound flight hadnt arrived. Once we landed in CDMX it took more than 30 mins to get off the plane (I was in row 33). The return flight should have left at 15.38. At 5pm they were still saying it was leaving at 4.30pm. From the first passenger boarding to closing the doors was over 40 mins. When we arrived in Huatulco one a a half hours late it took more than 30 mins to disembark again. Not once on either journey did Volaris apologise for the delays.

Route: Huatulco to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Go First

Title: "I had a very bad experience"

Review: I had a very bad experience with Go first. I booked a connection flight from Delhi to Kannur via Mumbai. Two days prior to the flight date i have got a message saying there's a delay in the flight from Delhi to Mumbai. When I checked the rescheduled time Gofirst has provided me a very unrealistic connection flight time in such a way that my first flight will reach Mumbai five minutes after the second flight departure from Mumbai. When I contacted their customer care they didn't even provide any solution. So I asked them if i can cancel the first flight and board second flight from Mumbai. Then they denied it saying flight is overbooked (The flight which I have already booked with full payment). The same flight available online with a higher amount at same time. When I questioned it they said they will consider my partial cancellation but still they haven't get back on the refund status. So I had to book another flight to reach Mumbai and board the second flight. Never going to choose go first again

Route: Delhi to Kannur via Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cubana Airlines

Title: "service has deteriorated even further"

Review: Since the last published review it seems that the service has deteriorated even further. Our flight from Havana to Santiago which was scheduled for 13.00 was cancelled at the last minute and we were told to come back in the morning! After seven hours in the airport and some vociferous complaining we eventually got on the last flight out that night. Our return trip three days later was scheduled for 8.25am but when I checked with the Cubana office in Santiago the day before I was told it had been delayed, by 12 hours. All the staff in the airports and on the planes were surly, uncommunicative and downright unhelpful. As with a lot of the state run services in Cuba, the state employees have got jobs for life and just don't care. If I had thought to look at these reviews before booking the holiday, I would have stayed

well clear of internal flights and I would recommend this course of action to anyone considering it.

Route: Havana to Santiago de Cuba

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia

Title: "shortage of cabin space for suitcases"

Review: Boarding the plane was slow compared to other airlines I have flown with. Once inside the aircraft, it obviously became very, very hot since it's summer and packed with passengers, but the ac unit blew very soft wind, so soft that it was barely enough to cooldown. There was a shortage of cabin space for suitcases and bags in so my nephew was forced to had put his suitcase in the cabin space 20 seats in front of him? The staff didn't even politely ask him or even apologize for the inconvenience. It's either this or you can leave your luggage behind, that's how it felt like. The seats were very small and were also kind of hard. Luckily the flight was just three hours.

Route: Tenerife to Brussels via Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Macau

Title: "8.5 hours at the airport"

Review: Shanghai to Macau with Air Macau. My flight NX135 was supposed to depart at 16:40. I got to the airport at 15:00 and I was told that the flight was delayed because the airplane was still in Macau. So at least 3 hours delay but they had no idea when the plane was flying to Shanghai and also no idea why it was still in Macau. At the gate, the staff told us it was due to "air traffic" and "weather in Guangzhou". In the end, we boarder at 23:30. I spent 8.5 hours at the

airport. When I came back, I was told by my friends and colleagues that this is very common with Air Macau, thus I am sure I'm not flying with this airline anymore.

Route: PVG to MFM

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: QantasLink

Title: "service was good"

Review: My flight QantasLink flight from Launceston to Melbourne was at 10.40am and I reached the airport at 9am to get checked-in, but there was no one at the check-in counter. I was worried that the flight was cancelled since there was no one attending the counter, but I later found out that it was because QantasLink at Launceston was understaffed and the same lady that helped us with check in also have to handle the boarding process, hence she was busy and was not there for check-in at 9am. We waited for about 20 minutes before she appeared and she was friendly and her service was quick. The plane was an old DHC 8-400, so the interior wasn't too good, but the seats were still comfortable. The flight attendants greeted us with smiles and their service was good.

Route: LST to MEL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alaska Airlines

Title: "Super kind and accommodating"

Review: Traveling musician headed to Tampa for 3 shows. Have my expensive guitar with me and was offered a place to stow it in the flight attendants closet onboard. Huge shout out to Shelly and Shari on AK flight 326 from Seattle to Tampa on 5/21 9:15am! Super kind and accommodating. I cant thank you enough.

Route: Seattle to Tampa

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "nothing short of a disappointment"

Review: I recently had the misfortune of flying with Southwest Airlines, and I must say that my experience was nothing short of a disappointment. From the moment I stepped foot onto their plane, it was evident that this airline lacks the professionalism and commitment to customer satisfaction that one would expect. First and foremost, Southwest Airlines had no regard for punctuality. My flight was delayed once, and then they decided to rebook it for an unreasonably early hour in the morning. This unexpected change disrupted my entire travel plans and left me feeling exhausted before I even boarded the aircraft. It is unacceptable for an airline to make such drastic alterations without a valid reason or proper compensation. To make matters worse, Southwest's servers seemed to be in a state of disarray. Throughout the booking process, I encountered multiple technical glitches and slow response times on their website. It was frustrating to witness a company of this scale failing to maintain their online infrastructure, leading to additional stress and wasted time on my end. The flight itself was another disappointing aspect of my experience. The plane's condition was subpar. Southwest Airlines made a promise to compensate me for the inconvenience caused by their multiple delays and rebooking. They specifically mentioned a \$200 voucher, which I was eagerly looking forward to. However, even after reaching out to their customer service department, I was met with indifference and received no resolution. It is disheartening to be on the receiving end of such false promises, especially when they have a direct impact on the customer experience. In conclusion, my experience with Southwest Airlines was marred by their unprofessionalism, lack of punctuality, technical glitches, and broken promises. I strongly advise potential travelers to consider alternative options and avoid the frustrations and disappointments that come with flying this airline. Southwest Airlines has left a sour taste in my mouth, and I can confidently say that I will not be choosing them for any future flights.

Route: Salt Lake City to Spokane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Level

Title: Level customer review

Review: This was my first experience with Level / Iberia and it was the worst flying experience. The flight to Barcelona, unlike our return flight, was not completely terrible. Pros: we departed and arrived on time, our bags arrived intact, and the entertainment options onboard were great. The WiFi was mediocre, but that's pretty common on most international flights. Cons: the flight attendants were hands down the rudest I have ever encountered. This is the only airline I have encountered that does not provide you with one glass of water on a 12 hour flight unless you request it and pay \$5 for it. The return flight was a disaster. We arrived at the airport in Barcelona almost three hours before our departure time. We were unable to complete our check in online due to a computer error. We had a bag to check anyway, so we figured we'd just do it at the airport. However, when we arrived, the check in line was incredibly long and just got longer after our arrival. The line moved unbelievably slow. No one knew why. There were 5 attendants checking people in - all of them for our flight. They were each taking an average of 10 minutes to check in each party. After an hour of this and having hardly moved in the line, I went to front to find out what was going on and if we were going to make the flight. Found out that the computer error was universal and that no one could check in online. But the fact that this was not communicated to any of us in line made for a very tense situation. I was later told by another passenger in line that an attendant had told her they would hold the flight until everyone had checked in and gotten on board. But they never changed the flight departure time, and as it got increasingly closer to departure time, we all grew more and more worried. Add to this that the airport had poor air conditioning. After over 2.5 hours in line, we finally got checked in. The attendant told us that she hoped we made the flight, but to run, because it was departing in 10 minutes. And we still needed to get through security. So we ran. At the gate? We are trying to hold the flight for you. Please hurry. Once through, then wait in a shuttle bus with 40 sweating passengers to take you to another terminal to the plane. Rushed and pushed by employees and still left an hour late. Once on board, rude attendants unwilling to help with finding carryon space. Onboard no WiFi, completely broken. Freezing cold airplane, even with two sweatshirts on, but you could buy a \$15 blanket if you wanted. Broken food ordering system. No one to collect trash. Then yelled at for leaving it on the floor. And they lost our luggage.

Route: Barcelona to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "The second bag is still in Naples"

Review: My wife and I were returning from a long delayed vacation. We splurged on first class flights. Our flight was supposed to leave Naples, Italy at 0610. Air France sent a heavy aircraft to Naples that had problems getting back out. As a result, we missed our connecting flight in Paris (also an Air France flight) by about 15 minutes. We were rebooked on a Delta flight 5 hours later. When we arrived in Atlanta on Delta flight 085, our checked bags were not on it. We contacted baggage services and they told us the bags were in Paris and would be put on a flight the next day and we would have them by 9 PM. We made it clear that the bags contained prescription medication that we needed. The next day, neither bag showed up, despite repeated attempts to track them using Deltas online system. At 9:15 PM we were told that the bags would be coming in the next day (today). At 1000 today we found one bag loaded onto an Alitalia flight from Naples (they never made it to Paris to begin with), and that it would be transferred to a flight to Atlanta today. The second bag is still in Naples and no one at Delta can do anything to get it moving. They pass it off as the baggage handlers problem not Deltas.

Route: Naples to Atlanta via Paris

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: CSA Czech Airlines

Title: "Overpriced services"

Review: Prague to Brussels. Worst airline I have ever flown. Overpriced services and charging for absolutely everything on top of the basic ticket price. Worse than low-cost airlines.

Route: Prague to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Smile Airways

Title: "recommend this airline"

Review: Gaya Airport checkin was fast. Boarding was smooth and the flight took off on time. The cabin crew was friendly and the meal was delicious. I will recommend this airline.

Route: Gaya to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: PLAY

Title: "hope not to fly again with this company"

Review: The policy in a company should be the same from the beginning. We flew last year with the same cabin luggage and I didn't pay, now from our flight on 20th February, they charge us 80 euros for the same cabin luggage, and we did pay for the big one. I do hope not to fly again with this company.

Route: Reykjavik to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "I was very impressed"

Review: Very pleasant flight with Ethiopian Airlines on Nov 28: Due to a very recent op, I required some assistance from

the flight crew. They were very helpful and kind, I was very impressed. Flight was uneventful and comfortable, food was nice, all good! Addis airport for transfer from previous flight? Chaotic and seemingly rather disorganized. Luggage arrived fast in BKK, appreciated that!

Route: Addis Ababa to Bangkok

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "This company is terrible"

Review: This company is terrible, there was a mistake in my parents name, they got to the airport 3 hours before their flight, the people at the window were not able to fix their ticket. They were told only way they could have the name corrected was by calling customer service, so they called but never got to talk to anyone, they were offered another flight in 3 days. The whole family was already waiting for them and it was impossible for them to wait 3 days. I cant understand why if their seats were already confirmed why they couldnt do the simple name change? We lost that money and Avianca wont refund anything or at least offer a voucher for future travel. They had to buy a whole new ticket with another company and we did enjoy our vacation but not thanks to Avianca.

Route: Mexico to El Salvador

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "arrived 15 minutes ahead of time"

Review: Norwegian flight from Copenhagen to Helsinki on 07feb operated by Jet Time. Departed five minutes ahead of schedule and arrived 15 minutes ahead of time. Due to the shortage of planes Norwegian has wetleased a number of planes from other companies. Because of this issue this flight was operated by Danish charter airline Jet Time with a not

entirely new Boeing 737-700. The plane was a little worn but fine for the short one and a half hour flight, The Jet Time cabin crew seemed to be a little less trained than Norwegians regular crew but they were smiling and helpful if people had questions. In general I would much prefer flying Jet Time rather than facing a cancellation due to the shortage of planes. However if you expect modern planes, decent legroom and wifi you should probably not choose a flight operated by Jet Time.

Route: Copenhagen to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "seats were like rocks"

Review: First and last time with Southwest. Delayed both ways. We were in the airport for at least 6 hours waiting for our flight back home. Finally got back just in time to go to work without sleeping. The seats were like rocks, extremely uncomfortable. Even the app works poorly. Only fly Southwest if there are no other options and you dont have a schedule to keep.

Route: San Antonio to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "impressed with the service"

Review: Johannesburg to Cape Town. I have not travelled on SAA for a while, and I was a bit apprehensive of using them having read some reports on this site. Check in was by machine in JNB. The first contact with SAA staff was in the JNB domestic lounge. Lounge facilities were fine, comfortable seating and good selection of refreshments on hand at the time of visit. (lunchtime) Boarding at the gate commenced slightly early, perhaps due to the bussing requirement to

the remote stand where the aircraft was parked. On board staff advised that the aircraft was only 8 months old. After departure drinks and lunch were served, chicken or beef being the main course choice. Arrival in CPT was on time. Very impressed with the service on this short flight.

Route: Johannesburg to Cape Town

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "helpful and responsive"

Review: Seattle to Beijing. The aircraft is well furnished and equipped with great service entertainment and a large number of movies to choose from. The crew is very helpful and responsive. They fulfilled my ask for additional sheet, drinks, and earphones. Flight took off on time and arrived earlier than expected.

Route: Seattle to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "Always a great experience"

Review: San Francisco to Taipei . Always a great experience with EVA Air. Website, price, food,entertainment, service, check in, luggage, no problems or surprises, 4 times using them. Recommend them.

Route: San Francisco to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "avoid at all cost"

Review: Outdated airplanes, USB ports on seats dont work, many planes are not WiFi equipped. Operations are inefficient. I would avoid at all cost and book with a better airline.

Route: Taipei to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "such a lovely staff"

Review: The ground staff Ms Piyalis at Kolkata behaviour was excellent. She helped us in completing all the process very fast, she was cooperative and very humble. Thanks to AirAsia for having such a lovely staff.

Route: Kolkata to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "The flight itself was good"

Review: Flew on Garuda Indonesia on the GA 863 flight from Jakarta to Sorong. Check-in was not so busy as it was after 21:00pm, however the process was quick as I was helped by Herbert from the Garuda ground Priority Team. He then escorted me through security and into the Lounge where I was put in a VIP Room. When boarding was announced Herbert came and escorted me to the plane, the Garuda Cabin crew were on hand to welcome me and direct me to my seat. After takeoff, a choice of two meals was offered, however I chose to try and get some sleep as it is approx. a 4 hour over night flight. The flight itself was good and the stewardess Putri was quite helpful. The flight landed just after 06:15am local time Sorong. My baggage was delivered very quickly, and I was on my way to another flight. Overall, for

such a short 4-hour overnight flight it was quite good.

Route: Jakarta to Sorong

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Bahamasair

Title: "100% unacceptable"

Review: I fly MVP Gold weekly on Alaska Airlines for work and pleasure. I know a good airline, and I know a bad one.

BahamasAir is a customer communication mess, and worse than any other airline I've ever experienced. You show up at the airport, they don't tell you where the plane is, how long it will take, or if you'll make your next flight or anything that a modern-day airline does without question. Then, knowing the plane is delayed, they don't post the flight delayed until the flight is due to board. To make it even more ridiculous. There is no one at the gate, and the customer service line goes to a voice message. I asked the ticket counter to see if they could get us another connection but she said she could not see the flights. I asked if the airline used the internet and or any sort of modern communication available in the 21st century, she shrugged her shoulders and said no. How can an airline be so unorganized in this day and age and still be able to operate? If you're from the US, save your money and time if the Bahamas is on your list. We could have been on a beach in Italy faster than flying from Oregon to the Bahamas. Costa Rica is faster, Hawaii or anywhere for that matter. This is a mess of an airline and business. At a minimal timeline need to be communicated with reality. The overall Bahamasair experience is 100% unacceptable.

Route: Portland to Nassau via Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkmenistan Airlines

Title: Turkmenistan Airlines customer review

Review: We normally use Turkmenistan Airlines regularly to fly to India. Have been doing for over 10 years. We will never be flying with this airline again. On the way to Amritsar on the 31st July the crew on the flight were so miserable and safety was of no interest. Although we made it clear I couldn't eat meat when I booked the ticket, they ran out of vegetarian food when it got to me. They just dumped whatever on my tray. I asked what it was and they said lamb. I told them I'm vegetarian and I can't eat this. They said it's all finished and snatched the lamb from my hand and started having what I can only describe (due to the tone only as I couldn't understand the language) as a dig at me between each other. They never seem approachable and quite frankly they come across very annoyed if you call for them. On the way back from Amritsar the wait was only supposed to be 2 hours max. The flight was supposed to leave Ashgabat at 1:30pm but didn't leave until 6:30pm. I get that all flights can get delayed but it's the way the issue was dealt with. First of all we were not told that there was a delay and when passengers started questioning they just shrugged their shoulders like they couldn't understand English. Around 3pm they put 4:30pm departure time on the board and when it hit 4:30pm still nothing. Around 30-40 passengers got together to ask where our flight was. The manager said it's gone to Dubai and we asked why. She said she will be back in 2 mins and never returned. The other persons we questioned just kept telling us to go away and were actually laughing at us all. Very offended. There were Turkmenistan Airlines staff in the background looking at us and laughing amongst each other. When I finally got home I realised this is a regular thing. They say 2 hour wait but in fact it's been 5 hours for all three flights which my friends were on because the flight goes out to Dubai and back whilst we have to wait. We were never informed of this at all and if I knew I would never have agreed to fly with them especially because of the prolonged wait.

Route: Amritsar to Birmingham via Ashgabat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Arabia

Title: "same documentation will be refused"

Review: On our first flight from Brussels to Casablanca on Friday 27 November everything went excellent. We had registered ourselves for the flight and received the boarding cards and delivered our baggage at the airport. We have

registered with our valid Moroccan passport and our valid resident cards; they were accepted without any issues at all. We did not get any further notification from the registering team that the same documentation will be refused during the back-flight... On 13 December we had our flight back from Casablanca to Brussels. We had the flight at 07.10 in the morning; we were at 03.30 in the morning in the airport. We have waited until the gates were opened to deliver our baggage and register for our boarding cards, however when we wanted to pass to the gates office to weight our baggage we were intercepted by two Air Arabia agents (one was the responsible of the flight that day and the other was controlling the documents). They refused to let us go to the gates office to deliver our baggage and they stated that our documents were not legal, the same documents that we have used to register in Brussels, our Moroccan valid passport and valid permanent residents cards. We have even double nationality, as we have the Moroccan and the Dutch nationality. When we tried to explain our case to the agents, they became aggressive and started to insult my wife in front of all passengers present in the hall. I went to the Air Arabia office in the floor below but the offices were closed. The agents kept on refusing letting us pass to get our boarding pass while we had a valid ticket and valid documentation, the same documentation that we have registered and used from Brussels to Casablanca. If the documentation was to be refused, then we should be notified in Brussels before even boarding to Casablanca... but that was not the case. The agents were executing police task by refusing us to board, I have registered a complaint at the police office in the airport and the police has confirmed to us that the agents do not have the legal rights to hold us from passing as our documents are valid. If someone should prevent us from passing that should be only the police that has right to. The agents were becoming more aggressive, the responsible as insulted my wife and shouted to her and after went away without giving any sign of presence, time went by and the gates have been closed and the time of flight has arrived (7.10), I could go through and escalate the problem and even prohibit the flight, but because my wife is a heart patient I didnt want to escalate. My wife became unwell and had problems with breathing due to the stress caused by the agents, I have called for the airport doctor and we have waited for him in the cafeteria. When he came she was already better, he has examined her and confirmed she might flight back to Belgium. I have bought new tickets with Royal Air Maroc to Amsterdam as there were no tickets still to Belgium and we had to take the next flight and could not stay longer because I had to go to work next day. At the gates of the flight of Royal air Maroc, that was going to Brussels at the same time (12.30) I have presented the same documentation to the flight responsible and asked if the documents were OK to go to Brussels and she had confirmed it, when I said that the agents of Air Arabia have refused to let us

pass she confirmed that it is ridiculous and there was no reason for that and that

Route: Brussels to Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Level

Title: "customer service was unacceptable"

Review: Newark to Paris. Do not fly with Level. The airline canceled our flight and the customer service following the cancellation and trying to get a resolution to all of the problems it has caused to our travel plans has been deplorable. The soonest Level would rebook us on an outbound flight was four days later, and then Level canceled that flight too, meaning the soonest they could accommodate us was five days after we were originally supposed to fly. They ruined our vacation and we weren't able to travel at all. Level's customer service was unacceptable during the entire process. The night of the cancellation, clueless airport staff kept people standing around for hours trying to figure out what to do. All they kept saying was we had to call the customer service phone number, which was closed. It's ridiculous that customer service phone lines are not staffed at the times flights are operating to handle these issues. It took more than two hours before staff was even able to start providing hotel rooms, and then even then, there were not enough hotel rooms for all of the impacted passengers. Level airport staff were terrible at communicating information during the whole process. Level airport staff told passengers who weren't able to get a hotel room to find their own way to their accommodation and then the airline would reimburse them for any costs. Nope. Contacted Level after the fact and they continue to give us the runaround and try to weasel out of providing the reimbursement (which is required by EU regulations when the airline cancels a flight). More than a month later and they have still not done anything to resolve the issue. Then when we submitted a claim for the cancellation compensation we were entitled to under the EU 261 air passenger rights regulations, Level fabricated some story about the cancellation being due to "extraordinary circumstances" to weasel out of providing the compensation as required by the law, yet they have ignored multiple requests to provide documentation/substantiation of their claim of "extraordinary circumstances", as required by the European regulations. Every time you try to contact Level "customer service" they just copy and paste some irrelevant

form reply and don't actually read or do anything about the issue you e-mailed them about. Avoid Level at all costs. It is not worth the risk and frustration to get burnt by their terrible customer service. Just think, if they stranded you in your destination city away from home for five days or more, not lifting a finger to help you during the process. It's worth the extra money to fly with a real airline instead.

Route: Newark to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet2.com

Title: "Worst experience"

Review: Birmingham to Faro. Worst experience me and my partner have ever experienced. My partner is 31 weeks pregnant and we were off to Faro with our 2 year old for her first holiday. Our flight was delayed by 2.30 hours so we were at the airport for 7+ hours to then be told because my partners fit to fly letter is 8 days old rather than 7 we cant go - on your website it does say it should be within 7 days, but due to weekends and how the community midwife works by us we got it 8 days before as it states on jet2.com it should be under 16 days old from signing date so because we went for 7 days her letter would only be 15 days old on returning. Extremely stressful as we should of been asked at checkin 7 hours earlier and we could of gone hospital to try and get a emergency one. So we reschedule the flight for the next day after spending all night worrying about all this we managed to get a new note. So we get to Faro and are told our transfer to hotel we paid for the day before isn't available even though 2 airports Birmingham and east midlands said it would be there so we had to pay 80 taxi. We get to the hotel at 8pm and the guy at the desk said weve gave your rooms away because we didn't think you were coming it had only been 20 hours from when we should of originally arrived - jet2 should of informed them.

Route: Birmingham to Faro

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Adria Airways

Title: "extremely bad service"

Review: We were 11 people coming in with a short connection to Zurich hoping to continue with Adria to Ljubjana. We were before final call at the departure gate. Other people were still boarding. Adria had decided to rebook us and could not put us back on the plane. I and my wife had no checked in baggage. We had to wait 5 hours for next flight. This was extremely bad service and will do our utmost to never have to fly Adria again. We will also warn all our flying friends.

Route: Zurich to Ljubjana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "All in all an uneventful flight"

Review: I checked in early via self check in and dropped my bag off easily. We boarded about half hour late but being a short flight it didnt matter to me personally. Boarding was split into front and rear boarding. Full flight. Seats a little cramped but ok for this short hop. Coffee and tea were served free and entertainment can be accessed via their app. All in all an uneventful flight. My bag took about half hour to arrive.

Route: Melbourne to Canberra

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "courteous and helpful staff"

Review: Very attentive, courteous and helpful staff. Good food, but the portions could be slightly bigger. My favourite airline as I have flown with many other airlines in the past but none of them beat the quality of service I receive from

Qatar Airways. I am absolutely always excited when flying with them as I have never been dissatisfied.

Route: Bangkok to Zagreb via Doha

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "I will miss my connection"

Review: Last time that I will fly with Turkish Airlines. Flight delayed and I will miss my connection and the rebook is up to 16 hours. The customer service is not efficient and arrogant.

Route: Stockholm to Jeddah via Istanbul

Seat Type: Economy Class

Traveller Type: Business

Airline: American Airlines

Title: "Worst flight experience to date"

Review: Worst flight experience to date. Flight kept getting moved all over then delay for 5 hours until they pushed it to the next morning. After that everyone had to stand in line for over 2 hours to get vouchers for a hotel and food, but the food voucher could barely afford a kids meal at the hotel. Hotel was the only option for food since all of the restaurants and shops were closed. Employees were yelling at customers who have been getting the run around for over 5 hours. No one answered any questions on how to use the vouchers nor did they do anything to speed along the process of giving out the vouchers. Ended up getting the run around for so long I just booked a different flight since they werent really doing anything to fix the issue aside from making everyone wait even longer for a vouchers that they hardly can use. Only customer service that gets made at you for you being upset and their bad service.

Route: Dallas to El Paso

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Luxair

Title: "this flight went very smoothly"

Review: As always, this flight went very smoothly. The flight departed on time, a very modern plane (LX-LBB), the breakfast on board was, although smaller than in previous years, very tasty. The crew were very professional but as always, not a single English announcements. I hope it is only for me, but this really annoys me. Spanish announcements should be introduced as for LG flights to Madrid or Barcelona. On board Wifi would be more than welcome and miles should be earned on this route.

Route: Malaga to Luxembourg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "Our flight got cancelled"

Review: Labasa to Nadi. Our flight got cancelled on the 5th of Jan from Labasa to Nadi due to bad weather. We made about 30 phone calls to Fiji Link both in Suva and Nadi. Each time a different story was told. Absolutely no help has been provided. We were meant to be back at work today. It's 3 days now. We asked Fiji Link to give us a date when we could travel back to Brisbane so that we can inform work. Fiji link failed to do that as well. No supplementary flights have been arranged, we have not received a single phone call, text or email to say they are making arrangements to fly us out ASAP. We even went down to the local airport only to find locals travelling out of the Island. How about those who are visitors here and have to return to work and attend to medical appointments? They fail to answer questions and are not supportive at all.

Route: Labasa to Nadi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Seychelles

Title: "worst air travel experience"

Review: We had the worst air travel experience with Air Seychelles, flying from Antananarivo, Madagascar to Kathmandu, Nepal on 11/4/2016. We had two transfers - Mahe and Mumbai. We were treated like illegal immigrants and forced to stay at the airport overnight because the supervisor on ground in Mahe. We flew from Tana to Mahe. When we arrived Mahe, they refused to issue us boarding passes for our next two connections (Mahe-Mumbai-KTM) because we did not have onward tickets after Nepal. We explained that we are backpackers. We travel by land mostly and plan to cross the border by car from Nepal to India. The supervisor told us she will check and disappeared. When we asked about our flight, she said we still have time and she will not leave us behind. We waited in the airport until 9:10pm when our connection flight to Mumbai was boarding. By that time, we've purchased our onward ticket from KTM to Delhi as we cannot afford to miss the flight. We showed our ticket to one of the staff. The first thing she told us is we cannot boarding our flight because the gate is closed! Then when she phoned the supervisor, who demanded to see our India visa, which was completely irrelevant. We waited there thinking the supervisor will come back to us, but they just let us miss the flight like that! Even after we had all the documents they asked for. In the end, the supervisor never showed up and they did not let us board our flight even though we had the onward tickets. We were dumped in the airport without any explanation. We did not know why we need to show the airline our India visa while we are just flying to Nepal and what should we do for the flights that we've missed. When the supervisor showed up around midnight, she said we will have to wait for the next day to rearrange the tickets and just disappeared again. They tried to send us to a hotel but it was too late, the immigration officer didn't let us pass. Therefore, we were forced to sleep in the airport. The next day we spoke with numerous staff about our issue, including the supervisors and duty managers. None of them helped. In the end, we were able to board the flight that day withy the same documents we had a night before, which means we could've boarded our original flight!

Route: TNR to KTM via SEZ / BOM

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "Friendly and efficient on-board staff"

Review: I was nervous to fly with Egyptair with so many negative reviews but it went really well. Flights on time from Tel Aviv to Cairo and back. Clean and modern aircraft. Friendly and efficient on-board staff. Lounge access (Star Alliance Gold) granted with "OK" experience. The boarding gate was chaotic. It was unclear when we were about to board (lots of flights using same gate).

Route: Cairo to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "distasteful bait-ful experience"

Review: We were monitoring the prices for flights to SIN-CGK for the past two days. Prices were ranging from S\$96 and above. On the third day, Jetstar had added 4 flights/day for the whole Month of Sept 2020 and dropped the price of their tickets by half. We thought it was a luxury to have 4 flights/day in this Covid era. Naively, we bought the ticket for my domestic helper at S\$54. Two weeks later, we received an email that flight was cancelled due to Covid (like it wasn't 2 weeks ago?). Terms and condition: No refund allowed. We were supposed to redeem other flights using credit voucher. No big deal, we would just select the next available date. The thing is the prices have been inflated back to S\$118. This has left me a very distasteful bait-ful experience with Jetstar.

Route: SIN to CGK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "cabin crew was friendly and helpful"

Review: The cabin crew was friendly and helpful. But if you're a tall person don't expect the legroom to be great. I am 5'10 and I wasn't even able to stretch my legs. If you do fly with Jetstar just expect: No inflight entertainment (Unless you're flying the Boeing 787), barely any legroom, my knees were against the seat in front of me. Food can be a bit expensive is recommended you bring your own food. Isn't too bad if you're flying around for 1 hour. Your flying on a lowcost airline don't expect to much

Route: Melbourne to Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "the absolute worst flight"

Review: George to Johannesburg, Sunday 27th January 2019. We missed our flight Kulula to OR Tambo so we booked a flight on FlySafair, when we were booking the man at the counter (George Airport) advised us that the aircraft lands at Lanseria we said no we need to go to O.R Tambo he was adamant that the flight landed in Lanseria so my husband said dont worry we will take the 2 tickets and then ask someone to come fetch us as we reside close to OR Tambo so we bought 2 tickets. When we were checking in the lady in the front said we will be at the emergency exit 16D and 16E and if need be in case of an emergency would we be willing to help, we said yes thats no problem she then advised us unfortunately the emergency exit seats do not have windows, so we said no thats fine. Whilst we were in the queue at check in I got speaking to a lady who was in front of me and she advised me where she lives the area and I said thats the area I live I advised her that is she getting a lift all the way from Lanseria to her home which is close to mine she then said no the plane lands at O.R Tambo. I told her what the person at the ticket counter told me that the plane lands at Lanseria and we already made arrangements to be picked up at Lanseria she then said she hopes its not the case as she already told her daughter to collect her at OR Tambo, she then went to the front to go and ask, she was

advised that it lands at OR Tambo and came back to tell us. I then luckily got hold of my husband cousin to change the arrangements We caught a flight from George to O.R Tambo leaving at 18h00 27.01.2019 last night when we got on board the aircraft the stewards were friendly and well-presented and I told my husband that the plane looks really good with plenty feet space we went to our seats and hello and behold it had a window. Surely the staff who work at the airport should know what they are talking about and should also know where the plane lands We left on time but this was the absolute worst flight I have ever experienced. Whilst I understand that the weather conditions werent great, this was by far the worst flight I have been on, when the Pilot landed everyone clapped thats how relieved they were that the plane had actually landed. When we eventually arrived at O.R Tambo our bag was open, the cable ties we used to secure the bag was off and the Bag was damaged.

Route: George to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "Southwest - maybe fly, maybe not"

Review: Southwest - maybe fly, maybe not. The gambling of your Vegas trip starts the moment you book a Southwest flight. Will you actually get there, or will they cancel your flight? Well, I am not lucky in cards - so my flight got cancelled just because. No inclement weather, no real reason. Just the fact that Southwest is incapable of doing their job of scheduling and has no care for their passengers time nor plans. So what they refunded the money? Thats not what I was looking for - I was looking to see my friend and make memories. But their rebooking is just ridiculous. Delaying my weekend trip until Saturday night, no other options, no other compensation. They are professional at cancelling flights without a second thought and then basically insulting you with their rebooking. I will never book Southwest again, I would rather invest in a reliable airline to actually get to my destination. Now I have a ruined vacation I was looking forwards to for my first mothers day and my only option was to cry about it.

Route: Denver to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "Amazing cabin crew"

Review:

Amazing cabin crew, let me just say. Very attentive, funny and helpful. Very rarely do I see the cabin crew, literally, helping every single person to put their baggage in the overhead compartments. Very friendly wake up calls for food or landing! Very efficient with handing out meals and drinks, and didn't run out of anything, that I know of, on the flights. Seats were spacious and comfy (easily comparable to other big-name airlines). The Rwanda airport isn't impressive, but does offer free wifi and it seems like all connecting flights are only there for a very short layover (mine were 1 hour 19 minutes and the other 2 hours). Prompt boarding times! And every flight we landed roughly 10-30 minutes earlier than we were supposed to. I don't love the flight route, due to there being so many stops along the way, but definitely budget friendly, so can't complain over all.

Route: Cape Town to Dubai via Harare, Kigali, Mombasa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "They never even said sorry"

Review: My son and I were flying RJ 733 to Amman from Riyadh on the 27th June to attend a colleagues' wedding scheduled at 9PM on 27th June 2019. Flight original timing was 12:20PM and changed to 14:10 hours. This change was announced on the previous day itself (26th June 2019). This means that the airlines had enough time or advance notification that there was some problem with that particular flight. When we checked in on 27th, the counter did not say there was any further delay. There was never any announcement but the display board showed a departure time of 4PM, after the original time of 2PM had lapsed. When passengers started to line up and waited in the queue for over 30

minutes, the person at the gate started saying "please go and take a seat" the flight is delayed as it is "too hot" and needs to cool down. All these conversations were happening in Arabic, and I am explaining what I understood. Then later (picture attached) the display board was still showing a departure time of 19:10 hours although the time was already 19:54 hours. The airline made no effort to announce any delays or provide food or any other amenities to the passengers. The flight finally left at 9PM after a delay of 7 hours. This is unacceptable from a flagship airline from Jordan. They never even said sorry, which is appalling behavior! We missed the wedding.

Route: Riyadh to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "unexpected and pleasant surprise"

Review: Istanbul to Ankara. Very capable, smiling, helpful, diligent cabin crew. Seat pitch was very good, although seating was not very comfy. I was alone on a three-seat row. Although take-off was a bit delayed, the flight landed on-time. Pre-bought sandwich was pretty good, prices for drinks are reasonable, thumbs up for alcohol on a domestic short-haul and all these on a low-cost experience. Quite unexpected and pleasant surprise for anyone who has seen European low-cost flights.

Route: Istanbul to Ankara

Seat Type: Economy Class

Traveller Type: Business

Airline: Citilink

Title: "indicate free baggage allowance"

Review: On their website they indicate free baggage allowance for international flights up to 20kg. The airline staff at the airport would not accept this and instead charged me 420 Malaysian ringgit (~£84) for the 15kg baggage, which was

more than my actual flight ticket. I tried to dispute but they weren't helpful at all. Then in-between going to a cash point (because yes they don't accept card) to get the money and pay for it, they increased the fee by another 15 ringgit. They claimed the fee/kg increased when I left.

Route: Kuala Lumpur to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "hand disinfection not provided"

Review: At Condor, there are no security measures regarding Corona Virus. Flights are fully occupied. Masks or hand disinfection are not provided, before boarding, when boarding, or on the plane. The toilets were not cleaned or disinfected during the flight. Zero entertainment program. Uncomfortable and hard seats. All in all not recommended.

Route: Santorini to Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "refunded all travel and receipts"

Review: We were part of the mess at the end of December 2022. Got the notice while we were on a cruise. I immediately booked a car one way realising flights were not an option that time of year, and would be super expensive. I feel extremely sorry for stories I've heard. I feel really bad for the employees of Southwest. Someone needs to get their act together for sure. We were refunded all travel and receipts sent in within 2 weeks. We are good. I hold no grudges.

Route: Ft. Lauderdale to Kansas city

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "This was so far the worst experience"

Review: This was so far the worst experience my husband and I had with an airline! We were on our honeymoon and customer service ruined the whole trip vibes. Due to their overbooking nonsense law, we were informed on the spot while checking in that one of us might not get a seat on the plane. I was put on the waiting list. We called customer service and all what they said was: "we cannot do anything for you". Imagine being on your honeymoon and just not get a seat on the plane. It was a 2 hours flight during lunch time and no food was served.

Route: Naples to Santorini

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "airline is not reliable"

Review: The airline is not reliable. They cancelled our flights and offered a flight one day later with arrival time late afternoon. We had to be in Edinburgh at lunch time and therefore had to book a flight one day earlier. We had to stay one more night and they were not willing to pay for the extra hotel costs (Motel One which is not an expensive hotel at all). Whenever I can fly another airline I will avoid KLM!

Route: Bremen to Edinburgh via Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qatar Airways

Title: "25 hr journey took 45h"

Review: It was the worst trip I made overseas! Booked ticket on Qatar website and on return the luggage from DEL didn't arrive at Doha. The rude staff did not allow me to board flight to DFW! After debating with them that the booking was done by Qatar Airways and any connecting flight was their responsibility, I was finally made to stay overnight. Next day reached DFW and again the flight to my destination was cancelled! They flew me to an airport 2.5 hr away and husband had to drive 5 hr to pick me up. No amount of phone support would help. Very rude staff at Doha making you feel as if it was my fault the luggage didn't arrive. They need better logistics with partner airlines. I trusted Middle East airlines over American but its a mistake. Time tested Delta and American are still dependable. A 25 hr journey took 45h.

Route: Dallas to Delhi via Doha

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "few staff are smiling"

Review: Flydubai used to be always the best option for me and my wife among the budget airlines. Where we use to get a convenient and quick service but now felt like it has been downgraded. As a budget airlines we dont expect to get a premium service but always expecting to get at least a friendly and a professional behavior from staff but now that's also has been dropped massively. Only few staff are smiling and willing to help, and thanks for those staff who are willing to help and support.

Route: Dubai to Kathmandu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "I will avoid this airline in the future"

Review: The airline is fine if there is not a problem, if you dont mind many needless indignities and discomforts, but its

a terrible airline if anything goes wrong. Just experienced a two hour delay due to a late arriving aircraft and there was no communication from the airline, nothing on the airport screens, and no information available through the app or flight tracking sites. Even the delayed incoming flight could not be found. When arriving at Orly, the buses us into a non-Schengen gate, where we all had to go through passport control despite this being a Schengen area flight. Bags also took a long time to be delivered. The crew is nice, but the seats are cramped and the cabin was filthy. The fare we paid was the same as Air France on the same route, even though its sold on the same website, belies the complete lack of services. I will avoid this airline in the future.

Route: Athens to Paris Orly

Seat Type: Economy Class

Traveller Type: Business

Airline: Germanwings

Title: "never been treated as badly"

Review: I have been a frequent traveler for 15 years and have flown every distance and cabin from first class to budget. Yet I have never been treated as badly as on today's Germanwings flight from Düsseldorf to Vienna. The purser was outright cruel.

Route: DUS to VIE

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "really disappointed with the overall experience"

Review: Brisbane to London Heathrow via Hong Kong with Cathay Pacific Airways. Considering the premium seats cost almost 4 times the economy seats, I was really disappointed with the overall experience. Meal was exactly the same as what you receive in economy, as is the amenity kit. When compared to PE in Qantas or BA, this lacks a lot (you get

meals and drink service more in line with business class on those carriers). The only advantage if you are a OneWorld Emerald or Sapphire is getting access to the Pier Lounge at Hong Kong Airport, otherwise if you don't have status and are looking for an upgrade other than just some extra leg room then I wouldn't recommend this. WIFI also didn't work on all 4 return legs of my flight, despite there being a WIFI symbol on the walls. You would be better off spending your money on China Southern Airlines business class seat for a similar cost (and get a lie flat seat) or paying for economy on one leg & business on the other (with any airline). TIP: Also avoid the front row aisle seats in premium - I don't really have long legs (5ft6") and yet the air hostesses still knocked my feet every time they came through the door from business, waking me up at least 4 times despite my legs not sticking out on the aisle.

Route: Brisbane to London Heathrow via Hong Kong

Seat Type: Premium Economy

Traveller Type: Business

Airline: Philippine Airlines

Title: "Highly recommend this airline"

Review: Pleasantly surprised. Staff were fantastic. Very accommodating. Food was ok. Comfortable seat, entertainment much better than Qantas. This was such a better experience than flying with Qantas. Highly recommend this airline

Route: Sydney to Hong Kong via Manila

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "so compassionate and helpful"

Review: I flew out from Denver International to Fort Myers, Florida with my 2 young great grand kids. For verification I asked an off duty Flight Attendant what gate we were to fly out of. She looked at my ticket and told me C25 and pointed. We made our way over with me hobbling in horrible pain as it was hard to walk. As it got closer to the time to board I

didn't notice any signs of Ft. Myers, Florida so I went to the desk and asked the gentleman what was going on. He looked at my ticket and said I misread it and that my gate was C64 - the opposite end of the airport. We took off at a dead run and ran the whole way even through 3 conveyor walk ways while he radioed ahead that "there's a woman and two children running your way." All I could think about was making this flight. As I got closer I heard 3 times, "Flight 1383 to Fort Myers is fully boarded and if you want to make this flight then you need to come now or the door would be permanently locked." I was frantic. When we got there the gal taking the ticket asked me how I felt and that I was blue around my mouth and she needed me to get stabilized with oxygen before she would let me on the plane. I received oxygen for about 10 - 15 minutes then boarded. Two flight attendants not only held the plane for me but saved me 3 seats together in the back of the plane. I've only flown Southwest except for one time with Frontier. I will always fly Southwest. I love Southwest and their cancellation policy, baggage perks and loyalty points with my membership. Thank you to the flight attendants for helping me in this pinch. You were so compassionate and helpful, above and beyond the call of duty. You are assets to Southwest. Thank you to the Pilot and other crew members. I hope I didn't cause anyone to miss a connecting flight as we were delayed.

Route: Denver to Fort Myers

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "nothing but silly issues"

Review: Right from the get go, nothing but silly issues with this joke of an airline. From rude check in staff to unrealistic baggage size requirements to delayed flights this airline is not worth the reduced ticket prices. We tried to take a personal item on board which is actually designed to fit under an aircraft seat and have flown with it multiple times with many other airlines. They made us check it because it had wheels and a handle, which cost us an extra \$100. On the way back they required my duffel bag carry on to be checked due to "size restrictions" even though I had just flown with lynx and used the same bag as a carry on with lynx on the flight in. Pretty sure this is a scam. I've never seen an airline perform this badly.

Route: Halifax to Edmonton

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air New Zealand

Title: "no response to the reimbursement request"

Review: Not Verified

Route: Amsterdam to Christchurch via Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: Arriving at Orlando airport there was nothing less than disorganized chaos by the check in. Staff were extremely slow for simple bag check-ins as well as unfriendly and unprofessional. Flight was delayed 4 hours because the crew needed time off. Does US Airways only have one crew available? The flight finally got off the ground 4 hours and 45 minutes later than scheduled. Because I was just taking a day trip to Philadelphia to drop off someone who had a 10 hour layover it ended up being a waste of money for me. For my return flight from Philadelphia they announced that there would be a 10 minute delay because - you guessed it - they were short on personnel. The 10 minutes turned into over an hour before they could get a first officer and 2 flight attendants. The service on board on both flights was poor. The attendants were cold and impersonal. The gate personnel at Orlando were the absolute unfriendliest I have seen in over 45 years of flying. US Airways used to be a good airline that I enjoyed flying with, but since the fusion they are just a shadow of what they used to be and even worse than their partner American Airlines. I won't be using them anytime in the near future again.

Route: Orlando to Philadelphia

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "Will not book Go-First again"

Review: Worst airline. This is the 2nd time we have experienced, that Go-First cancels the flight at last moment, leaving the passengers with no choice but to book other airline at higher price at last moment. Will not book Go-First again.

Route: Ahmedabad to Bangalore

Seat Type: Economy Class

Traveller Type: Business

Airline: KLM Royal Dutch Airlines

Title: "Very nice airline"

Review: Very nice airline, seats were clean, comfortable ground service went well. Cabin crew was very nice. Flight on time. Amsterdam Airport was good. Food in flight was good. WiFi was ok.

Route: Los Angeles to Delhi via Amsterdam

Seat Type: Business Class

Traveller Type: Business

Airline: French Bee

Title: "prevented me to board"

Review: Paris to San Francisco. Customer service is non existant, they send you from one counter to the other hoping youll disappear! I had a reservation on a flight back to San Francisco from Paris and they prevented me to board the

flight claiming I refused to pay the penalty fee. I gave the agent my CC on the phone a week prior of flying and if problem there was, they had my cell and was reachable in Paris at all time. I missed X-mas back home and now stuck in France waiting for the next flight, they are asking me close to a full fare to board a last minute flight.

Route: Paris to San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LOT Polish Airlines

Title: "Cabin was not cleaned"

Review: Flights delay, bag destroyed, poor entertainment system quality, poor selection and availability of food on board and grumpy crew. Cabin was not cleaned after each service. The cabin was completely dark even when it was a morning flight. Horrible English PAs.

Route: Vienna to Seoul via Warsaw

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Finnair

Title: "this flight was still ok"

Review: Check in in Riga was fast friendly. Although noisy ATR is not my favourite aircraft, this flight was still ok. The legroom was decent and you have a nice view if seated by window. Two FAs were super friendly with smiles. One of them spoke Swedish too which is quite rare nowadays. The approach was a little bumpy but such things happen. Arrival on time.

Route: Riga to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "allows no personal bag"

Review: Marrakesh to Paris. The only airline that allows no personal bag, and makes you check small baggage and then charge you 50 USD for the abuse. No leg room, knees get crushed if over 6ft (182cm) maybe not the worst 3.5 hours of my life, but top 10. I wish that they were in my home country so I could avoid purposely ever using them again, sadly they are not.

Route: Marrakesh to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "Arrogant customer service staff"

Review: Arrogant customer service staff. I was not informed by Malaysia airline that my flight was delayed from 930am to 230pm! When I realised the delay at the airport self check in counter I went to a counter and the lady raised her voice with frustration and repeated, You want info is it? I told her yes I need info on my flight. She just simply told me off that this is not info counter and asked me to head to the info counter in front. The info counter has no idea what's going on with the daily routine and pushed me to seek help from another counter C and D. When I got to the counter, they were puzzled why I am there. The whole ping pong game goes round for another 2 counters. In total I need to go 5 counters just to know my flight is confirmed delay. Really one of the worst airlines that can simply just spoil your trip instantly.

Route: Kuala Lumpur to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "Never flying them if I can avoid it"

Review: London to Dushanbe via Astana and Almaty. 2.5 hrs delay at Heathrow due to broken brakes. No TVs, chargers or AC on the very old plane. Due to the delay I missed my connection and am stuck in Almaty for 2 nights which I assumed Air Astana were paying for, but the hotel they've just put me up in have just come and asked for payment. Total shambles. Never flying with them if I can avoid it. Staff all very friendly and helpful.

Route: London to Dushanbe via Astana / Almaty

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Niugini

Title: " the most appalling airline"

Review: Without any doubt this is the most appalling airline I have experienced. Think Jetstar and it's even worse. 3 hours sitting on a dirty run down aircraft before we could get a glass of water. That of course included sitting in the heat on the runway for an hour before leaving. I've now just experienced their check in a return flight. Only 2 people waiting and it took 30 minutes before I got to the counter. If you have any option choose that, even if it is Jetstar.

Route: Brisbane to Port Moresby

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sriwijaya Air

Title: "this new route is promising"

Review: Tanjung Karang to Yogyakarta is actually a new route. I was required to fly from Bandung to Yogyakarta, but as an aviation geek, of course I wanted to fly the longest and farthest. I found that an early flight to Tanjung Karang from Bandung is possible to be connected with Sriwijaya Air's flight to Yogyakarta. So I booked it. How was my flight?

Departure time was 15.20 LT. But when I arrived at 13.20 LT to secure my favorite seat (emergency exit, window), I was told that there would be a delay. I was expected to fly at 17.00 LT. I didn't mind, especially as beside me, there were 150+ passengers of Lion Air who were supposed to fly at 08.00 LT to Jakarta but still stranded at the airport. A 1 hour 40 minutes of delay for me was fine. Check in went smoothly. I got my favorite seat. The ground crew gave me snacks for the delay compensation. I boarded first. The flight went okay. The food was nice (a cup of water and a slice of cheese bun). Getting my baggage was another story. The conveyor belt was merged with NAM Air's flight from Jakarta. It took 35 minutes for me to grab my luggage. Overall, this new route is promising.

Route: Bandar Lampung to Yogyakarta

Seat Type: Economy Class

Traveller Type: Business

Airline: Eurowings

Title: "no response to my inquiry"

Review: I was informed of a last minute significant flight change (Date and Departure) 16 days prior to the new flight date. I attempted to speak to a customer service rep as soon as I could, but the line was either busy and magically disconnected while on hold, so submitted an online inquiry to let them know the flight is not to my convenience. Not to mention that all the notifications were made in German. Of course no response to my inquiry at all and I was excited when the line finally put me through today, but this representative told me that only option that I have is to change the flight before the departure, then he hang up on me when I was asking him a question. I even listened to the recorded conversation before writing this review to make sure there was nothing wrong on my end. I am sorry for what they have to go through with the current situation with COVID-19, but it would not justify this kind of poor customer service they provided. I do hope all of their business would change for the better if they survive.

Route: Cologne to Budapest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartWings

Title: "Worst experience ever"

Review: Prague to Copenhagen. 1 hour late, No information off why or excuses. Their English Are horrifying. You can't hear what is said in the speakers. Worst experience ever. After Landing on the runway, 3 passengers begin to take their luggage.

Route: Prague to Copenhagen

Seat Type: Economy Class

Traveller Type: Business

Airline: Silver Airways

Title: "lack of doing their jobs"

Review: I booked my flight to Orlando and back to Charleston, SC for a healthcare conference for Thursday, March 24th - Monday, March 27th. It was no problem with Delta to get to Orlando easily and smoothly but once Monday came, Silver Airways was a nightmare and continues to be. First thing, flight got delayed and delayed and delayed so we ended up with an email saying 7:12 pm flight out and then their website saying 6:11 pm the former delay prior to this. (Our flight time out of Orlando was originally 2:35 pm. Thats fine, flights get delayed I get that. No problem. So as we stood in line for over an hour, we began to realize we werent moving and still not moving much and we were going to miss our flight. The people all in front of us were angry because of the lack of service and common sense the Silver Airways staff showed. The lack of simple Im sorry that your flight is cancelled, but heres what you can do didnt exist and when it was our turn and we had just missed the flight, this is about 7:15 pm now, we walk up and speak to the agent who has no idea what to do and says that. Literally says to us I dont know what to do and what you want me to do excuse me? So after asking her what can we do? How do we re-route? She informs us in a nasty tone and attitude that they dont do that. They didnt help. They didnt do a thing and refused to help. Then when I shared that I booked with Expedia, she said thats not their fault or problem. I cannot believe this. The attitude. The lack of help. The lack of doing their jobs and no refund thus far. Weve made a few calls and Expedia stated today at 5:00 pm, I needed to call the

Silver Airways phone lines which both lines no one answers on. No one. The 801 # just puts you on hold while the 954 # is disconnected. Silver Airways, you owe me my flight \$448.98 and a hotel stay since I had to go find out at another airline (American Airlines) to go home and had to wait the night out the Hyatt Hotel at the airport.

Route: Orlando to Charleston

Seat Type: Economy Class

Traveller Type: Business

Airline: Flair Airlines

Title: "a stress free flight"

Review: This airline was great for my return trip from Toronto to Edmonton in 2023. The flight left on time. The staff were helpful and friendly. There was no waiting on the tarmac to leave the place. I was allowed to board last cuz Im a bit claustrophobic. Inexpensive ticket price. Staff were so nice! I bought a coffee for about \$3 and it was fine! Thank you Flair for a stress free flight and on time.

Route: Edmonton to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "last time I will ever fly Avianca"

Review: I was able to get a digital boarding pass online. When I was able to board, I was told I have to get a physical pass. Why would they issued me a digital boarding pass and then required a physical one. No free food, no free drink for 5 hours flight to San Salvador. Not even one drop of water. You want it, you pay for it. I cant believe for such a long flight, Avianca cant even provide water. I flew back from San José to Los Angeles on Delta. It used 757. It has a screen for every seat. The flight attendants rolled down the cart twice offering snacks and free drinks 1 hour after departure and 1 hour before landing (no alcohol which is fine) for a 5 hours 45 minutes fight. In between a flight attendance has a tray

with many cups of water walking down the aisle. I dont like airline that nickel and dime me. That was the last time I will ever fly Avianca.

Route: Los Angeles to San Jose via San Salvador

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "they could not provide any hotels"

Review: Our flight was delayed from for 3 hours it then took off and diverted to a different airport 3 hours later. It stayed here for another two hours due to weather conditions (which happens) what was not acceptable however, was not providing any food. By this point my children hadn't eaten since midday and it was now 9pm. It then finally arrived at Munich at 2230 and we disembarked at 2300. Told to head to the service desk to see what was next, especially since a lot of people including us had missed their connection flight. The queue was huge and the very helpful help desk closed at 0000 before most people could get any information. A tannoy announcement came over saying they could not provide any hotels, but people could either get a hotel and then claim it back or were welcome to stay at the airport, on the floor, and check on the flights at 0600 the next day. No substantial food was offered. A twix and juice carton was provided to substitute the missed meal. We opted to go for a hotel as we had young children. Unfortunately the taxi queue was also huge! To make things worse it was outside in the snow, and well into the minus numbers. What turned this experience from awful to utterly ridiculous was that we had barely any warm clothes as our final destination was South Africa in the summer. We had to wait an hour before we could get a taxi. We were not allowed to collect our baggage which we may have been able to add a few more layers, as it had been transferred to the flight tomorrow. Or so the tannoy said. We were unable to confirm this, as previously mentioned, the help desk closed. I checked on the app and it did appear that we were on the same flight the following day. I was unable to reserve seats to ensure we were sat together as the flight was less than 24 hours away, but that was a task for tomorrow. That morning I discovered that I had in fact been kicked off that re-booking. According to the app I had now reached my final destination and so the seats were now vacant and booked by someone else. I attempted to use the app, online portal, the live chat and calling up the help line number,

none of these could help and told me I had to go the the service desk in the airport. I then spent from 0945 till 1205 in a queue to speak to one of the 5 people working in the service help centre (I was number 3538 and when I got there it was at 3342) there were 12 desks for attendants to work from, but Lufthansa decided that the queue trailing the length of the airport only justified half filling those positions. Finally I was told that it was a glitch in the system and that there was nothing they could do about it but would book me in for the following day. So me and my family had to spend another day in mid winter with no warm clothing. Luckily the there was no issues with the next flight, except that our luggage was temporarily missplaced. We did manage to recover it and headed out for our holiday thinking that the worse was behind us. This was just the outward journey. The I was informed on 4pm the day before the flight home. It had been cancelled! I spent 4 hours on hold to get in touch with the ever-so-helpful Lufthansa online chat number 372 in queue! They informed me that the link flight from Frankfurt was cancelled due to bad weather condition and would not find a replacement flight.

Route: London to Cape Town via Munich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "very easy pleasant flight"

Review: Just returned from Orlando to London Gatwick with Norwegian. This was a last minute booking as we had an emergency back home, I was doubtful about using this airline however due to the issue back home I had little choice so we booked with them. I can honestly state that my doubts were unfounded and we had a very easy pleasant flight, everything went as it should. Food was as expected for airline food. We will definitely use this airline again without hesitation. Well done to you all at Norwegian keep up the good work.

Route: Orlando to Gatwick

Seat Type: First Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "flight left 50 min"

Review: The flight left 50 min. Early and I now have to pay for another ticket home. Absolutely absurd. Avoid this airline at all cost. As I called home to inform my status the departure time still hadn't arrived and the plane was in the air. Unbelievable. Not a trustworthy company

Route: Vancouver to Edmonton

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "One of the best airlines I've flown with"

Review: Tokyo to London Heathrow. One of the best airlines I've flown with. Clean aircraft, very good food and cabin crew at your service, making sure you are comfortable and dont need anything. And I was in Eco class. I had the chance to chat with the crew during the flight, attitude free, very simple, but sharply professional. The inflight entertainment can be improved but the essentials were there. The flight was slightly delayed but the crew on the ground kept constant communication and we ended up landed early. I will definitely fly again with JAL.

Route: Tokyo to London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "charge for rescheduling"

Review: Bengaluru to Mumbai. I booked AirAsia India flight for 18th Dec 2019. I wanted to reschedule it. When I called airline to ask for cancellation first they told they can not reschedule it. They are taking 2000 rs penalty charge for

rescheduling. This is an unreasonable demand.

Route: Bengaluru to Mumbai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "entertainment is not what it used to be"

Review: Eva Air's slogan 'Striving for Perfection' is a strong strap line yet standards have fallen since Covid. I have used Eva on the London to Bangkok route since they started flying from Gatwick in 1994. Unfortunately my first post Covid flight there are a number of issues which need to be addressed. The In-Flight entertainment is not what it used to be with limited choice and a really difficult navigation issue where one has to select ones mood before a small choice appears. Food was mediocre and the vegetarian bread roll is served cold yet standard fayre comes with a hot roll. The evening meal was excellent with fresh salmon and potatoes but my breakfast hash was disgusting.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "I would fly with them again"

Review: As someone who does not enjoy flying, Avelo Airlines was a good experience for me. I was worried about being on a cheaper flight but everything seemed similar compared to a non-discount airline. The customer service of the flight attendants was great! They were very personable, friendly, and helpful and made me feel at ease. The only downside was that there is no offer on food or drink on the plane, but it wasn't a huge deal for a short flight. The only other negative comment was that the plane was overbooked, so 3 passengers had to opt out of their ticket. Overall, Avelo was a good experience and I would fly with them again!

Route: West Palm Beach to Wilmington

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Algerie

Title: "will not fly Air Algerie again"

Review: I returned on the flight from Algiers to London Heathrow on the 20th December - the flight was over 3 hours late it was scheduled to take off at 10.20am, however 2 hours later no sign of taking off, no information given for the delay, no refreshments offered and worst no apologies specially since the staff where hovering around passengers like zombies. Anyway 2 hours later a call on the speakers said that all Air Algerie passengers should go to gate 16 for an immediate take off which was at the other end of the airport - everybody rushed to the gate thinking that we will be on air in few minutes. When we got there was a long queue and no sign of the aircraft the staff where sitting there like zombies and there was no explanation offered for the delay - about an hour later a very painful and very slow gate checking process started. Still no information on the delay however by that time it was too late anyway, the transfer to the aircraft was by bus and I waited to the last moment to present myself to the gate desk to avoid stuck in the queues unnecessarily. The waiting in the bus was like for ever and to make matters worst it seems the bus did the tour of Algiers to get us to the aircraft because it was at the other end of the runway. When I got in the aircraft I asked why the delay and I was told it was due to the baggage handlers strike. I asked why didn't Air Algerie offer any information, explanation, refreshments or apologies I was told that even the staff didn't know as they where told to carry on with their duties. Still nobody apologised until take off by the captain which was at around 13.30pm. I have championed Air Algerie over other carriers like British Airways but I am extremely disappointed and to add insult to injury I have paid £50.00 more than traveling with British Airways for the same journey. I can promise you that I will not fly with Air Algerie ever again.

Route: London to Algiers

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "what a joke of an airline"

Review: Terrible, terrible airline. We had this flight booked ages ago, night before we get an email advising that this flight has been cancelled and they have re-booked us on a flight the next day! No mention of hotels, compensation etc. We are on a long holiday from Australia so this would mean having to book an extra night in one hotel and losing a nights accommodation at our next one in Lisbon, not to mention losing a days travel. There was a flight earlier in the day with seats available but their system would not let us change to that so we eventually had to cancel our original tickets and I managed to book us on a flight a night earlier, mind you this is whist we are making our way to Milan from San Marino. Luckily we could cancel our hotel near Milan airport and book an extra night in Lisbon at a different hotel to the on were are staying at for a week. We were going Business class as a treat and at the boarding gate the agent who also checked us in at Milan advised us that we would not be getting meals on the flight as we booked too late for them to add meals for us, even though we booked that flight that morning. The agent could have told us this when we checked in and we would have eaten in the lounge but she forgot to tell us! Once on board the crew told us this again. We had to ask if we would be given anything from economy and she came back and told us we could have 3 items from the purchase menu (big of them!). Crew were nice but a bit stand offish when we boarded. We were lucky that one passenger in business class didn't eat so we got their meal which wasn't much but better than nothing. I now know why people in Europe rarely bother paying for Euro business class, it is a joke compared to other airlines. No inflight entertainment and you have to ask the crew for everything like they are doing you a favor! Of course we now have to chase our refund we had to submit even though TAP cancelled our flight. We asked at Lisbon airport and were told we have to submit it online ourselves as they only sell tickets at the airport and there is no one to help you anymore, what a joke of an airline.

Route: Milan to Lisbon

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: AirAsia Philippines

Title: "I still dont have refund"

Review: Booked flight to connect with my international flight arriving in Manila. Airasia brought forward the flight to a time which I couldnt make due to my flight arriving later than the rescheduled time. Tried many times to get refund but just get invalid claim due to flight not being cancelled by AirAsia. There is no way to get in touch with them to get refund. I still dont have refund.

Route: Manila to Tagbilaran

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "Really disappointing service"

Review: I had a terrible experience with these guys. Flight came 4 hours due to medical emergency as they said we understood but they didnt carry none of our luggage. Whole passengers arrived at destination without luggage. It took 3 days to get out luggage that too we were helped by our friends working in Abu Dhabi airport. No Air Arabia staff showed up or came for help. The only response was from call centres we called, they were asking to email Air Arabia but ended up receiving your situation is handled. Really disappointing service.

Route: Kozhikode to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ZIPAIR

Title: "they would refund me the tax"

Review: I got covid while visiting my brother for a wedding in Arizona. When I tried to reschedule my flight they refused, stating they would refund me the tax in 2 months time. I now have to spend another \$500 for a new ticket on top of the \$320 total for PCR tests.

Route: Los Angeles to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "Worst airline ever"

Review: Worst airline ever and Ill never fly with them again. Our flight was canceled and they rebooked us with Jetstar however couldnt provide us with the booking reference number therefore we were unable to check with Jetstar and wasted a whole day at the Hamilton island airport. Their service staff left work at 9:45 am in the morning and contact center staff just kept telling us to ask the airport service desk which is ridiculous. Ill recommend Jetstar as even if they might cancel your flights they can put you on a Qantas flight as long as there are seats available. Leave Virgin alone until they learn how to treat their passengers correctly.

Route: Hamilton Island to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aegean Airlines

Title: "lost all our luggage"

Review: On the way to Santorini airplane lost all our luggage - 3 bags! They found it after 4 days. On the way back they lost another bag! After 12 days they cannot find it. Lost luggage department at Florence Airport provided us with email address and phone number. All our emails are bouncing back.

Route: Santorini to Florence

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "Very bad experience"

Review: Very bad experience. The flight was delayed almost 4 hours. Had to pay for all refreshments which were ridiculously expensive although their policy said the refreshments were free if the flight was delayed more than 2 hrs which was. I will avoid this airline in the future.

Route: Milan to Stansted

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Panorama Airlines

Title: "into defrauding passengers"

Review: Mikonos to Rome. This airline is into defrauding passengers. I bought my ticket with Flight Network on line. When I got to the airline counter I was told that there was a difference between my name in my passport and on my e-ticket. But there wasn't! My name on my e-ticket was as in my passport. I was told that I had to pay additional 50 Euros and sign a document that I agreed with the charge to take the flight, otherwise I would not be able to get on the airplane! I have tried to get the money be refunded to me, but wasn't able to.

Route: Mikonos to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "came late and miss the flight"

Review: Gold Coast to Melbourne. Zero customer service. Staff so rude. First they sell cheap tickets online later they charge money when u check in. Their staff will not help you they will not listen you. We get their on time to board our

flight. We was unable to self check in system was not working . We ask for help their staff told us to process to counter where we had a few people ahead they made us wait more then 40 min. And then said sorry you came late and miss the flight.

Route: Gold Coast to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ultra Air

Title: "Nothing to complain about"

Review: Check in at San Andres had to be done at the airport since I had a bag to drop off, the line was very long so I waited about 40 minutes. Since there are no drinks or snacks available for sale on the plane I bought some stuff at the airport to bring along on the plane. Flight back to Bogota was quite smooth, quiet and easy. I flew back on the same plane that had brought me to San Andres. Nothing to complain about. Cheap option to San Andres and very efficient.

Route: San Andres to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Namibia

Title: "happy with the overall experience"

Review: Windhoek to Frankfurt. After having read reviews I was prepared for bad service and problems during the flight, but luckily everything was fine and I am quite happy with the overall experience. The aircraft is spacious and clean, seats are comfortable and have a pillow and a blanket for each passenger. The crew was 50% very friendly and 50% not so ("good cop, bad cop"). The food was quite good; however, it might have been better, maybe a dessert could be added. Big selection of drinks but only one type of juice (orange). On the long overnight flight, dinner and breakfast have been offered. During the flight, the crew also offered water. The entertainment system is still not working; it seems

to be a persistent problem that the airline is not willing to solve.

Route: Windhoek to Frankfurt

Seat Type: Economy Class

Traveller Type: Business

Airline: South African Airways

Title: "Most staff were indifferent and rude"

Review: Dreadful Business Class - Will never fly with SAA again. Previously one of top three airlines in the world SAA, Swiss Air and Singapore Airlines. Flew Perth to Johannesburg to Perth on old tired planes. The seats folded down and were lumpy like camping beds with a too short thin quilt to lie on, one small pillow and cover. Both seats did not initially work. The seat was much too short for my friend who is approx. 6 ft so he had to sit up most of the way unable to sleep. Most staff were indifferent and rude. Not one piece of fruit. This is not acceptable, we booked on Virgin and were disappointed.

Route: Melbourne to Perth via Johannesburg

Seat Type: Business Class

Traveller Type: Business

Airline: Air France

Title: "still fight them for the proper compensation"

Review: My original flight had mechanical problems while in flight, so we diverted to Milan and endured hours of delay in getting to our final destination of New York-JFK. It was an awful ordeal. I submitted a delay compensation request back in January, and they finally approved it in September (more than 8 months to process!), but only for one of the two passengers in the reservation. I supplied them with all of the documentation they requested for both passengers. They have been unfriendly and unhelpful in getting to this point, and now after eight months of waiting, they are making me still fight them for the proper compensation amount. All I'm asking is that they follow the standard regulations set forth by

the European Union. Nothing more, nothing less.

Route: Milan to New York via Paris CDG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "ground service team were so helpful"

Review: Flew Jakarta to Tokyo Haneda with my family on the 23.40pm on GA874. Garuda had arranged a pick up from my home to the airport and two ground support staff were waiting at check in to assist when we arrived. Check in was very quick and we were then assisted through immigration and into the lounge. When time came for boarding the Ground support team were on hand to help and assist us. The ground service team were so helpful all the way from following up with pick up driver, check in support, assistance through immigration and boarding the flight. The service was exceptional, therefore I would like to thank Rebecca and her team who are really dedicated to ensuring that their passengers are well looked after. As it was over night flight we all went to sleep, however prior to bedding down the cabin crew came around and took our meal section for breakfast. They started serving breakfast approx. 1.5 hours prior to landing. The selection of food was excellent and was very well presented. My young daughter woke up late, however the on board chef prepared some hot food to take away as we had a connecting flight and she could eat in the lounge. We landed in Haneda on schedule and we were met by the Haneda Garuda ground support team who helped and assisted us through immigration and check in for our onward flight. Overall it was a great trip due to the outstanding 5 Star service from the Cabin Crew and Ground support teams.

Route: Jakarta to Tokyo Haneda

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "extra \$46 to take my carryon"

Review: Melbourne to Brisbane. Worst airline Ive flown with. Ive never seen an airline with a carry on weight limit and they made me pay an extra \$46 to take my carryon onto the plane. I will never travel with this airline again.

Route: Melbourne to Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jazeera Airways

Title: Jazeera Airways customer review

Review: Kuwait to Mashhad in April 2015, A320 aircraft. Flight on time, seat was comfortable. No personal screens onboard this aircraft. Food was good for 2hrs flight. Return flight was similar standard.

Route: Kuwait to Mashhad

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cubana Airlines

Title: "scramble for seats"

Review: CU977 from Holguín to Havana scheduled for check in at 2100, flight at 2300 on Sunday 17 April 2016. Taxi was early so we arrived to check in about 19:20. At 2100 uproar as about 120 passengers advised that the flight was delayed. About 2230 advised that plane would not be arriving but two other smaller planes would be sent. Allowed to check in then sent to sit in freezing cold departure lounge (in middle of Cuban heatwave) - aircon thermostats set at 16 deg and no amount of requests to staff would persuade them that the thermostats could be comfortably raised to about 21deg. At about 0230 on 18th April a lonely Aerocaribbean ATR 42 arrived and there was a mad undisciplined scramble for seats. The one in front of me was broken and the seat back was down onto my leg. I have a bad knee - not good. The very tired looking Stewardess was helpful and swapped our seats with a mother and short legged child, safety

apparently was not a priority - the seat had obviously been broken a long time as were several others! Eventually got to Havana where we waited for luggage. Our booked taxi had long gone home! One good note, the landing in the dark at Jose Marti Havana was superb, hardly felt contact with the runway. Big thanks to pilot for safe uneventful flight in a smelly and poorly maintained cabin.

Route: HOG to HAV

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germania Airline

Title: "comfortable, clean and punctual"

Review: Manchester to Tromso with Germania. First time my husband and I flew with this airline. Aircraft was comfortable and clean and punctual. We paid £25 each at checkin for extra legroom seats,the only passengers to do so. We would not recommend paying this though as our experience was that once onboard the aircraft extra legroom seats were freely available. We witnessed one passenger shortly after takeoff sit in an extra legroom seat across from us! The airline refused to refund us and the CEO will not deal directly with passenger complaints.

Route: MAN to TOS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "I need to buy a new ticket"

Review: I am flying from Berlin to Istanbul to Tbilisi. My flight Istanbul-Tbilisi is delayed and my initial plan was to reach to Yerevan from Tbilisi with a taxi. So I see on flights board: Istanbul-Yerevan. And I buy that ticket to take care of me. A

week passes in Yerevan and when I arrive to Tbilisi they tell me they cannot you check in, because for us you did not fly to Tbilisi so you need to either pay a fine or I need to buy a new ticket. I bought a new one.

Route: Tbilisi to Berlin via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "PAL is a major let down"

Review: PAL is a major let down, what a real shame to the flag carrier. If you need to connect flights, make sure that you book a flexible or refundable ticket because PAL is never on time. Our flight from Manila to Tagbilaran was delayed by 2 hours, and the same on the return sector. We have connecting international flights which are in a different terminal, so surely well be missing them considering the traffic in Manila no matter youre only going to the terminal next door. Take a good look at your operations, when you cancel/reschedule a flight there are tons of inconveniences to us customers, ie. Car rental extensions, pick up schedule changes, time management of people that are dropping us off, hotel checkout time plus missing our connecting flights more importantly. Flying with PAL is like playing the Russian Roulette.

Route: Manila to Tagbilaran

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "the worst experience"

Review: Hanoi to Singapore. Tigerair has been the worst experience in my life. I bought two tickets for a Hanoi to Singapore flight, scheduled on July 13, 2017. Departure time was 4:20 pm. When I arrived at the airport my flight had left at 1:00. I was never notified. During my long trip through Southeast Asia, there were changes in my flights with other

airlines. Fortunately, Air Asia, United and Qatar notified me and I took precautions. Tigerair never did. They only sent me an important notification about a meal change from mutton to chicken. Even though I got a signed document by their representative in Hanoi, stating that he will make sure that we took a next day flight, he did not fulfill his promise. When we arrived to the airport, he just washed his hands. I needed to reach Singapore to take a flight to LA. I had to buy two last minute flights with Malindo Air and Malaysia from Hanoi to Kuala Lumpur and then to Singapore. Ended up paying 1,000 dollars. Also, I lost two paid hotel nights in Singapore. After four weeks waiting for a reply from Tigerair they are silent, even when I have a signed document from their representative. Tigerair gives a bad name to Singapore: no ethics and no efficiency. A shame. Avoid this airline at any cost.

Route: Hanoi to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Southern Airlines

Title: "it was an impressive trip"

Review: My flight was from Shanghai to Toronto, which needed to be transferred at Guangzhou. It was not a carefree journey at all to travel such a long distance especially during the pandemic, however, it turned out to be quite comfortable and relaxing. Guangzhou to Toronto the dinner was quite simple, which made it possible to have meals separately for the passengers. The cabin of 787 was comfortable and the crew member were so nice and careful that they treated me timely enough with warm water. All in all, it was an impressive trip.

Route: Shanghai to Toronto via Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "This is truly unbelievable!"

Review: This airline is indeed a disgrace in the airline industry. I had the worst travel experience of my life in Italy. Upon arrival in Rome, we waited for 2 hours at the baggage claim area, no one did ever inform us that this airline had a strike and no one knows where our luggage was. We had to spend another 2 hours lining up at the customer service to fill out a claim form and we were told that someone will call us when they find our luggage. Ergo, we left the airline empty handed. 3 days had passed, no calls and no one was available to pick up our calls, we decided to go back to the airport. Hundreds of pieces of luggage were everywhere, anyone could freely get any luggage as no one was monitoring it. We only found one of the luggage and the other one went missing. We reported our missing bag via email since as we don't have time to line up for another couple of hours to declare our missing bag as we were headed to our our next destination. Only to be told that they are not responsible for our missing luggage, that it is our responsibility to report it to the police. We were really shocked on how these people handle this situation - as if they are really used to this kind of situation. Their defense is ignore complaints or concerns like there's nothing wrong. The missing bag is not fault of our own! Their crew went on strike, their passengers are innocent with what's going on with their company. It's not fair that they dragged us with their misery and screw up our holiday just like that. As soon as I came back home after our vacation, I immediately called their customer service, their agents were just hanging up on me whenever they hear the purpose of my call. This is truly unbelievable! Until now, no one hasn't gotten back to us about the status of our missing luggage.

Route: Athens to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "I will never fly with them again"

Review: Never had such a poor experience time after time, worst trained agents at the desks and stations to let you into the plane. They dont care about customers nor how much they paid to buy their flights and turn on top of that they penny pinch you for every little thing. Like asking you to pay for your carry on? Then after you pay they have a separate line for those that didnt pay so you can still go in with carry on with out paying makes no sense. I waited in line like any

normal customer for boarding, then as about to get in they said I needed that little piece of paper from immigration, its that they didnt have any extras there so they told me I had to leave out of the airport, and then back through security. I told them I had my computer bag stolen a there in Mexico a few days earlier so to just let me fill it out in the plane or when I land in US. They says no, I then took off running like they said, cant back drenched in sweat and they said I couldnt get in because they cut off to board was 1:47 and it was 1:53. Meanwhile people were still boarding as I could see them going up the stairs into plane. Then they sent me to a different gate to get a new ticket for the following day, they charged me an additional \$100+ to get a new one. I will never fly with them again.

Route: Guadalajara to Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Dragon

Title: "inflight meal has deteriorated"

Review: Hong Kong to Changsa. Check in was relatively quick. This flight was operated by Cathay Dragon A320-200. Boarding for Cathay Dragon narrow body aircraft are either at North Satellite Concourse Terminal or outside parking bay, this flight was at the North Satellite Concourse. Airport bus was used to transfer from main terminal to North Satellite Concourse Terminal. Marco Polo member can board the aircraft at a special lane for frequent flyers. Cabin crew welcome once boarded. This aircraft has been refurbished with new cabin painted with new livery. IFE is only available by mobile device or smart gadgets by downloading KA studio apps. Soon after take off, the cabin crew distribute paper bag which contains pastry and a packet of lemon tea. Hot meal was not available for economy class passengers. As the load for this flight was light, cabin crew spent most of the time at the galley soon after they collected the rubbish. I noticed Cathay Dragon in flight meal has deteriorated over the past few years. Meal portion for instance is getting smaller. Overall cabin service is satisfactory, though there are still room for improvement.

Route: Hong Kong to Changsa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "a waste of money and time"

Review: The worst airline ever. First, they rescheduled my flight which will be 3 hours later than the original time. It was acceptable. But when I did the online check-in, I realized they had downgraded my seat from premium economy to economy class. So I gave them a call. The customer service just informed me that the transit time of the rescheduled flight is too short, which is 1.3 hours. I will definitely miss the connecting flight. Why did they provide this flight for me in the first place? If I did not call, then I would have missed the flight and been stuck at their airport for a day! As a result, I have to book another flight from another airline which is twice more expensive than the usual fee since I booked it last minute. So please don't ever fly with them. It's a waste of money and time.

Route: New York to Bangkok via Manila

Seat Type: Economy Class

Traveller Type: Business

Airline: SATA Air Azores

Title: "I didn't purchase the insurance"

Review: I am appalled at the lack of customer service with this airline. I purchased a flight from September 2 to September 13, and received a difficult medical diagnosis which prevents me from travel for quite some time. I realize that I am not able to get a refund and asked if I could receive a travel voucher and extend the trip to one year and be able to use it when I'm well, and they refused to give me any options. I realize I didn't purchase the insurance for the trip, which I wish I had. I even asked if my daughter could go in my place, and they didn't allow a name change with the same last name. All they offered was a refund of \$55 for a flight that costs \$900! This is beyond unacceptable and I have wasted time calling them long distance as well as emailing back and forth multiple times, and each time, they are offering no options.

Route: Boston to Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Icelandair

Title: "My first time on Icelandair was good"

Review: My first time on Icelandair was good. Thanks to the check-in crew, all my baggage was free for check-in. The seating was okay, but the inflight entertainment was very modest, with little excitement or a variety of options. All I had was nothing but free drinks.

Route: Washington to Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Luxair

Title: "fabulous cabin staff"

Review: Luxembourg to London City. Excellent airline with fabulous cabin staff. Really impressed with the full service that you now don't get on airlines like BA. Old school service with sweets handed out before landing. I highly recommend people from London needing to get to Luxembourg to use Luxair from City Airport. Absolutely well worth it. Our flight was bang on time and the check in was also seamless with a lovely check on agent.

Route: Luxembourg to London City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air China

Title: "no vegetarian food"

Review: Took 4 flights recently on a return trip to Japan. Booked 10 months advanced and requested vegetarian food. First on two flights they had no record of our request. I ended up eating 3 bread rolls as they had nothing else. On the 3rd flight coming home, they somehow had remembered and provided a veggie meal (which was the same as the normal meal, but no meat. Just plain rice!). By this point I had given up hope. Low and behold, the 4th flight was no vegetarian food. How they can let this happen is beyond me, not because of me being a vegetarian, but what happens to those with nut allergies or something? Also, the aircraft's were awful. The final leg home from Beijing to London, we were ferried out into the middle of Beijing airfield, where a lone aeroplane stood, looking very dirty and unused. This plane was from around 1999, with old TV sets, practically no leg room, and uncomfortable seats. Hands down the hardest flight I've had to endure. Will pay more next time and fly with a company like Singapore.

Route: London to Tokyo via Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Rex Airlines

Title: "service was excellent"

Review: The flight was amazing. It was on time and we arrived home 10 minutes earlier. The service was excellent. Will definitely fly Rex again!

Route: Brisbane to Sydney

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: La Compagnie

Title: "all business without flat beds"

Review: I flew to New York to work but didn't have the budget for a business class fare so decided to try the La Compagnie. The booking process was truly frustrating: their website would not accept my contact details and then it

would not accept my payment card. I had to phone La Compagnie twice. They did answer the phone but the whole booking process took 45 minutes. Once my booking was made I was sent an email advising me to download an app for up-to-date flight info. This app did not work (more time annoyingly wasted). I tried to join their frequent flyer programme but was refused. The online check-in facility didn't work, so I phoned them again and was told that I would have to check in at the airport. My first dread was getting to Luton Airport. This was surprisingly easy. There is a fast train (20 minutes) every hour from St Pancras. The eventual destination of the train is Nottingham (I think), so my point is that people book seats. I was lucky to get a seat - next time I will book. There is less luggage storage space on the train that you would find on an airport shuttle like the Heathrow Express. Then you have to get onto a rather horrible shuttle bus to the terminal (this bus seemed a whole lot more horrible following an overnight flight on the return journey). Once at the terminal I walked to the desk and was checked in within about 30 seconds. A couple of words about Luton Airport: there are more people smoking outside the terminal than there are checking in inside. The company that operate currency exchange at Luton (ICE) offered a rate of USD 1.34 when the actual rate was 1.54 and then charged a whopping 3% commission on top! Luton Airport is currently undergoing remodelling so there were lots of hoardings, walkways and noise. I went through security on the fast track (really quick) and didn't try the business lounge. There was no sky bridge for boarding so we walked downstairs and crossed the tarmac with umbrellas. I quite liked that as it reminded me of my childhood. The plane is a Boeing 757 and looks box fresh. The blue grey colour scheme is soothing. There are 78 seats in a 2-2 configuration. The cabin crew are dressed in super-smart outfits and were welcoming without being overly solicitous. (On the return flight they remembered and greeted me - nice touch). The amenities bag is a stylish canvas job with Caudalie products and all the usual stuff. The IFE is provided by a tablet that you can remove from the back of the seat. No latest releases but every James Bond movie ever made! I imagine that you would soon tire of the selection if you flew regularly on this route. Food was good, simple and fresh. The seats - most important thing. The seats are 'angled' and not flat beds. So, although one can stretch out, getting truly comfortable enough to sleep properly is impossible for me. I propped my feet up on pillows and then bolstered my body with yet more pillows but this assumes an unlimited pillow supply to be comfortable - which would not be available if the flight were full. Why on earth did they not take the opportunity of launching a new, all business, airline with flat beds? I want La Compagnie to be successful and to keep fares low. At a price that wasn't far above BA Premium Economy this is an absolutely brilliant way to travel. However if fares start to climb La Compagnie will not be able to compete on comfort, service or convenience.

Route: LTN to EWR

Seat Type: Business Class

Traveller Type: Business

Airline: Blue Panorama Airlines

Title: "basically an extortion scam"

Review: Bergamo to Tirana. As with other users I was the victim of what is basically an extortion scam. The website at the time I booked had no place to enter middle names. But they will not let you fly without them and then charge you 80 euros to change them. The website has been fixed, but who knows what other scam this airline is dreaming up.

Route: Bergamo to Tirana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "offers excellent service"

Review: We flew Hong Kong Airlines from Chongqing to Hong Kong on a Sunday morning. Check in was fast and friendly, my boyfriend asked for an aisle seat and we got upgraded to exit seats without having to ask for it. Flight left approx on time, flight attendants very polite and friendly, eager to help. Seats were comfortable, plane was quite new. We got a warm breakfast (one choice only) and were served cold and hot drinks. Entertainment was good, no personal screens (not necessary on a 2 hour flight), lots of magazines and even English newspaper. We arrived with a 15 min delay. For flying at such low fares (comparable to low-cost airlines, where you have to pay for your own food and drinks and cramped in little seats) Hong Kong Airlines offers excellent service.

Route: Chongqing to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "the worst experience I have ever had"

Review: Cape Town to Mumbai via Nairobi. I have taken loads of flights in the last few years all across the world and this is by far the worst experience I have ever had. Our flight was delayed for over 10 hours because there was no crew availability. Because of that our connecting flight was missed, and we were rescheduled to a flight, which made us reach Mumbai 25 hours late. When we reached the airport, the system was not working, and we were given hand written boarding passes. The process delayed the flight by more than 4 more hours. The airline staff were clueless as they apparently said that the head office in Nairobi was not picking their calls. I dont know what is up with Kenya Airways. Its better to cancel the trip than to travel with them.

Route: Cape Town to Mumbai via Nairobi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "I waited for 6 hours"

Review: They don't allow enough time for passengers to change flights so they end up spending hours at Istanbul Airport. There's no way you can run and catch a flight in 60 minutes, with doing all the security checks. No airport staff available to assist you in fast tracking and definitely no carts that can rush passengers to their terminals. I waited for 6 hours for the next flight; and everyone was clueless what's the boarding gate.

Route: Budapest to Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "a very pleasant event"

Review: Whilst my journey from Bishkek to Almaty was short, I found the flight to be a very pleasant event. The aircraft was quite modern and the seating was very comfortable. The safety advisory video was modern, novel and refreshing, rather than the traditional rushed human version. I found the Air Astana staff to be very pleasant and helpful. I would have no hesitation in recommending Air Astana for future flights.

Route: Bishkek to Almaty

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sun Country Airlines

Title: "she was efficient and informative!"

Review: My son is flying to his dad's today and I couldn't find his flight. I called Sun Country Airlines on a holiday weekend hoping for help and boy did I get it. Katie was absolutely phenomenal don't ever lose her. Not only was she efficient and informative but she helped calm my nervous mom brain down. Katie thank you so much for making this a seamless and easy process you are amazing.

Route: Asheville to Minnesota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: LATAM Airlines customer review

Review: My wife and I were seated in the third row, with a dividing panel behind us. The cabin crew began to wheel out the service cart from the front of the aisle, took care of the first two rows, and then rolled the cart back to where it was taken from. An unseen person then reached over my shoulder from behind and handed my wife and I each one small

bag of nuts. I was waiting for the cart to come back out because I was in the mood for coffee, but it never happened. Everyone past the first two rows weren't even offered water. I looked across the third row and saw someone drinking coffee. I asked why only that person in the third row was served, and I was told that they don't serve coffee to third row passengers because they are in a different flying class. But the first three rows are separated from the rest with a dividing wall. It was only after I had requested for a coffee that I was given one. I thought that this was very inhospitable on their part.

Route: Barranquilla to Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tunisair

Title: "my issue is the dirt"

Review: London Heathrow to Tunis Carthage. Plane was at least over 2 hrs late from departure but our return flight was on time. Service was ridiculously slow. Had 2 ask a few time the same staff member for some water. Food was not tasty, however my issue is the dirt and bacteria from a seating position is absolutely disgusting. Filth is not acceptable on that level, especially at the cost of their tickets. Tunisair you should be ashamed of yourself.

Route: London Heathrow to Tunis Carthage

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Turkish Airlines

Title: "dismal to be exact"

Review: The ticketing and flight experiences, both, were not just unimpressive but dismal to be exact. I booked my flight for the family of 4 - 2 adults, 2 children, from ATL to DEL via IST and back from DEL to ATL via IST. In all 4 flights, I made sure to complete seat selection online days before the flight and paid the desired amounts. But both times,

Turkish Airlines disregarded my paid selections and decided to change the seats within 24 hours of the flight departure, meaning I did not have a chance to change them online. In ATL and DEL, I had to spend extra time on the check-in counter to have the family sit together because Turkish decided to assign us different seats in different rows of the airplane. The food service as well was very disappointing. While going from ATL to DEL, where we had opted for Asian Vegetarian meals and Hindu Vegetarian meals, we were given boiled spinach, white rice and boiled corn. On the return flight from DEL to ATL, we had not made food selection given the bad experience in our ATL-DEL flight. To our surprise, this time, there were no options in food other than beef. No other meat, no vegetarian options. No apologies from the flight staff, just that "we do not have anything else". The staff was handing over the food with beef to passengers without telling them what it was. A major red flag when it comes to taking care of the nutritional and food habits of passengers.

Route: Delhi to Atlanta via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "a dreadful experience"

Review: Paid for seats so entire family is together. Airline changes aircraft/seats and puts a stranger between us. Not even a single thought goes in this process. Extremely difficult to connect with someone on the phone. Unfortunately the competition is worse. Over the years flying changed from a fun way to travel to a dreadful experience.

Route: Tokyo to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "they refuse to refund the hotel"

Review: On December 16th I was supposed to fly from Hamburg to Brussels. There was a strike so at the airport they

rerouted me over Munich on a flight not affected by the strike. No problem, it happens. My flight to Munich, unfortunately, left with delay so I missed the connection in Munich. And then it started. Since it was already late the Lufthansa staff in Munich to just organize your own hotel and they would provide a refund after which they just closed the office. Now they refuse to refund the hotel. Avoid this airline at all cost. If you miss your flight they leave you stranded with no assistance at all.

Route: Hamburg to Brussels via Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Astana

Title: "staff is very nice and friendly"

Review: Istanbul to Atyrau. I'm traveling for more than 15 years with this company (I am also a "Nomad Club" member as Gold). I can recommend Air Astana since their prices even better than competitors in the region. The airline is improving. The last flight was a safe, comfortable and pleasant flight. The staff is very nice and friendly the food is good. Topping all that were the good selection of movies on board.

Route: Istanbul to Atyrau

Seat Type: Business Class

Traveller Type: Business

Airline: Air Italy

Title: "very comfortable seats"

Review: Verona to Mahon. Flight at full hour, aircraft slightly dated but maintained better than others, very comfortable seats. In mid flight we were served a very good snack. nice and elegant and above all professional hostesses. volo in pieno orario, aereo leggermente datato ma tenuto meglio di altri, sedili molto comodi. a metà volo ci è stato servito lo spuntino, molto buono. hostess carine e eleganti e soprattutto professionali.

Route: Verona to Mahon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Asia

Title: "offers fairly decent service"

Review: Bangkok to Singapore. As mentioned before in previous reviews, Jetstar offers fairly decent service and seats at a competitive price. Ground staff and the air crew are usually very polite and helpful. There was an instance where the crew had actually prepared some candy to be distributed after landing. A really thoughtful gesture.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "What an awful experience"

Review: What an awful experience. The difficulties began while trying to extend a voucher (COVID 19 cancellation in 2021). Several times I waited an hour on hold before talking to customer service, who were either consciously or unwittingly deceiving. After several months of back and forth I finally got the voucher. The first leg of our flight from Boston to Copenhagen via Reykjavik was one of the most uncomfortable I've experienced. The stewardesses were indifferent at best (the woman next to me sat with her meal for 2 hours before they came by to pick it up). The cabin was improperly ventilated. Hot and stuffy to the extent that my wife and I had headaches and nausea when we touched down. No wonder the stewardesses were grumpy. A day before the return flight Icelandair informs that there will be no Wi-Fi or in flight entertainment available. Which confirms my suspicion that Icelandair is a low budget airline charging high budget prices. I guess they can count on summer traffic from US and Europe to Iceland, so not much incentive to care about quality Never again.

Route: Boston to Copenhagen via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Shenzhen Airlines

Title: "caused me to lose tickets"

Review: I bought return tickets London to Jakarta via Shenzhen. My trip from London to Jakarta in March was alright, yet I could not make it back. Shenzhen Airlines unprofessional gestures have caused me to lose the return flight. I tried to call and e-mail them to resolve the problem, but they never answered. It started with their flight cancellation on the 5th May from Jakarta to Shenzhen. After much hustles and hours waiting at the airport, the airline (through the Travel Agency) confirmed to transfer me with SC for Jakarta - Shenzhen flight on the 8th May, to continue with SA to London on the same day. I came to the airport in Jakarta on the 8th May for my flights, only for getting rejected to board by SC check-in crew because I dont have Chinese transit visa, although I have valid UK Visa. I didnt know that I needed it because according to my previous experience flying from London to Jakarta transferring in Shenzhen, the immigration could give me, Indonesian passport holder, a 24hr entry permit without problem. The officers threatened me that if I wouldve not been allowed to enter Shenzhen without visa by the Chinese immigration, I had to be repatriated and buy my own ticket back to Jakarta. In short, I missed the flight to Shenzhen for this. The next day I called the Chinese Embassy, they said that Indonesian passport holder may enter Shenzhen for 24hr free. I tried to call Shenzhen Airlines to confirm about the correct policy and ask about their procedure in this case, but they never answered my phone or e-mail. Shenzhen Airlines final words to me was given through travel agency, saying that they cancelled my flights for no show and couldnt change or refund it. I think it was an unprofessional gesture from SA since it wasnt my fault to miss the flight. They made a mistake by cancelling their own flights at first place, passed me to an airlines that demanded me a transit visa to fly with them, yet Shenzhen Airlines never instructed it clearly to me, or opened their communication line with the client in trouble. This visa requirement unclear information has caused me to lose tickets, which remains unclear to me up to now. It was such a horrible and traumatising flying experience.

Route: London to Jakarta via Shenzhen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Algerie

Title: "flight attendants were all very friendly"

Review: Very nice cabin, comfortable seats and good entertainment systems. The food tasted very good and there was enough food for the flight length. The flight attendants were all very friendly except 1 steward. (Plane: 7T-VJA, Date: 8 July 2019).

Route: Montreal to Algiers

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sunwing Airlines

Title: "Worst flight I have ever taken"

Review: Flying back from Miami to Toronto. Boarding time was 11.20, waiting and nothing was told to us, boarded at 12.20. Apparently there was a snow storm in Toronto and a 3hr flight turned into a 6hr flight going to Hamilton and sitting on the plane for over 2hrs. Mind you our flight was to land at 3pm. No food was offered to us, only one small cookie and water. Hungry and frustrated for hours sitting on the plane, stating it was gonna leave to Toronto every 15 minutes and never did. Once landed in Toronto around 9pm, had to take a shuttle to customs and baggage claim. Once customs was done, getting our baggage was a hassle. 3 times they told us different areas to pick up luggage, waiting and waiting, my luggage was no where to be seen, finding my luggage in a totally different area, then told. Worst flight I have ever taken and worst experience getting my luggage.

Route: Miami to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: BA CityFlyer

Title: "E190 jets are comfortable"

Review: Edinburgh to Amsterdam via London City, crew were friendly. Sadly the breakfast cut off had been passed so no hot BA breakfast, though I was able to grab some fruit and muesli in the Executive Lounge before boarding. LCY to AMS I was served the best meal I've experienced onboard : balsamic chicken with puy salad and figs. It did feel like a bit of a rush on such a short flight, but its hardly worth complaining. The E190 jets are comfortable. Same seats in business and economy, and large windows. So much better than the Airbus planes normally on British Airways flights. One downside is there is no BA lounge at LCY to wait in when transiting, so you have to make do with one of the cafes or the waiting areas.

Route: EDI to AMS via LCY

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "Flight Attendants very friendly"

Review: SA378, 11 Oct 17, Cape Town to Johannesburg. Nice presentation + ample food. Scrambled eggs tasted like powdered eggs - bland, the rest was tasty. May I suggest that Cabin Services introduces warm bread-rolls on all its flights (Domestic, Regional and International) which is almost standard on all Asian carriers and on BA International. Its the little attention to detail that passengers appreciate. Nothing worse than eating fridge cold bread wrapped in a plastic packet. Check In staff in CPT not overly friendly or welcoming - maybe because of the 04H30 check in? Flight Attendants very friendly. Purser was very attentive. New interior on A320 beautiful. SA190 / 11 Oct 17, Johannesburg to Mauritius. Lunch meal (Fish option) was bland, boring, lacking in flavour and colour. Cold bread roll as above. Lots of drinks on offer. Flight attendants on this flight friendly. Lady Purser was super friendly. One attractive YC FA was abrupt, unsmiling and didn't look like she enjoyed her job. Also noticed many elderly and over-weight crew? Does SAA still apply

the BMI weight to height ratio as some airlines? Aircraft A340-300 cabin looked tired with old unresponsive PTV's and in need of refurbishment. Glad it was only a 3H30m flight. SA191 / 22 Oct, Mauritius to Johannesburg. Dinner service (Chicken option). Very nice (warm bread roll would have added an extra touch). Entire crew on this flight very professional and friendly, especially the Business Class stewardess who went out of her way to talk to and offer my American seat mates on honeymoon (New York bound on SAA that night) a bottle of MCC champagne. They were super impressed and the lady is a true asset to SAA. New A320 interior very attractive. SA375 / 22 Oct, Johannesburg to Cape Town. Dinner service (Chicken curry option). Excellent meal and yummy dessert. Very bland and boring starter. No bread roll with this meal which was OK. Same friendly Purser as on SA378 / 11 Oct 17. Male crew member serving Business Class had a great sense of humour. This crew worked as a Team, with all four crew members helping each other in YC. Old A320 cabin looked tired. All boarding Gate staff were friendly in CPT, JNB and MRU.

Route: Cape Town to Mauritius via Johannesburg

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "I am nothing but impressed"

Review: I haven't flown with them for more than a decade because I normally fly with SQ. However the overnight flight to Hokkaido via Taipei is a convenient route. It means transferring in Taipei rather than Tokyo and a transfer in Taipei is pretty comfortable. The website and app is functional but slightly less seamless than the SQ app. It was easy to choose seats and special meals and check details. The service from the crew was excellent. The quality of the food was excellent. The lounge in Taipei is pretty good. The buffet appears small in size but the variety is impressive. Plus the kitchen has a good menu of fresh noodle soups and the like. I'd rank it above almost any other lounge when it comes to quality and variety. Seat comfort was the same as the SQ flat bed seats. They are a bit firm. I found the manual fold down beds to be more comfortable compared to these electronic fully reclining beds. There is in flight wifi included. The in flight entertainment may be less extensive than top ranked airlines. For a 9 hour overnight flight it doesn't matter. I'm yet to take the onward flight to Sapporo so maybe my opinion will change. But so far I am nothing but impressed.

Route: Sydney to Sapporo via Taipei

Seat Type: Business Class

Traveller Type: Business

Airline: Viva Air

Title: "\$30 dollars for my tiny carry on bag"

Review: I decided to give Viva air a second chance but it has been one of the biggest mistakes Ive ever made. My last experience was horrible and after complaining I received vouchers for the tickets that I had purchased. It turns out that when paying taxes for those tickets it was pretty much like buying a new ticket. The customer service is horrible! When I got to the airport this time I expressed my concern about not being able to check in online and the answer that I got is that I made a mistake and I would have to pay \$25 dollars for them to check us in. Then, I said that I had a small carry on suitcase to bring with me and their trick is that if your personal item doesnt fit in the box that they have designed to measure your luggage you have to pay extra. Well, my bag was too big (for the box) and I ended up paying \$30 dollars for my tiny carry on bag to be checked. Am I using this airline again? No way! T

Route: Bogota to Cartagena

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "has been quite a fiasco"

Review: I was scheduled to fly out of Omaha Nebraska on December 26 at 12:45 p.m. My flight was delayed twice, and then eventually canceled. This has been quite a fiasco. Southwest offered no help whatsoever to the people who were on these flights. I waited in line at the airport for two hours to get a refund on my flight. When I finally reached the agent, I was offered a \$200 voucher that would expire within 12 months, however, I was told that they could not refund my money at that time. I would have to call their customer service line. I have tried calling, been unsuccessful have been on

hold and disconnected six times in total have spent 30 hours on hold. Just trying to get a refund for a flight that this airline themselves canceled. Reason for cancellation was not leather related. It was due to the fact that Southwest agents overbooked flights that they had no crew to fly. I will never in my life flying Southwest again three times I have flown Southwest I have had issues every time. This is an absolutely horrible, horrible airline. The true sadness for myself is that I was going to see my two grandsons that I haven't seen in nearly 4 years. Also going to see my mother who has had stage four cancer. This airline has done nothing for anybody to reconcile the cost, the heartache, the time that we have wasted, and that has been stolen from us. For those future travelers, do yourself a favor and even if you have to pay a little bit more for a different flight also. Do not fly Southwest airlines.

Route: Omaha to Washington DC

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "a refund for 37\$ out of \$650"

Review: This company is very sketchy and has deceiving practices! Once they took your money - you lost it no matter what. Beware: don't request your refund to be processed through online- there is a trick they don't tell to people about - under "terms and conditions" in fine print it states that you grant them "full amount" and you agree to that. I called their customer service to book a ticket in April 2023 for my 75 y.o. mother and I asked them about refund policy - customer service rep. guided me to the web page and confirmed there is \$200 penalty for international flights - economy class. I purchased a ticket for my mother amount of \$650 in April 2023. Flight was for June 3 2023. April 30th my mother got into the hospital and May 1st I immediately called Polish airlines to cancel ticket I booked for June 3 2023. LOT Polish Airline agent said I need to go online and complete refund form - which I did. In 10 days I received a refund for 37\$ out of \$650. It was ridiculous and I called them multiple times, they laughed at me saying that there is nothing they can do and won't even give me a voucher!

Route: Warsaw to New York JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "sad, angry and helpless"

Review: I didn't succeed to take this plane. I reserved two tickets 3 months ago and just 5 days before the flight, I found that the reservation was cancelled automatically because my bank refused the payment at the time of buying. So during these 3 months I didn't receive any email or message that notify me about this. The only email that I got it says "Reservation confirmed". I was really shocked when they told me that I can't find my reservation because it was already cancelled by the system automatically without any notification. After all, they kept blaming me why I didn't check my bank account every day. I have to pay extra 400 euros to book another flight in order to get home in time. Really sad, angry and helpless.

Route: Brussels to Shanghai via Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tame Línea Aérea Del Ecuador

Title: "Dont fly Tame"

Review: Quito to Coca. Canceled flight without prior notice, we arrived at the airport and flight was canceled. Second Time on 2 weeks. Dont fly Tame, I heard also from other customers similar experiences

Route: Quito to Coca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bamboo Airways

Title: "no sign of the promised refund"

Review: At short notice Bamboo Airlines cancelled our flight and proposed an alternative schedule that got us into Hanoi late at night as opposed to early afternoon as originally planned. We rejected the alternative flight and were advised that we would be refunded our flights subject to sending confirmation that we did not want the alternative and card details to facilitate the refund, which we duly did. Over a month on and six e-mails later we have still not had the courtesy of any communications from Bamboo and no sign of the promised refund.

Route: Can Tho to Hanoi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "they dont do refunds"

Review: I called a month ago about our flights being cancelled. Was told to call back no later then July 1st to change flight dates at no cost. Called back that date and they told me I had to pay \$2150 More then what I already paid. Asked agent to speak with a supervisor and she refuse to let me talk on one for about 30 minutes stating that my call wasnt important enough for that. Finally talked to supervisor and told me that i still needed to pay and that they dont do refunds so if I want to use my already paid tickets I need to pay evermore then the original tickets. Do not recommend anyone buying from them.

Route: Dallas to Guadalajara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Namibia

Title: "never fly again with Air Namibia"

Review: We were traveling from Frankfurt to Windhoek in the business class. A night flight. Several screens were not

working in the business class. Others could not been switched off. 4 air hostesses, 3 woman (the oldest one was friendly I have to say) and 1 man. Unbelievable behavior of the crew (never seen in any other company) in some way imperious, telling clients to do things, without any courtesy and politeness. No friendly responses to questions either. My daughter politely asked for a second bread roll and there were a prompt and harsh answer without any smile: "no you have to wait that I have given one to everybody!" It was embarrassing. I had the impression that she was angry about her work and everybody in business class. Not willing to do her job and not willing to make people feel comfortable. The man was also very unpolite, he stood in front of passengers with a plastic bag open (to collect blankets), just waiting that you put your blanket by yourself in this collecting bag which is not a problem, but no word, no "please could you" no "thank you" or something polite. It was highly unprofessional. They were all ungracious except the older lady. We arrived at around 7h00 at Windhoek. At around 12h00 we realized that we have had forgotten our computer in the overhead compartment. Aircraft was still in the airport. I called lost and found and a very bored lady said, the cleaner have given nothing to me and I cannot do anything. Later at the airport, ground staff also told me how can you proof that you have forgotten the computer there! Cleaner from the aircraft said that he had found nothing and that maybe the crew took the computer because they do first check to collect forgotten items. At the day of arrival, Air Namibia ground staff was not willing to do any effort or investigation to get the item back. The day after customer care contact told me maybe passengers took it. Just to make things clear: In the business class, the overhead compartment is quite personal. Two seats have their own large overhead compartement. We were sitting completely in front of the aircraft. While leaving the aircraft, no passenger were passing after us and even the computer could not have been seen by other passengers. The overhead compartments are placed very high in the Air Namibia aircraft, computer was not in a bag. Our overhead compartment looked empty, thats why we forgot the computer. We will never fly again with Air Namibia.

Route: Frankfurt to Windhoek

Seat Type: Business Class

Traveller Type: Business

Airline: Ryanair

Title: "My flight has been cancelled"

Review: My flight has been cancelled. I asked for a refund because I had to pay another flight. And it is impossible to get a refund. I tried all the possible way. But I never succeeded.

Route: London to Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: "never fly this carrier again"

Review: US Airways will guarantee you the worst experience you will ever have! In the last 2 weeks I have had to get a rental car and hotel to get to where I was going due to overbooking (2 times in 2 weeks). Even with confirmed seats stated on my boarding pass, I still didn't have a seat according to the desk clerk. And than to be told that they would get you on a flight the next day. However they will not pay for the hotel so your choice is pay for it yourself or sleep in the airport. My job requires me to travel frequently and I understand things happen - but every time with US Air? I will never fly this carrier again.

Route: Albuquerque to Tucson

Seat Type: Business Class

Traveller Type: Business

Airline: Jetstar Airways

Title: "4 hrs delay on same return flight"

Review: 4 hrs delayed leaving, given different reasons hourly, now to be told 4 hrs delay on same return flight. You can shove it Jetstar. Staff are still the best, friendly crew. Management read these reviews and do something.

Route: Melbourne to Hi Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "9 hrs on a overcrowded airport"

Review: Baku to Amsterdam via Riga with airBaltic. The flights were supposedly 6 hrs total, it was 17 hrs: no explanation, rude staff at transfer Riga, they shoved me off with 2 vouchers for 2 coffee. I waited 9 hrs on a overcrowded airport. No lounge seat. During first flight they were assuring me the connecting flight would wait: not so. They did not even offer water or some food as consolation. Handed in my claim : according to EU regulation 261/2004 AirBaltic is accountable and should pay for my loss of time (i missed out on a meeting on top of it) No response whatsoever. so now I have to hand in my claim to get this case settled.

Route: Baku to Amsterdam via Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SpiceJet

Title: "Horrible experience"

Review: Horrible experience, flight was scheduled at night 21:00, received notification in the afternoon that flight is rescheduled to 22:00 hrs and again received notification by evening that flight is again rescheduled to 23:00 hrs. After check in Goa Airport, again further flight is rescheduled to 0000 hrs. First time I am traveling in SpiceJet and it is worst

Route: Goa to Chennai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "I think it is worth the money"

Review: Melbourne to Ho Chi Minh City. Ground service depends which airport your in, with Melbourne its just average, with Ho chi minh it could be really slow or really fast. I think it is worth the money because when I looked it was about the 2nd cheapest airline and with my point of view that is were it should be. Seat was pretty comfortable for a domestic and 1-2 hour flight I wouldn't recommend for any longer flight. The food was okay but only had a very small choice. For my flight only fish and fried noodles but they had a large variety of drinks. The in-flight entertainment the screen was only touch screen and they only had wifi connectivity on the new aircraft.

Route: Melbourne to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "could not upgrade my seat to Premium Economy"

Review: I was looking forward to this flight as it would be my first time flying with ANA and heard great things about the airline. I chose and paid a little extra for Seat 30A, which turned out to be a mistake. The seat does not recline, and is up against the bulkhead. The seat is also more narrow due to the built-in tray. Most uncomfortable seat for a long flight. Disappointed that I could not upgrade my seat from Economy to Premium Economy. Crew was attentive and courteous. There were two meals served on this flight, which were average at best.

Route: Tokyo Narita to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sichuan Airlines

Title: "There is no customer service"

Review: Helsinki to Copenhagen. This is kind of a disaster. I was suppose to fly with my brother and since Sichuan Airlines is a Chinese air company they dont board those who has 1 entry Schengen area visa, which happened to my

brother. Although the flight attendants were extremely rude and mean to us we didnt say a word about that. It was on November, 4. We called to the hotline and got promised to get a full refund. However no one contacted us within 3 days as it was promised. I email them and got an answer that they will contact us within 3 days and I emailed 7 more times already and got the same answer. I called couple times to they got line but they dont seem to speak English because apart from sorry, well contact you within 3 days they cant say anything at all. There is no customer service and people are just being ignored for months.

Route: Helsinki to Copenhagen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Niugini

Title: "staff have no compassion"

Review: Air Niugini has ruined my Easter holiday. I have a holiday reservation at Walindi Plantation Resort, Kimbe, from 7-10/4. I have booked Air Niugini domestic flight from Port Moresby to Hoskins on 7/4. The 7/4 is canceled with a SMS notification at 10am on 7/4, and rescheduled to 8/4 3.25pm, which is fine as it's only one day difference. I check in again for 8/4, and this flight is further delayed to 4.45pm without any notification during the dropping of my luggage at counter, well, which is also fine for me as it's only 1 hour plus delay. Finally when we are supposed to queue up for boarding, at 4.45pm sharp, the airline makes announcement to cancel the flight, and reschedule to the next day 9/4, for departure at ridiculous 4.55am. If you can't afford to operate the flight, just don't take my booking or notify earlier in case of flight change so that we can manage our travel. For what that you still check us in, and get us waiting in the boarding lounge just for your cancellation announcement, instead of a departure. The customer service counter is full of chaos with the staff having no compassion to comfort the frustrated crowds.

Route: Port Moresby to Hoskins

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: Thai AirAsia customer review

Review: Service was nearly non-existent, both on the ground and airborne. The flight attendant was seriously involved with her hair and was unavailable to assist passengers. I was aware that Thai Airasia was a low cost airline, but I was unprepared for how lacking in service the airline is.

Route: Bangkok to Krabi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomas Cook Airlines

Title: "told me my bags were too large"

Review: Manchester to Seattle. My worst connecting flight experience ever. They forced me to pay \$200 extra dollars at the gate. They told me that my bags were too large to be carried on. I had just got off a connecting flight with SAS. They told me that I could have avoided the \$200 bag fee if I would have checked my bags in. There was no where to check your bags in, you literally are just dropped off and go find your next gate. After paying the \$200 for two bags, I board the plane and the over headbins are very empty. This is ridiculous.

Route: Manchester to Seattle

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "Very good flight"

Review: Very good flight. Cabin crew were very attentioned. Priority boarding was a good advantage. We can follow this flight with Volotea wifi on board.

Route: Nantes to Arrecife

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alliance Air

Title: "pathetic customer service"

Review: I had booked a flight with them for Cochin to Lakshadweep in November 2002. I had to cancel the same due to some medical emergencies. I had called them on November 17th, cancelled the ticket and I got an sms confirmation for my cancellation instantly and I was told that I have to do nothing for my refund to be processed. But I mailed them again on the email named just to let them know. Apparently, I emailed from a different email id. I had mentioned the proper PNR and sent a reminder on 25th November. But I got no response. I was told about a refund initially and on Dec 20, I called the customer care again and I was told that the refund amount is much lesser. But whatever the case is, no amount was credited. Again, a junior executive told me that the refund will be made in another 7 to 10 days. But later, a senior executive connected on the same call tells me about another policy, that I should have sent the mail to their help desk and not refunds email mentioned on their website. And that too, it should have been sent from my registered email. They didn't respond in spite of me mentioning PNR and simply coming up with excuses that in spite of their sms that I'll get my money back, they insisted I send an email from my registered email. And when I expressed my dissatisfaction, they offered me some petty rewards in addition to the negligible refund. Never book a ticket with them again and if you do, don't pay extra for flexi. They're simply not a credible airline. I will never travel with this airline. And I would never fly to Lakshadweep until another airline starts service there. I would not recommend anyone to travel with Alliance air. They have such pathetic customer service. And they will keep your money with them unless and until you email and keep calling them. Once you pay, it's their money. You have to beg to get it back.

Route: Cochin to Agatti

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "professionalism displayed"

Review: Seoul to Los Angeles. This was just one leg of our trip which was Los Angeles to Sydney return. However all legs were excellent. We had the same seats for all our flights and the same aircraft as well, the A380. We were in 9E and 9F. Embarkation was smooth and we were warmly greeted as we arrived to the aircraft and directed to our seats. The FA's were all very polite and professional and friendly. The lie flat quadra-smartium seats were fine though I do think they could provide a duvet for extra padding. However we slept well. The food was very good and the selection of wine, beer and spirits was quite good. I like a Scotch and they had an 18 yr old Chivas Regal or a 17 yr old Ballantine's and the cognac was a camp XO, very good! The IFE was fine and we had plenty of movies and other programming to choose from. Most importantly its the high level of professionalism displayed on board by the staff that really sells it for me. I am treated like a most welcome guest.

Route: Seoul to Los Angeles

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "Only advice is don't book any flights with this company!"

Review: Because of the pandemic, our trip/flights to Bali was cancelled by the company. They don't give any money back but give travel vouchers. Anyway, we are now in a position to rebook our trips. The voucher says we have till the 20th May to rebook. I tried to rebook on the 12 May and entered the Travel voucher number only to be told that these vouchers had been used already! I have emailed Malindo in the past and it usually takes them a month to reply so it looks like we have lost our money! Over \$1000 lost! No point trying to ring them as others say they can't get through! Only advice is don't book any flights with this company!

Route: Brisbane to Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "Worst experience"

Review: Chandigarh to Hyderabad. Worst experience, flight cancelled and no one wishes to inform though i got to know they have official working hours 9am to 9pm. You cannot reach to anyone from authority, you cannot seek compensation. They just intimate you on email, operations error flight got cancelled that 24 hours before your journey. No alternative they have. Don't get attractive by there fare price, they are harrassing customers.

Route: Chandigarh to Hyderabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "pay over 900 euros in excess baggage"

Review: Plane was uncomfortable, and my food was inedible. Upon flying home we had to pay over 900 euros in excess baggage. We were not given the opportunity to swap our luggage to carryon as were were told the plane was leaving. We had approximately staff pressuring us to pay and when I asked to take out a backpack which weighed over 8 kgs they would not reduce the price. Once we paid their manner changed and we were escorted to our terminal only to find we had 40 minutes left to board. We will never fly Qatar again.

Route: Athens to Melbourne via Doha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "The most uncomfortable seat and reduced leg room"

Review: Kuala Lumpur to Perth. Low cost/no frills - that's OK. However: 1) Malindo performed their own carry on security check prior to boarding - did not allow any personal water for the 6 hour flight. Consequently, water would need to be purchased on board at an inflated price. 2) The most uncomfortable seat and reduced leg room of any flight taken anywhere. In retrospect, would have chosen to pay more for a more comfortable flight.

Route: Kuala Lumpur to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "exceeded my expectations"

Review: Very affordable, great cabin crew and smooth flight. Comfortable seat. For a no frills airline they exceeded my expectations.

Route: Boston to Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Dragonair

Title: "saw other flight attendants helping"

Review:

Flew Dragonair from Hong Kong to Busan. Before landing in Busan, cabin crews started their checks, making sure if all the window blinds were open and all seats were in an upright position. At that time, I asked one of the male cabin crew to help me clear the meal box away, he shouted at me and instructed me to put the meal box into the seat pocket. Many passenger were looking at me which was embarrassing. I saw other flight attendants helping passengers clear their rubbish and the meal box.

Route: HKG to PUS

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SmartWings

Title: "fighting for almost two years "

Review: In May 2018, we had a Madrid to Tel Aviv flight scheduled for 22:25 and was delayed for more than 9 hours!!! The crew did not supply any information on when we would depart, neither the reason for the delay. Due to the lack of information we ended up waiting and staying overnight in a cold, empty terminal. The airline offered no compensation, not even a hotel for the night, just a cold sandwich which was uneatable. When we arrived to our destination, we approached SmartWings to receive the minimum compensation which is set by the European Passenger Rights, stating that we are entitled for 600 euros for a delay of more than 8 hours. The company would not agree to compensate us in any way although the aggravation we had. My travelling companions and I have been fighting with this airline for almost two years to receive the minimum compensation that is required by law.

Route: Madrid to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "flying Garuda Indonesia a great experience"

Review: Jakarta to Denpasar BaliS on 06 January 2021 as part of Family trip to SE Asia. Bali requires a valid PCR Test to enter and we were told to validate our papers at a validation desk at the airport before we can even check-in. Check in was done really quick. We waited at a gate area where there were 3 other airplanes were parked so it was quite crowded and only after other flights took off we were able to get some seats close to the gate. The boarding was done old style, Business class first then Economy all at the same time. However they did not announce to prepare the

PCR Test to show at the gate, so after we showed them our passports I have to fish for the PCR Test papers from my rolling bag for the gate agent when we were already at the gate and she asked for it. Or perhaps she just did it randomly because we're not locals, I don't know. The airplane is a 9 year old B738 (PK-GFS) that is still in good condition and clean, however we still sanitize the tray table, seatbelts, screen and armrest with Clorox wipes. The seats are large with ample legroom, and the touch screen even though smaller but still very bright and watchable. They do not have a large selection of movies and music available but more than enough for this short 1.5 hours flight. They still use the two-prong jack so we cannot use our wireless transmitter (3.5" jack) and bluetooth headphones, but have to use the provided free headphones. The FAs were very courteous and polite, they are super friendly and helpful, and also cheerful in their disposition when interacting with passengers. No wonder GA FA's won awards years in a row for being the best FA in the world! Even for this short flight we got a snack box with savory pastry, cake and a granola bar, and a bottle of water. The FA's also offer drink service along with the snack box. They apologized that due to Covid-19 they can no longer offer hot meal but only snack box in this (short) flight. Very good engagement, again, makes me realize why they were the best FAs! We left 27 minutes behind schedule due to some late passengers, but were able to arrive 12:26 PM local time, 14 minutes early from our scheduled arrival. Even in this short flight the service is great, and the spacious seats and (even though rather limited) entertainment makes flying Garuda Indonesia a great experience. Other airlines especially in US should learn a lot from Garuda on how to make a flight that is enjoyed and not dreaded by their passengers.

Route: Jakarta to Denpasar Bali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "Very good service service"

Review: Very good service service, sandy Cornish was outstanding. Meals we had selected were not available, she went all the way to see that we got our selected meals. We appreciate such dedicated staff in Air New Zealand.

Route: Singapore to Auckland

Seat Type: Economy Class

Traveller Type: Business

Airline: QantasLink

Title: "Cabin crew were friendly"

Review: There was a delay in departure due to late arrival of the aircraft to the airport as a results of bad weather. As a results some of us missed our connecting flights to Jakarta and Kuala Lumpur. Upon arrival in Singapore, a buggy was waiting for us and we were immediately taken to our new gates. We were told that the next flight will be in less than one hour, hence they could not guarantee our luggage would arrive with us. Upon arrival to our final destination, our luggage did not arrive (as expected). We waited for the arrival of another aircraft from Singapore, still our luggage was not delivered. We lodged a report, and our luggage arrived to our home address at 6 pm the next day. Why push us to the next immediate flight when our luggage couldn't 'join' us I wonder? Otherwise the aircraft is comfortable, food was delivered at speed and efficacy. Cabin crew were friendly.

Route: Sydney to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kenya Airways

Title: "One of the worst airlines"

Review: One of the worst airlines I travelled on. KQ765 delayed out of JHB with no reason given only left at 02:30 on Sunday morning 25 June in stead of 01:15. Missed our connection flight out of Nairobi to Zanzibar. Ground staff made us wait for 3 hours before we got any assistance in Nairobi. Eventually got a Precision flight to Zanzibar after we had to fight the staff for seats. We were assured that the flight will have our baggage on it as it was scheduled to leave 3 hours after we got our seats. When we arrived in Zanzibar we had no baggage and the ground staff was rude saying it was not their fault we did not have our baggage and that it would be at the Zanzibar airport on Sunday evening with the next

flight and if we want it we can come fetch it then. We where on honeymoon and our Hotel is 1 hour 20min away from the airport, as we booked a all inclusive package which included our transfer to and from the hotel, we had no means to get back to the airport to collect our bags. We requested that they please deliver the bags to the hotel. Ground staff said they can only deliver on Monday morning. When we asked for compensation to get some necessities like toothbrush and clean clothes, as we had no clothes or toiletries and had a dinner reservation for Sunday evening, we were told it is not their problem nor their fault our baggage did not arrive and they rushed us out of their office. Needless to say we did not receive our baggage that evening. Monday morning 26 June I phoned the lost baggage office and was told the delivery will only start work at around 10:00 and would need to make a few stops before he gets to us. We ended up getting our baggage at 15:00 Monday afternoon. Missing the whole Sunday and most of Monday of our vacation because of having no clothes.

Route: Johannesburg to Zanzibar via Nairobi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Seychelles

Title: "extremely rude and unhelpful"

Review: Johannesburg to Mumbai via Seychelles. Terrible airline to fly with. They will try to scam money out of you any way they can. Staff are extremely rude and unhelpful. Do yourself a favor and pay a little bit more to go with a reputable airline.

Route: Johannesburg to Mumbai via Seychelles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "Don't fall for the cheap prices, you will pay for it in other ways"

Review: I flew Ethiopian Airlines roundtrip from Toronto-Nairobi and back. In Kenya I bought another Ethiopian Airlines to Cairo - roundtrip. My experiences were horrible and despicable to say the least. First, on my return trip to Nairobi from Cairo, a big roach fell out of my food tray. I brought the attention of the cabin crew who took my boarding pass, took a picture and promised to file a report. Nothing happened! Then on my return flight to Toronto, I paid for a seat in premium economy for extra leg room. The money was charged to my credit card. When I got to the airport, they couldn't find my ticket and had to wait 2 hours for them to figure it out. They finally did and I was issued a boarding pass for the flight. In Addis Ababa, I presented my boarding pass and was told there is a seat change. I thought they were upgrading my seat due to the roach incident and the delay in Nairobi. Nope! They rather downgraded me and gave my seat to another passenger. When I protested I was threatened by a very unprofessional, rude and disrespectful agent at the counter. They threatened to unload my luggage from the plane if I do not take the downgraded seat assigned to me. Bottom line, Ethiopian Airlines in the absolute worst airline. Don't fall for the cheap prices, you will pay for it in other ways. Rude staff and poor service. Staff - cabin crew, ground staff etc, all need a lesson in customer service. Now I will try to see if they refund my upgrade fees.

Route: Nairobi to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peach Aviation

Title: "improve your carry-on policy"

Review: Tokyo to Osaka. Peach Aviation have to improve your carry-on policy. I can understand if you have security issues that large objects would be an obstruction to go on full flights as carry-on but my object was a fragile guitar and the flight was half full. There was plenty of overhead locker space. Instead of telling the customer the size rules Peach Aviation would be more customer friendly in an agreement on negotiating a reasonable carry-on solution for guitars like most European airlines do.

Route: Tokyo to Osaka

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "charged me 70 euro for a bag"

Review: Bucharest to Larnaca. They charged me 70 euro for a bag. Because it was bigger than their size by 2 cm.

Also, the personnel in gate control were very very rude.

Route: Bucharest to Larnaca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wingo

Title: "we were not allowed to board"

Review: My husband had a problem with his passport, and so we were not allowed to board. (He is a Venezuelan with an expired passport, and we spoke to the airline MULTIPLE times about this and we were always told it is not a problem as many Latin American countries are letting Venezuelans travel on expired passports for 2 years). Since we were not allowed to board, we wanted to cancel and get a voucher. We were told we had to call the airline to do that. So, after holding for 30 min, we were told we couldnt cancel because it was within the 3 hour window and no cancellations are permitted . (we were at 2 hr and 45 min before takeoff to be exact). I asked to speak to a supervisor and waited another 40 min and guess what! I was told the same thing. Then I wrote them, and guess what! I was told the same thing. I have reached out to them anyway possible and I either dont get a reply or they just tell me its my fault. I understand rules, but we did everything in good faith, and they wont even give us a voucher for further travel.

Route: Bogota to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "Do not use this airline"

Review: The flight was not comfortable at all. I have to pay 180 euro on the airport because I have not check in online. We were trying to do online check in a day before but it does not let me do it it say check in closed. The person on the airport say you have to pay or you have to miss your flight. It is all money making business. I have never experience this in any other airline Do not use this airline.

Route: Istanbul to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Buta Airways

Title: "a very poor experience"

Review: Baku to Tbilisi. I had a terrible experience with Buta Airways. Firstly flight was delayed 3 hours for no reason. Then at check-in, I was fined for not checking in online, however there is no mention on the ticket or confirmation email anywhere that you need to do online check-in. I asked for a window seat and was given an Aisle, when I asked to move onboard (as the flight wasn't full), I was told it would cost 25! They also don't allow any hand luggage, apart from a handbag or laptop bag. Not even a plastic bag! Now my return flight is also delayed. All in all, a very poor experience.

Route: Baku to Tbilisi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "disregard for customer service"

Review: New York to Paris. Our 9.30pm flight was delayed one hour, without explanation, then another hour and moved

to another gate, again with no explanation. Then the flight was delayed another hour or so again, no explanation. Boarding of the flight began, and then the flight was cancelled - without explanation at 11:45 p.m. The staff asked for patience, but no information was given to the passengers until after 1:00 am. The reason for the cancellation was that the airline overworked the flight crew. This is something that could have been determined by 8:00pm, but the majority of the passengers did not get a hotel until 3:00 am due to the overwhelming incompetence of the staff of this airline. They did not assist, offer information, they were rude, condescending and complained to the rightly frustrated customers that we were somehow ungrateful for their efforts to not get us to Paris on Christmas Eve. I've never seen such an impressive display of incompetence, and such rampant disregard for the most basic notion of customer service.

Route: JFK to CDG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "Delayed with no explanation"

Review: Delayed flight for over three hours with no explanation. Once on board the flight attendant or the pilot told us the repair of a broken flight attendant seat took longer than expected. All of this after trying to find another flight after canceling my flight after midnight. I happened to look at my phone for the time at 12:15 and saw they cancelled the flight. I spent the next six hours waiting for a human being to book us on a flight from a different airport. Beyond disgusted with the lack of care shown by the airline and the employees. Very little done to convince me to fly with them again. No longer do they go the extra mile. The app is useless. The website is useless. Oops try again. We are unable to complete your request at this time. The return flight is now scheduled for 12:42 AM and totally doesnt sync with connecting flight in Boston. Their attitude is Oh well. I totally feel unwanted by this airline. Not that anyone from Jetblue would read this. They are flailing and failing. Id rate them a ZERO if I could.

Route: New York to Denver

Seat Type: Economy Class

Traveller Type: Business

Airline: Volaris

Title: "I found a great deal on Volaris"

Review: I found a great deal on Volaris to take the family (6 tickets - 2 adults AND 4 kids ages 10, 9, 8 and 4) from Tijuana to Acapulco. Both legs initially had a stop in Mexico City. Outbound flights were #Y4 816 TIJ-MEX and #Y4 748 MEX-ACA. Return flights were #Y4 904 ACA-MEX and #Y4 813 Mex- TIJ. I paid just under \$1,000 USD for all six tickets. Tickets included 2 checked bags, and on the longer flights (TIJ-MEX and MEX-TIJ) the first row (premium) for more leg room.

Route: Tijuana to Acapulco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "have never seen such unhelpful, frankly lazy, and rude customer service"

Review: The ground crew at check in at the JFK Airport in New York is the worst, without exception, that we have ever encountered! It is unbelievable that an airline could maintain such poor representation of their airline company and in fact they were so bad that somehow there appears to be terrible supervision and management. We flew from JFK-MAD on 6/5/22. The check in process started about 40 minutes after the time on the board and that could be caused by any number of reasons, but despite a long customer line for the full flight and about 6 people milling around behind their counter, no one ever explained anything and didn't even look at any of the passengers in line. When they opened the check in finally and we got to the counter, we were told that there was an additional form to be filled in. We had our passports, COVID shot cards, and had provided all online information on the American Airlines website which is how we booked the flights. We asked for help in understanding what we were to do and the incredibly rudest of the lot, a female actually right in front of us, put her head in her hands and turned to one of her co-workers and said, "and this is how I have to start my day?". We were literally stunned! I have never seen such unhelpful, frankly lazy, and rude customer

service ever on other airlines. Hopefully Iberia will start some sort of supervision process. Until then, advise to book another carrier if provided for your route.

Route: New York JFK to Madrid

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Bassaka Air

Title: "everything went smoothly throughout"

Review: Flew Phnom Penh to Siem Reap with Bassaka Air. Nice short domestic flight with a very courteous 5B crew, nothing but smiles and the Best of Cambodian hospitality during this 30 minute flight. Was the cheapest option at \$24 incl. baggage and an onboard refreshment and everything went smoothly throughout. Would definitely recommend.

Route: Phnom Penh to Siem Reap

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "never travel with Condor again"

Review: Vancouver to Frankfurt. My partner and I flew Condor Airlines last year. There was a documentation issue and we asked to change our departure date, several days prior to the flight. Condor, unbelievably, refused to rebook our ticket over the phone and told us to try to rebook our ticket at the check-in counter, on the day of travel. Of course, the check-in counter could not help us other than to cancel our ticket. After spending several hours on the phone with the accounts department of Condor, we were given new tickets and an apology. The flight went without incident. Then, five months later on December 24th, we received a rude and demanding email that we should now pay for the first flight, which we had asked to be rebooked. We will never travel with Condor again.

Route: Vancouver to Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "unreliable and unprofessional airline"

Review: This airline is the worst airline I have ever flown with. I took off work to go to Chicago to celebrate a religious holiday with my family and was met with a bunch of problems. First, my flight at 5:40 was canceled just hours before it was supposed to take off. I decided to go at 3 to wait on standby for the next flight to Chicago at 4:45, which is what was recommended on the phone by United Customer Service. I was 6th in line. The 4:45 one left and I was unable to get in. I waited for one at 7:30 but was also unable to get in. However, by that time, they told me that I am 2nd in line and had to wait 4 more hours for the next flight. I found out about an hour before the next flight at 11 that I was kicked off the waiting list for no reason. I tried to find anyone from United to speak to about this but there was absolutely no one there to help. One of the later flights at 11:30 kept getting delayed till about 1 in the morning, and as for the other flight, I was informed that I was, once again, the 6th in line. I spent 9 hours in the airport yesterday and I am sure United does not care about me or a lot of their other customers in my same situation. This is an unreliable and unprofessional airline who do not care for its customers.

Route: San Francisco to Chicago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "an uneventful short hop"

Review: Jakarta to Singapore with Jetstar Asia. Flight left somewhat late. Other than that, it was an uneventful short hop. Seats rather stiff and uncomfortable, staff seemingly somewhat stressed out or tired, but they took us there at a low cost.

Route: Jakarta to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bamboo Airways

Title: "the worst business class experience"

Review: This is by far the worst business class experience I have ever had. On checking at Singapore, I was told I can only check in for the first leg of my trip and my bags would not be checked through. Ok So what happens then, They check you in and you are expected to go through immigration, pick up your bags and re-check in, that would be great if you had a visa. I was stopped from going through immigration and told to go to the transit counter. At the transit counter, I was told, we can get your bags but we can't check you in for 7 hours (layover was 10 hours) so you will have to wait in the immigration hall, with no seats, no shops, just a room with 10 or so immigration desks, Upon some back and fro with the agent they made a call and said ok ok you only need to wait for 3 hours. Are you kidding me, I did not pay for a self-transfer ticket nor did I pay to stand in a hallway for 3 hours. After more time talking with the supervisor I was told we will check you in, Given a boarding pass, I said what about my bags. We will come and give you a baggage receipt later. Enter the lounge stay there for a few hours, Then told you must leave or pay 45 USD if you want to stay, So I paid as I wanted a shower and had 4 hours left on my Layover. The flight was ok - service standard. My advice do not use this airline if you are a business traveler, Vietnam airlines is far better and worth the extra 200 bucks -

Route: Singapore to London via Ho Chi Minh City

Seat Type: Business Class

Traveller Type: Business

Airline: ITA Airways

Title: "a really disappointing flight"

Review: This was a really disappointing flight. The plane was extremely old and not clean. I am a huge clean freak but

even this didn't disturb me as much as a remark made by one of the flight attendants. I asked her to please retrieve my carry on which was in the overhead compartment. I had my 3 year old toddler on my lap who I had been trying desperately to keep calm and sane for the duration of the flight which is why I requested assistance. If you're the parent of a baby or toddler on an 8 hour flight, you'll understand how stressful that is! Anyway, this flight attendant responded, "that's not my job." How incredibly insensitive. I've had travellers offer help just because they see me travelling alone with a young kid and it definitely wasn't their job! It truly was the worst flight I've ever taken to the states from Europe. The staff overall was mediocre in their "human contact" and the food was not edible.

Route: New York to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Akasa Air

Title: "Akasa Airlines is miles ahead"

Review: I travelled many airlines (Air Asia, IndiGo, Akasa) on my recent India trip. Akasa Airlines is miles ahead in Customer service at Airport, Customer Service Call Centre. Very new, comfortable seating and facilities in flight. Flight take-off and landing is also very good, didn't feel that we had landed. Keep up the great work, within no time you'll be India's best airline.

Route: Visakhapatnam to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia Philippines

Title: "record of the transaction"

Review: Cebu to Puerto Princesa. The web site is slow and if you get it to work it will not be transferred to the airline. I paid twice for additional baggage to be told at the counter there was no record of the online transaction.

Route: Cebu to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "how outdated business class was"

Review: Having flown on Malaysia Airlines a lot over the years I didn't think twice about booking them for the last leg of our international holiday returning from USA. I was astonished to find the age of the aircraft we were flying on from KL to Perth (MH0125) and how outdated the business class was. The airlines says, business class option offers a world-class offering - I dispute this! Having flown on Cathay, Qatar they are so far behind in offering world class business offering. The old blue reclining seats were well worn, the screen would not hold position was what you expect on an internal flight in economy. We were seated mid way through economy, the meal of choice was not available. For much of the flight the air hostesses were not to be seen. Will not be flying Malaysian by choice again.

Route: Kuala Lumpur to Perth

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "LATAM is a complete fiasco!"

Review: I had 3 tickets. I needed to move the date for 1 of them, they insistently said on social networks that the date change could be done on their website, false! Then I called the call-center "in Argentina", they gave me a phone number in Buenos Aires but they answer from Colombia, they hung up the call 4 times, had to buy another ticket on a different airline, they were able to move the date 1 month later. For the 2nd ticket, they simply changed the date without asking the passengers, 2 days before the flight they changed it again. At the airport they didn't accept the PCR test for many passengers, even though it was right on schedule. For the 3rd ticket they just cancelled the flight 4 days before, no

chance for refund, no answers in the call center, no answers in social networks, and what is worst, there's no chance to move the flight to a different date in their website. LATAM is a complete fiasco!

Route: Quito to Buenos Aires via Lima

Seat Type: Economy Class

Traveller Type: Business

Airline: Bahamasair

Title: "staff were very friendly"

Review: Wanted to leave this review for two major reasons: 1) The reviews I read about the company were quite outdated and was not sure what to expect and 2) The number of bad reviews created a wrong source of expectation prior to my flights. My flight was a return one to Havana, Cuba (about 45-50 mins flying time). Even though the feedback for Bahamas Air was quite negative, I must say that it was much better than with other companies I've flown (WizzAir, Ryanair). The only negative thing was that the flight was delayed about 40 mins in each direction which is not something uncommon with flights generally. The staff were very friendly and for such a short fly they also served some snacks. I must outline that the crew even went the extra mile since they don't offer hot beverages on-board but were kind enough to find some for us. There was plenty of seats since the flight was half full. I didn't experience anything mentioned in the previous reviews like bad customer service, safety hazards during the flight, lost or delayed luggage. If this was something that might have been the case in the past, seems that the airline significantly improved.

Route: Nassau to Havana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: UP by El Al

Title: "take any other airline"

Review: Prague to Tel Aviv. If you are traveling to Israel avoid el al up . Questioning for 1.5 hours, treating passengers

like theyre criminals, bad service. Will never fly again with them. Avoid anything with them. I dont wish this experience to anybody. Do yourself a favor and take any other airline.

Route: Prague to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Georgian Airways

Title: "Ground service is non-existent"

Review: If you want to fly cheap, go for it. But beware: planes are 99% late. Ground service is non-existent (like priority boarding. Don't book any extra service, you only will be disappointed.

Route: Tbilisi to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "impressed by the entertainment"

Review: Glasgow to Heraklion. I was really impressed by the inflight entertainment system because I guess I was not expected it. Music during your flight (you have to have your own headphones) and also screens (not individuals but still you can manage to watch without problem) with different programs, mainly for children though (but I love cartoons!). The cabin crew was friendly and so was the pilot and the first officer who was informing the passengers throughout the whole journey about the weather and our estimate time or arrival. The price was incredibly good. Overall I highly recommend this airline and I will definitely fly again.

Route: Glasgow to Heraklion

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "used to be a great little airline"

Review: Davao to Singapore. SilkAir used to be a great little airline with good seat pitch, quality service and food/beverage options. Now I struggle to differentiate it from the low cost carriers. The only value proposition I see now for Silk air is connectivity to Singapore Airlines. Seat pitch seems little different to Cebu Pacific, request a beer and you get it poured half full into a small plastic cup with no refill offer. Food is bland and quantities reduced. I have flown this route periodically for 20 years and have gone from being a devotee of Silk Air to wondering why bother for the dollars paid.

Route: DVO to SIN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "a customer friendly choice"

Review: This was my first flight on Kenya Airways. I was impressed with the service, cleanliness and punctuality at the airport as well as on flight. I would highly recommend the airline as a customer friendly choice.

Route: Nairobi to Johannesburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "experience was horrendously poor"

Review: This round trip flight experience was horrendously poor, starting with having to board a bus each way, from the

tarmac to the aircraft, and climb/ descend a steel stairway in extreme heat. Why can your aircraft not pull up to a gate jetway and board/ deplane normally? What is your malfunction? On the return flight to Riyadh, we were herded like livestock and squeezed on top of each other into busses and made to sit there for 30-40 minutes, in 40+ degree heat, because the aircraft was still being fueled up. Why didnt they just keep us in inside the terminal, at the gate, if the plane wasnt ready, instead of treating us like animals? Passengers were asked to show ID and boarding passes at least 8 times (I counted), from the time we enter the airport, until boarding the plane, which was delayed because it wasnt fueled. This is an understandable delay and does happen, but why subject us to the heat outside? If airport busses are shared by airlines, they werent going anywhere, anyway, overloaded and way over capacity. Is this standard operating procedure on FlyDubai, especially during a pandemic? We had to put our carry on belongings down on the ground when exiting the bus in 40 degree heat and before ascending the aircraft stairway to show ID and boarding pass. Do they think that a random, middle aged white woman just ran up on the tarmac from out of nowhere and is trying to board their plane to Riyadh? I was asked for ID again, for the 8th time, as I finally boarded the plane. They switched our seats, as well. Our boarding passes did not reflect the seats we initially chose, online, and someone was sitting in the seat I purchased, weeks earlier. Put others in the remaining seats. The flight attendants were very obviously in physical distress from the heat and stress of this fiasco and I was concerned about the one performing preflight safety procedures, who looked like she might pass out. As an experienced world traveler, I would not recommend FlyDubai, nor would I fly them again. The well being, safety and quality of flight for passengers is quite obviously, not a priority.

Route: Dubai to Riyadh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: CSA Czech Airlines

Title: "a trick to scam users"

Review: Prague to Brussels. When traveling with my luggage and a small laptop bag, they tried to charge me 45 and force me to put one of them in the hold. They stated that this policy is clearly mentioned when you but the flight but I disagree. It was not clear and it's completely unfair. The laptop bag fits under the seat so, it's not a matter of space but a

trick to scam users. The ironic part is that I was able to put my laptop bag inside the luggage and they didn't have problems me carrying my laptop and a book inside the plane. When I bought the ticket, another Airline (Brussels Airlines) had same prices on the same route and almost identical schedules. It's clear which airline I will fly with next time.

Route: Prague to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "staff members started shouting"

Review: Mumbai to Lucknow on 8 Feb. I was gobsmacked with the way I saw Go Air staff talk to people in general. First, there was no announcement or guidance for business class passengers. Then there was no clarity as there were two very long queues. Suddenly the two staff members started shouting. When I clarified the issue, they understood the problem. Then they started talking to a girl in a way that I am shocked how Go Air management allows this behaviour. Shocking! Something tells me you can buy a good seat but how can you buy quality service or basic professional behavior.

Route: Mumbai to Lucknow

Seat Type: Business Class

Traveller Type: Business

Airline: Korean Air

Title: "Transit was a breeze"

Review: I have flown with KE a few times now. This time around it was less than stellar. Arrived 3hrs and 30 minutes prior to departure. Well, check-in wasn't a pleasant experience. It took me 1 hour to check in luggage due to the fact there was only 2 counters opened and there was a huge line to check in. Transit was a breeze and enjoyable due to the

fact that Korean Air uses the new T2 in Incheon. The flight to JFK was good and comfortable, food was good. No complains here. Aside from the 1 hour check in, it was still a good experience. I have read bad reviews about seat comfort, but you get leg room which is around 33-34 and lets remember most airlines comes with a 31-32 leg room.

Route: Cebu to New York via Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Meridiana

Title: Meridiana customer review

Review: We booked our flight in January. When we called, we requested and purchased an infant bassinet. When we arrived at the airport, we confirmed our bassinet. When we got on the plane, we were not in a bassinet seat. They gave us the option of having our infant sit in front of other people but would not ask the people to switch seats with us. We were then told that the seats that are in front of the bassinets are extra leg room and we need to purchase them in advance. We would have, if we had been told. Instead, I was stuck holding my son for 9 hours. While we were in Italy, we continuously called the airline to confirm our seats for the return flight. We were shuffled around by customer service, left on hold, then hung up on. Because we couldn't speak to anyone to have it taken care of, we went to the airport early to make sure we did not run into any problems again. We booked our bassinet and the extra leg room seats. Row 35. We get on the plane, and again, they messed up. The bassinet was in front of seats a and b and h and l. They gave us seats d and e. Luckily, the people who were in the bassinet seats were nice and switched with us. There was a man with an infant on the plane who ran into the same problem we did on our way out. There was one working bathroom on the whole plane, it was not cleaned at all in the 10 hours we were on board. The crew was notified by many passengers but they did not clean it. They went in to change toilet paper rolls and tissues, so they saw how disgusting it was. If you wanted a drink, you had to go to the back of the plane and get it from the cart, while the flight attendants ignored you. I thought it would be better to fly direct to Sicily and this airline was the only option. In the future, I would rather have a layover than deal with this terrible airline.

Route: JFK to Palermo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jeju Air

Title: "I will definitely recommend"

Review: Clark to Seoul. Smooth flight on Jeju Air and I am impressed. I had to think twice on booking because Jeju Air has a bad review and most of its customers were left unhappy and unsatisfied on their flight. So we took the risk and booked. On the flight day we are expecting to pay for our baggage as the website says our ticket doesnt have a free baggage allowance. Usually, LCCs allow their passengers one check in baggage per person. But in the airport, we were three. The check in agent checked our bags for free - 5 pieces! The flight was very smooth. Though the attendants were not always present on the cabin. They just served the free water before landing. I will definitely recommend.

Route: Clark to Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Saudi Arabian Airlines

Title: "no food given, rude staff"

Review: Amsterdam to Lahore via Jeddah. Cancelled 5 days in advance, after a lot searching, translating and arguing finally got to speak to someone(none of the numbers work) via WhatsApp. 3 different people promised me tickets would be refunded every time I spoke someone new apparently the previous person forgot to start the refund procedure. Finally got refunded a little less than half the amount paid, no explanation. No one to complain to or ask for info. Bad service on flight no food given, rude staff

Route: Amsterdam to Lahore via Jeddah

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "worst airline experience"

Review: Vancouver to Islamabad via Beijing. One of the worst airline experience. First delayed or lost luggage for 3 weeks. Then 2 piece completely damaged. They are offering free hotel outside Beijing Airport but it's scam since they know that airport would not let you out at all. We were family of 5 and stuck at airport for 24 hours among lot other families. Transit lounge booking is also pathetic. Bad food seats and customer service. No or very few English - great barrier. They offer cheap rates but worst service.

Route: Vancouver to Islamabad via Beijing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alitalia

Title: "missed our connection to Boston"

Review: Catania to Boston via Rome. At Catania Airport when we were informed our flight was cancelled but not given a reason. One person at the service desk said it was the weather-other flights were leaving and arriving, others said it was a transport strike- We needed a written reason to fulfil the terms of our travel insurance. A service person said we could get the answer on line. He tried but could not produce a website with the answer. We were bused from Catania 1.5 hrs to Comiso Airport - we never received new tickets and were simply boarded on a flight to Rome. We missed our connection to Boston and were bused to a 3rd rate hotel in suburban Rome, offered a dinner of pasta and pork (which we don't eat) and told to be up at 6 am the next day for a flight leaving for Boston at 10:55 am. Breakfast was a bag with a bottle of water, dried cracker, stale croissant, and juice box. The flight to Boston was horrendous. The meal choice was gone by the time the attendant came by - she offered me her meal which was very kind. The entertainment offerings were horrible and for me the system didn't work and wifi never worked. When I checked on several flight tracker sites AZ 1724 was listed as departing from Catania!

Route: Catania to Boston via Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LC Perú

Title: "I would recommend this airline"

Review: Flew with LC Peru from Cusco to Lima (1.05H flight). Small Boeing 737-500 (old Lufthansa). Legroom was limited, but okay for the duration of the flight. They offered one drink and a small snack (two cookies). Flight was smooth, the price for the ticket was low (included one piece of baggage of 30KG). Crew friendly, and efficient. Plane was old, it was ok. Overall, good value for money. Short flights are ok, plane looks good, and seats were ok. Don't expect too much, but I would recommend this airline for domestic flights in Peru.

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tunisair

Title: "lack of information"

Review: Over 4h delay on a 1h 45 min flight from Tunis to Barcelona. What's more frustrating is the lack of information. No Tunisair representative knows what's going on, what's causing the delay, or when we will take over. Do not take this airline unless you want to be stranded.

Route: Tunis to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: QantasLink

Title: "catering is awful"

Review: There is no real point in flying Qantas. Ever since Alan Joyce became CEO of this once iconic airline, it has gone bad to worse. You may as well fly budget and purchase cheese and crackers for five dollars. The flight to Cairns is at 8.15pm, takes two and a half hours, arriving in Cairns around 11.15pm. Good flight but catering is awful - took the cold option of chicken and wild rice salad. Chicken cold and stuck together and rice the same. Whoever is in charge of Qantas catering and came up with the idea of boxed meals needs to be sacked. Qantas charges more expensive fares than ever yet lowers its standards. What a shame.

Route: DRW to CNS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avianca

Title: "unpleasant and uncomfortable experience"

Review: We flew Avianca from Washington DC to Sao Paulo, Brazil. We purchased the seats. On our way back, we learned at Sao Paulo airport that our seats are no longer available and sold to someone else. We needed seats with extra leg room due to medical condition. Two different Avianca staff offered two different reasons why the seats were no longer available to us (one staff said we may not have paid, even upon showing him the receipts with our seat numbers, he said he can not see that in the system), with a bit of rude attitude. The other staffer told us that its a different plane and seat selection were no longer valid. Communication in English was a challenge as the Avianca staff at Sao Paulo and Bogota do not seem to speak much of English. Our tickets mentioned in-flight meal as "snacks", but we actually had to buy snacks even water during the flight. Overall, quite an unpleasant and uncomfortable experience. We will never fly with Avianca again.

Route: Washington to Sao Paulo via Bogota

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "Totally appalling experience"

Review: I flew Business Class to Las Palmas from Cardiff. Flights excellent and on-time, I couldn't fault their performance. What overshadowed the whole trip was the way in which I was treated in Madrid Airport by a gate clerk. I entered the wrong line for priority boarding and eventually was able to join the correct line. For some reason this angered the woman at the gate who decided to explode with anger at me for no reason about why I was in the wrong queue etc. I was so shocked by her behaviour. When I told her off for speaking to me in such an aggressive way and I took back my passport with a curt "thank you" she ran down the jetty (leaving her desk and other passengers) to verbally abuse me more. I have never experienced anything quite like it in 15 years of flying Iberia. I put in a complaint about her behaviour but heard nothing back. Totally appalling experience and never again.

Route: Cardiff to Gran Canaria via Madrid

Seat Type: Business Class

Traveller Type: Business

Airline: Go First

Title: "Horrible customer service"

Review: Horrible customer service. They rescheduled the flight and sent me an email for the same. But this email had the incorrect time mentioned in it. When we reached the check in counter they simply told me that the flight had taken off and nothing could be done now. No help/solution provided from their staff even though it was their mistake of mistyping the correct flight time. After a lot of struggle with them, they charged us for a layover flight for us which delayed our travel time by more than 24 hrs. They did not provide any accomodation even though we were 3 females and had to wait overnight for the next flight. Our route was Bengaluru to Bombay and the Layover provided to us was Lucknow. Extremely pathetic attitude displayed by the Bengaluru Go First staff. Never travelling by this airlines ever again.

Route: Bengaluru to Lucknow via Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: "staff are ultra attentive"

Review: Royal Brunei Airlines Business Class ticks every box. Flew from Melbourne to London via Dubai and Brunei. The Dreamliner is a great aircraft, the BC configuration has only 18 seats that recline to a flat bed, staff are ultra attentive, food is great, inflight entertainment is fine (without being over extensive). It makes top class Business Class travel affordable for so many more people.

Route: MEL to LHR via DXB and BWN

Seat Type: Business Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "Client service is practically non-existent"

Review: Horrible. Client service is practically non-existent. After one of my flights was cancelled, they put me on another flight which left 30 hours earlier, leaving me with 32 hours between my flights. Tried to contact Sri Lankan Airlines for 2 weeks, but only Facebook Messenger replied, and they couldn't help me. Contacted their phone number in Belgium and in The Netherlands, but none of them could help me. Wasted 30 calling to Colombo to stand in the waiting line for over 10 minutes. Finally, just 1.5 days before I was going to fly (and after stalking them on Facebook Messenger), they contacted me and rescheduled my second flight, so I left one day earlier than planned. On board, entertainment wasn't working at first, then, once it "worked", you couldn't watch a film because it froze all the time. Will never fly with them again.

Route: Brussels to London via Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "canceled one day before the actual flight"

Review: I booked a flight to Asia with them from LAX and they canceled one day before the actual flight, changed the flight to another one 10 days later. I had to spend hours just to try to speak to someone on 5 different lines of communication (messenger only), and hours later, they would say "oh as a courtesy, we won't charge any fees to change but you only get one change", despite the cancelation and flight change being 100% their fault, and offered dates that were still 5 days from the original date. No reimbursements, no apologies as the agent kept stating that he would cancel my itinerary instead of answering my questions on alternative available flights as he kept saying "until you have a definite answer". I ended up having to request a full cancelation and refund, so I could book an immediate international flight leaving the next day (costing me much more) and the agent has said that the refund will be completed in 90 days, after initiating the refund request. While looking up more on their policies, there are multiple reviews of customers stating their experiences with sudden cancelations and delays and how they still have not received their refunds. Just do your research and due diligence but I cannot trust nor will use Philippine Airlines again.

Route: Los Angeles to Seoul via Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Citilink

Title: "best airline on the route"

Review: Dili to Denpasar. Citilink has taken over Air Timor's Dili to Denpasar charter and, while not as good as Garuda, they are probably the best airline on the route (probably the most expensive too). They had a shiny A320 but they had

packed 31 rows into it and there was no legroom for anyone over 175cm tall. No entertainment but that's ok on a 1.5 hour flight. Staff were quite good, food was ok. Citilink is ranked as a safe airline by our security advisors - possibly just piggybacking on Garuda's rating but I didn't notice any dodgy practices. Garuda's probably trying to position Citilink as the premiere Indonesian regional airline and they seem to be doing pretty well.

Route: DIL to DPS

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "the worst major European airline"

Review: . The BA first lounge at Terminal 5 was a zoo at 2pm, dirty tables and used tableware everywhere. Worse than this, the usual atrocious boarding gate service, and boarding started 50 mins late. The flight was operated by a Finnair A320, which is barely low cost standard let alone business class. Hard, thin, uncomfortable seats, poor legroom and the cabin was simply tatty - I remain shocked that BA allow this, and it's time for BA's CEO and management focused on standards rather than bean counting. Finnair cabin staff were fundamentally courteous, but they provide a very trimmed down, budget airline type service, as the whole trip turned out to be - and yet this business class ticket was one of the more expensive on recent trips. I thought post Covid that BA were better for a few months, but with the many cost cuts they are making, they fall well below all other European full service Airlines.

Route: London Heathrow to Malaga

Seat Type: Business Class

Traveller Type: Business

Airline: Jetblue Airways

Title: "worst I've ever encountered"

Review: This airline is undoubtedly the worst I've ever encountered. Prepare yourself for a mind-boggling level of

disorganization and sheer incompetence. They take delay torment to a whole new level, making you suffer through agonizing 6-hour delays with zero explanation. And as if that's not enough, they have the audacity to charge you a ridiculous \$25 fee just to attempt to reach their so-called customer service phone line, only to have them hang up on you without a care in the world. Picture this: you're already subjected to a mind-numbing 6-hour delay, and on top of that, they have the gall to demand \$25 from you for the privilege of contacting them.

Route: Fort Lauderdale to Charleston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Uzbekistan Airways

Title: "cheap seat with extra legroom"

Review: Beijing to Frankfurt via Tashkent. Check in at T2 in Beijing was easy and staff were giving priority to business class passengers. Lounge was okay even so I would not be happy if I was hungry. Boarding and flight were almost on time which in Beijing is almost like a miracle. Flight attendants were not over the top but decent and friendly. Food was not my taste but I guess this is a matter of what you prefer. Transit experience was nice for the lounge but transit staff at Tashkent were not so helpful and for some reason kept me waiting in a corner and could not tell me what for only to tell me then I could walk on now. Lounge run out of beer and food were snacks at best which you have to heat up by yourself. Internet was not working for me. On the leg to Frankfurt last minute change to Boeing 757 rather 767. Plenty of upgrades as a result as economy overbooked. The plane was old not very comfy for sleeping. The 767 before was much better and even so not a full flat seat it was alright to sleep. So seats are dependent on aircraft used. B767 is okay B757 is not. Guess 787 would be okay as well. Things are kept clean, IFE is utterly useless. Transfer in TAS easy if they do or tell you to wait for no good reason. Staff is average, which means like they seem to do their job alright but there was no pleasant surprises in service concept at all. Well considering they were cheap I would say I recommend to fly if all you are really after is a cheap seat with extra legroom. If you want a full business class experience I would avoid them.

Route: Beijing to Frankfurt via Tashkent

Seat Type: Business Class

Traveller Type: Business

Airline: Corendon Airlines

Title: "never been on such an awful flight"

Review: My husband and I have just had the misfortune to fly with this airline. We booked with Thomas Cook and this was the airline they choose to use and we had already paid our deposit before we realised. I have never been on such an awful flight ever! We were rammed in like sardines, my husband who is average height just about had his knees under his chin. The seats were narrow too so you became well acquainted with your neighbour. The aircraft was far too hot and the air conditioning was totally inadequate. There was no in-flight entertainment, not even the usual booklet in the seat pockets. Menus of the food they were selling were not available so the in-flight service took forever which inconvenienced anyone wanting to use one of the two toilets aboard. It was packed with children, I have never known so many children on a flight given it was not school holidays, most of who screamed and cried for all four and half hours. The adults werent much better as they too seemed to have no volume control either. The staff made no effort to ask parents to control their children or to assist with suggestions of how distract them or ease their distress. I have flown with football fans after a long delay at Heathrow and that was far less noisy. We thought the flight out was maybe just bad luck, however the return flight was just as awful. One minor plus, we had none of the much mentioned problems with the online check-in.

Route: Manchester to Antalya

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "doesn't care about the passengers"

Review: The flight was canceled from Moscow to Dubai due to technical reasons and postponed to be at 4:30 am and I had a horrible situation with the hotel stating that they need the immigration paper to book me a room in the hotel. After

7 hours from searching they gave the paper and no time for me to rest because of the boarding time opened. The departure time was delayed for another hour. We reached to Dubai but unfortunately they didn't provide the buses until 45 minutes to reach us. Its disappointing to have such a bad airline from my own country carrying the name of Dubai with this awful procedures and inconvenient policies that doesn't care about the passengers. This is my last time to fly from this airline and i will never ever recommend anyone to fly on flydubai to anywhere.

Route: Dubai to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aurigny Air

Title: "cancelling Leeds flight is regular occurrence"

Review: The flight was scheduled from Leeds Bradford to Guernsey at 14.15 on Monday 13 February and was cancelled once we had checked in baggage. No reason was given but we were bused to Manchester where we boarded an alternative flight at 1915. It was notable that there were no adverse weather conditions and regular travellers on the flight indicate that cancelling the Leeds flight is a regular occurrence in order to fill the Manchester flight - this seems a method of marketing the Manchester flight! Surprise surprise the Leeds Flight was also cancelled on Monday 20 February!

Route: Leeds Bradford to Guernsey

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "arrived at the airport only 1 hour before"

Review: We were traveling as a family (5 people). Because of an accident by the airport, we arrived at the airport only 1 hour before the flight. The kiosk was unable to read one of our passports and we had to go to check-in. The lady at the

check-in checked the passport and gave us a boarding pass. Because we had no extra time, we headed straight to security and didnt realize the lady gave us a duplicated boarding pass (not of the passport holder). We got stuck in security because of that, couldnt figure out what was wrong. We only didnt miss the flight because we ran through the airport with a 70 year old and a 9 year old included in the party. The staff at the gate was very cordial and helpful once we arrived there.

Route: Gatwick to Venice

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flynas

Title: "not covered by any kind of support"

Review: Although there were 9 passengers waiting in the airport, the airline closed the registration, leaving these passengers with no support for the weekend. No available solutions, the only answer I get after two days of complete silence, I am not covered by any kind of support.

Route: Cairo to Medina via Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "do not recommend anyone to fly it"

Review: Air China is the worst airline ever, their customer service is inexistent, they do not answer calls. On hold for over 2 hours each time and half their Phone numbers for customer service do not work / are paying. Their premium economy is a complete rip-off, you basically get the same seat as economy with one seat next to you empty. I will never fly this airline again and do not recommend anyone to fly it. With this type of customer service.

Route: Montreal to Singapore via Beijing

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "plane overbooked, rude staff"

Review: Checked our family in a non existing row in the plane. Row 32 on a 31 row plane. Once at the airport had to check in again with seats all over the plane. One person to assist hundreds of people, let's say as if no one at all. Once at the gate: plane overbooked, rude staff probably fed up on handling the same situation on most flights since there was two other family in the same situation.

Route: Barcelona to Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "the violin case was over the length limit"

Review: I travelled with my wife and two daughters. They were in seats row 20 while my wife and I were in row 19 which were in different zones for boarding. My older daughter carried one violin with her, with the case Jakob Winter size 805mm x 208mm x 138mm, weight 1.5kg. My two daughters boarded first with boarding zone 2. When I and my wife boarded with zone 3, we found our older daughter was denied boarding by a cabin crew and stood by the front door of the plane for the reason that the violin case was over the length limit and she demanded us to buy another seat for the instrument or else check it in. We informed that the violin was over 100 years old wood and could not be checked in as it will be destroyed. My daughter also told the cabin crew that she had flown in many airlines and many flights, including the outbound flight on Thai AirAsia (DMK-HDY) without any problem with this violin and the case before. Staff said the flight was full, so there would be no space in the overhead compartment to fit in the violin. We had asked her why the outbound flight (DMK-HDY) was also full but there was no problem. She then called in the ground staff to come

talk to us. We had informed him the same, and showed him the violin case. He let us into the seats and we put the case on the overhead compartment without any problem as there was plenty of space. I understand that the length of the case was not under 560mm as required by the airline, however the overall size and weight were much less than a regular cabin luggage, and the fact that many people on that flight were carrying many large luggage and shopping bags onto that flight. I do not feel that we were treated the right way.

Route: Bangkok to Hat Yai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Blue Air

Title: "planes are old, noisy and not clean"

Review: Flew Rome to Larnaca via Fiumicino. I do not think Blue Air should be rated anything more than 2 stars, the planes are old, noisy and not clean. Flight attendants are generally impolite and not professional. Food onboard is best avoided. Their website can not be used for online check in as it keeps crashing over and over, leading you to go to the airport three hours earlier just to avoid the middle seat. The ground staff in FCO and LCA are always friendly, but that is because they are not the company itself. When I am dealing with the ground staff in Bucharest I am only wishing I had chosen another company. I only fly with them due to a lack of a viable alternative, (Aegean flies through Athens, but their comfort does not comes cheap). Overall I even find Ryanair to be more pleasurable.

Route: Rome to Larnaca via Fiumicino

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jin Air

Title: Jin Air customer review

Review: Strictly a ride from one place to another and not a very good ride at that. There were no pillows, blankets,

headphones, or TVs. Just a seat. They served a lunch box with cold snacks and a cup of water. They did have was plenty of screaming babies, for 4.5 hours one would start and the others would chime in. So, you folks that had a good flight, good on you. But for my money I will read the fine print a little closer when I book a flight with Korean Air only to have it operated by Jin Air.

Route: Seoul to Guam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LC Perú

Title: "there are still no reply"

Review: It is a return trip from Lima to Cusco. In the outgoing trip, LC Peru cancel the flight and give me the ticket for the next flight (4 hours later) without any reason and explain. In the returning trip. The flight was cancelled. At the boarding gate and ground service, we were told there are bad weather. But in the cancel certification, the reason is operational reason. On that day (Mar. 5 2018), the weather was perfect, and almost all the other airlines operates normally. I have send e-mail for refund or the explain twice, but there are still no reply.

Route: Lima to Cusco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "would not recommend this airline"

Review: First time flying with Air Malta from Frankfurt to Malta and Malta to Berlin TXL using their old A320 and A319. I would say, this airline is worse than low-cost airlines serving the same route. My both flights delayed about 20 minutes. Nevertheless they arrived in-time as scheduled. What I have paid for the ticket was not equal to the service which I got. Drinks and snacks for the economy passengers are for a fee. The seats were dirty. I assume as their Airbus was a lease

plane. Hence, I would not recommend this airline to fly to Malta. Better to have a stop-over but good services.

Route: Frankfurt to Malta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "no alternative travel option"

Review: My Go Air flight G8-118 scheduled to fly from Bengaluru to Delhi on 5th June 2020, was cancelled and was intimated to us 24 hours before departure. There was no alternative travel option provided and neither the refund is initiated. This airlines can cancel the scheduled flight anytime and deny the refund. Their customer service does not answer the calls.

Route: Bengaluru to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "Worst airline company"

Review: Montreal to Beijing. Worst airline company, this is the only Chinese airline which refused to provide full refund for tickets cancelled before Jan 28. The government set up policies about refunding but this firm is just playing word games.

Route: Montreal to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CityJet

Title: "would fly this airline again"

Review: Genoa to Paris. This was an Air France flight operated by local carrier CityJet. Everything was done through the Air France website and I was able to upgrade to business class for around 200. The business class seat was probably one of the smallest seat I ever flown, however the service was fantastic and for a flight that lasted under two hours there is really nothing to complain about. The airplane had four engines thing that I found quite interesting since it was very small aircraft. I was served a full breakfast that was very nice and the presentation was five star. I would fly this airline again without hesitation.

Route: Genoa to Paris

Seat Type: Business Class

Traveller Type: Business

Airline: Tigerair

Title: "it is so dysfunctional"

Review: Perth to Bali. It is difficult to know where to start with Tigerair as it is so dysfunctional, from extremely poor customer service to the extent of lying to customers on more than one occasion. Cancelling flights and not informing customers, leaving them to find alternative travel arrangements with not even an apology. Promising a refund and not giving one.

Route: PER to DPS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "service is not worth the headache"

Review: Do not fly Avelo! This has been the worst airline experience of my life and I am a seasoned traveler. Delays

both ways in excess of 12 hours total with absolutely no information on why or how long. They just kept saying were boarding shortly which turns into hours. That was after we boarded the first time after a 45 minute delay only to be told we had to get back off and ended up waiting another 5 hours. The desk clerks are rude and there are zero offers or alternatives for reimbursement or accommodations. All they say is call customer service and getting through to is impossible. I recently lost my job so decided to give them a shot since they are so cheap, but never again. Their service is even cheaper and not worth the headache. The only upside was once in the air, it was a smooth flight.

Route: Raleigh to Tampa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "They were of no help"

Review: Horrible, I do not understand why Delta did a partnership with this company. They need to get rid of it. I am a platinum medallion member of Delta and had a duplicate booking with ITA. I spoke with the ITA staff at the airport who told me to call a number to void a booking and receive a refund, it was a Delta operated flight and I had two exact bookings. They were of no help.

Route: Milan to New York

Seat Type: Premium Economy

Traveller Type: Business

Airline: Copa Airlines

Title: "I will never recommend this airline"

Review: I needed to send my dog from San Francisco to Medellin and had to use Copa Cargo. During the booking process I was misinformed about a document then I had to be the one to call and figure out what I was missing. They had not sent me the form I needed in the initial email and had I not called I would have never known about said

document. When we took our dog to Copa Cargo in San Francisco they did not want to accept said document because it had been printed out by our vet and was not an original copy mailed to us, even tho the USDA website clearly states that a completed signed document can be printed by our vet and accepted. We finally got that figured out and they accepted the printed copy because turns out they were wrong and it was allowed to accept that one. Well then in Panamá on our layover we tried to inquire about the well-being of our dog after the flight and we were told at the Copa Service Center that they did not handle that type of thing and that we had to talk to another department. They didnt even have a phone number or contact for that department tho! The woman at Copa Service Center was no help at all and didnt take my concerns about my dog seriously. We were fed up and exhausted by this point but it got worse. When we finally landed in Medellin we were not informed about the process of what is needed to successfully and accurately check out our dog from Copa Cargo so we spent an additional 4 hours driving back and fourth from the airport to their cargo building trying to figure out everything that we needed to get our dog. Our dog spent more than 24 hours locked in his kennel, with no food or water because of this airlines negligence. I will never recommend this airline.

Route: San Francisco to Medellin via Panama City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SCAT Airlines

Title: "inflight a nice sandwich"

Review: Astana to Almaty. After A friendly check in with check in luggage allowance without any supplemental charge I proceeded to the gate. This aircraft was quite old, the interior a little worn but OK for the short flight. Sweets were offered before take off, then inflight a nice sandwich with non-alcoholic beverages, and finally tea and coffee. Before landing again sweets. The crew handled the service professionally but in a non smiling manner. For the price paid this airline offers good value for money and to a level that low cost carriers in Europe do not reach.

Route: Astana to Almaty

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "seats were incredibly uncomfortable"

Review: Flew Birmingham to Paphos with Thomson Airways. Boarding was carried out quickly and efficiently. Once on board we found our seats, extra legroom seats which we had paid extra for. The plane looked old and tired inside. The seats themselves were incredibly uncomfortable. There seemed to be almost no padding on the back rest which made it a very uncomfortable journey. The other problem I encountered was the noise from the engines onboard, it was without doubt the loudest cabin I have been in for years.

Route: BHX to PFO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "My roller bag was overweight"

Review: Berlin to Oslo. My roller bag was overweight so could not be a carry on and I had to check it at a cost of 90 euros per leg. I have never had a good experience with their ticket counter, they are short with me and seem to be bothered by my mere presence. I would never recommend this airline.

Route: Berlin to Oslo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alaska Airlines

Title: "used to genuinely care about its customers"

Review: Alaska Airlines used to be my go to airline, I have been a loyal customer since 2009. I would fly other airlines

only when I had to. Anymore AK air could be compared with Spirit Airline, but more expensive. I never used to worry about delays, cancellations, lost baggage, or rude staff. However, now I can honestly say expect all of those things with every trip. AK air used to genuinely care about its customers, but that is no longer the case.

Route: Tampa to Anchorage via Seallte

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Comair

Title: "Well done on customer service"

Review: Flight BA6314 Durban to Cape Town was a disaster, plane had technical issues and we were not able to use that plane. I was informed via a phone call from BA while on the way to the airport that there would be no Business Class on the new chartered flight. I'm not a snob, but it was a surprise gift for my 74 year old mother. Long story short, we flew on Global Air a chartered plane from JNB. It was late and cramped but comfortable enough, and staff very attentive. We were offered ZAR1000 flight voucher as compensation for no Business class. The difference between the two classes was ZAR3000 each per ticket. Upon return I emailed Comair and was very expertly helped by David who did some bartering regarding refunds. At the end of the day I was given a ZAR6000 Kulula/Comair voucher to be used for 1 year as compensation. Well done on customer service and well handled by all involved.

Route: Durban to Cape Town

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "I missed my connection"

Review: The departure time was 5am, the flight was on time but the plane decided to wait for latecomers. We waited 2 hour in the departure lounge and then another 30 minutes in the plane. The captain tried to reassure everyone that we

would make up the time. I missed my connection. Many people were ushered to hotel which took 1 hour before we got there. the reception at Miracle hotel was passable but the restaurant staff were arrogant to the point where they refused access to the Pegasus travellers. We were made to sit and wait.

Route: Karachi to Dalaman via Istanbul

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "disappointed with Jetstar"

Review: Yangon to Singapore. Totally disappointed with Jetstar. Feedback to Jtstar online about their poor management in checking in group check in. On 22 Feb, there is a big group checking in, group calling out to their members to filled up their luggage weight to maximize and not pay extra \$\$\$. The queue is super long and the staff did nothing. I went to online jetstar feedback and told them about having a group check in and not to delay other passengers. The only reply I get from Jetstar is they will feedback to their team leaders. And they shut off my online chat without letting me reply.

Route: Yangon to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Eurowings

Title: "Nightmare airline"

Review: Nightmare airline, avoid at all costs. Our 1.5 hour trip turned into a 17 hour hellstorm. First, none of the check-in machines even acknowledged we had a trip with them. I wouldn't waste your time with those. We were notified our second connecting flight was cancelled while our first plane was taxiing, thus having no recourse. No reason was stated, but judging from the amount of people who were also in line for the hotel, it was clearly underbooked. When we

got off the first plane, no gate attendants were there, and the ticketing desks were completely empty. When we asked the information desk, they said they had all gone home for the evening. The notification gave no further details, and despite the website saying otherwise, we were NOT automatically rebooked for a new flight. We were effectively stranded. We called support. She couldn't find our trip for a while, and kept asking us our names over and over again. Once finally found, she put us on hold for five minutes and then hung up. It wasn't a disconnect, because it thanked us for our call. We called again. The second agent refused to speak to my partner in German despite having an accent and the airline being based in Dusseldorf. Luckily, I can, and explained to her our situation. We were booked on a new flight in the morning via Frankfurt, so thus another two flights before we were home. We were informed there were no accommodations provided and that we had to book our own hotel. Further, when I asked for a discount on our ticket, they said we're not entitled to one. We get a hotel for the night and get up to go to our flights. After waiting 30 minutes in the queue for three agents to help what must have been 200 people (the queue nearly going out the airport doors), we get to the booth and find out that the rescheduled flights weren't even with Eurowings but with their parent company Lufthansa, and that they couldn't even check us in. We were directed to a Lufthansa desk that told us they couldn't do compensation, and gave us only our first boarding pass. We had to get our actual boarding passes at the gate for some reason. During our security check, both my partner and I were "selected" for a manual screening. We get to the gate, and after waiting 30 minutes for our first flight's gate desk queue, which was delayed, we find out that we're on standby - for both flights. We had seat reservations on the original booking, and paid more than a "cheap airline" in Europe usually costs to boot. Given that the flight was with Lufthansa and not Eurowings, they were able to find us seats, albeit them being on opposite ends of the plane. Our second flight was also on standby and we were originally told we had to wait, but I think the other gate agent saw us taking a breath to simultaneously demand that we speak to a supervisor, took the tickets out of the other's hand, and found us seats together for our final leg. She was also very nice to boot, something the Eurowings employees were anything but. We now have to fight with the company's terrible website and customer support to be compensated for our overnight stay. Stay away.

Route: Vienna to Berlin via Dusseldorf

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Solomon Airlines

Title: "Leg room quite good"

Review: Flew Solomon Airlines from Brisbane to Honiara. We boarded to be greeted by smiling attendants. The flight was not too full so we had 3 seats to ourselves. Leg room was quite good. IFE was just a screen panel lowered from the ceiling, watched a movie. The meal was lunch, we had the beef and it was delicious. Staff came around to check if we needed any more drinks, throughout the flight.

Route: BNE to HIR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "I haven't got any real help"

Review: They lost my baby stroller during the interchange in Dubai. The baby stroller has been delivered in a few days, but as I already went to another city I was not able to get it from the airport. They don't deliver it to your address, you have to pick it up from the airport yourself. When I got a baby stroller, some important parts weren't there. I've contacted flydubai baggage service team and claimed that we can't use the baby stroller without those parts as it's just not safe, but for more than 10 days and more than 4 emails already I haven't got any real help.

Route: Nursultan via Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "a miserable experience"

Review: Marrakesh to Malta via Madrid. Most disorganized airline I have had the misfortune of flying!! Our complaint

with Iberia airlines began when we were stuck waiting to board at the rear doors of the aircraft on the steps in the hot Moroccan sun for 20 minutes, only to be told they needed to close the rear door so we would have to walk to the front. My mother, with her bad knee, and I walked back to the front doors of the aircraft where we were the last ones on board. At the top of the steps a man begins putting tags on our hand luggage without saying a word to us. I ask if this means they will have to be checked and he just says No space and gestures inside. I understand we are the last ones on the plane (not intentionally) so there is no space left but they could at least tell us what was happening with our bags instead of taking our luggage without a word. Inside the plane, there is no soap in the toilets which we realized after another passenger spilt Coca Cola on top of my mother wearing all white. Now the belt is ruined, shirt stained, and my mother is completely sticky. On arrival in Madrid, we wait to collect our bags next to the plane as the agent in Marrakech had instructed us. One of the flight attendants informed us that our bags were probably en route to the final destination of Malta. We replied that there was no information given, as to our final destination, so we deduced that the bags must be in Madrid. We are then told that most likely our bags were in Madrid but we would have to go outside security to collect them and then come back. After waiting at the baggage claim the bags finally arrived. We narrowly made our next flight and were one of the last on this flight as well. On our next flight we were lied to by two agents saying there was absolutely no space for our bags but once we were inside we found at least 10 empty spaces (as well as numerous empty seats) that we could have used rather than leaving our bags to get lost again. Overall a miserable experience flying with Iberia, I would recommend flying any of the low-cost airlines who have a better standard of service than this. I would have rather swam through the med than gone through this. My mother might not have many trips left and this company certainly ruined one of them.

Route: Marrakesh to Malta via Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: "Arrived on time, quiet flight"

Review: QF1790, October 22, Brisbane to Townsville. Booked to fly 21 October but got a message flight changed to

very late evening so contacted customer service and told original flight cancelled. I asked for the next morning flight and was given that with no extra charge. Checked in on mobile and boarding pass on mobile. Very quick through security but my mobile boarding pass disappeared just before boarding so went to customer service desk and issued with paper boarding pass after being asked for photo ID which is a first at domestic but not complaining. Seat 22c aisle. What I like about this plane is 2-3 configuration. No gluten free meal on this flight but just ask if they have gluten free biscuits and cabin crew have some and drinks served. Arrived on time, quiet flight.

Route: Brisbane to Townsville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shanghai Airlines

Title: Shanghai Airlines customer review

Review: I fly with this airline regularly between Shanghai and Hong Kong because it's one of the few airlines that lands in Shanghai Hongqiao airport, which is more convenient for me. Convenience is my only motivation, as this airline is bad. Poor food. Staff will tell you to switch off your phone 30 mins before landing, but do not stop customers using phones. Seats are uncomfortable. I really wish there were more options between SHA and HK - but unfortunately I am stuck with Shanghai Airlines.

Route: Hong Kong to Shanghai

Seat Type: Economy Class

Traveller Type: Business

Airline: La Compagnie

Title: "helpful and friendly staff"

Review: Luton to Newark return with La Compagnie. The deal of business class flight with five nights at a central NYC hotel was right up our street. It turned out to be a very successful and enjoyable. The flights were very good and

punctual. Helpful and friendly staff, very comfortable seats, good entertainment but the food was the star. Delicious and well presented. We used the business class lounges and at Newark our boarding card got us 20% duty free discount. Highly recommended.

Route: LTN to EWR

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "I wouldn't trust them"

Review: We checked into our flight Prague to Tallin with a layover in Warsaw. When we arrived to the airport in Prague, we had our tickets printed and saw that we were on standby from Warsaw to Tallin but had seats since early morning for Prague to Warsaw. We we're not okay with this because as it is, we would into Tallin at 11:30pm with a flight to NY at 7am the next morning but then to also be put on standby? When we asked the attendants at the check in, they told us that the flight was overbooked and that we'd have to wait to speak to the LOT transfer desk in Warsaw. While we weren't happy, it was our own fault (I guess; still unsure how we were able to check in fine for Prague to Warsaw but not the end destination from Warsaw) for not paying for selected seats. I called the customer support line to try to upgrade. There are no upgrades available that I have to see the LOT transfer desk in Warsaw. I try to ask the woman at the gate if we can upgrade as well on the off chance maybe the previous agent was wrong. She says no, so I asked if she could tell us how full the plane was, she tells us not full but close to full. This at least gave me hope, though I still didn't understand why we didn't have a seat assignment at check in if the plane wasn't full. But anyway, we get to Warsaw, I go to the transfer desk where there is a huge line and my boyfriend heads to the gate in case someone is there with a shorter line. He comes back because of course no one is at the gate yet, we wait in line at the transfer desk for 35 minutes only to be told that they can't help us. Only agents at the gate. By this point I'm so frustrated because we were told by two different people to go the transfer desk just to be turned away. We run to the gate to be told we have to wait for everyone to board before getting a seat assignment. So we stay standing next to the gate until the agent tells us to sit and we will get a seat after boarding. He was right. But what I do not understand is, the flight was half empty. LOT

was telling us that the flight was mostly full, even though it was not even close. We were told some people canceled, but not before leaving Prague. So you mean to tell me 50% of the booked tickets canceled their seats in the 1 hour we were in the air from Prague to Warsaw? Hard to believe. Not to mention the inflight service is laughable. Someone in first class was given a glass of white wine (we were in the row behind first class) but when the person sitting behind me (so 2 rows behind 1st class) was told they don't have white wine on the flight. Which was a clear lie. They caused us so much stress and so much anxiety. I wouldn't trust them as far as I could throw them. They clearly like to lie to their customers about services on board as well as seat availability. I even purchased a new ticket for my boyfriend and I with Ryanair to Stockholm thinking we could catch our connecting flight to NY that way. So now I'm also out \$175 because they caused me so much panic, for literally no reason. They are miserable, and not willing to help at all. They tell you to go to different places to seek help just to be told they can't help you and to go somewhere else. I have no clue how they are a star alliance member when this is how they operate. They could have told us it was half full and we would have felt fine and I wouldn't be out the extra money. Instead they caused unnecessary stress.

Route: Prague to Tallin via Warsaw

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bulgaria Air

Title: "enjoyable and normal experience"

Review: Beirut to Sofia. The flight was okay. It departed on time, the cabin crew did a great job indeed. The food was simple but for a midnight flight it was alright. I was seated on an emergency exit seat and it was very comfortable there. The other seats in front seemed like they have a great legroom too. Calm, enjoyable and normal experience.

Route: Beirut to Sofia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "RAM use COVID 19 excuse to scam customers"

Review: RAM use COVID 19 excuse to scam customers. If they cant provide a service we paid for at lease refund back your client but do not promise to give a fake voucher or rebook and cancel flights whenever they want without letting you know and no proper answers or options. I was supposed to return to Dakar since May 22 and I am still here in Canada.

1 - Bad customer service, they never answer their phone here in Canada, I've tried 100 times a day over these past 5 days and nothing. 2 - Email reply, no accurate answers. 3 - do not provide you a flight option and the voucher that they are saying is valid for 18 months is fake which means you loose you money. Will never use them again and will not recommended to anybody I know.

Route: Canada to Dakar via Cassablanca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "going down at a surprising speed"

Review: TAP is going down at a surprising speed. In MRS they canceled their lounge agreement. No premium boarding for business class either; food on board was not cold; It was a freezing quiche and a frozen salmon. Lounge in LIS is maybe the worst (or best) example: food was not eatable, just horrible. Coca-cola but no mineral water, etc, etc.....

Premium boarding was not premium as many "friends" could board in priority (they look very intimate). My seat on brand new A330NEO was broken. Fortunately there were empty seats, and we may understand why. IFS was full of old movies. NO games. Food was OK though. During all flights crew was very nice, and tried to provide all efforts to compensate the running down of their airline. A shame. How long will they believe that people will pay the same price for business class tickets (or even more) than before COVID, for a LCC ?

Route: Marseille to Salvador via Lisbon

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "flight to Zurich was uneventful"

Review: Keflavík to Zurich in Saga Class. Despite its uneven standards, Icelandair provides the most comfortable experience for travel between Iceland and Europe. It is perhaps the only airline that provides something like a premium experience in Business Class for inter-Europe travel. The Saga Lounge at Keflavík airport is among the better lounges of its type. Check-in and boarding at Keflavík went without any glitch. Priority boarding was honoured. The new 737 MAX is noticeably quieter than its earlier versions. The flight to Zurich was uneventful. We had requested an Indian/Asian vegetarian meal but what was served had "Indian/Asian" missing from it. But for a 3+ hours flight, no big deal. Wi-Fi is included in the Saga Class ticket on Icelandair. When it works it is the best internet connection in the sky.

Route: Keflavík to Zurich

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Turkmenistan Airlines

Title: "Great Indian vegetarian food"

Review: Birmingham to Amritsar via Ashkabat. No nonsense air line. Great Indian vegetarian food. There was no flight screens, no seat screens. We stopped at Ashgabat for one hour, its nice modern airport with all facilities. The good thing was that the time at Ashgabat and time in India is only 30 minute difference.

Route: Birmingham to Amritsar via Ashkabat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "Avoid this airline if you can"

Review: On October 13 I take my flight from Paris to Bahrain then Bahrain Bangkok. The Paris Bahrain flight is going very well. Arrived in Bahrain the flight Bahrain Bangkok is delayed the next day at 8.40 am which is 10 hours late and we face a refusal of care . The manager on the ground tells us all the flights of the other airlines are full and they have no hotel rooms available. After 2 hours distribution of good meals, I take mine. An agent from Bahrain airport company calls out to me saying that it is not right to do this. I eat at kfc with my voucher. I take this opportunity to give my boarding pass with his group and we get accommodation at golden tulip. Once out we wait 50 minutes for the driver to take us to the hotel and a staff from Gulf air staff arrives - the minivan can accommodate 15 people but she tried to park 30 of us in it and it made her laugh. Arrived at the 3 star hotel we were treated like cattle. The only sentence I heard when I arrived at the hotel is wait in line. At the hotel counter my passport and my boarding pass are kept and the person from the hotel tells me here is your room number it's this way and we slept barely 3 hours. The next morning I notice that the buffet for passengers of the gulf air flight is downstairs and that the rest of the hotel has its buffet upstairs. At 7 am we leave the hotel for the airport. We get on the plane I tell all this to the purser who has absolutely nothing to do with it. Avoid this airline if you can.

Route: Paris to Bangkok via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "comfortable and a nice experience"

Review: I would thoroughly recommend Vistara. We had excellent an excellent check in experience at Amritsar and flights. At Amritsar, Dominic and his supervisor helped us redistribute our baggage in order to avoid paying baggage excess charges. Thank you. We had a very tight stop over before catching the flight to Goa. The ground staff at Delhi helped us through security to ensure we arrived at the gate on time. Thank you. The flights were comfortable and a nice experience. Thank you.

Route: Amritsar to Goa via Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wamos Air

Title: "was the worst plane"

Review: This was the worst plane we ever flew on. Very little leg room with a fold up footrest that presents an injury hazard in up or down position even at low impact. Inflight entertainment non functional. Some toilets out of order, one with the toilet seat on the floor. We flew out 1 hour 45 minutes late with no explanation. We were put on this plane by Norwegian Air and we will not use Wamos or Norwegian again.

Route: New York JFK to London Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Firefly

Title: "keep flying this cute airline"

Review: Flew with Firefly on 3 sectors in one day. Firefly notified me by email a month earlier on changes of flight time. To my surprise, they called me 3 days before my flight to remind me the changes. Overall, I love the idea of taking small plane. Everything goes very smooth and fast, from check-in, boarding and taxing etc. Firefly provides more than enough refreshment and drinks onboard. Usually they offered 2 types of refreshment, but on the mid-day flight, they offered three options. Curry puff was the best! Seat quite cramped on -600 plane, but comfy on their old version ATR72-500. Cabin crew professional, well-groomed and approachable. This is my first time to see male cabin crew on Firefly. Too bad it was just a short flight. Will keep flying this cute airline. Hopefully they could revive the jet service.

Route: KBR to PEN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "the flight was delayed"

Review: My flight to Curacao was scheduled for October 05 at 6.40am, however on arriving at the checking counter I was told that the flight was delayed. After waiting for 4 hours I was then told the flight was cancelled. A taxi was offered to take me home and return the next day as the flight was now scheduled to depart at 5.30pm. Again on arriving at the checking counter I was told the flight was now delayed by 4 hours. The flight eventually left at 9.30 pm. Curacao is a very nice island but would not recommend to my friends to visit until there is a reliable option from Trinidad and Tobago.

Route: POS to CUR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "never ever travel by this airline"

Review: Delhi to Bengaluru. Guys, yesterday was the first and the last time that I travelled in GoAir. It wasn't the worst, it is the most third-grade airline I have seen yet in my life including the ground staff and onboard staff. The staff is horribly horrible both at the boarding counter and in the flight. If you dont have an option, better travel by train or bus but not by GoAir.

Route: Delhi to Bengaluru

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "I wont use them ever again!"

Review: Shockingly bad! Just avoid this airline if you care about peace of mind. Their customer service is useless. The only training they have been given is to tell lies, waste peoples time and give meaningless and insincere apologies. I wont use them ever again!

Route: Gatwick to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "I tried to get compensation"

Review: My outbound flight was delayed by a couple of hours in Manchester, and I missed the connection in Istanbul. On arriving in Istanbul, there was no apology or direction of what to do, I was stuck in the airport for almost 6 hours. There was no food or drink offered, no accommodation, just a new boarding pass. Having sat in an uncomfortable chair for the delay and waiting for the first flight out in the morning, my flight took off and arrived in Kayseri. I had a bad feeling at the luggage collection and just knew my bad luck was to continue. No sign of my luggage and the conveyor belt stopped. I was told to go to another location of the airport as my luggage was there. On arriving, I was told my luggage was still in Manchester and had not been loaded to my original flight. I registered my contact details and was given a reference number and number on Whatsapp. I was told my luggage would be there the next day. One night without my luggage wasn't ideal but manageable. The next day I whatsapped the number, which was Kayseri airport, not Turkish Airlines and they said it had not arrived and to contact the airline. I had to call an international number, costing me money each time, to get information on where my bag was. I was told later that day it would arrive. I got no call and followed up that day, no luggage. I was in Kayseri for 4 days and my luggage didn't arrive there at any point. 4 days without my own clothes, toiletries, shoes, etc. Each day, I received no communication from the airline and had to call them, at a cost, to see where it was. They had no idea and couldn't tell me where it was or when it would arrive. I had to go shopping on Day 3, to buy new underwear, clothes and shoes, as I could not wear the same clothes the whole time. The airline said keep all receipts for costs associated with this and I would be compensated. My luggage finally arrived in Istanbul airport, when I left Kayseri after 4 days and 4 nights without my luggage. It cost me over \$200 to buy new

clothes, taxis, phone costs, etc. It ruined the 4 days in Kapadokya. On returning home, I tried to get compensation for the lost luggage, which has been a nightmare. They did compensate me for the delay, per EU rules, however they will not meet my costs for the delayed luggage, not even paying me enough to buy new clothes and essential items. They were responsible for ruining my holiday to Kapadokya, yet they will not compensate me for these 4 days, let alone meet the essential costs. No apology, no responsibility, just automated answers about how they love treating their customers as a priority and look forward to welcoming me again. I would avoid TK if there is another option, their customer service is severely lacking, they have no care for customers who want to enjoy Turkey and boost tourism.

Route: Manchester to Kayseri via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alaska Airlines

Title: "All around disappointment"

Review: The plane was old and dirty, the premium economy seat that I paid for was just as tiny as all of the other seats, and the staff didnt say a word to anyone that boarded the plane. All around disappointment.

Route: Seattle to Cincinnati

Seat Type: Premium Economy

Traveller Type: Business

Airline: Monarch Airlines

Title: "policy for delayed baggage totally inadequate"

Review: Manchester to Lisbon. Delayed baggage for two days. Paid for suitcase to be put in the hold and it was not sent until 2 days later. Monarch's policy for delayed and lost baggage is totally inadequate. They will not even refund the cost for placing the baggage in the hold.

Route: MAN to LIS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "operated by Miami Air"

Review: Brisbane to Nadi with Fiji Airways. Hidden fees, expensive, cartoons for entertainment and operated by Miami Air. This was booked as a Qantas flight however this is simply a codeshare so don't expect any decent standards of service. When I arrived at the airport I had to pay extra for a surfboard, Qantas allow surfboards for free. Then got on an old plane for this 3.5 hr flight operated by Miami Air which had one screen every ten rows on which they played a video of Tom and Jerry. They served terrible meals. This was not a budget flight nor was it advertised as a budget airline it was advertised as a Qantas flight. So with the additional surfboard charges it cost \$800 for a 3.5 hour flight.

Route: Brisbane to Nadi

Seat Type: Economy Class

Traveller Type: Business

Airline: Boutique Air

Title: "Absolutely horrible in every way possible"

Review: If you enjoy getting furious and having travel plans completely screwed then book a flight with Boutique. Standing at the airport, no notice of cancellation and customer service simply says nothing we can do. Absolutely horrible in every way possible.

Route: Muscle Shoals Alabama to Atlanta GA

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rwandair

Title: "worst experience I've had"

Review: This was the worst experience I've had with an airline. We arrived at the airport 2 hours before our scheduled departure time. We tried as much as possible to prepare before and looked online for baggage policies and any online check-in options. When we arrived at the airport there was an employee in the RwandAir line who was checking baggage weight before we got to the check-in counter. On the RwandAir website it clearly states that baggage allowance is 30kg. We were well under that weight for both bags so we figured we were okay. To our surprise we were told that our bags needed to be under 25kg and that one bag was overweight. We were told we would need to get out of line and go remove some items from one of our bags. We complied and went back through the line which was moving extremely slow. Several people were just going straight to the front of the line which seemed to be okay with the staff. By the time the line finally started to move we were getting extremely close to the check-in close time which was one hour before departure. Even after mentioning this, the staff member moved at the same slow pace and seemed to have no clue how to process my ticket. We had no special arrangements or tickets, yet she spent a total of 18 minutes trying to figure things out. By the time she finally finished processing our boarding pass she tells us that it is 7:18 and boarding closes at 7:20! We luckily were able to cut through the security line and make it there in time. When we arrived for a layover at the Kigali airport the Rwandair staff was no better. The staff member at the Joburg airport told me that I would need to get my boarding pass in Kigali (even though I already had a mobile boarding pass). When I arrived in Kigali the staff member seemed to have no clue why I didn't have a printed boarding pass from Joburg (even after showing him my mobile boarding pass) and took about 20 minutes to issue me another. When we finally got onto the plane our flight ended up being delayed one hour due to us waiting on passengers (who never arrived) from another incoming flight which was also delayed. We waited on a HOT plane for over an hour. Our original flight and e-ticket stated that our flight was to depart from JNB with a layover in Kigali and final destination to Accra. To our surprise, when we were on the plane the captain announced that we were heading to Lagos, Nigeria. I panicked thinking that we were on the wrong flight and asked the flight attendant if we were headed to Accra. He told me that we were but were going to stop in Lagos to drop some passengers off first, so we just needed to stay on the plane. Not once was this communicated either in an email, at the ticket counter or on the airline screens. You'd think that this would be something that was mentioned. We arrived in Accra almost an hour later than our expected arrival time.

Route: JNB to ACC via KGL

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "The services was a disaster!"

Review: I had travelled with Ethiopian Airlines several times, always wishing that the same thing that happened to me before will change but it didn't. I travelled long distance with my kids and the 6 times I used Ethiopian the tablets on the seat were never working, a trip with a kid of 5 years old and a 1 year old is very hard, they also never gave any play kits for the kids. I asked many times and they just answered that they don't have any. The light on the top was also on all trip, on my face for 16 hours and it wasn't working as well and of course they couldn't do anything about. The crew from Buenos Aires to Sao Paulo and the other crew from Sao Paulo to Ethiopia were rude, answering in a bad mood, making faces between them and running and shouting at people, it was just terrible. I didn't travel with my husband so I expected some help from the crew but nothing happed, when they saw me carrying my baby and bags and my other daughter was scared, they didn't even try to help me. The services was a disaster!

Route: Buenos Aires to Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alitalia

Title: "the seats are narrow"

Review: Rome to Los Angeles was the worst flight experience Ive had. The first problems occurred when we tried to check in online, with Alitalias website it took over 3 hours just to check in and print boarding passes. I tried to to call Customer Service for help, to no avail. Onboard the seats are narrow, and theres no leg room. The passenger in front of me kept trying to recline his seat, which almost placed his head in my lap and made it nearly impossible to watch a

movie, which may or may not have been a good thing because their inflight entertainment leaves a lot to be desired. The movie screen is only about 4 X 6, and my entertainment system continually crashed. We rarely saw flight attendants throughout the flight and even if you pressed the call button, no one came. The meals/snacks were less than mediocre. The one snack we received was a tuna salad sandwich. When I asked if they had any other sandwich choice, the flight attendant asked if I had requested a special meal due to food allergies. When I told her no, she went and got me 2 small packets of their crackers. Beverage service was lacking, twice I asked for a glass of water, I never received it. About 2 hours into the flight, I used the bathroom, only to find less than 1/4 roll of toilet paper sitting on the sink counter.

Route: Rome to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "the flight itself was provided"

Review: Efficient boarding, it was complete almost 20 minutes before departure time, then we waited in the airplane 45 minutes because of some airspace restrictions. Landing was about 5 minutes behind schedule. Cabin crew stick to the rules and no seat change was permitted. As usual, no free catering and nothing else but the flight itself was provided. The promise to take us from A to B was fulfilled.

Route: Memmingen to Tirgu Mures

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "90% of what they used to be" Kamapin

Review: I had booked this trip as a miles trip due to expiring miles, & the cash tickets for these flights were quite expensive. Since we were ROP gold members, we could use the priority counter, which has been relocated to row H at

Suvarnabhumi airport, it used to be at row B. Check in was smooth, & since we were flying to Japan, the agent asked if we had filled out Japan Pass - which made us clear immigration and customs really quickly in Nagoya. During the evening, The Royal Orchid Prestige lounge was extremely crowded, however we did find a corner to ourselves far from the main food area, but close to the bar & Halal food area which had fewer options. There was more than enough food and we weren't hungry when the flight took off - so we could get more sleep. I also used a shower suite, where L'occitane liquid soap and shampoo were provided. Boarding was an absolute mess, the crew was late & some passengers did not get their documents properly checked. This was made worse by the fact that gate C1 had very little seating, and lots of passengers ended up sitting on the floor waiting for boarding. We had paid extra to get extra-legroom seats (about 50 USD each) and they were worth it. The purser suggested that I move to the empty exit row seats in the second cabin so that my mum and brother could have a bit more space and comfort. This made the flight much more comfortable for them. I hate short overnight flights, and a departure time of 00:05 wasn't great - no alternatives either. Most of the passengers were asleep before the flight even took off, but I had stayed awake to get a bloody mary from the crew - who bought me one from the galley. Pre-pandemic, Thai Airways had a policy that they would have to serve their gold frequent fliers first. I am very glad that they kept this policy & I was asked whether I would like Omelette with sausage or Shrimp Pad Thai. I chose the Shrimp Pad Thai - which was very tasty & flavourful. I jokingly asked if I could get a cappuccino - which is normally only available for business class passengers. The FA said that she would try to get one for me - which she did, & I asked to be woken up for the meal service. 2 hours prior to landing in Nagoya after some tossing and turning, I was politely awoken & had my breakfast placed on my tray. The crew were all very nice on both flights. On the return flight we flew out from Sapporo/Chitose. The contract lounge in Sapporo had little in the way of amenities or food. Boarding was much better organised on this flight, and we had our meal orders taken after being seated, stewed chicken with mash potatoes or spicy fish curry with rice. I tasted both on this flight and both were very tasty, albeit the fish used is pangas, which isn't that great. Thai used to serve seabass which tastes much better. The highlight of the meal was the cake - a simple vanilla sponge but really tasty. Before landing we were served a spinach pie, which was also tasty but I would've preferred chicken. There was a small issue I had with the crew, on this flight, I found out the tray table wasn't clean when I looked at it during boarding, & the purser walked through & told me to close it for departure - but I pointed out the wet table to her & she called one of the FAs to wipe it up. Entertainment is slightly lacking - they could do with a few more films. Thai is still a great carrier, maybe not

as great as the pre-pandemic Thai Airways, I feel like they're 90% of what they used to be in 2019.

Route: Bangkok to Nagoya

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "A350 was new and seat was comfortable"

Review: Sydney to Toronto, transferring at Guangzhou. The A350 was new and seat was comfortable. It's nice to kill the time by watching movies on board when you have so many options. What could be a little frustrating was the jab test at the airport, but the ground staff gave me a lot of help. The aircraft from GZ to Toronto was Boeing 787, which was also new and comfortable, however the price of the flight was not cheap, literally more than 12000 bucks. I'm thankful for the help all the staff provided the way I went back home.

Route: Sydney to Toronto via Guangzhou

Seat Type: Business Class

Traveller Type: Business

Airline: TransNusa

Title: "cabin crews were just borderline okay"

Review: Jakarta CGK to Yogyakarta YIA onboard their A320. This airline is not new - they only rebrand themselves into an LCC. I have heard good things about this airline, but unfortunately, what happened onboard was an aviation safety disaster class. Ground staff at both Jakarta and Yogyakarta were okay, although the baggage staff members at Yogyakarta were slow as molasses. The cabin crews were just borderline okay. What bugged me was that they completely neglected aviation safety; most of the seats had loose tray table lockers, and during take-off and landing, thanks to the force generated during these two phases, those lockers failed, resulting in the tray tables being flung open, including mine, almost hitting my stomach and breaking my camera in the process. Not once did the crew either notice

or attempt to fix the issue. Although I would surely give them a second chance in the hopes that they will improve, my first flight with them was traumatizing. I bet I'll stay away from this airline, at least for a while. At the very least their social media team was apologetic, responsive, and thanked me for bringing up this issue, something you don't experience that often.

Route: Jakarta to Yogyakarta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Viva Air

Title: "baggage cost was excessive"

Review: Juliaca to Lima. Worst airline ever. Charged me £20 to print my boarding pass. Also the cabin baggage cost was too excessive. I am used to travelling in no frills airlines in Europe, but this was the most excessive and purely intentional fleecing.

Route: Juliaca to Lima

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "both legs of the flight I lost my baggage"

Review: I flew with Aeromexico both ways going to Peru, and both legs of the flight I lost my baggage. The first one I was able to receive after 2 days, but the coming back flight it's already been a week and haven't received it yet. They've located it but keeps pending and not sending it to me.

Route: Lima to Vancouver via Mexico

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "cabin crew were quite helpful"

Review: Flew on GA407 from Denpasar Bali to Jakarta. I was swiftly checked in by Sony and he then escorted me through security and into the Lounge. Onboard the cabin crew were quite helpful, however there was only two choices of food, and both were rice therefore, I declined. The cabin crew did offer hot and cold drinks during the short flight. The flight arrived in Jakarta 20 minutes ahead of schedule. Upon arrival I was met at the plane door by Octa and Wisnu from the Garuda Premium Team, and they helped me obtain my baggage and escorted me to my car.

Route: Denpasar Bali to Jakarta

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "2 years for your refund"

Review: London to Havana via Madrid. I have just finished talking to yet another operator and she tells me that unfortunately, she can only check that the file has been sent correctly. Poor thing, I would also be sorry to blame the operators who are not to blame for this situation. I have been waiting for 2 years for your refund on a ticket of nearly 600 GBP. My ticket was for March 2020. Following various complaints due to the pandemic, I was given a voucher that I could reuse for another hypothetical flight. One year later, it was still impossible to travel and think of making another ticket, so following the various complaints, I was able to speak with an operator with whom I would have started a refund procedure (March 2021). I also received an email confirmation for my refund, the operator had announced that it would take 5 months to receive the refund and I accepted the continuation I started to contact Air Europa without ever having an answer or an update nothing at all. It's been 2 years now and I still don't know what happened to my money. I also tried to use the voucher out of desperation but it wasn't even valid anymore. I don't know what to do, this situation has become ridiculous and also very annoying

Route: London to Havana via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "Staff was very unorganized"

Review: Horrible, system was down. Staff was very unorganized. Arrived early just to be cut by priority and people who arrived late, priority line barely moved and was treated to last resort. Fly else where.

Route: Gatwick to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "reliable and recommended"

Review: Danang to Bangkok 9 March 2023 on a narrowbody A321 aircraft. On time. Good deal; less than 100 USD. SKYTEAM privileges were granted in full despite the ticket was shamelessly cheap. Thus, VN overrules competitors on this route, even my favourite well-pampering local airline Bangkok Airways which in this case lose out to VN on price, lounge, and luggage allowance. The LCC carriers are a no go on this route as they end up expensive and/or unreliable. Worse is that they dont provide any luggage transfer in Bangkok, forcing pax to go landside and check it in again. Vietnam Airlines have almost never any delay nor cancellation on this route. Check in could not transfer my luggage to final destination, though at least to next destination (Doha with QR). Da Nang International (T2) is dominated by SE-Asian tourists and a lot number of small airlines. Larger aircrafts cant enter the airport as it is in the middle of the city. The Airport is completely renovated and a pleasure. Check-In fast and easy I was treated with a lot of respect due to SKYTEAM status, despite I was travelling on cheapest ticket possible. I could get my 23x2 kg checked it without any questions and I also had two hand-luggages. The Lotus Lounge, that Skyteam-airlines use, is extremely nice and well

maintained; it is a huge, unexpected gem find in a small airport. The Lounge has very good food offerings; cold delicatesses, and at least 7 hot meals in buffet. Drink options are a bit below average and only cheaper, local products (2 cheap wines and 4 beer brands, all alike) are offered. Background music appreciated. The décor is of high standard; even smoking and business rooms exist. The lounge appears underutilised, I found only 5-10 other visitors during the 3 hours I spent there. The flight itself was stable and regular. Crew were courteous; food modest only a sandwich tray and drinks were offered. Without requesting it, I was given a seat in the first row after business class that granted me wide leg space. Luggage transferred correctly as promised and tagged. Good value for money, reliable, and recommended.

Route: Danang to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: KLM Royal Dutch Airlines

Title: "used to be an excellent airline"

Review: KLM used to be an excellent airline. Last September we flew Toulouse France to Vancouver with change of planes in Amsterdam. When checking in online, about 18 hours before flight time, I found that the first leg of the flight had been rescheduled to a later time so that we could not make the connection to Vancouver. KLM had never contacted me about this change. I phoned KLM and our Toulouse flight was changed to an early morning departure, so that we could make the connection. This necessitated leaving a family get together and extra charges for an airport hotel, and taxi. I claimed those expenses from KLM. After over three months, KLM replied, saying that as I had booked online on the KLM website, KLM had no obligation to notify me, but I had an obligation to keep checking for changes in the schedule. So it was my fault and I was entitled to no compensation. Every other airline I know, even low cost ones, never fails to email customers about schedule changes. So KLM had the gall to blame the victim, me, for their poor service.

Route: Toulouse to Vancouver via Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "told that a GDFRA return permit was required"

Review: On 28 August my wife and I arrived at Istanbul Airport (IST) to check-in for our Gulf Air flight back to Dubai (DXB). We are both residents of the UAE and checked all the return entry requirements to board the flight. This includes a negative PCR Test, residency VISA and a valid passport. This did not include a GDFRA return permit as we had not visited a red zone country in the last 14 days (or in the last six months for that matter). Moreover whilst my wife holds a Dubai VISA, I myself have an Abu Dhabi residence VISA which means I cannot apply for a GDFRA return permit (as these are only for Dubai VISA holders), but instead can apply for an ICA (Identity and Citizenship Authority) return permit, which is applicable to holders of VISAs issued by all the other Emirates of the UAE, excluding Dubai. We approached the check-in counter at which time we were immediately told that a GDFRA return permit was required for ALL passengers flying to Dubai regardless of VISA. Moreover it was explained to us that all passengers in the previous weeks flying to Dubai had all had GDFRA return permits regardless of VISA (please note that this is impossible due to the aforementioned reason). Despite this situation we indicated that we would attempt to complete the application form online. Even approaching the local merchants to make use of their computers. When this failed the Gulf Air staff indicated that we should speak with the Emirates ticketing office and airline check-in staff (located on the complete opposite side of the airport) as they could explain in better detail the requirements to fly to Dubai. We proceeded to walk with all our luggage and no assistance from Gulf Air to the other side of the airport. However after speaking with the Emirates staff they confirmed our understanding that a GDFRA was not necessary in our circumstance, confirming the initial information in this complaint. Upon return to the Gulf Airline check-in counter we explained to the Counter manager what Emirates had said and we were met with severe hostility. She directed two of her staff to accompany us back to the Emirates check-in counter, telling one of them what we had told her, but in an extremely rude tone indicative of a person who believed that we were lying. My wife even tried to deescalate the situation, but the manager was so incredibly hostile and rude that further communication with her became counter-productive. We therefore proceeded back to the Emirates counter with the Gulf Air Staff, one of whom along the way informed my wife that they did not care for our situation and that we were in fact wasting their time and, as indicated above, reiterated that every passenger

going to Dubai in the last few weeks had a GDFRA regardless of the VISA they held. This Gulf Air staff member was so rude he actually stopped assisting my wife with her bag and left us half way. Once back at the Emirates counter the Emirates staff explained to the remaining Gulf Air staff member that had not abandoned us that we did not require a GDFRA, however as the Gulf Air staff was apparently insisting on a document that was impossible to obtain, the Emirates staff themselves attempted to assist us in vain. I want to emphasize this point, that another airline's staff attempted to help us more than the Gulf Air staff with whom we had booked our tickets.

Route: Istanbul to Dubai via Bahrain

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "10 kgs free carry on luggage"

Review: Larnaca to Athens. I've travelled with Blue Air many times before and they decided that from now on they will be charging for your purse extra. So i have 10 kgs free carry on luggage and if my purse does not fit in my luggage i must pay 60 euros - not to mention the attitude of the staff! Blue air is the worst company by far and i prefer to buy a more expensive ticket from another company.

Route: Larnaca to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Alitalia

Title: "no smile no nothing"

Review: Rome to Belgrade. This was my first and last flight with Alitalia. I was so excited to get on this flight once we came to the airport the staff were so rude, no smile no nothing. Onboard my seat was taken by someone else and I have asked to sit next to my wife as we already booked our tickets in advance and booked our seats as well. I was told if

there is more space you can move to a different seat if not then just need to stay in my current seat. we took off 1hr 45min late, seats were not comfy at all very hard and no space. The service was ok once we took off nothing special. once we were coming to a land into Belgrade the aeroplane kept on dropping and quiet a few passengers were screaming.

Route: Rome to Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Mokulele Airlines

Title: "most incompetent airline"

Review: If you thought Spirit airlines was the worst, Mokulele has outdone it, worst, most incompetent airline I have ever flown. Flight schedule changes, policy changes etc, all with no notice! Right hand has absolutely no idea what the left hand is doing. Save yourself the agony, find any other means to get to your destination if possible. Unfortunately for us, on Lanai, its the only option.

Route: Lanai to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "gate agent was incredibly nasty"

Review: San Francisco to Dallas. Yesterday when I was checking in for my flight today, I decided to spring for the upgrade to the exit row. I was re-assigned seat 9D. I printed my boarding pass at home. At the gate, the agent took my boarding pass from me and handed me a different one. I didn't notice till I got on the plane that my seat had been switched to a non-exit row 7A. When I brought the discrepancy up to the flight attendant she said I had to go back to the gate agent to rectify the problem. It took a few minutes to swim upstream to get there and by that time the gate agent

was coming down the gangway and he refused to help me and told me to take it up with customer service. When I went to the seat on my boarding pass 7A, there was a child sitting in the seat next to his mother who was in the middle seat. When I sat down in the aisle seat, the other passenger asked me to move to another row since there were other seats available. There were two open seats in Row 9 so I went to sit in one of those and the gate agent and flight attendant insisted I could not sit there even though I had paid for the exit row. The gate agent was incredibly nasty and threatened me that if I didn't go sit in the back of the plane he would throw me off the flight. At no time did they ask the woman who put her kid in my seat to either move or let me sit in the aisle seat. As I had an important meeting in Dallas, I did find an open seat in the back of the plane. The flight attendant was by this point thoroughly embarrassed and came back to apologize and brought me a glass of wine. She was great but I will never fly Virgin America again.

Route: San Francisco to Dallas

Seat Type: Economy Class

Traveller Type: Business

Airline: AirAsia

Title: "didn't accept our booking ref no."

Review: First, when trying to manage our booking, it didn't accept our booking ref.no., but it accepted the e-ticket number. Our flight is from Phnom Penh to Colombo via Kuala Lumpur (self check-in in KL). It only gave me itinerary for the flight from Phnom Penh to Kuala Lumpur and only for one traveler, although there are two of us. While trying to manage our booking, the booking confirmation was sent to a weird and suspicious e-mail and my contact number was removed and changed into a Chinese phone number. After I changed this strange e-mail to my e-mail address, I received the booking confirmation in Chinese only. All this made us very suspicious and we tried to contact AirAsia office with a number from their website. However, the phone operator informed me that this number doesn't exist. We are now not sure what to do.

Route: Phnom Penh to Colombo via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lao Airlines

Title: "Very nice little airline"

Review: Bangkok to Pakse return via Savannakhet. Very nice little airline, friendly crew, standard seats, decent snack for such short flights. All flights were on time, boarding was fast and efficient. Particularly good magazine with up-to-date and relevant information for such a small airline. Good prices as well.

Route: Bangkok to Pakse via Savannakhet

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "bottom of efficiency"

Review: Never make the mistake to fly this airline again. I flew them several times. Making changes with them is a very long process and even flight in the higher class they charge you money. When you want refunds they give you vouchers and it is absolutely impossible to change them or get that money back. I am frequent traveller of many airlines and I can tell for experience LATAM is at the bottom of efficiency and they are absolutely thieves.

Route: Sao Paulo to Rio

Seat Type: Premium Economy

Traveller Type: Business

Airline: Air Canada

Title: "garbage customer service"

Review: Canceled connector flight, lost luggage to and from London, garbage customer service in Pearson Airport.

Nobody working counters. 2 hours on the phone to find luggage. Disconnected! Another 2 hours on the phone. I would NEVER recommend this airline to anybody. When I fly Delta, its smooth every single time. This experience was pure trash. Heck, Spirit is better!

Route: London to Pearson

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Air India Express

Title: "delayed by more than 3 hours"

Review: Very bad experience with Air india Express. My flight from Doha to Cochin was scheduled for 22.20 but ended up being delayed by more than 3 hours, causing significant inconvenience and frustration. The delay not only disrupted my travel plans but also resulted in additional expenses. I had made arrangements based on the original arrival time, which had to be hastily adjusted due to the unforeseen delay. This situation has caused a great deal of inconvenience, stress, and financial burden. The airline should have offered compensation but was not given. I have always relied on Air India Express for my travel needs, but this had made me a huge loss since I had another flight.

Route: Doha to Kochi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Viva Air

Title: "families are not sat together"

Review: Santa Marta to Medellin. How is it possible that families are not sat together. Empty airplane and they only have emergency seats to sit us together for an extra charge. So rude and want to charge for everything.

Route: Santa Marta to Medellin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "have waited more than 3 hours on hold"

Review: I haven't actually taken a flight with Air Europa because covid travel restrictions smashed my European travel plans. That being said I'm sitting on two round trip business class tickets that I need to cancel or get some type of future credit, but after trying 6 separate times to contact a customer service representative (phone, email, you name it) I am giving up. I have waited more than 3 hours on hold and have yet to have anyone answer. The support line says '24 hours' but on off hours you will just get a recording 'due to circumstances beyond our control, we cannot answer your call right now. Please try again in a few minutes'.

Route: Medellin to Madrid

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "unhappy about the mix up with seats"

Review: Happy with the flight and service on board but super unhappy about the mix up with seats that I paid for and just realised myself that we were spread all over the plain although I paid 42.000 isk for the seats. They did not give me any refund for the hassle although I had to be the one contacting them for fixing it, I did not sit with the person I wanted on the way back and I was unhappy about that because I paid all this amount for it. Not well done.

Route: Reykjavík to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "it was the worst experience"

Review: This is the worst trip by far. Trip delayed for two hours for unknown reasons and the captain miscommunicated the duration of the flight that took 4 hours and a half instead of the usual 3 hours and a half. Chairs are broken and filthy and very small. Apart from a friendly attendants, it was the worst experience for me and my family and never again.

Route: Dubai to Beirut

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "they could improve the website"

Review: Solid airline for locals. I avoided it until they had a very good prices to fly domestically. However, felt the warm flight staff, seats aren't as small as other domestic flights. I am very happy with the flight itself. I think what they could improve on is the website side and helping people claim their vouchers

Route: Manila to Dumaguete

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Surinam Airways

Title: "I still havent gotten a refund"

Review: They cancelled my tickets when I had already booked a hotel and other flights as well and it has been over a month since the cancellation and I still havent gotten a refund. Whenever I contact the airline they transfer me to a different department but no one seems to know how to help me out, and that is when they even answer the phone. Do not recommend .

Route: Miami to Belem

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "inflight service warm and happy"

Review: London Gatwick to Ponta Delgada. After reading negative reviews I was petrified about our first flying family holiday with our 4 and 9 year old. Spending a week on Sao Miguel and a week on Faial. 4 flights, right down to inter island 36 seater prop job. Best flights we've had, smooth, inflight service was always warm and happy, few delays but they always made it to destination on or before time. Family and kids first policy I thought was really helpful. Could not recommend SATA enough. Clean planes, blue leather seats across all fleet.

Route: LGW to PDL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "service in Premium Economy was first rate"

Review: Flew Thomson from London Gatwick to Mauritius. My first time flying in the Boeing Dreamliner and despite initially being sceptical on all the hype about the airy cabin environment I have to say both outbound and inbound flights were the best I have encountered when flying Premium Economy cabin long haul. Being of 6 foot 2 inches in height and weighing 18 stone I found the premium economy seating extremely comfortable (seat 3G both ways) and even got the passenger in front of me to fully recline their seat to see if it impinged on my comfort, it did not. Both flights were punctual, I believe this had a lot to do with the well administered boarding arrangements at both airports. The service in Premium Economy was first rate, the outbound flight having slightly the edge over the inbound one with the food quality seeming to be of a better standard on the flight out. The cabin staff were very frequent visitors with the drinks trolley, especially during the early stage of the journey and this probably contributed to me spending a large portion of the

outbound night flight sleeping. I cannot comment on the cabin media as I did not watch any films but my wife says that TUI could do with updating their film offerings. In summary, very comfortable flights with good service. I would definitely fly Thomson Airways Premium Economy cabin on the Boeing Dreamliner again.

Route: LGW to MRU

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Air New Zealand

Title: "reconsider my flying options"

Review: Auckland to Melbourne flight on 21 April and encountered several new challenges. Firstly, the economy class seats are quite cramped and lack the option to recline. The headrest cushion pushes your head forward, leaving you in an uncomfortable upright position, with the screen poorly positioned for viewing or resting. The new seats lack low back support and are pretty uncomfortable. There is minimal space under the seat in front of you for a small laptop bag, and the seats above row 28 ABC were reserved for "life craft." A cabin staff informed me that I could only store one bag in the overhead compartment and the other under the seat in front of me. The Works package offers the option to request additional food and drink. I used to be proud of and recommend the high quality, standards and service of Air New Zealand. I don't think I can do this anymore and will reconsider my flying options with this airline.

Route: Auckland to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "Avoid at all costs"

Review: This will be the first and last experience with this atrocious airline. Avoid at all costs. Somehow, who would have guessed an airline even worse than Spirit could pop up. I have never seen such nonexistent customer service and

horrible treatment of passengers in my entire life flying several times a year on various airlines. To be completely uninformed for hours and have the flight constantly delayed, only to be canceled out of nowhere causing us to lose our entire trip. On top of that, the rude agents at the desk saying "we cannot rebook anyone" after abruptly canceling the flight with no issues to the aircraft. Please be wary of the low cost, it is that way for a reason.

Route: Huntsville to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "I dont eat pork"

Review: Osaka to Taipei. Everything went very well on the ground, despite a delayed departure due to traffic. The ground crew was friendly, polite and patient. We boarded quickly, the cabin crew seemed less welcoming, with no smile for me. I dont eat pork for religious reasons. So I asked twice what the menu was and what were the ingredients used. I have been told by the crew that the menu was seafood with noodles. I started to eat my meal when I noticed that some of the meat was definitely not seafood. I called the crew, requiring more information, and was advised the menu contained pork. A mistake can happen, but what struck me was the insensibility and careless attitude of the cabin crew. I wanted to share my experience with a crew member when I left the plane, the response I received was a thank you bye bye. My first impression of Taiwan has been ruined by this experience.

Route: Osaka to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Titan Airways

Title: "staff friendly and professional"

Review: Rhodes to Birmingham. We would just like to say a big thank you to all the crew on our aircraft from Rhodes to

Birmingham that brought us back on the 29th September due to Thomas cook not trading anymore. The staff was so friendly and professional. Thank you once again .

Route: Rhodes to Birmingham

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "still disappointed by the poor standard of food served"

Review: After reading so many angry review about Thai refusing to honour previously booked flight credits, we were happy just to finally board and take off after two years. We weren't surprised but still disappointed by the poor standard of food served and by the little things such as packaged towelettes instead of real hot or cold towels. It seems a miracle that the airline is still able to operate. The IFE wasn't too bad especially if you're not a regular cinema goer. Dune was a welcome addition but the line hasn't changed much over the last few years. The service by the cabin crew was excellent as always. The BKK to CDG leg had the new seat configuration where everyone is at an angle. The seat is much harder but on this flight a mattress was provided. I think I prefer the other seat type. The business class lounge at BKK was disappointing. Our flight to CDG left at midnight leaving us with a 7 hour transit. No showers were available then or 7 weeks later! The chairs were comfy for a few hours but not for a long stopover. The food options however were far better than the inflight catering. There was no business class lounge available at CDG due to renovations but I suspect it's another cost cutting measure like the soft drinks only policy prior to take off and alcohol served only during meals. Our main complaint was the number of changes made to our original post Covid booking and the terrible customer service from their Sydney office. Numerous unanswered phone calls, messages and emails.

Route: Sydney to Paris via Bangkok

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "would never recommend this airline"

Review: I have only bad words about this airline. Seats are hard, don't even have a pocket in front to put the water, many flights are delayed and canceled but worse than anything: They don't care at all about customer satisfaction, if there is any kind of problem you will receive no help at all! Been billed without my permission, called customer service and all they have to say "was an automated process so we can't help". Completely useless, I would never recommend this airline to anyone!

Route: Sydney to Gold Coast

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "it is clear that they are in a steep decline"

Review: Both me and my wife are frequent business travelers and Gold Miles & Bonus members. Aegean Airlines started off as a promising, refreshing presence in the Greek market but it is clear that they are in a steep decline. We've experienced such poor customer service in the last several years on a number of occasions. Refunds that took 18 months and countless calls and e-mails to process (for flights that Aegean Airlines canceled). Missed connections due to flight delays where they failed to assist us to reach our destination or arrange overnight accommodation for us. We were asked to cover the expenses on our own and then submit the receipts to receive compensation. We've taken trips where we were asked to pay service fees to change Comfort Flex and Business Class tickets. These two categories are their most unrestrictive fares and allow same day changes without a penalty, yet on a number of occasions, when their website failed to successfully change our tickets, we were asked to pay a service fee to proceed with the change. I could go on and on with a number of other disappointing practices but all in all, it seems that they've adopted policies and restrictions that we only find present with the so called low-cost carriers. All while charging full service carrier regular fares. Until they re-adjust their policies to a more customer service oriented level, we will certainly avoid flying with them in the future. Enough is enough.

Route: Athens to Santorini

Seat Type: Economy Class

Traveller Type: Business

Airline: Batik Air

Title: "it was a good experience"

Review: Kupang to Jakarta. The check-in and boarding process was smooth and fast. The crew were kind and helpful. For in flight entertainment, the IFE was responsive although limited choice of new movie. The food was okay. The flight departed and arrived ahead of schedule which was good. Overall, it was a good experience.

Route: Kupang to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaColombia

Title: "the worst travel experience"

Review: Bogota to Lima. Avoid at all cost - this is by quite a margin the worst travel experience I have ever had. I am from Europe and half way in I was thinking to myself that this is even worse than Ryanair. I arrived 3 hours and 20 min before take off (with my printed e-ticket) from Kiwi and first they said I had one kilo too much luggage to check in. In fact it was 0,8kg. I then went away and took out a small something and went back. The second time they said that this e-ticket was not enough and that I needed to print a boarding pass but no one spoke english so it was not clear to me what they wanted. I went away to a it-place nearby and printed out a new e-ticket but apparently that was not the right one and when that happened the 3 hour deadline had expired so they charged me 19usd for a piece of paper. This is absurd and has no relation to the actual cost. The people I confronted were without exception unfriendly and unhelpful. For a low cost airline they are not even cheap. On a flight between Bogota and Lima with 95%+ being Peruvians or Colombians the in flight snack bar only accepted cash and USD.

Route: Bogota to Lima

Seat Type: Economy Class

Traveller Type: Business

Airline: Norse Atlantic Airways

Title: "very pleasantly surprised"

Review: I was very pleasantly surprised with my experience with Norse. The flight was comfortable with ample leg room for a discount ticket. I didn't buy any meals because the flight was in the middle of the night for my time zone, and the flight itself only ended up being 5.5-6 hours total. I have no issues or complaints, I got to Paris from the US for only \$180.

Route: New York to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "A truly awful experience"

Review: Riga to Reykjavik. A truly awful experience. We traveled from United States to London and then took airBaltic from London to Riga. No problems. Baggage was accepted. On the return flight from Riga to Iceland, we were required to pay 120 euros because our carry on bags were 1kg over the weight limit. Yes 1 kg. We told the attendant that it was the same luggage and weight on the way over and we didn't have a penalty. She demanded payment in a very loud and militant voice that we must pay 120 euros. She was awful. Militant is the only word I could use to describe her very rude behavior. Take a different airline is my advice.

Route: Riga to Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: QantasLink customer review

Review: The flights to and from Moranbah would have to be the worst value for money and the most changed for full price flights. I pay an average of 600 dollars plus each way for a flight and 7 weeks out of 7 I have had a flight changed or cancelled. Totally unacceptable. Virgin will be my choice from now on and I will encourage more people to fly this route on Virgin as they never cancel or seem to change.

Route: Moranbah to Brisbane

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "Flight attendants outright rude"

Review: Not worth the money paid. Business class service similar to that of a public tram. Flight attendants outright rude, havent seen this attitude even in Economy. No bed linen or turndown service, as different from Emirates/Turkish business class. Coffee machine not working, for which I havent received even an apology. Air Dhabi airport is a joke compared to Dubai, Istanbul or Singapore, not fit for a decent layover. Business lounges packed with crying babies and dirty pampers. Literally every sit packed, people playing videos and TikToks on high volume. Staff chit chatting all flight with each other instead of serving customers. Not once has anyone asked whether everything was fine or I needed anything. The chitchat was so loud I had trouble sleeping. I had to ask the staff to keep it quiet, a request that they completely ignored, all for the 3500 ticket price! As if this wasnt enough, the epitome of the flight was at the end. The business class toilet was occupied for a long time, when the door opened, a flight attendant came out. I rushed in to brush my teeth and discovered a thick air of electronic cigarette smoke (you cannot confuse this smell with anything!). So apart from customer negligence, poor service and low value for the money, this airlines own employees are breaking the law and international flight regulations.

Route: Male to Milan via Abu Dhabi

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: AirAsia X

Title: "we were pleasantly surprised"

Review: Melbourne to Phuket via Kuala Lumpur. Just want to say we were pleasantly surprised. We had not flown Air Asia before but the cabin crew and a special mention to Joyce who was very friendly consistently smiling throughout the 8 hour flight and helpful.

Route: Melbourne to Phuket via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "not aware of a strict weight allowance"

Review: We booked two flights with Tigerair, the first on Feb. 11 from Brisbane to Cairns. We were not aware of a strict weight allowance that only permitted 30 kilos to be checked for 2 passengers and 14 kilos for carry-ons. These restrictions cost us over an hour of moving weight around from checked luggage to carry ons in order to avoid the ridiculous and unnecessary charge of \$25 per kilos extra which would have amounted to more than twice the cost of each of our tickets! As it was, we were forced to pay an additional \$94 to take the extra 10 kilos on board in two extra carry-ons. This was completely pointless as the flight was half empty and the plane will still take on the extra weight as long as we pay for it. Moreover, the help staff was rude and deceptive. Jan was forced to put her purse on the scale which put us over the limit by .02 kilos and cost an additional \$47. We are dreading our next flight on February 19th when we will again have to face this same ugly experience. We are professional travelers on a 10 month journey and most of the weight in our luggage is necessary prescription drugs. All this after this flight has already been changed

twice causing us to adversely change our plans.

Route: Brisbane to Cairns

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Express Airlines

Title: "totally satisfied with the flights"

Review: I flew round trip from Athens to Kalymnos with Sky Express Airlines. I was totally satisfied with the flights. Only around 10 minutes delay for both flights. Check in luggage was included in the fare. Also at Athens airport after the check in, I was offered a free coffee / refreshment at the lounge bar and I was allowed to use the fast lane for the security check.

Route: Athens to Kalymnos

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "a true fairytale on customer service"

Review: This is a true fairytale on customer service during difficult times for carriers and passengers. . We booked this flight many months ago for a concert in London and were extremely concerned when all the chaos started this summer. Our flight was hit by the air technicians' strike in Norway and our flight was cancelled. Norwegian then told us they were trying to get us another flight but we were not hopeful. Much to our surprise, 1 hour after cancellation, they came up with an alternative via Trondheim where we had to spend the night. Not only did they properly rebook our flight but also arranged a first class hotel for us that was ready on arrival. This was customer service as it should be and they deserve praise. The flight(s) were just like you expected from Norwegian; you get what you pay for; planes that are clean and comfortable with smiling and positive crew. I like their concept; you pay for what you need, no more, no less. If you want

additional services, like extra luggage, food, fast track or whatever, you pay extra. Fair enough.

Route: Oslo to London via Trondheim

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "no soap dispensers"

Review: Mexico City to New York. Interjet is such a cheap airline they removed the soap from all the bathrooms (I checked). Not just the soap but the soap dispensers! This was as the Coronavirus had begun to spread. I asked a flight attendant where the soap was. She pulled liquid soap out of her own bag and gave me a squirt. Apparently the flight attendants either carry their own soap or they can't wash their hands well, yet they serve drinks to the passengers. The passengers couldn't wash their hands with soap. What was Interjet thinking to have no soap dispensers in the midst of a pandemic?

Route: Mexico City to New York

Seat Type: Economy Class

Traveller Type: Business

Airline: Japan Airlines

Title: "flight attendants were courteous"

Review: It is a short distance from Tokyo to Seoul (2 hours). Nevertheless, this airline flies an aircraft with full-flat, all-isle business-class seats for this route, which I liked very much. they have spacious lounge with a choice of drinks in Haneda, and flight attendants were courteous. On return at Gimpo airport, the Korean lounge was small and overcrowded. The only thing they should do is to warn business-class passengers not to slam shut their tables, because this annoys their front passengers severely.

Route: Tokyo to Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: Air Europa

Title: "a good flight experience"

Review: Flight in time, plane arrived sooner then expected, boarding was fast, flight attendants even as it was a not full flight told people before take off that could use vacant rows. Was a good flight experience.

Route: Malaga to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Hawaiian Airlines

Title: "does nothing to help their customers"

Review: The flight was good, departing and arriving on time. After the HA flight we boarded a flight on another carrier to Michigan, where we found out our luggage hadn't arrived. I called Hawaiian Air and was told by their customer service that it's the airports concern and I need to call there. As I've not experienced this before I followed their direction and after several attempts, reached the lost and found at Honolulu airport, who told me it is not their responsibility and I have to talk with the airline. I went back to Hawaiian Air and was once again told it's not their responsibility and I have to contact the airport. I now resisted this and shared what the airport had told me but the customer service rep was adamant that they don't help with lost luggage. I went back and forth to both parties one more time before filing a police report and filing a complaint with the FAA. If you take the time to read thru the FAA guidelines it is clearly the airlines responsibility to assist with lost luggage, but Hawaiian Air does nothing to help their customers with this. I was going to sign up for their credit card and intend to use them more often, but I will now do what I can to stay away from them.

Route: Maui to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: WOW air

Title: "Very disappointing airline"

Review: San Francisco to Delhi via Reykjavik. Very disappointing airline. They nickel and dime you for everything. Checked in Baggage: \$175. Carry-on bag: \$75. Water on flight: \$3. Snacks: \$5-8. Meals: \$12-18. Cocktails: \$8-12. In flight movies: None. In flight WiFi: None In my attempt to find the best fare from SF to Delhi and back, I found a fare of \$1200 via Kiwi.com. But get this. I had to change my flight dates after booking, and Kiwi.com charged me \$400 for that. Plus all these charges by Wow, and a ridiculously winding itinerary, my trip has now cost me \$2400. Such a lousy experience. A big rip-off. WowAir and Kiwi.com - 2 thumbs down!

Route: San Francisco to Delhi via Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air KBZ

Title: "way better than we expected"

Review:

Yangon to Nyaung. My wife and me flew three routes with Air KBZ over our holiday in Myanmar and we got outstanding service every time. The cabin crew all have excellent presentation and are very courteous and attentive. We had a cold snack, tea and coffee, all of which were very tasty, on all flights. Its unusual to be given cream cakes at 8.30 am, but they were very nice. All aircraft used were very clean and in good condition and all flights departed and arrived exactly on time. Air KBZ is way better than we expected.

Route: Yangon to Nyaung

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "well worth the money spent"

Review: The service quality ground and cabin is well worth the money spent. Quality of food is good with 2 choices.

The airline is punctual.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Swoop

Title: "such a bad customer service"

Review: Flight was ok although delayed. Landed at 2.20am. No luggage. No agent. An officer asked us to go out to departures to enquire. Went to departures, nobody available. Spoke to someone, took a pic of the tag to enquire. 3am. Swoop opened for another flight check in. Spoke to agent. Already 4am. She acknowledged someone called a supervisor and we needed to wait. We asked for a follow up call as it had been 1 hour already. She asked to wait 30 mins more as "there had just been a call" although the call x supervisor had been 1 hour ago. Another swoop agent arrives to check in. We go and tried to speak to her. She is upset asked us to wait. She comes back 15 mins later and asked us to go to domestic flights and wait there. We explained it was an international flight and the reason to go to domestic and wait. She answered I am telling you what I was told. I do not know or can do anything. We reiterate the flight was from Cuba and asked why we need to go tp domestic. She stops and thinks and said she would call supervisor again. It is 5am already and nobody knows anything. We tried to ask several times what we are waiting for there. Both agents are very upset and extremely rude. Supervisor shows up at 5.30 because there was a big issue with another entire flight. She says they know nothing and have no idea where our luggage is in Canada or in Cuba and can't be tracked. So, from 2.30 to 5.30 am they just kept ignoring us and being rude. I have never witnessed such a bad customer service at the airport or with any airline. I'd rather pay more to fly with another airline and get a better service.

And our luggage is still missing.

Route: Varadero to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "Volaris refuse to refund us"

Review: Horrible company. Our flights were for our honeymoon Jun 3rd to 6th they changed them 2 days before to the 2nd (the day of our wedding) and had no flights to change. We requested to cancel the flights (we paid for insurance for that) they canceled them but the insurance and Volaris refuse to refund us and I spent 9 hours on the phone with them transferring me back and forth and both saying it's the others job to refund. So here we are a month later \$810.00 unrefunded.

Route: Denver to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "cabin staff are very kind"

Review: Hong Kong to Beijing with Hong Kong Airlines. It is a fresh airline company, but the price is cheap and we could enjoy flying with this airline. Their cabin staff are very kind and they could speak Chinese, English and Cantonese.

The food was excellent, especially the dessert.

Route: HKG to PEK

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "fully refunded by our travel insurance"

Review: We booked on the BA website, round trip flights from Seattle to Amman with a stop in London, in Business Class. Our first flight was delayed and then diverted to NYC, and enroute my husband experienced a medical emergency. When we landed in NYC we were taken to a hospital and I stayed in constant contact with the airline agent who had arranged for the ambulance transfer. The same evening we flew back home, confirming cancellation of all remaining flights with the agent at the airport. For the next several weeks, we spoke many times with BA Customer Service, trying to obtain some kind of refund we were met with contradictory explanations, excuses and an absence of meaningful customer service. We discovered we had been marked as no-shows for our flight to Amman and that our return flight was still active. We were unable to cancel the return on the website, despite booking on the website. Our phone calls were never returned, we spent a minimum of 40-60 minutes on hold for every phone call we made, our emails received only canned replies without answers or explanations, we were told it was not possible to receive a copy of the ticketing rules and regulations nor to speak with a supervisor, and after several weeks of this abysmal customer service I filed a complaint with the FAA. In response to my complaint I received an email from BA Customer Service explaining that they had reviewed my many requests for a full refund but that could not be accommodated due to the ticketing rules. They would issue flight credits - except for the portion for which we no-showed. They did not state how many credits. We never once asked for a full refund - we asked to read the rules and to receive a partial refund. We will not use the credits - we were fully refunded by our travel insurance.

Route: London to Amman

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "This is a terrific airline"

Review: This is a terrific airline! The low, low price had me wondering but I had a fantastic experience I have flown on

many airlines both nationally and inter nationally and this was great!. The check in was fast and the people very friendly. The seats had more leg room than I have had in many years. The under the seat storage was also very roomie probably due to the fact that there are only 2 seats on a side rather than the usual 3 seats wedged in the space. The flight was direct which only took 1 hour and 11 minutes to Long Island, N.Y. rather than the 3-4 hours on other airlines. I paid the small fee to check a large bag and it was worth it. The luggage came out fast after my flight. It's no frills so you have no free drinks or food but come on, for an hour flight at these prices I can do without even though they did sell food and drinks .I would very happily fly Breeze anywhere it goes and will recommend this great airline to everyone.

Route: Norfolk to Islip

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "Terribly unprofessional organization"

Review: Terrible service. Totally unorganized at the check in, we waited 2 hours to get our bags checked in. The lady at the desk still assured us we would not miss any flights. We waited on the plane for 1.5 hours, the pilot said the reason was because they had no fuel! What a ridiculous excuse! So we missed our connecting flight and we were told there was another flight at 6.30 (2 hours later) but there was actually no flight until 9.30. We have to sit around the airport for 6 hours now and wait. Terribly unprofessional organization not being able to refuel a plane correctly, lying to the customers about the situation, letting the connecting flight take off even though they knew there were a lot of passengers to take the flight on the way. Disgraceful, do not use this airline.

Route: Montego Bay to Bogota via Panama

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "provided a great service"

Review: I flew on a Thai Airways Boeing 787-8 from Bangkok to London Heathrow. The crew were very friendly and provided a great service. The catering was on-point, both the Thai and continental options were very good. The entertainment system was good but lacked modernity, as the interface was outdated. The seats were comfortable and had a good pitch and recline. Legroom was also adequate. Cabin was clean too. Very fast check in

Route: Bangkok to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "they hung up on me"

Review: Melbourne to Nadi. Please look at all your paperwork and the fine print, I have had to postpone my wedding due to this COVID-19, the change is by 2 months from May 2020 to July 2020 Fiji Airways are now telling us to change the flight it will be an extra charge per person over \$100. When I asked the operator to speak with a supervisor she kept telling me they not available I advised her I was able to hold as I needed to confirm the cost and if there's anything they could do to help us given our situation and help our guests. Instead, they hung up on me. I would not recommend this company based on their customer service

Route: Melbourne to Nadi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alliance Air

Title: "flights keep getting cancelled"

Review: Horrible experience. The flights keep getting cancelled and none of the airlines staff are ready to help. They have no alternative plans lined up for cancelled flights. The notify only just before 20min of departure.

Route: Hyderabad to Goa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "takes advantage of everyone"

Review: Avoid Copa Airlines at all costs, this company takes advantage of everyone, including Panamanians. I had sent some personal effects by cargo from Canada to Panama because I had finished my studies and could not take them all with me in the flight to Panama. On its arrival, I was asked to make a list of every single thing in the suitcase and list its price (mind you that it was clothes I had worn for years and bed linens, school notes, and other personal effects). These people along with the Customs department blatantly scam people. They claimed the Tact Rate in the Air Waybill was how much I had to pay them, yet it is common knowledge for customs people that this is an arbitrary cost used by freight companies and not the actual shipment costs. For reference, the tact rate was \$580, while the amount I had actually paid to send the package was CAD\$360. In addition, they insisted on us having to hire a customs broker and on having to pay an arbitrary amount to get it out, basically a bribe, but a bribe you can't get away of. Don't do your business with them, as a Panamanian I'm sorry, but please take your business somewhere else where they don't have the audacity and ignorance to scam you and act like that is the law.

Route: Panama City to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "staff were very pleasant"

Review: Gatwick to Pula with Thomson Airways. Flight was on time and all staff were very pleasant. Travelling as a family of 4 (2 adults and 2 children aged 10 and 12). Did not pay to reserve seats. Don't agree with it - nobody should

have to except if your paying for extra leg room etc. This business of not being able to sit groups together was never a problem in the past, planes have not changed so why has it suddenly become a problem over recent years? Outward flight we were sat 3 in one row and other person across the aisle. Return flight we were all sat separately (row 20, 25, 29 and 39). Other people were also sat apart and once all on board the flight attendants did a bit of juggling and without having to ask they approached me and had made 3 seats together so at least I could sit with the children.

Route: LGW to PUY

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "We didnt get refund"

Review: Frankfurt to Bangkok via Beijing. We missed our last flight (Bangkok to Phuket) because the flight from Beijing to Bangkok departed 2.5 hours late. We should have arrived at 18.35 but we arrived at 21.00. We didnt get refund for the flight we missed and the hotel although it wasnt our fault.

Route: Frankfurt to Bangkok via Beijing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: "disappointed with the flight"

Review: Adelaide to Perth. We were very disappointed with the flight. We had booked a flight with Qantas and it was changed to a Qantas Link. The flight was on a Boeing 717 plane - fine for flights intrastate, but we don't think they are acceptable for a 3.5 hour flight. There is no entertainment provided. Qantas should tell you when you book if the flight is going to be changed to this.

Route: Adelaide to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Porter Airlines

Title: "All around great service"

Review: I was on flight PD2363 on June 8th. All around great service from start to finish. Flight attendants were very accommodating and attentive. My first experience with this airline.

Route: Ottawa to Charlottetown

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "enthusiastic, charming and very efficient"

Review: HX offers very attractive price for business class for destinations such as Okinawa, Bangkok and Denpasar etc. An older ex SIA aircraft was used, the seat was 2x2x2 angle lie flat. For medium to short haul, that's perfectly fine. What impressed me the most are the wonderful set of crew on board, they are enthusiastic, charming and very efficient. For a flight of nearly just 2 hours, they managed to do a full service (welcome drink, hot towel, meal in 2 separate courses). Compared to my recent experience with Thai, who just stacked everything onto one tray for a sector slightly longer than from HKG to Okinawa. HX has a good and extensive duty free catalogue. Boarding was very orderly, and parked at aero bridge. Despite the bad rep and recent financial troubles and rumours for shutting down, things seems pretty ok. They have every reason to stay on the market, and I wish them well, I will continue to chose them for Bangkok, Okinawa and Denpasar.

Route: Hong Kong to Okinawa

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: BA CityFlyer

Title: "Average short haul experience"

Review: Zurich to London City. Average short haul flight experience. Easy and smooth morning flight to London. Cabin was narrow but ok, although not very clean. The business class was half empty and the cabin crew was sometimes friendly, but most of the time enjoying themselves while chatting to each other. BA served hot food on this short flight: it looked not good and it was not good. Otherwise nothing special.

Route: Zurich to London City

Seat Type: Business Class

Traveller Type: Business

Airline: SA Express

Title: "inefficient operations"

Review: Johannesburg to Bloemfontein. A taxi rank operates 10x more efficiently than this airline. SA1003 scheduled departure 08h00. Actual departure 09h45. SA1014 scheduled departure 16h55. Actual departure 19h30. What kind of service is this? Don't try to excuse this by telling me that flights are sometimes delayed, because in your case twice in one day is evidence of poor management and inefficient operations. I paid for convenience and what I get is camping at both airports for my departure and return.

Route: Johannesburg to Bloemfontein

Seat Type: Economy Class

Traveller Type: Business

Airline: SATA Air Azores

Title: "the oldest planes ever"

Review: Boston to Lisbon via Ponta Delgado. Worst experience ever. Our first flight from Lisbon to Boston had a 3 hours delay and the seats are tiny. Now is the return, I'm still in the connection flight now and I have time to write this review since they take an hour delay in each step. (Get in the first airplane with delay, taxi and take off with delay, connection in the airport packed so with delay, and now that I'm in my last place, we are still waiting.) The last thing that made me smile, after leaving the airplane I took from Boston to get my connection flight, I got back into the same airplane, yes, the whole airplane did the connection. I'm not even talking about the quality of the aircraft, I think they have the oldest planes ever, Lisbon/Boston without Screens nor Sound system.

Route: Boston to Lisbon via Ponta Delgado

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "had to pay for entertainment"

Review: Flying with Air Canada Rouge from Athens to Toronto was my most difficult experience so far. In addition to pay extra for alcoholic drinks, ear phones, seats designated for mothers and babies, I had to pay for entertainment. The internet is very expensive and charged by hour. The flight was 11 hours. Traveling with an 18 months old baby, I was forced to purchase the WiFi service, \$42.50 for the whole flight. There was no written instruction in the seat pocket so the pilot gave us instructions in the beginning. With a baby sleeping on my lap, I had to call for help. The flight attendant gave a brief instructions and left. My credit card was charged but the page crashed. I could not use the service. Again I had to asked for help, the flight attendant came and advised that she cannot troubleshoot and we have to chat with ground. My husband had to spend half an hour just to get the refund for that transaction. I was given a notice to hold my baby when the seat belt sign was on for so long during the flight and there was no turbulence. We were offered hot drinks two times during the flight and due to the turbulence we could not have them, I understand it's because of safety but they should come back after the seat belt sign is off to serve those who wish to have hot drinks. This is a service that it has been paid for. At the time of check-in we asked for a seat with bassinet. Although that there was a free one but we had to pay extra plus since the baby was older than 1 year, he could not use the bassinet due to the safety issue. So

what's the use of paying extra if I cannot use the bassinet in this flight. The food was awful. There was absolutely no accommodation for the young children and babies, Unfriendly staff. I chose this flight because I had good experience with Air Canada. I did not know that Rouge is different.

Route: Athens to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SCAT Airlines

Title: "a decent service"

Review: Ust-Kamenogorsk to Karaganda. I recently took a group tour in Kazakhstan and this flight was part of the itinerary. The check-in counters at Ust-Kamenogorsk airport were kinda Soviet-style, but the process was efficient and we were soon in the rather featureless departure lounge (bring coins, there is a coffee vending machine for entertainment). Aircraft wasn't new but was well presented. It was completely full (apparently this flight doesn't run very often) but one flight attendant managed to serve a soft drink to everyone during the short flight. We had an airline pilot in our group, he had been wondering what to expect but in the end, thought the flight was fine. Luggage came quickly and nobody had any loss or damage. Overall, a decent service.

Route: Ust-Kamenogorsk to Karaganda

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "Horrible service by Air India"

Review: We 3 people (2 adults and 1 child) were travelling from London to Kochi via Delhi. We missed the flight 4am) from Delhi to Kochi because of our child was continuously vomiting and it was early morning 4am flight. But we reached airport little late (4:10am) they failed to arrange alternate flight for us and they told us to book new seats. They said you

will get email after some time, as PNR is generated no issue. We trusted them and returned back to hotel. We didn't receive the email at all and we contacted the costumer service they also said its okay just go to airport and get the boarding pass. We went to airport little early (2am) with all our luggage, and child. When we arrived they said that in your name no seats book and all seats are full we cannot help you. We showed PNR number, they said but as you didn't get email we cant do anything. We went to manager of the Air India, she didn't show any interest in helping or solving the issue. We checked with other airlines. They had 2 seats, one seat like that so we had to book new tickets again with Vistara next day morning (3am) and we returned back to hotel again with all our bags (25kg bags, hand luggage) and child. Horrible service by Air India. Horrible staff members and irresponsible, non cooperative. They were all laughing making fun of each other and customers, no seriousness and no helping nature. It all happened in Delhi international airport. As we were confused and standing what to do, we were just observing them, they are so careless even for old people who are approaching them and they don't know the language Hindi or English. They are very careless they are not there for helping others they are not serious about their job.

Route: London to Kochin via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Southwest Airlines

Title: "They made this flight enjoyable"

Review: Took the Southwest flight 2952 from Denver to Ontario and I was lucky that I did. The stewardesses were Taylor, Melissa, and Jennifer and they were fantastic! Special shout out to Taylor, professional, but interactive and attentive. They made this flight enjoyable ... nice work Southwest!

Route: Dallas to Ontario via Denver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "too late to check-in my bag"

Review: AF 072 flight from Paris Charles de Gaulle to LAX. US passport holders have an extra long line to weigh their baggage. The person weighing the baggage before this flight asked the passenger ahead of me in line to weigh her bags. When the bag was lower than the allowed weight, he asked her to put her shawl and jacket onto the scale. Then he shouted out It is overweight, go and pay 100\$ and check it in. I went twice through the line, after removing and throwing away some of my luggage the first time. The second time, he put a red tag and asked me to pay excess baggage. There were some people around the corner, who were in conversation with this person weighing the bags in French. They asked me for cash and told me I had to pay there to get my baggage on the plane. I gave them cash, and a woman then took me to a long line and left me with some strangers saying they will take me in with the luggage. I soon realized this was the line for Business class and I was on the wrong line. By the time I went to the baggage counter to pay for extra luggage, it was too late to check-in my bag as the time for that had lapsed. So they made me throw away most of my luggage to make it a carry-on. The next flight was only two hours away. They could have easily checked me into the next flight if they were only willing to be a little helpful.

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "a wonderful experience"

Review: Washington to Rome via Casablanca. I had a wonderful experience with this airline. I was slightly worried at first because I hadn't heard of the airline before and I saw a bunch of negative reviews on some websites. Also, I was wondering if this airline was so much cheaper than other flights because it would have really bad service - but that was not the case at all. We saved nearly \$300 compared to other flights - even other non-direct flights. The flights were orderly and on-time. The staff was extremely friendly. The meals were actually really great! We had two meals on the longer leg of our flight, plus some snacks and beverages and even had one meal on the shorter 2ish hour flight from

Casablanca to Rome (and vice versa). The entertainment was great too - awesome selection of movies. No issues with luggage. If looking for a great value flight without compromising too much comfort or service, this is a great airline to choose! I recommend it!

Route: Washington to Rome via Casablanca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "airline is absolute garbage"

Review: This airline is absolute garbage. I have traveled my entire life and have flown between the states to St Thomas and have never felt the need to write a review. Each time I have used this airline there have been hours in delays, baggage loss, and no support or compensation. The attendants rudely yelled at passengers that were confused because they were given no direction getting of the plane on this specific trip as well. It once took me 4 days to reach a representative for my lost baggage. There are plenty of Great airlines to use, never use this as your option.

Route: San Juan to St Thomas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "got delayed 12 hours"

Review: The worst ever, bought a flight and got delayed 12 hours, going back the same thing almost 10 hours. When i was in Newark they said they where late because of weather condition in Florida, now I'm in Florida and they are delay because of the weather in Newark. Then they tell you that airline traffic department wont allow them to land but they will need to cancel because now they don't have an airplane, when people decides to cancel their trip 1-2 hours later they get an airplane, I think they overbook or they put 2 flights into one.

Route: Fort Lauderdale to Newark

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "Worst flight experience ever"

Review: Worst flight experience ever. Had double booked due to system error. Filed in a refund request for one ticket to AirAsia but seems they don't want to give my money back. The process took so long and no customer service available anywhere to give your complaint directly. D-1 before my scheduled flight, my morning flight got rescheduled to the afternoon without other option available to refund or even reschedule my flight. The system in the check-in terminal is slow. I think the company is facing bankruptcy.

Route: Jakarta to Denpasar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "would definitely fly with again"

Review: Very impressed. These seats are marketed as Business Class 'Lite' i.e.. you are getting a flat bed seat but not much else for the ticket price. However, I would actually rate the experience with Zip on this flight from Tokyo to Singapore more highly than my experiences with other airlines such as British Airways, who constantly disappoint. The value for money is way better that's for sure. As is the customer service. In summary: Check in process could have been better. Had to wait in queue for about half an hour. I think all passengers are required to manually check in at a desk for this flight. Or at least we were on this occasion. No fast track for business class. On the flight itself, the seats were very comfortable. The blanket provided was especially nice. As were the slippers. The restrooms were very clean and the toiletries provided were ample. Things like mouthwash, hand cream, etc. The staff were excellent. Polite, attentive,

courteous. The food was good for what it was. I had spicy chicken with rice. It was basically a microwave meal but still tasty. The fruit was fresh and flavoursome. Free Wi-Fi for business class. Although this is a given on most premium seats, there are still airlines who cash in on charging for Wi-Fi (British Airways for example), so its nice that Zip provide it for free. I would definitely fly with Zip again.

Route: Tokyo to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "structured incompetence"

Review: Where to begin? First leg of flight initially delayed. That is not my complaint. Came in after supposed departure of connecting flight. Was told by gate agent to stand in line that would take at least an hour, while the connecting flight was still boarding but not told that! Found out by going to the gate instead of waiting in line. They let me on. All my bags did not make it however. Filed a claim at airport on Maui. Was provided a number that doesn't work. Still trying to reach a human and when I do they pass me off to another number that starts with thank you for your patience, but we are helping others and then plays music that is from WW2 cabaret with no response while asking me if I would like to participate in a survey after they don't help me. So here I am with 3 lost bags, no one to help track it down and no one at that airline is hired to care. It is structured incompetence, insensitive employees on an airline that has a monopoly on this island for most inter-island travel. Not sure what to do next as no human ever responds on their phone line, which is recorded for training persons. My best guess is they immediately fire anyone who actually helps! Poor people of Hawaii, so little choice in flying one or 2 islands over.

Route: Lihue to Kahului via Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "worst experience with an airline"

Review: The worst experience with an airline. I booked my ticket online. Even though I paid the fee for my luggage, I was told that I have to pay an extra 150 euros because my reservation did not match the reservation on their software. I have shown them the confirmation on my e-mail where it was confirmed that I have already paid for my luggage, but the confirmation was not taken into account. Moreover, the personnel was very impolite. Never flying with this company again.

Route: Cluj-Napoca to Bucharest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Porter Airlines

Title: "The most wonderful staff"

Review: The most wonderful staff I have ever met. It was the staff that inspired me to write this review. Because it was an ordinary flight, similar to other flights, but we had one trouble, in which case they usually get off the plane, and it doesn't matter that the problem is not the fault of the passenger. So, all the staff with a great desire to help, solved our problem and we still flew. This is a real concern for passengers, the human factor, which is just on top in this flight! I want to thank each one separately Charito, Murielle, Jelesse, captain Matthew, captain Jay

Route: Calgary to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUIfly

Title: "clean planes and pleasant (young) cabin crew"

Review: Brussels Zaventem - Fuerteventura Return. Slight delay on the outbound flight due to late arrival of the plane at

Brussels Airport but final arrival in Fuerteventura was on time. Return flight had a delay of a bit less than 2hrs due to technical problems with the first foreseen plane. We had the nice Boeing Sky Interior on the return plane so that was a plus! In general clean planes and pleasant (young) cabin crew on both flights. Meals and drinks for purchase but nice selections though. We booked and paid for emergency exit seats so that we would have extra legroom, highly recommendable on such longer flights imho! I understood that one young lady on the outbound flight did not speak Dutch...for a Belgian airline this is not acceptable though!

Route: Brussels to Fuerteventura via Lanzarote

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wings Air

Title: "Overall a smooth flight"

Review: Manokwari to Kaimana. Flight was 15 minutes late to depart. Check in staff very lenient about size of hand luggage. On board seats were fine, aircon good, cabin crew helpful. No food or drinks available even for purchase, but who needs them on a short flight anyway? Overall a smooth flight.

Route: Manokwari to Kaimana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "I was sorely disappointed"

Review: Flew Thomson from Birmingham to Cancun. I read a lot of the company's blurb about how good their Boeing 787 was. I was sorely disappointed. My seat and table were filthy, I asked a stewardess for something to clean it with, I was told that they carry nothing to clean with. I said that it wasn't good enough, she agreed telling me that "passengers can be really disgusting!" No apology, no solution. Between the seats hadn't been vacuumed for more than 1 previous

trip. Incredibly unhygienic. Staff were rude and disinterested. Thomson should be embarrassed by their seating policy that if you don't pay you won't sit next to people in your party.

Route: Birmingham to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "the aircraft is good"

Review:

Had a short flight from Denpasar to Surabaya, the aircraft is good also with the service. One thing made me a bit disappointed is there was someone sat in my seat even though I've did website check-in.

Route: Denpasar to Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "Get it together Avelo"

Review: You may be asking yourself why are Avelo flights so cheap? It is because they do not actually get you anywhere. At least I am convinced of this so far in my experience as I am writing this in the airport after my third delay from Avelo. Reasoning? No staff. And before anyone begins arguing about staffing, I realize there are shortages nationwide but honestly, thats cant be an excuse anymore. I work every day with fewer employees than I have had in the past, however, I do not overbook services to the extent that I find myself unable to provide realistic goals for my customers. Get it together Avelo. If you do not have staff, do not continue to book flights! Needless to say, I will never fly Avelo again.

Route: Raleigh to West Palm Beach

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: Croatia Airlines customer review

Review: Still waiting to board a flight that was supposed to leave an hour ago. All we have been told by the attendants is "we are still waiting for more information, we can't tell you anything". We will now miss the last ferry to Hvar and have nowhere to stay when we get to Split.

Route: Vienna to Split

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "surprisingly well organised"

Review: Jetstar Pacific from Ho Chi Minh City to Da Nang and return was surprisingly well organised. As usual, boarding is disrupted by passengers taking what seat they like instead of the seat allocated. Maybe a pre-departure announcement would overcome this problem as it delays the boarding procedure in several areas before passengers are re-seated. It is annoying for the other passengers and stressful for the cabin crew to sort out the confusion. Departure was 15 minutes late for the short flight. No tissues or towels in the front toilet was quickly remedied. The A320 aircraft seemed new and the cabin attendants young, friendly and efficient. I understand its a budget airline but charging outlets for phones and ipads would be a real passenger bonus. The return trip was also uneventful, except for passengers again opting to sit where they want instead of following their boarding pass. It was an older aircraft that the outbound trip, but still quite clean. No trolley service on this night flight, but it wasnt missed.

Route: Ho Chi Minh City to Da Nang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cape Air

Title: "Awful customer service"

Review: Awful customer service, stay away. I traveled with a child and had a bag delayed. I tried to talk to a representative at Logan airport to schedule my bag to be delivered to my local airport since I do not live in Boston and had to catch a train. He would not help me and just said Next and ignored what I was saying. He made me miss my train. I went to a JetBlue representative who found a different Cape Air representative to help me. My issue was resolved in minutes. I missed my train and was left to wait for hours with a child in a train station all because of a matter that could have been resolved in minutes. Unacceptable.

Route: Rutland VT to Boston MA

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "rubbish customer care"

Review: I had two connections to make, the first one from Glasgow. Arriving at Naples only to find Jet2 trying to check in 4 flights from one desk! Next the pilot says were on time flight time three hours and five minutes. Take off 11.10 so arriving 14.15. But at 11.30 we are still sitting on the runway. Arrive 14.40 to be told weve been docked at domestic arrivals not international, so you will be transported by bus. Then were told we cant open the front door so you will have to use the rear one. Still sitting on the plane at 15.00. Eventually get to baggage collection only to find other passengers from other airlines trying to collect cases except the carrousel has broken down. I find a Jet2 rep explained my situation re connection she said has your bag got an address tag on it, ye. Ok you go and get your connection we will send it on. Monday get a phone from some very nasty unpleasant Jet2 employee who maintains that no one said that and no one remembers having a conversation with me. Convenient! I ask if they will forward my case to me? The rude woman on

the phone says no we wont! What a cow so its cost me £25.08 to get my case sent customer service stinks, TV advert misleading in my opinion. Will never fly Jet2 again in my opinion rubbish customer care.

Route: Naples to Glasgow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "does not deliver"

Review: Toronto to Boston. Simply put, Porter Airlines does not deliver. They take your money and book flights at specified times but repeatedly cancel and delay flights and bump you to later flights to consolidate flyers, while being slow, robotic, and apologetic. They will tell you its a maintenance issue or weather issue but as a frequent flyer, this cannot always be the case. This is bad business practice in my opinion and they get away with it. They have done Toronto a disservice, and are lowering tourist potential.

Route: Toronto to Boston

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "Worst flight ever in my experience"

Review: Worst flight ever in my experience, we were advised via email and phone that flight will be delayed. I have organised in advance for more luggage to be able to carry and paid extra. Arrived at Lisbon Airport to check in 2 hours in advance to be told that the check out was closed and there is nothing we can do , even though we understood that the plane was not even landed from previous flight. It was a nightmare, we had to protest to be checked in. That is within the standard two hours before departure. We asked what is the option, they said i had to take the luggage with me at the gate and pay extra for the luggage. Then they verified again our tickets and perhaps they saw that we paid additional

fees for additional luggage and they finally checked us in. Then as we went at the gate we had to endure more than an hour for the luggage to be verified for size, and there was a huge line with people corralled like cattle with no option to sit or even use toilet as you would be afraid you'd lose your place in that que. We had to wait a lot to get through there were people with luggage that were made to paid extra. After an ordeal of waiting like cattle standing and being slowly marched through to check luggage size, we were further corralled towards the embarking gate, and after another about 40 min we were marched towards the plane by foot. We got in, we arrived in Bucharest shortly after 1.00a.m. and since then we are waiting at the band for the luggage to arrive. All the passengers are waiting whilst I am writing this review for luggage and it is 2.24a.m. with NO information as to what happened to luggage and when are they going to unload the luggage

Route: Lisbon to Bucharest

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "Absolutely fantastic trip"

Review: Absolutely fantastic trip. The crew put every possible effort to welcome me onboard and to accomodate every possible desire from extra snacks to champagne. Selection of food, presentation and attention are at absolutely highest possible level. Special thanks to the team of Taguchi, Takemura, Jarupoom, Oochi for hosting me aboard and to making this flight as easy as a breeze. Thank you again

Route: Seattle to Tokyo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "bus to and from the aircraft"

Review: This is a generic review for China Eastern. As usual, I need to add 30-49 minutes on each leg at both each airport because China Eastern is too cheap to pay for an actual gate. 85% of the time when flying on MU you will need to take a bus to and from the aircraft which causes so many additional delays.

Route: Singapore to Shanghai via Dalian

Seat Type: Business Class

Traveller Type: Business

Airline: Scoot

Title: "first and last time I will fly Scoot"

Review: Melbourne to Changi Airport, missed connecting flight TR466 to Kuala Lumpur due to delay in checking in and taking off time at Melbourne Airport by 2 hours. Arrived Changi Airport at 6.30 pm. Layover time at Changi Airport was 1 hour. No information regarding Covid Testing for transit. No clear instruction by cabin crew as to whether to proceed to Terminal 1. No staff at Scoot C-counter. Very confused, worried, exhausted and stressful because Air Asia and Thai Airways staff had to contact Scoot. Last flight to Kuala Lumpur was 7.30 pm. Stayed at Changi Airport till 17/1/23 for connecting flight to Kuala Lumpur at 9.30 am via TR453. The journey was supposed to take approximately 9 hours but it took more than 20 hours to arrive Kuala Lumpur. The long delay and uncertainties as to how and when I could arrive at Kuala Lumpur caused great inconvenience for family members to drive 2 days to pick me up at KLIA2. On arrival at KLIA2, lost luggage, waiting more than 2 hours at carousel. I contacted Scoot customer service but they were unable to assist. After numerous calls and emails, suitcase was finally delivered on 19/1/23. Not impressed at all. 27/1/23. From Kuala Lumpur to Changi Airport, the staff at Kuala Lumpur provided better service. The layover time at Changi Airport was 17.20 hours and incurring additional hotel bills. If direct flights, no hotels required. When boarded TR22, the take-off time from Changi Airport to Melbourne was again delayed by 1.5 hours due to transit passengers from Berlin. Cabin crew did not offer to load hand luggage into overhead lockers unless requested. Food was not served earlier and the meal was only served once in very small portion with additional waiting time of 20 minutes to heat up the food. I felt very hungry. No blankets and cushions were provided unless purchase. Total travel duration and layover time was approximately 26 hours. Very uncomfortable seats and the toilet is small. Scoot do not feed adequately and provide

comfort to passengers. This is the first and last time I will fly by Scoot.

Route: Melbourne to Kuala Lumpur

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Air France

Title: "couldn't connect me with a supervisor"

Review: I was not able to take this flight. I canceled and they told me because my flight was non-refundable that they would give me a credit. What they FAILED to mention was that if I accepted the taxes back from the flight, it would WIPE OUT THE CREDIT! So I lost \$1800.00USD. I called and spoke to their customer service department. I was disconnected several times, dealt with people whom couldn't connect me with a supervisor, and in one instance dealt with an EXTREMELY RUDE individual who told me to go to the website and complain. I will NEVER FLY with this company EVER!!!

Route: Atlanta to Male via Paris

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "a cheap flight I suppose its great"

Review: Miami to London Gatwick. First time flying with Norwegian, I was very unimpressed how they weigh your carry ons. I had a small pull along suitcase full of my babies essentials for the flight and was told it was too heavy and I would have to pay \$15 a kilo my suitcase was over by 3 kilos also and the lady serving us just grunted pointed to the left and shouted go go come back when you sort. The flight was ok the seats were comfy, the TV was actually pretty snazzy and cool but on a long haul flight I was shocked that food is not included free. This is a company that does not strive for positive customer feedback they offer cheap flights and its a take it or leave it scenario. If you need a cheap flight I

suppose its great however if your looking to start your holiday off cheery and happy I suggest flying with someone else.

Route: Miami to London Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "we had so much trouble checking in"

Review: First of all the times changed. Then we had so much trouble checking in. Then when we finally checked in we weren't able to get a boarding pass. Now on the airfield they are 45 minutes too late with opening the luggage check-in counters. Their website is horrible. And they have no helpdesk or customers service that is available via the website!

Route: Guatemala City to Panama City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "the flight was modest"

Review: Overall the flight was modest. The check-in was done using web check-in was smooth. Dropped the luggage at the check-in desk with proper checking on my luggage weight including cabin baggage. immigration security checking was smooth. Boarding was smooth, with proper arrangement/line-up via zone as stated in the ticket. The seat was modest, with good cleanliness. The meal (rice with fish) was good but can be improved. The flight stewardess shows her best performance throughout this flight. Overall, I enjoy the flight.

Route: Osaka to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "my flight has been changed"

Review: I booked a ticket from CMB to BNE via SYD, to return to BNE on 8 July - after burying my mother on 6 July after she lost her battle with cancer. This was a very traumatic time for me & all I wanted to do was get home to my husband after the funeral to start the grieving process. I got to the airport only to find out flight scheduled at 0005 from CMB to SYD was delayed to 0110. I didnt for a moment expect this to have a knock on effect on my connecting flight from SYD to BNE. As apart from the ticket bought online all through Sri Lankan airlines as a package deal, with the international sector being on Sri Lankan airlines & the domestic sector on Jetstar (JQ), the arrival time in SYD (even with the delay) wasnt impacting my flight departing SYD at 1740. I get to SYD & try to check in for my flight to BNE & get a convoluted auto response advising that my flight has been changed - like massively changed - to a completely different date, without verbal information given to me on check in at the Sri Lankan airport, or via telephone, or SMS, or email: Dep SYD 2150 on 8 July & Arr MEL 2320 on 8 July 2. Dep MEL 0705 on 9 July & Arr BNE 0915 on 9 July. Jetstar said theres nothing they can do as the flight from SYD to BNE that I was originally booked on is now full (even though check in was still open). They asked me to call SriLankan airlines & request that I be put on the last remaining seat on Jetstars last flight bound to BNE for the day. I called Sri Lankan airlines and explained the situation to person on the other end of the phone. I got no apology, understanding, empathy or action. I called my husband in Brisbane who was already on his way to pick me up from the BNE airport - to advise him that I would now only be arriving the following day, after being re-routed to BNE via MEL without advance notification. My husband then attempted to call Sri Lankan airlines yet again - still no explanation or action received! My husband jumped online & bought the last remaining seat on any airline for the day. We ended up paying top dollar to buy me a seat from SYD to BNE on 8 July on Virgin.

Route: Colombo to Brisbane via Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "the worst customer service"

Review: Worst experience ever for my family. I bought 5 tickets for my Mother and children to fly to LAX . Their original flight was on June 17, their flight was cancelled so to a very good reason. I received an email that their flight was rescheduled to 6/18/23. When my family received their ticket they went to the gate that was printed on their ticket. Come to find out there was a gate change and my family wasn't told of it. My Mother was treated so badly by delta in Seattle. My Mother told it was her fault for not having the app on her phone. My family got put on stand by and was separated on the plane. For my 4 year old to not be seated next to someone she knows is unacceptable. It took a passenger to speak up and trade seats with my 4 year old to sit next to my Mother. I am absolutely mortified that my family got treated so poorly and told it was all her fault for not having the app. This is 100% the worst customer service and we will never fly delta again.

Route: Seattle to Los Angeles via San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "Excellent service"

Review: Excellent service, starting from check in to inflight service. Seats are quite comfortable with reasonably good leg space. Cabin crew are very polite.

Route: Yangon to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Pegasus Airlines

Title: "There was no refund"

Review: I booked my flight back home on Sunday as we have to work on Monday. After checking-in and dropping my

bag. I was informed that the flight was cancelled. Which is not the best news to hear of course. There was a long line of passengers that does not move, they wanted us to fly the next day, an offer that normally i won't refuse. However I had several meetings the day after that cannot be simply cancelled. It feels like they are throwing us from one person to another with no respect. I tried to find a reservation to a close airport. However they cancelled all their trips to the north due to weather reasons. There was no refund. My bag still did not arrive after 2 months.

Route: Zurich to Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Worst flight I have ever had"

Review: Worst flight I have ever had. The cabin crew were absolutely awful. It was almost unbelievable how rude and unprofessional they were with their tone and manner to the passenger. They spent the entire 2hr 20 minute flight on their phones or behind a closed curtain eating food, to which at one point one of the pilots also joined.

Route: Gatwick to Naples

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "never again Malindo Air"

Review: Bangkok to Bali via Kuala Lumpur. Very bad customer service! Lady at the airport behind the customer helpdesk looked like she was mad at me for not understanding her bad English. Added luggage through their website, but the ticket number was wrong and they would not allow me to check in my bags under my name unless I pay 4 times the normal amount! I refused and had to take stuff out of my bag to get under 7.5 kg and leave it on the airport! Thank you but never again Malindo Air!

Route: Bangkok to Bali via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "food was fresh and tasty"

Review: I have been travelling with CSA Czech Airlines flying to Warsaw. Unfortunately due to lack of aircraft, the flight has been delayed for more than 2 hours. No big deal for me, but I understand that some passengers might have been disgruntled on this short flight. I prepaid their business class menu, which I highly recommend, food was fresh and tasty, plenty of drinks, served in real glass and porcelain. In the aircraft one younger smiley and very nice FA, the second one was just OK. Ground services at Prague ok, in WAW they could have been faster as we waited for 15 minutes till someone came to the aircraft. Except for the delay it was a very ok experience.

Route: Prague to Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "excuses and no compensation"

Review: Amsterdam to Valletta. At check in we were told that the aircraft would be small and different to usual Air Malta airbus, and had to give in our hand luggage in which we had breakables and no locks. There was also no food or beverages you can buy on the plane and as 'compensation' they gave us a 4.95 euro voucher to buy something quickly before. The plane was not Air Malta but GetJet - a Lithuanian airline which operates very old aircraft. None of the crew or the captain were Maltese. I am a nervous flyer- we paid extra money to use Air Malta because we trust Air Malta. Had we gone for a cheaper budget airline we would have saved a lot of money and we still would have had a better experience as at least they offer refreshments on the plane. We also had an hour delay before take-off and when we

asked the crew what the problem was they replied that they did not know. Two of our luggages were badly damaged and a rain jacket was missing from a side pocket of my luggage which was found opened. What's even worse than this experience is their customer service - a whole month of sending emails and reminders and calling, only to get nowhere except excuses and no compensation at all.

Route: Amsterdam to Valletta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "food on board was very tasty"

Review: I traveled with them in July 2022 on the Boeing B737-800 from Amman to Cairo (Flight Number: MS702)

Although the flight was short (about an hour and a half), the level of service on board was more than wonderful, the food on board was very tasty. The flight crew was excellent and very nice.

Route: Amman to Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "I recommend Etihad Airways"

Review: Long trip to Thailand for a family of four, including two kids of 12 and 10 years old. I recommend Etihad Airways for professionalism, the friendliness of its crew, and general reliability. All flights on-time, no luggage problem.

Comfortable Boeing 787 with rich in-flight entertainment. The density in economy class is high, but this is understandable given the low ticket price. Abu Dhabi is not the newest and most comfortable airport for a connection, but it's not a big deal.

Route: Geneva to Bangkok via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Germana Airline

Title: "should have chosen Lufthansa"

Review: Friedrichshafen to Gran Canaria. Flight was cancelled due to a desert storm in Egypt so they said there's no aircraft at Friedrichshafen. So they took us to Zurich by coach. New airplane, old reservation unvalid of course. We then arrived 3 hours delayed at Las Palmas with Germana Swiss. When we ask them about compensation and damages they just said it's another carrier and the desert storm has been a higher force. However, staff and food was good. Flight back was also delayed about one hour. We should have chosen Lufthansa from Munich!

Route: Friedrichshafen to Gran Canaria

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "never fly Japan Airlines again"

Review: Okinawa to Tokyo. My daughter and I just took a mini vacation to Tokyo we flew on Japan airlines. After we arrived in Tokyo my daughter was informed that her dog was in the hospital and very sick. She tried with many different employees of Japan Airlines to change our flights to fly back earlier but they refused because she bought the tickets from Expedia. Well these two customers will never fly Japan Airlines again.

Route: Okinawa to Tokyo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "I wouldnt recommend TAP Portugal"

Review: We missed our flight from Lisbon to Amsterdam because of the long waiting time at the security control line In the TAP office the lady was incompetent and said that wasnt their problem to be late because of the control and I should make another booking and pay for it. The next one was at next day. She didnt offer us a hotel or another ticket. I must book a flight to Brussel with fast track and payed around 800 euros for that! I took a taxi then from Brussel to Amsterdam , so i can join an important appointment at next day. The whole situation was so awful and I wouldnt recommend TAP Portugal.

Route: Lisbon to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: Shanghai Airlines

Title: "have the worst customer service"

Review: Shanghai to Kuala Lumpur. My flight is in December and they change the flight early and we dont have enough time to connect. Expedia and myself have been try to contact them for the past week and nobody pick up the phone. They have the worst customer service and if possible do not fly on Shanghai Airlines. I am still waiting for them to answer their phone.

Route: Shanghai to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "The worst Ive ever experienced"

Review: The worst Ive ever experienced. Postponed flight multiple times, sent conflicting text messages, lost bags, no

response on their "customer support", 5 days and my bag is still lost. Not one human to be able to contact. Ive driven all the way back to the airport multiple times and still no one can help me find my bags. I wouldnt fly with them again.

Route: Richmond to Hartford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SpiceJet

Title: "Below average flight"

Review: Below average flight. Recently I travelled in SpiceJet on 06/July/2022. I have travelled twice with this SpiceJet but I made a mistake giving this airline a second chance. Every time SpiceJet flight is 40-50 min late so as to avoid the 60 min mark so as to evade any penalty. After deboarding, the luggage took forever to come and due to it (delayed flight+ delayed luggage) I missed my connecting train for which I had paid a hefty amount in tatkaal tickets. It's mandatory to pay and choose a seat before web-check in.

Route: Patna to Pune

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vistara

Title: "thank the staff of Vistara"

Review: I'd always heard good things about Vistara but never quite understood why and so I couldn't wait for my first flight with Vistara. Not only was the entire journey comfortable with the smoothest landing but I want to especially highlight the service at the checkin counter at Mumbai T2 airport. I'd got the flight timings mixed up and there was a delay at my end admittedly, panic ensued but the staff at Mumbai airport were patient and managed to allow me to board the flight to Kochi. Words can't express my gratitude to Yash, Dolly and especially Sohail sir - a man of few words but your kindness left a huge impact on me. In a sea of horror stories of domestic Indian flights, I want to thank the staff

of Vistara for setting an example and keeping the customer at the heart of what you do. Will be singing Vistara's praises for a long time!

Route: Mumbai to Kochi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Egregious, questionable business practices!"

Review: Egregious, questionable business practices! I purposely called customer service ahead of time the day before, due to being unable to register for the flight and I did not want to be charged. So, the day of our flight we arrived at the airport 2 hours in advance. There were 2 people there to check in hundreds of passengers for two separate flights, and the line was not moving. When it was finally our turn (about 20 minutes before the scheduled flight time, the Wizz Air rep insisted we pay 80 euros for not registering ahead of time. I tried to explain of the IT issues I had encountered, but she wouldn't listen to us, and told us that was the "procedure". So we had to run to another terminal to pay - at which time there was 5 minutes left before the flight. When we asked how to get to the terminal, it was listed at the other terminal (3) (which was a good distance away) but the Wizz Air employee told us it was terminal 4. There were other customers from all over the world (Irish, Portuguese) who had the same problem. At this stage in the game I insisted they show us where we should go. But of course, we had to go through security - where they (temporarily) lost our passports! Honestly, I was afraid of having a heart attack. They did not seem at all concerned, as I assume this is the norm for the company. It was infuriating, and so unnecessary! I hope that no one else ever has such a problem. My conclusion - total rip-off, scam operation. We will never take Wizz Air again!

Route: Rome to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "poor quality of the hard product"

Review: We had the pleasure of flying on MAS's new domestic business class. The removal of TVs, reduced legroom, reduced business class luggage compartments (due to the cabin arrangement) and no partition between business and economy class while charging the same price as before does not a premium experience or happy customer make. I can appreciate removing TVs in favour of streaming since everyone has a phone but the IFE didn't let you skip ads until you watched at least 30s. Furthermore, normally no TVs means more underseat storage but not here due to the poor position of the chair leg and IFE box (right in the middle). This is an important point since there's only 2 dedicated overhead bins for business now while 2 bins are shared with economy. Regarding the seat, it was better padded than the previous despite being slimmer. However, it was obvious that MAS has reduced the legroom to stuff in more economy seats. In addition, some buttons were already broken despite it being a new plane according to the stewardess. Sitting in the last row also meant an unpleasant lack of privacy with the removal of the solid partition between economy and business. The only thing that made this flight bearable was our cabin crew who were lovely. They were professional and polite and made up for the poor quality of the hard product.

Route: Kuala Lumpur to Kuching

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Cathay Pacific Airways

Title: "delays, lies and narrow seats"

Review: I bought a roundtrip ticket 8 days before departure then a day after that I got an email that my flight from my stop, Hong Kong, to Manila will be delayed. Instead of arriving the same night at 1035PM, I will arrive the next day at 0350. I called the customer service and they gave me an excuse about Volcano ashes issue. If that was the case, why my sister's flight with different carrier is not delayed. We tried to synchronize our arrival time so we could get picked up at the same time. After the plane landed in Hong Kong, I went to The Bridge Lounge for Cathay Pacific and I was told that the delay for the flight CX913 has been happening for weeks now. How come their website is not giving off warning

or being updated of the actual flight schedule instead of surprising passengers after buying the tickets. This is ridiculous. They wouldn't even give me a free access to their lounge for the inconvenience. I wouldn't trust or fly Cathay Pacific again. The flight experience was alright and so were the food but if you hate delays, lies and narrow seats, then this airline isn't for you.

Route: Hong Kong to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet2.com

Title: "free resort flight check in"

Review: Paphos to East Midlands. Will definitely fly Jet2 again. Love the free resort flight check in it was so easy and stress free. All staff encountered where friendly and helpful.

Route: Paphos to East Midlands

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vueling Airlines

Title: "cabin crew was totally nonchalant"

Review: Its like lightning striking twice when the exact previous comment was also a complaint about whats the point of having Priority Boarding?, because paying for the Space Plus seats, Priority Boarding and overhead cabin bag space turned out to be a complete farce. As such there was no difference being in Boarding Group 1 and by the time we got to our seats the baggage bins were completely full. The cabin crew was totally nonchalant and did nothing about it despite clearly being aware of the situation. What a complete waste of 70. If there was any consolation to go by, the crew got the aircraft airborne really quickly and we landed ahead of schedule. Bags didnt go missing either but thats where the positives end.

Route: Barcelona to Porto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: La Compagnie

Title: "Worst airline experience"

Review: Flew Newark to Paris. La Compagnie is terrible and a poor excuse for business class. The plane is old and worn, the lounge is cheap and overcrowded and the entire cabin smelled literally of urine. The staff were extremely rude, especially a staff member at Newark airport. Worst airline experience. I will never fly them again.

Route: Newark to Paris

Seat Type: Business Class

Traveller Type: Business

Airline: Hainan Airlines

Title: "Transfer experience was awful"

Review: Sydney to Haikou on 4th January, returning Dalian to Sydney via Changsha on 25th January. The A330 seemed very old and the cabin dirty. When I flew Sydney to Haikou, I was given an amenity kit but for some reason on the way back from Changsha sitting in the back I was not given one, but passengers in the front was given it. Crew did not offer headphones, I had to ask. Customer service was great from their staff however I did feel that they were rushed. Transfer experience was awful. I had a transfer from Dalian to Sydney at Changsha with an 8 hour gap but I had to take my luggage and recheck in Changsha.

Route: Sydney to Haikou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "Terrible customer service"

Review: Terrible customer service, change our flight schedule from early morning to midnight. Instead of finding an option I was asked if I just want a refund. Disregard whether customers has plan on the day of arrival, or has booked a hotel or rent a vehicle, Air Canada can just change the schedule without letting you know

Route: Vancouver to San Diego

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "penalized for choosing to pack light"

Review: Toronto to Miami. My wife and I had 1 backpack carry amongst the two of us. We were asked to remove it from overhead storage and put it under our seats. I had shoes and towels stored in the backup making it bulky. I could not sit comfortably throughout the flight. When quizzed as to why other travellers with large and heavy carryons were given first priority - the attendant said that was just the case. It is brutal that we were penalized for choosing to pack lightly. Furthermore, we have seen multiple smaller backups and handbags stored in the same bins. I cannot say why our bag was removed. Atrocious!

Route: Toronto to Miami

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germania Airline

Title: "definitely choose Germania again"

Review: Picked Germania because they offer the only nonstop connection between Berlin Schönefeld and Teheran.

The plane was in very good condition. Legroom was ok compared to other low-cost airlines but still pretty tight for a 5 hour flight. Service was very good with three rounds of free non-alcoholic drinks, a warm meal and a cake along with coffee. They also offered free magazines and newspapers to everybody. Inflight entertainment consistent of maps and one movie. The crew was friendly and the flight almost in time. I would definitely choose Germania again, as they offer good value for money!

Route: IKA to SXF

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Philippine Airlines

Title: "Long and messy check in process"

Review: Disappointed with the flagship airlines of a country. The aircraft is very small and seats are not comfortable.

Food on the flights are also not very good. Long and messy check in process

Route: Ho Chi Minh City to Doha via Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "closed check in 45 minutes before"

Review: I had a connecting flight, the route was Cauyan -> Manila -> Puerto Princesa, the flight from Cauyan was delayed but there was more than enough time to check in. So I went to the check in counters C16-29 and used their self check-in service. In the last step of the check in it said it was unable to check in and that I needed to go to the counter. I reached the counter 43 minutes before the flight was supposed to lift off. They closed check in 45 minutes before, so they just told me I'm too late. I explained that the machine had an error and I did what I was told. I had no baggage to check in so it would cause no issues to check me in. She didn't care at all and she lectured me about that this line and

machines was for baggage check in, but I clearly saw people use the check in machines with no baggage and there were no other machines to use elsewhere.

Route: Manila to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Arik Air

Title: "a blatant disregard for welfare"

Review: I am quite accommodating as a person and I have clear understanding of flight logistics challenges. But Arik Air showcased a complete lack of class and a blatant disregard for welfare. Its disgraceful and outright incompetent. I arrived 55 minutes before flight time and I was unable to check in to get a boarding pass and thus forced to reschedule and its particularly painful because I had promised my three year old that Id be with her. And they were so rude despite my calm demeanor. Im not one to give bad reviews or reviews in general but here you go. Id fly Max or Airpeace going forward and I employ others to do the same.

Route: Lagos to Warri

Seat Type: Economy Class

Traveller Type: Business

Airline: Copa Airlines

Title: "worst airline I've ever witnessed"

Review: The airline decides to change our original departure/return times, and we call trying to adjust our flights accordingly a normal procedure for most flights. Copa Air is the biggest scam I've witnessed they basically switched one of our flights to profit off of us by giving us an undesirable flight at 2 am and when we called to correct it they tried to charge us an exorbitant fee of "\$3000" to return our original departure time of 3pm. This has to be the worst airline I've ever witnessed. Instead I am forced to pay 300 and rebook with american airlines instead. Disgrace of an airline.

Route: New York to Medellin via Panam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "they bumped me off my flight"

Review: Ive flown AA twice in 2023 and each time they have delayed my flight. There is always a connecting flight from Houston to Dallas so my connecting flight is always missed due to delay in Houston. Today, June 15, 2023, I had scheduled a 800am flight connecting to DFW which was delayed to 1000am. I was notified at 357 am of delay by text. When I get to airport the representative tells me the 800am left on time. She is not sure why they changed my flight to 1000am. I do - they bumped me off my flight. So my connecting flight in DFW will be missed because I arrive at 1140am and my connecting flight leaves at 1047 am. The DFW flight I paid for a seat which means nothing to AA. Now Im on standby in Dallas waiting to see if I get on a 500pm or 900pm flight. AA so conveniently change your flight regardless of the fact you PAID for your flight and seat! In 2022, I was bumped off a flight 5 times in one day. AA doesnt care.

Route: Houston to Ontario

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Openskies

Title: "should be ashamed of themselves"

Review: I am writing this on behalf of my wife and her three month battle with British Airways. On January 22, 2017 my wife and her sister were scheduled to return home from Paris Orly to New York JFK on Air France flight 0032 after attending a family funeral in France. Air France cancelled that flight 2 hours before its scheduled departure and offered no options other than to book passengers on a flight the following day. They needed to return to New York on January 22, so they walked over to the British Airways counter at Paris Orly and bought 2 tickets for Openskies flight BA 8005

from Paris Orly to New York JFK. They were prepared to buy 2 one-way tickets since they only needed to travel from Paris to New York, but the ticket sales agent at the British Airways ticket sales desk recommended that they buy round-trip tickets instead, promising that they could easily get a refund for the second leg of the round trip by simply cancelling it at British Airways.com on their return to New York because the tickets were fully refundable premium economy tickets. The agent told them that purchasing round trip tickets and getting a refund for the second leg would be cheaper than buying one-way tickets. What happened afterwards was a nightmare. When they returned to New York and tried to do as they had been instructed, the British Airways website said would not allow them to cancel online and would they would have to call customer service. What followed was a travesty. My wife had multiple calls with British Airways customer service each time with a different person and was told who told me that the second leg of the tickets the agent had sold them were non-refundable, although the first leg of the tickets was fully flexible. She explained to them each time that that they would have had no need for any flexibility on the first leg since they were standing at the ticket counter at the airport getting on a flight that was to leave in 45 minutes. She also explained that the sales agent knew that they needed flexibility on the second leg of the trip which since the agent knew they fully intended to cancel. Indeed, knowing that he was selling them fully refundable tickets, the agent randomly selected a travel date for the second leg of the trip (February 20, 2017) without consulting them. As it happens, he selected a date on which my wife would not even be in New York to get on that flight because she would be out of the country on that date. In the following two months it has been a continuous back and forth correspondence with British Airways customer service culminating in two letters which basically stated that British Airways did not believe my wife and her sister, and saying there would be no refund and no more correspondence. My wife just wanted to move on and let this go, but after watching this on the sideline for the past two months not to mention being stuck with almost \$2,000 in non refundable tickets, I felt I have to post this on her behalf. British Airways should be ashamed of themselves.

Route: Paris to New York

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Level

Title: "2 cancelations within 2 weeks"

Review: My flight was canceled, as well as the one on the way to Martinique. So 2 cancelations within 2 weeks. Was trying to get the compensation from the airline but they refuse to confirm the real cause of both cancelations. They gave me a paper with technical issue reason and then tried to get out with weather reasons. Very bad experience with client service. No communication at all. Still waiting (over 30 days) for their response to my other claim from canceled flight. Not helpful at all in fulfilling the contract between us. So be aware. Cheap airline with a very bad service. Their planes are brand new though.

Route: Fort De France to Paris Orly

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "Awful behaviour from the cabin crew"

Review: Athens to Rome. Awful behaviour from the cabin crew. Impossible to understand announcements in English. I'm 1.85m and the seat was too small even for a 2h flight. Snacks were good but the beverages less than mediocre

Route: Athens to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qantas Airways

Title: "this flight was faultless"

Review: Qantas has not been popular with its home country recently, with some good reasons. Service has been lacking even before Covid. This experience though, has shown what this airline is capable of when it's got it's act together. Once it was underway this flight was faultless, professional and of the highest standard any air traveler in the world could want - and I've traveled on many Business class flights across the world with many airlines. Aircraft was

clean, amenities were all there (including pyjamas in Business Class), service was genuine, friendly, helpful, highly professional, menu was perfect and the food was truly excellent. Lounge was very good before departure. Negatives: a long wait (45 mins) for Business class check-in, departure delayed an hour late which meant missed connections and extra long transits. Qantas is relatively expensive. Tip: keep your boarding pass and baggage check long after your flight, just in case. I had to put in claims for missing points.

Route: Sydney to Santiago

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "didn't allow me to enter"

Review: I booked last minute ticket from Canberra to Melbourne. The web check in was not available and they closed their check in even though I reached on time. I waited in the door the flight got delayed and they still didn't allow me to enter. Customers are last priority for them. Not very helpful and friendly.

Route: Canberra to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "Boarding was done fast"

Review: Check in at San Andres airport was a breeze, on the other hand trying to figure out what gate it left on was another story. Boarding was done fast. Service onboard was non-existent due to the pandemic and restrictions by the Colombian Aviation Officials. For a quick 1hr 45 minute flight to Bogota it was okay. Arrival in Bogota was on time. LATAM play was available on your own device so it made the flight go a bit faster and there was a good selection of movies and shows.

Route: San Andres to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "service is substandard"

Review: London to Mumbai. It was my first time experiencing Jet Airways and I think it is appropriate to say I won't be using them going forward. The quality of service is substandard when comparing to other flight providers. The price was the same as other airlines but I chose to use this airline for the hours they were flying. I should have heeded the warning from relatives but knowing that I am not the first to recognise an issue in the services shows that the issue lies within Jet Airways. Their online check in system was ridiculous to say the very least. You're allowed to check in up-to 48 hours before your flight but have to pay for your seat if you want to check in 12-48 hours before your flight? I've never heard of such a far fetched scheme. Of course by the time you wait for free check-in twelve hours before your flight, you can only have free seats in the most unorthodox seats so wave farewell to anyone you decided to travel with. Not to mention that you can only pick your meal and provide your emergency contact information if you check in online, so checking in at the airport means you are given what ever they have left in the back and only told this when you're up in the air and if the situation where an emergency may rise you are screwed. The staff at the check in counters looked like this was the last place they wanted to be and they appear to have an allergy to smiling. I had to take 2 planes: 9.5 hours from London to Mumbai and then transfer to a 2.5 flight to Amritsar, that's 12 hours in total. In this time they only gave one meal, one poor excuse of a meal where I couldn't have more than 3 bites, and I usually enjoy flight meals. The second flight I had to pay for a coffee. Pressing the button to request services from the flight attendant worked in either two ways: waiting 15 minutes until they come, or the flight attendant arriving and pressing the button to cancel the call saying that they will assist you in a moment but surprise surprise, they keep away from until you have to get their attention again. On the first flight where I had to sit nearly 10 hours, I thought to ask for some alcohol to at least relax and make the most of the trip, only to be told that they don't have anymore - this was 3 hours into the flight. I don't even know what I paid for, no food no booze and no sense of the word service. The second flight also gave me the chance of witnessing others lack of being

attended to. This poor couple had to ask 3 times for a pillow for their baby. They asked twice for some water, but repeatedly being forgotten about meant the only thing they could do to get through their flight was go to sleep, hopefully waking up to realise this flight journey was just a dream. Now I have been told that my return journey has been pushed up 3 hours, with no choice for an alternative flight. Not looking forward to it since I have to wake up 3 hours earlier than initially planned so I'll have to skip my hotel breakfast only to wait for another 10 hour flight that serves one portion of gruel.

Route: London to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: T'Way Air

Title: "I wouldn't fly T'way again"

Review: I wouldn't fly T'way again. They got me there, but that is the only good thing I can say. I flew with them over the busy Lunar New Year weekend and paid a hefty price. I didn't appreciate that their automated phone system kept hanging up on me 20-30 minutes into the call. When I eventually connected with someone, no one could speak English, so I had to manage a conversation in limited Korean, which isn't acceptable in my opinion for an airline that serves international markets. Their online check-in system also didn't work which was a huge problem for me since the delay in my train connection didn't leave a lot of time for me to check-in in person. Furthermore, the ground staff only seemed to cater to Korean speakers as all gate announcements were exclusively in Korean and other Japanese and international pax were left to guess what was being said. Moreover, I know that this is a low cost carrier, but the premium price they charged for the flight should of at least provided a free beverage and snack (just my opinion). Leg space was also quite subpar. It is clear not much investment has been made to staff training, products and with fostering a service culture that aims to help customers. My bottom line is: the airline failed on nearly all accounts in my interactions with them and I wouldn't fly with them again if it could be avoided.

Route: Seoul Incheon to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "It was so unprofessional"

Review:

New York JFK to Paris. I would not recommend anyone booking a flight with this airline. Two weeks ago, I had a flight leaving from JFK to CDG on Sunday night. When I got to the airport, there was no one from XL airways there. Over 150 passengers were waiting for a flight that never arrived. The worst part is that I tried getting in touch with the airline in New York and in France and there was no answer. The airline did not even have the decency to send me an email or text that there was no flight. The first time I heard from the airline was Tuesday night informing me that my flight will be leaving Thursday afternoon. It was so unprofessional and honestly appalling. The airline did not value any of the peoples time and did not even care to correspond with passengers until two days later. In addition, I lost money on a flight that I had leaving from Paris to another country.

Route: New York JFK to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Panama

Title: "never fly Air Panama"

Review: Worst Airline ever. We flew from Panama City to Bocas and back to Panama City and had a 2,5 hour delay each way. The bad thing about that is not the delay itself but the lack of communication. As there are no displays at the airport we had to ask every 10 min when we will proceed or what the current problem is. The staff first didn't say anything and dissappeared to the back office. A half hour later it was said that the airplane has a "preventative maintenance" - how can you have a planned maintenance when the plane should be in the air? Overall it was a lie, as our plane arrived two hours later with passengers on board. The planes are very old with a "museum smell" in the cabin.

Now we are on our way back from Bocas to Panama City and have a 2,5 hour delay again. This was communicated 10 min before boarding... let's see when and if we arrive. If you can avoid it, never fly Air Panama.

Route: Bocas del Toro to Panama City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "seats were so congested"

Review: The seats were so congested and they barely had any leg room. The front pockets on the seats were torn so everything would fall down. Twice I had seats where the push back button wasn't working so I could not move my seats a little behind to rest my head. We just got a little decent food once both ways. I asked for coffee, I rang the bell and the attendant came but never came back. My mother asked for coffee once and she got it but we had to call the attendant back because he forgot to give us creamer and sugar. Entertainment wise there wasn't any good collection of movies. I guess since they charge less, you get cheap service.

Route: Dallas Ft Worth to Mumbai via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cubana Airlines

Title: "I will never fly Cubana again"

Review: Toronto to Cayo Coco. When boarding in Toronto staff at gate were initially very nice and friendly. Once on board what a disappointment. Staff were very stoic, looked unhappy, seemed annoyed when they came around with beverages and you actually wanted to buy one. I purchase a cola and was short changed \$4.00. When I politely mentioned it to the stewardess she rolled her eyes, said something in Spanish to her coworker who then laughed and then abruptly gave me \$4.00. The plane was very dated and dirty, seats were crammed and sink flooded in washroom.

No smiles from anyone working on the plane. Flight home was worse. We were suppose to fly out on a Sunday evening at 8pm, were notified by hotel that flight changed to 2am! Not a problem cause we were able to stay in the room at no charge. We then get a call flight is delayed to 330am, now annoyed. We finally get to airport to another delay, flight to depart 440 - no explanation, no one has an answer or cares to help. Finally board the flight home, plane was a bit better than first one or maybe because we lucked out and got seats in row 3 that had extra leg room. Again, attendants were cold faced, shoved a paper in your hand as you got on plane and did not smile or say hi. Again they came around with food and beverages and just plopped food in front of you and said nothing. I sat next to a woman who had crutches from an injury she got on vacation, she asked to use the washroom up in the front as it was 2 rows away, attendant refused to let her insisting that only first class paying people use it. They made her hobble to the very back of the plane. When we finally landed they opened the door and stood there looking miserable, not one staff member smiled or said a word. What a miserable group of people. I will never fly Cubana again.

Route: Toronto to Cayo Coco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: XL Airways France

Title: "surprised how good this airline was"

Review: Paris to San Francisco. I was super surprised how good this airline was after reading all the bad reviews. I flew only with hand luggage so I could do the online check-in and didn't have to go to the counter! During boarding nobody was checking the size or the weight of my luggage! The flight left on time and the staff on the plane were professional, helpful and nice! The plane was normal and I didn't have the feeling the seats were smaller. After 1 hour in the plane we got dinner. It was pasta with chicken, very average but okay we could eat it. Later we got a hot sandwich. There is no screen on the seats but there is a wifi you can log in with your phone and watch some movies. 4 are for free the rest you have to pay for. I slept the most of the time! I would definitely fly with XL Airways again!

Route: Paris to San Francisco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "incompetence was astounding"

Review: Arrived 1.45 hours before flight. Missed flight due to check in staff unable to process a short line of people in an efficient manner. Watched 6 check in staff unable to process a short line of 20 people in 45 minutes. The incompetence was astounding to have missed a flight due to a simple process of checking people in. Instead they dilly dallied on just a few customers never thinking nor caring that they are making others miss their flights. I don't believe they are unaware of their actions. They simply don't give a damn.

Route: Toronto to New York

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Arabia

Title: "Really atrocious service"

Review: Really atrocious service, both my flights in the same day were delayed with no solid updates on what is happening. The bus is late and there are no staff at the gate to inform us what is happening. I personally need to get back to my home in Qatar quick and i do not appreciate all my flights being delayed by so long. Air Arabia really need to get their priorities straight and fix these constant delays. Really really bad. Worst airlines I've travelled on.

Route: Chennai to Doha via Sharajah

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "Do not trust this airline"

Review: Ponta Delgada to Lisbon. Do not trust this airline. My husband and I booked our trip to the Azores, from there we booked a flight from the Azores to Lisbon Portugal. We booked our flight with SATA airlines. We arrived at the airport to catch our flight to Lisbon only to receive an SMS text saying our flight was cancelled and we were being put on a flight 7 hours later than. Not only did they put us on the last flight of the day to Lisbon but they wouldnt even put us on any waiting lists for earlier flights. We lost a day of our vacation thanks to SATA. Do not book or put your trust in them.

Route: Ponta Delgada to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Airline

Title: "paying the US\$70 to board"

Review: Santiago to La Serena. When boarding the preferential boarding line for the bank of Chile (whose preferential customers are allowed to carry luggage at no cost), they asked us for the identity card and credit card of the bank of Chile and let us pass, along with Our hand luggage without any problem. That to 6 of us, while 2 of our friends are told that they have to pay for the luggage for not being customers of the Bank of Chile. The rest of our friends board the plane, while I returned with my wife to the boarding counter to try to help our friends thinking that with our benefit from the Bank of Chile, with the Master Card and Visa Infinite Black cards of both, we could also include our other 2 friends who travel under the same reservation of ours. We failed to convince the person at the counter, who finally charged our friends US\$35 for each hand luggage. In the meantime they told us to board while they were paying, but we stayed to wait for them. But the worst comes later. The person at the counter, angry because we claim to try to help our friends and recorded the situation, told us that now we also have to pay US\$35 for hand luggage, US\$70 in total. At that time we showed her again our ID and black cards from the bank of Chile and we explained that we had already passed a while ago, but there was no case. She told us that we should have gone to the check in counter to qualify for the benefit. I have flown about 20 times with Sky Airlines in recent years using the benefit of the Bank of Chile and had never had a problem with my hand luggage using the benefit, having almost never gone through the check in counter. Moreover, one

of the main reasons to choose Sky vs Other airlines is for this benefit. Additionally, I mentioned that we tried unsuccessfully to go through the preferred counter to try to change my seat for emergency exit and pass the baggage but there was a huge line of about 30 people and a single counter attending, which made it absolutely unfeasible and we would miss the flight waiting more than an hour at the preferred customers line. After a long discussion with the person at the boarding counter and about closing the door of the plane, they called the supervisor to try to fix the situation. But the supervisor was inflexible, she understood nothing about the situation and told us that if we didn't pay the US\$70, the plane would let us down. Even after a couple of payment attempts, the payment machine did not work for them. Even so, she did not want to make the exception, while the gate was already closed. Finally, and with tremendous discomfort, we ended up paying the US\$70 to board, while large numbers of passengers, without even being clients of the bank, passed their luggage without paying and without anyone telling them anything. After this I asked the supervisor for her name in order to write a claim. But she didn't want to give me her name, saying that if I insist, she would let me down the flight. One thing is to have no-criteria to handle the situation. But another much more serious is not to be responsible for that non-criteria, without being willing to give the name and abusing the power at that time when the plane was going to let us down.

Route: Santiago to La Serena

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Seychelles

Title: "cancelling flight with 3 days notice"

Review: Mauritius to Seychelles. Nearly ruined my honeymoon by cancelling a flight with only 3 days notice. Had to scramble to book / cancel hotels and transfers. Will never use them again and will advise friends and family not too either.

Route: Mauritius to Seychelles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet2.com

Title: "Plane was clean and comfortable"

Review: Flight from Newcastle to Sofia was fine, left fairly on time, decent leg room. Only problem was the plane was freezing! Good selection of food and drinks available. Normal airline prices. Staff were friendly and got to work serving drinks etc quickly. Plane was clean and comfortable enough for a 3 hour flight. Anymore and the padding on my seat wouldn't of supported me much longer. It was a bit hard.

Route: Newcastle to Sofia

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Express Airlines

Title: "ever choose this company again"

Review: They changed our departure time 3 days before departure and when I called to complain (because I had made arrangements for us to be picked up at the airport) they didnt even said that they are sorry which is the least they could do! Of course they did not help us at all and they were very rude. After that incident we went at the airport we did our check in and all we went in the airplane and when we sat they told us that there was some kind of issue with the airport and that we would have to stay in the airplane for an hour and a half and then we would leave. (And have in mind that they changes our departure time 3 days prior) we were all very disappointed and very angry. They could at least tell us that there would be a delay and let us at the airport and not in the airplane doing nothing. I would never choose this company again it is not worth the money and the costumer service is absolutely terrible.

Route: Athens to Thessaloniki

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "the worst customer service"

Review: Stansted to St Petersburg via Moscow. Pobeda cancelled my flight back from Moscow for my trip in October 2018 without giving me a reason despite me asking why it was cancelled. I had already incurred visa and hotel costs based on them providing an acceptable service therefore a refund was not acceptable. I can also not take a refund and book another flight as I booked well in advance and flights are now 4-5 times the price. I also cannot travel on another day as my visa expires and I have important plans the day before. Compensation is also not an option as apparently I would have to send a letter in the post to Russia and wait for a reply in the post. Knowing the time it takes to post things to and from Russia, and the time it takes Pobeda to handle even the simplest requests I would be lucky to hear back from them before Christmas. Therefore I asked them to find a flight for me provided by one of their other group members as any other respectable airline would and eventually after multiple expensive phone calls they reluctantly put the request through. Aeroflot has multiple flights on that day available. However after 10 days I have received no updates. Figuring that 10 days was more than enough time to process such a simple request I rang them once again to find out what was happening. They could still not tell me why the flight was cancelled and apparently it was impossible to find out what was happening with the request or how long it would take. When I asked to speak to someone who could sort the situation out, as their call centre was useless, they promptly hung up on me. I then contacted Aeroflot about the situation and they were quick to deny any liability as Pobeda "is not their problem", despite it being their direct subsidiary. I couldn't possibly imagine receiving that response if I rang Lufthansa up with a complaint about Eurowings for example. This has been the worst customer service I have ever experienced.

Route: Stansted to St Petersburg via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Firefly

Title: "great value for money"

Review: Check-in process was quick and efficient. The crew were friendly and offered free refreshments for the short journey. On my outbound journey, the weather was very poor but the pilot kept us informed about the situation (as SZB was temporarily closed due to poor visibility) but eventually did get us to the destination. Pilots for both legs were professional and landing was soft. Being able to avoid the hassle of long queues and a shorter travel distance from KL as compared to KL International (KUL), it was great value for money to obtain a ticket that is cheaper than flying SIN-KUL. All these considered, I am happy to fly with Firefly again in the future if flying through KL International is not a must.

Route: SIN to SZB

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "service agent was so rude"

Review: Casablanca to Dubai. I received a confirmation mail after my payment (with SMS proving it) on early July 2022. 2 months later, I tried to check in the day of departure of my flight and I had an error, indicating that I should contact call center. They indicated that they never received the payment and hence never issued the ticket. I checked my bank account and indeed it seems the payment did not go through for some reason. Now what makes me insane is: - WHY does the company send emails to confirm the flight if there is an issue in the payment? - WHY no one at RAM notified me that there was a payment issue? A simple automated email would have sufficed - WHY the service agent was so rude in handling my request. Clearly he did not put himself in client shoes when asking me to pay 3 times the initial price to fix the issue and did not apologize any single time. He did not allow me to speak to his manager. An airline company without an escalation path is a red flag. For those who can, I heavily suggest to avoid them at all cost. Since I could not fly with them, I rated 1 for the handling of my ticket and 3 for the flight related aspects in order to keep a neutral rating

Route: Casablanca to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "This is a really unethical way to stay in business"

Review: We booked a trip through Priceline. They put us on this airline even though we picked another airline. They pulled a bait and switch. As soon as I got the wrong itinerary, I tried to call these people along with everyone else for four days and could not get a response. It wasn't until I disputed the charge that anyone called me back. Sun Country basically told me that I was given a credit even though they do not fly anywhere around me so they basically stole my money. This is a really unethical way to stay in business when you are stealing money from people.

Route: Dallas to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "missed our connecting flight"

Review: On 14 May 2018, my wife and I were booked on Iberia Express flight No 12 3877 from Santiago de Compostela to Madrid. The flight was scheduled to leave Santiago de Compostela at 9.15 am but due to a fault with the de-icing mechanism on the port engine of the aircraft, the flight was delayed and eventually took off from Santiago at 11.26 am, landing at Madrid at 12.20 pm. As a result of the delayed flight, we missed our connecting flight, from Madrid to Bucharest which departed at 12.15 pm. The Iberia staff at Madrid airport were most unhelpful in solving our problem and were rude and dismissive. A large number of passengers on the flight lost connections. The attitude and service was appalling. To add insult to injury, our baggage and 21 other passengers baggage did not arrive in Madrid with our flight. We put in a baggage claim and our two bags eventually arrived late afternoon at Terminal 4 which I had to go searching for and which I found going around and around on a carousel all on their own and which could have been taken by any other passenger. The Iberia baggage claim staff had promised that they would keep the bags for us in their office once they arrived from Santiago, but this was not done. This is shocking service. In the meantime, we had to

travel back and forth from Terminal 4 to Terminal 1 on two occasions in search of our baggage. As a result of the delayed Santiago - Madrid flight, we had to purchase two new airline tickets with another airline because we were a no show for the Tarom flight to Bucharest. I phoned Iberia Express in Madrid from Romania on many occasions and at great expense in order to investigate lodging a claim for compensation under the EU Regulations. I was told to lodge a claim online which I tried on numerous occasions but each time I tried to submit the claim, the message I received was that the Santiago flight number does not correspond to any Iberia or Iberia Express flight number. I phoned Madrid again and one of the customer service people said that she could not understand why the website is rejecting my application because the flight number I put into the system was correct. She then told me to send my claim by email to which I did but received a reply that the email address is for internal use only. I once again phoned Iberia in Madrid and the customer service person promised to investigate the problem and get back to me but I have never received a call back from her or anyone else. I have tried on 23 occasions to submit my claim online with the same result, the online system keeps telling me that the flight number does not correspond to any Iberia or Iberia Express flight number. In desperation, I wrote a letter to the CEO of Iberia and sent the letter by email and mailed it to him on 28 June 2018. I have not had the courtesy of a response from him or his staff.

Route: Santiago De Compostela to Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Condor Airlines

Title: "probably the worst experience"

Review: Never used this airline before and will never use it again. Right from the start on boarding from Las Vegas, there was a huge delay caused by staff ineptness, on baggage checking and boarding order announcements and check in. The departure screen was showing as a departed flight 2hrs after the plane was still boarding passengers on the ground. Total mess. It seemed there was a shortage of flight attendants, as they quickly showed up, just to dump some pasta and a dry brownie to each passenger, then in the morning a bread roll with cheese and I never saw them again. Bottled water was not available even for purchase. The premium economy was taken care for way better by a separate

personnel, for much higher ticket cost. This is probably the worst experience I ever had in a overnight flight.

Route: Las Vegas to Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Air Maroc

Title: "not fly with this airline again"

Review: Although we booked and paid for a direct return flight from Toulouse, on the return leg we were delayed from 08:05 AM local to 09:05 and a then to 1:25pm. We were then told the flight would first go to Bordeaux for technical reasons. We then had to wait on the plane for most of the passengers to disembark and new ones to come on: so we also had to take our hand baggage out of the overhead lockers to check nothing was left behind and then put it back again. The staff never apologised for everything we went through and the terrible delays: we were originally due to land in Toulouse at 12:30 pm, but instead we arrived close to 8pm! When we pointed this out, the stewardess was extremely rude saying its not their job to do so. Also my food was beyond awful! We shall not fly with this airline again.

Route: Marrakech to Toulouse

Seat Type: Economy Class

Traveller Type: Business

Airline: Rex Airlines

Title: "extremely impressed"

Review: Sydney to Melbourne. This was the first time my family have flown Rex and we are extremely impressed. Booking online was easy and bag check in was a breeze so quick and easy. The flight on time and smooth flight, the plane was clean and comfortable but the stand out was the team obviously Rex has a great culture of customer service Good old customer service so refreshing, they really care. We will definitely be flying Rex in the future. Some price as the discount airlines but real customer service

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Eurowings

Title: "I will not fly Eurowings again"

Review: The only good thing about this flight on Eurowings, is that the flight is direct from Frankfurt to Orlando. For the rest, I have nothing good to say (old aircraft, old seats, inexperienced staff, poor food & service). I cannot even enjoy the frequent flyer mileage program (I am losing 10000 miles). I will not fly Eurowings again.

Route: Frankfurt to Orlando

Seat Type: Economy Class

Traveller Type: Business

Airline: Transavia

Title: "I would recommend this airline"

Review: First time flying Transavia. Flight departed on time and we landed 30 mins earlier so that was great. Boarding went really fast. Flight was quite full but not fully booked. The seats were comfortable but there wasnt a lot of legroom. There was catering on board. Staff was really friendly. I would recommend this airline. I paid 65 without luggage for this flight.

Route: Pisa to Amsterdam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: French Bee

Title: "\$100 for one baggage suit"

Review: The worst company I have ever seen. Took \$100 for one baggage suit, when their website write it cost \$50.

Also small child took a seat a lot of rows apart. Manager was very rude, and said " it's your problem. I can't do something"

Route: San Francisco to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "get the feeling you are valued"

Review: Can never say enough good comments about Japan Airlines. Customer first culture is a winner. From check-in where personalised service starts, taking us to an alternate counter so we do not need to queue, boarding and inflight service. Always attentive, even during night flights. You always get the feeling you are valued.

Route: Tokyo to Sydney

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: SilkAir

Title: SilkAir customer review

Review: Our flight from Singapore to Kuala Lumpur was great. The flight is only 45mins but had a drink service, and WiFi - I didn't expect them to have this option. You can also listen to music, read about the airline and watch a small variety of movies. These seats were comfortable. The only disappointment was there was no snack with the drinks.

Route: SIN to KUL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaColombia

Title: "they will check everyone's bags"

Review: This airline deserves zero stars. The staff is unaccommodating and they will check everyone's bags to make sure they are to the size of there requirements and will make sure to charge you extra at every chance.

Route: Bogota to Medellin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "service was excellent"

Review: Chengdu to Los Angeles. We really enjoyed this flight. The cabin was clean, service was excellent. The food and entertainment were met my expectation. When they handed me a new pajama for sleeping comfort, I was very surprised. I highly recommend this flight and I won't go to Chengdu any other way.

Route: Chengdu to Los Angeles

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "price is bit high for what you actually get"

Review: Flight TG910 Bangkok-LHR, 12hrs 40 mins. Boarding needs to be more understandable. The Cabin Crew were outstanding on Customer Service, very polite, friendly. nothing was too much trouble for them, they all worked hard. Food was average, seats were a bit tight pitch, although it is new Aeroplane so I thought there would be more space with a 3x3x3 seat configuration as others Airlines 777 can have 3x4x3 seat configuration. At first the cabin was too hot,

no personal A/C to adjust, not comfortable but later in the flight Aircon is better. The Inflight Entertainment was touch screen and very responsive but the content was average, music needs updating. I probably would not fly this direct flight again with Thai Air, better to use an Airline that stops halfway, you can stretch your legs have a break from flying at a Hub and get on another flight for the second part of the journey in my opinion but I thought I would give it a try to see the difference. The price for Thai Air is bit high for what you actually get. Date of experience: 31 March 2023.

Route: Bangkok to London Heathrow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "recommend this airline highly"

Review: London to Manila via Kuwait was possibly one of the best flights we have taken. The plane was quite new, the staff absolutely fabulous, service first class. The legroom adequate, the inflight entertainment excellent. Kuwait airport has a lovely bunch of duty free shops. The fact that its an alcohol free flight was quite refreshing actually, no staying up drinking, everyone relaxed. I do drink alcohol, and it was lovely not to on this occasion). We were given blankets, pillows and all done with such professional smiling charm. I would recommend this airline highly.

Route: London to Manila via Kuwait

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: CityJet

Title: "experienced the same problem"

Review: London City to Bordeaux via Paris. This is the second time I was flying with them, and the second time I experienced the same problem. When I registered, I was told my plane would be 45 mins late. Then, we had successive messages "next info in 30mins", and it ended up with a cancellation of our flight 2 hours after we were supposed to take

off. In-between, it was just imposible to get any info from anybody. And we later learnt that our plane had a technical problem and they tried to fix it up. And all this happened in the airport of London City, that was fully packed because all flights were delayed! Awful wi-fi connection and no seat available. Sadly for me, I was the last one to queue in the line for changing my flight and accomodation. There were 2 staff to reallocate 100 passengers : as a result, it took 2 hours before I was offered a flight on the next day! I had to find the flight by myself because they only wanted to offer a flight from the same airport with a via, when there was a direct flight from Gatwick.

Route: London City to Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: Japan Airlines

Title: "all my expectations were overly met"

Review: This review is based on my own flying experience. I have never travelled internationally, Japan Airlines 787-8 Dreamliner Flight Number 746 was the first international flight I had. This Airline as a whole is superb. I almost forgot that we are flying thousands of feet above air because of the warm welcome and support by Japan Airlines 746 Cabin Crew on board. We are in a pandemic, but even though the cabin crew were covered with face masks it didn't hinder them in showcasing the real smiles of how we are welcomed and accommodated on board. I worked in customer service for over a decade now, and this JAL cabin crew delivered an exceptional support and service. Thank you JAL Flight 746 for your best among the rest support and service. Don't worry about your ticket, I had the lowest economy ticket but as a customer, all my expectations were overly met.

Route: Manila to Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bamboo Airways

Title: "terrible airline"

Review: Ho Chi Minh to Quy Nhon. A terrible, terrible airline with awful customer service. Due to Covid-19, I could not fly on Jan 2021; I then requested for a refund. They took 2 weeks for every reply email, and they did not respond properly on Facebook, which ultimately take over 1 year and they still haven't refunded my money, despite my official request via email. Bottom line: choose Vietnam Airline or VietJet instead, don't fly Bamboo Airways. They are new to the market and already have a bad reputation.

Route: Ho Chi Minh to Quy Nhon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "cancelled two days before departure"

Review: Our flight was cancelled two days before departure. They claimed this was due to the airport. In fact, the flight was operated, just we were not allowed on board. They said they would offer compensation but have not paid in months!

Route: Dusseldorf to Heraklion

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "service on board was pleasant"

Review: On the 15th December 2017 I travelled from Pattaya, Thailand to Jakarta, Indonesia on Air Asia. I had to change in Kuala Lumpur for my second and connecting flight. The connection was bearable. The service on board was pleasant. We arrived very early in the morning in Jakarta so I had to sleep for a few hours before catching a local bus to Jakarta City. I always try and fly Air Asia.

Route: Pattaya to Jakarta via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "doesn't offer a little snack"

Review: Madrid to Tenerife. I was booked on this flight as connecting from Venice, and this was operated by Iberia Express. I went to the counter as I wanted to change seat, if possible, as my friends had another seat assigned. When I went to the counter there were two people sitting there, one lady which was the first one I went to, which asked me to wait, as she was on her phone, I was upset so I just went to the other hostess which was very kind and bit sarcastic, and he helped me out with the tickets. Once at the gate my friends which were coming from another connecting flight, had a big delay which was almost overlapping with our next flight to Tenerife. I was afraid that they would have missed their flight. When I talked to the hostess, she was looking like she was not caring. When they started to understand what the issue was, they tried to make sure that they could make it, as it was just a little overlapping delay than. Luckily, we made it to the flight and before taking off the flight attendant came to all the passengers to offer some water. Iberia doesn't offer a little snack, which I could almost understand on a 45 minutes flight, but that flight was 2/2.5h long. The flight was basically a night flight, so everything went smooth until we reached the destination.

Route: Madrid to Tenerife

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "The worst flight ever"

Review: Left from Miami with my family including a baby (5 people in total) paid for special seats for both ways, from Miami to Paris the flight was fine. On the way back from Paris we were obligated to pay to bring the baby carseat back 100 euros (I never had to pay to bring a carseat on any airline not even on the way in) and they also changed the

airplane and left us in coach seats and all separated including my children. We tried to complain and explain that we had paid a different class of seat and that we had a baby and little kids on the plane they didnt care about at all. The worst flight ever. Horrible plane with no tvs, flight delayed we were in the plane with kids for 12 hrs with no outlets, Tvs. Just garbage.

Route: Paris to Miami

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "seats had been given away"

Review: Sydney to Los Angeles via Nadi. Booked exit seats and paid online, got to counter they had been given away, mind you we were one of the first to book in. After 9 phone calls not understanding the Fijians and 6 weeks later finally got a refund. Food is terrible, seats uncomfortable. Go through all security checks in Sydney bags checked etc etc. Get to Nadi get off a plane and walk straight to security check go through my bag again where they claim you cant have a small roll on Deodorant has to be in a small plastic zip bag. Why is this? I have just carried it off a flight from Sydney its less than 30ml it is unopened. Of course I don't have a zip plastic bag so I have to give it to them they cant tell me why I cant take it. I'm on a 14 hour flight I should be able to stay fresh I have abided by the rules set in Sydney. Walk out and guess what I find in the lounge the same deodorant I asked them do I need to put this in a bag to take on the plane girl looked at me odd. I would go with you get what you paid for, be prepared for the worse.

Route: Sydney to Los Angeles via Nadi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qatar Airways

Title: "Will keep flying Qatar"

Review: I flew with Qatar to HKT via DOH (return via BKK-DOH-AMS) using Economy class on the AMS to DOH segment and Business class on the DOH to HKT segment. New interior with plenty of legroom in economy and good service on the ground and in the air. Old business class on the Doha to Phuket segment but still very good with a very nice amenity kit and pyamas provided. Return via BKK, all segments in economy was also good, with a seamless transfer process in Doha. Will keep flying Qatar.

Route: Amsterdam to Phuket via Doha

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: NAM Air

Title: "plane has no IFE, no wi-fi"

Review: Yogyakarta to Pontianak. Despite it's not peak season, the flight is full, even for the business class. The boarding was smooth, we departed on schedule, and arrived at PNK slightly ahead on our schedule. I got the expensive class for this flight (about 1,3 million Rupiah). NAM Air is a medium service airline, so they served snack (a little bread, a pack of cookies and a bottled mineral water). The plane is quite old B737-500, and was already need of repair to increase comfort to the passengers since the plane has no IFE, no wi-fi, and no USB charger. The flight was a little bumpy on the cruising altitude although the weather seems calm.

Route: Yogyakarta to Pontianak

Seat Type: Economy Class

Traveller Type: Business

Airline: Ellinair

Title: "everything went really fine"

Review: I flew Ellinair from Thessaloniki to Verona. The flight had 30 minutes delay, otherwise everything went really fine. A nice meal on board and the baggage (incl 20kg) were included for a really cheap price. The aircraft, a Boeing

b737 was a bit old but the seats were really comfortable.

Route: VRN to SKG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Winair

Title: "Winair is a terrible airline"

Review: We flew on Winair from St. Maarten to St. Eustatius a few weeks ago. It was supposed to be a 5 day vacation on a beautiful island. Two days into our vacation, we were notified that our return flight had been cancelled. In fact all of the flights the day of our return were cancelled. We were then told we had been rebooked on a flight 2 days earlier than planned. Winair stole 2 days from our vacation which we had been planning on for over a year. We then had to pay additional expenses of \$850 to stay in St. Maarten. When I spoke to their customer service and told them how much it cost us and how they stole 2 days from our vacation, they did nothing. No refund, no vouchers for future flights, nothing. Winair is a terrible airline that is managed poorly and does not care about their customers.

Route: St. Maarten to St. Eustatius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "Nothing was working at all"

Review: Rusty old broken aircraft. Ground staff at Vancouver airport misguided me for not upgrading my flight to business so unable to upgrade my tickets and suffered a flight in economy class. Booked seats by paying extra money and seats were the worst. Broken arms broken entertainment system. Nothing was working at all. For 15 hrs of the flight we just sitting looking at blanks screen. Very very poor aircraft, rusty or cushions broken seats, useless entertainment

systems. Even though business and economy seats were vacant the crew were not able to provide us alternatives which is a shame. I will never ever travel again on Air India flights and would never recommend anyone using it.

Route: Vancouver to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "very professional cabin crew"

Review: Flight on time, last minute gate change to one at the periphery of Budapest airport. Lounge too small for so many customers, not comfortable. The service in the airplane itself was excellent, very professional cabin crew, customer-orientated, food was delicious. Seat was uncomfortable though (normal Economy with empty middle seat).

Mixed experience overall.

Route: Budapest to Paris

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Seychelles

Title: "pay more and go by a reliable airline"

Review: I wanted to bring to your attention the pathetic experience I have recently had flying Air Seychelles and its partner Etihad on the Mumbai-Dar Es Salaam-Mumbai route. I booked a confirmed Air Seychelles Mumbai to Dar Es Salaam via Mahe return flights on January 2016 for July 2016. A month later we were informed that Air Seychelles has stopped flying that route and has shifted us to Etihad flight via Abu Dhabi. I confirmed with the Mumbai office of Air Seychelles and the flight was confirmed. A week before flying I checked with Etihad online and they informed me that my Abu Dhabi to Dar es Salaam sector was not confirmed. Neither Air Seychelles nor Etihad had taken the effort to inform me of this situation in spite of purchasing a confirmed ticket in January! If I had not followed up I would have been

stranded in Abu Dhabi. The Air Seychelles ground office in Mumbai was equally clueless. Repeated emails from them to Air Seychelles and Etihad (on highest priority I was told) went unanswered. Only after I threatened to take action did they swing into action and book us on Kenya Airways. As a gesture we were informed that a special request for upgrade to Business class has been put but of course as expected there was no record on the system during check in. Also the complimentary chauffeur service from Etihad was not available as the PNR was 'not registered' in the system. The only explanation that I was offered was 'a system glitch'. This is irresponsible of both Air Seychelles and Etihad. I will definitely not be flying either airline. I would rather pay more and go by a more reliable airline like Emirates or Qatar Airways. Both Etihad and Air Seychelles promise a lot but once the money is exchanged forget their responsibility.

Route: BOM to DAR via NBO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "Not bad at all"

Review: Krabi to Hanoi via Bangkok. Not bad at all. After reading reviews I was surprised. Paying for hold baggage was a pain and took a few phone calls but I managed. Paying at check-in is hugely expensive, which is common for budget airlines. Prepaying is much cheaper. Check in was fast and courteous. Boarding was no less manic than any other airline in Thailand. Flight was short and fine. As expected for an economy short flight. Bit of a Ryanair experience to be fair.

Route: Krabi to Hanoi via Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "landed ahead of schedule"

Review: I took a night flight, QG109. Scheduled to depart 21:40 local time. Started to board the aircraft at 21:10. All processes were smooth. No hurry, no obstacles or anything negative. Took off on time, and landed ahead of schedule. Great team work for Citilink, and I mean it to all crews who handled the flight nicely. Because mid-June 2018 is the peak season for all flights in Indonesia due to Eid al-Fitr.

Route: Yogyakarta to Halim Perdanakusuma

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "frustrating experience of lost bags"

Review: Our family has traveled with Air New Zealand for decades making many trips each year between the US and NZ. It has, in the past been our preferred airline. But dear god, what a complete debacle this last trip has been. From trying to make simple flight changes that took four phone calls and over 8 hours on hold to execute to the latest extremely frustrating experience of lost bags that didn't make the flight. 48 hours later, we are spending over 4/12 hours on hold to try locate, no representative has picked up yet. Seriously poor job Air New Zealand with ridiculously expensive fares charged to boot. Service is worse than a third-world nation. Will we get our bag for Christmas - we hold zero hope we will receive any service or resolution.

Route: San Francisco to Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "would not fly Icelandair ever again"

Review: If I had any other option - I would not fly Icelandair ever again. In March they cancelled my flight from Gatwick to Keflavik less than a week before the fly date, rebooked me on another flight which was then cancelled again 3 days

before the departure even after I contacted their customer service to make sure that it will not be cancelled (they told me that it will 100% not be cancelled cause they're trying to bring all the natives home because of Covid - I'm Icelandic so was reassured by this which was a huge mistake). I ended up buying a last minute flight with EasyJet to get home to my family. So overall it cost me between £1k-£1.5k with the many train tickets I had to buy cause they kept cancelling and the last minute flight. Didn't get my refund until September and that was after I contacted the CEO directly. During summer and easter I kept calling their customer service which just told me that I'm in a queue to get a refund (complete bollocks since people who got their flights cancelled in July/August were getting their refunds while I was still waiting from March!). Now, I need to get back to the UK since my university is starting again, Icelandair is the only airline flying between UK and Iceland that doesn't have any connections in different countries right now so I had no choice to book with them again. My flight was supposed to be this Saturday and I just received an email from them that it was cancelled - 2 days before departure. They rebooked me for Sunday but I wouldn't be surprised at all if I got an email from them tomorrow or on Sat that, that flight will be cancelled as well. Not to mention, I already booked the train tickets and the hotel for Saturday and changing that to Sunday cost me yet again a lot of money and I had to call my student accommodation and let them now of the change in plans as well. If you have any other option then Icelandair, even if it's more expensive, choose it.

Route: Keflavik to London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: Thai AirAsia customer review

Review: My first flight from Khon Kaen to was without any complaints. I had a tight connection and staff even changed my seat to the front of the plane to help me make my flight. Unfortunately once I got to DMK everything went horribly. No one could direct me to domestic transfer flights. Once I missed my flight and went to the counter of AirAsia the woman only told me that I shouldn't have booked such a short connection (even though online allowed me to) and that the next flight she could put me on was on Monday. Told I would have to pay for the new flight, I immediately went to Nok Air for

a new flight. Awful service.

Route: DMK to Koh Samui

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lao Airlines

Title: "very friendly and efficient"

Review: Flew with Lao Airlines from Hanoi to Vientiane in their A320. The aircraft is starting to show its age. They have a PTV installed at each seat but it was not working. No sign of the PTV controller to be seen too. Service-wise, the whole crew was very young and all of them were very friendly and efficient. A simple snack box consisting of a sandwich and water was distributed followed by a drink round. The seat was okay and everything was good for this short flight of 50 minutes.

Route: HAN to VTE

Seat Type: Economy Class

Traveller Type: Business

Airline: Silver Airways

Title: "did not even put my baggage on the plane"

Review: TSA did not even put my baggage on the plane and i am two states away. very unprofessional and when i tried to contact it took over two hours just to talk to someone. Literally called baggage 84 times.

Route: Tampa to Greenville

Seat Type: Economy Class

Traveller Type: Business

Airline: Monarch Airlines

Title: "pleasantly surprised by the legroom"

Review: Flew Monarch Airlines from Manchester to Porto. Pleasantly surprised. Booked an extra legroom seat outbound and was pleasantly surprised by the legroom. Inbound however was a standard seat and was tight to say the least (5'10" tall). I would certainly opt for extra legroom on future bookings. Service although buy on board was courteous and efficient and the food quality was actually fine. It puts the budget airline British Airways to shame. Being able to pay cash was a bonus. Outbound was running around an hour late and I received an email from Monarch whilst in the airport to say rescheduled which was a nice touch. Inbound was just as efficient and arrival in Manchester was on time. Overall I would book again providing the flight schedules are suitable.

Route: Manchester to Porto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Laudamotion

Title: "worst European budget airline"

Review: Honestly this now has to be the worst European budget airline. Actually booked with Ryanair but Lauda is the carrier. Sat on the tarmac an hour while they tried to fix a fault, then deplaned us all with a Hope you have a nice, and then nothing for hours - nobody to help, no explanations, no updates. Never again.

Route: Zagreb to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ITA Airways

Title: "Extremely disappointing"

Review: BCN-FCO-VCE in business class. Extremely disappointing. ITA has no agreement with BCN to offer business

class customers lounge access so one important perk gone, ITA in name is a SkyTeam member but you can't earn frequent flyer miles for other SkyTeam programs and you receive no alliance elite benefits so another perk gone. Aircraft are crazy old and in disrepair, seats terribly uncomfortable. On the FCO-VCE leg no difference in snack or meal than economy. So in the end what's the point? On the positive side both flights were punctual and the crews were professional. It's cheap for a reason.

Route: Barcelona to Rome via Venice

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "They are a disgrace"

Review: I flew to the US on the 1st of February and my return flight was booked for the 14th of February. Unfortunately my return flight was cancelled due to Cyclone Gabrielle. The first flight I was able to rebook on was the 20th of February, which means I am stuck in LA with no extra spending money and have had to book another 6 nights accommodation via a credit card. I lost the seat I had booked for my return flight (an Air NZ policy?) and have now been waiting on the phone for 3&1/2 hrs (and still waiting) to book a seat. I am unable to do this online for some stupid reason. I realise Air NZ were not responsible for the cyclone but they are responsible for providing their customers with actual customer service. They should so embarrassed about their shoddy dealing with this emergency. Dont fly Air NZ. They are a disgrace.

Route: Auckland to Los Angeles

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "saw no harm in moving up a row"

Review: Chicago to Portland . Terrible customer service by the staff. I was sitting in 4D (aisle seat) on a relatively empty flight, the 3rd which is an upgrade row was completely empty so I saw no harm in moving up a row and making myself more comfortable. But the flight attendant approached me after the doors were closed and in the most obnoxious, loud and embarrassing way proceeded to inquisition me loudly about my assigned seat, and that this was an upgrade row that I have to pay to sit in. The row sat empty the entire flight and the flight attendant continued to be rude to me. Terrible customer experience.

Route: Chicago to Portland

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Nature Air

Title: "flight was competently executed"

Review: I flew Nature Air less than 2 weeks ago one way only, from San Jose to Drake Bay. I was lucky not to have any issues with the timing of the flight, nor did I need any assistance. I do not know how that would have gone, but my flight was competently executed, enjoyable and quick. There were 7 passengers, if I remember correctly, and 2 pilots on a small Cessna. It was the first time I ever sat on one, but everything went so smoothly that everyone on the plane spent the short flight taking photos and making videos of the spectacular scenery below. We landed on a jungle strip, which has been paved recently, we learned. There were some private taxis waiting to transport us further in Corcovado. I could not have desired a smoother and more beautiful flight. It was far from cheap but saved me hours of trouble on buses and boats.

Route: San Jose to Drake Bay

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "Not one smile or welcome"

Review: Never book and pay for emergency/extra legroom seats in Row 7 on the Airbus 321 aircraft. The seats have no extra legroom and they do not recline. So you pay 50 USD for an inferior seat to the normal free seats. Warning! The so called flagship lounge in Istanbul is like a cheap market food-hall and they only serve wine (self service in hidden areas), it feels like they intentionally hide the wine. Service onboard the plane is fine but at airport IST you feel like you are a nuisance to the surly and moody staff. Not one smile or welcome in two hours connecting there.

Route: Istanbul to Copenhagen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Spirit Airlines

Title: "customer service is horrendous"

Review: Flights are cheap but they get you in checked/carry on bags and seating. Not to mention the overpriced snacks and beverages for purchase during the flight. This isnt even the worst part - their customer service is horrendous. I planned a one day trip to golf with business partners of mine, Spirit never even bothered to load my golf bag onto the plane. I was not given a reason as to why my only checked bag was not loaded. When I expressed my anger with their rep, he called the police on me. I had to cancel my tee time and was not given a refund (had to prepay for the holiday). Upon arriving to the airport to retrieve my bag they had flown overnight, and to check in for my return flight, I was told there was an unknown error while checking me in. I was not given a reason for the error, and the only option they gave me was to refund my return flight and that I should check with other airlines about getting a flight home as there was nothing else they could or would do for me. Spirit has lost me and my families business for as long as they remain in business.

Route: Columbus to Salt lake city via Las vegas

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "Etihad cant match the other carriers overall services"

Review: Booked a return flight to Thailand with Etihad. The first leg to Abu Dhabi was with an A350, brand new plane. I must admit that Etihad livery is the best one Ive seen. Along with on time-ish departure, unfortunately they are the only positive things I can think of. Although the plane was new, the seats are cramped, a thing that I noticed to many other airlines with new planes, and I am definitely not a tall person. Theyre just pouring as many seats as possible which is very inconvenient for longer flights. Surprisingly, on the 777 plane from AUH to BKK, although was an older plane, the seats were much more comfortable, thus confirming what I mentioned above. The food onboard was just average, it lacks presentation and quality like you get on Qatar, Emirates or Turkish. IFE was just ok, not too many options to choose from. The crew was not as proactive as the other middle eastern carriers mentioned above. Together with AUH airport experience (an old and tired airport) I must admit that my first experience was not so great with Etihad and I really wanted to love them as they look so stylish (apparently only from outside). I usually fly to Asia only with Qatar and unfortunately Etihad cant match the other carriers overall services, and they are on the same price range.

Route: Dublin to Bangkok via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Cairo

Title: "cheap low profile airline"

Review: Doha to Alexandria. Flight cancellation without notification and a very rude attitude On the 13th May I had a flight from Doha to Alexandria Borg El Arab airport at 11:30 pm (Doha time). I was travelling with my 1 year old baby. I was in the airport at 9 pm and check for our counter station but couldnt find the flight and it was scheduled. I started visiting travel and info offices at the airport to check the flight but they told me it is not registered on the airport screens as it is not scheduled in the first place and they guided me to visit the airlines offices next day at Ras Abou Abboud Street at 8am. I was shocked as I had to return back to my office next day. I spent the night in Doha and next morning

and they refused to book me daytime and insisted to travel on the same time 11:30 pm on another airline after a two hours debate The country manager of the airline was very rude and had a terrible attitude and didnt even bother to be a good marketer for his company and was upset to book another flight. This is a cheap low profile airline.

Route: Doha to Alexandria

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "call center is terrible"

Review: Madrid to Lanzarote. Their customer service call center is terrible. It's a scam. They will put you on hold for more than an hour. After one hour they tell you that their system is not working and that you have to call back later. They probably work remote with nobody supervising them and put the customers on hold while they go out shopping. I will never fly with them again.

Route: Madrid to Lanzarote

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aer Lingus

Title: "No value in this airline"

Review: cAircraft wouldnt start at Gatwick resulting in a two hour delay and missing my connection to Orlando. I was then rerouted via JFK which was also 2hrs behind getting me into my hotel at 02:30 instead of 9pm. On the return trip from Orlando to Heathrow via Dublin again the flight was 2hrs late resulting in a missed connection again and a late arrival into LHR. I paid extra for legroom and window seating which I lost on two legs. When I asked about the seats they said send an email!! Their check in staff at Orlando spent more time on their cell phones than dealing with customers. Even though the lines were long they didnt care. No value in this airline at all dont waste your money.

Route: Gatwick to Orlando via Dublin

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "No apologies, no solutions, no customer service"

Review: Toronto to Orlando. I tried to checkin today for my wife and I and found out that they had put us in separate rows even though we booked these tickets 3 months ago. I called and they wouldnt move us even though there were two emergency seats open. This occurred after they notified us 2 months ago that our flight home was cancelled and we had to choose a different flight. No apologies, no solutions, no customer service, just the arrogance of Air Canada.

Route: Toronto to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "luggage rules/measures are very confusing "

Review: The check-in and security check was perfectly fine, both processing and staff. The hand luggage rules/measures are very confusing and are obviously created to make people pay for an extra fee. Also the construction of seats with a frame beneath doesnt allow regular hand luggage - although this frame (that might be necessary) could most probably have been constructed in a different way. Discussing this matter with the personnel at the gate at Rome (FCO) got very emotional and wasnt professional at all.

Route: Rome to Basel

Seat Type: Economy Class

Traveller Type: Business

Airline: Blue Air

Title: "they didn't seem interested to help at all"

Review: I was due to travel with Blue Air to France on the 23rd December but because I got Covid, I was not able to travel anymore. I called the call centre many times to ask for a refund or credit but the only thing they would offer is for me to change my ticket to another date. When I checked which dates I could change my ticket to, the only month, out of the entire year in 2022 I could possibly change my ticket to was in March. I told them that by that time, I will be around 32 weeks pregnant and so might be difficult for me to fly, the only response I got was "I can't help you, nobody can help you". No choice but to change my ticket to March and now, if I want to change my tickets again (if by some miracle more dates pop up), I will be charged to change our flights. For something that is completely out of my control, I am getting penalised for it and I can't even get a refund. Customer service? Ha! I don't think those words are in their vocabulary, they didn't seem interested to help at all and repeatedly told me that they are just the call centre and can't help.

Route: London to Nice

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "would never fly with them again"

Review: Purchased a ticket that included one check-in bag (I have written confirmation of this) and was charged 50 Euro for my check-in bag at the airport. The flight was already overpriced but +50 Euro was ridiculous. The flight was not a pleasant experience, I asked the ground staff if I had to wear a mask on board, and they said no, the pilot was very rude to me as I boarded for not having a mask on. Service on board was at the best ordinary, unfriendly crew, my seat was uncomfortable and my tray did not appear to have been cleaned. I can genuinely say I truly dislike Austrian Airlines. From start to finish it was not a nice experience, I would never fly with them again.

Route: Palma de Mallorca to Paris via Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Mauritius

Title: "the worst meals served"

Review: Mauritius to Mumbai return. The food is ok on departure but they served stale buns. The seats are comfortable and flight attendants are nice and helpful. The flight delay by 1 hr we were sitting in the plane with kids, nothing served until 23.30, our flight were supposed to take off at 21.20. Returning from Mumbai was the worst meals served on this flight. Priority for meals should be given for kids first, not those who ordered.

Route: Mauritius to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bamboo Airways

Title: "A valuable carrier!"

Review: A valuable carrier! Good legroom! A very good one. I took a 1 hr flight so I cannot really review the service. Over all was okay. Boarding was fast and efficient. Nice gesture of having a usb port for the economy seats.

Route: Hanoi to Hue

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "Complete disappointment"

Review: Complete disappointment. Very poor web system, no possibility to do check-in online, always got error, call center agent advised that it was a system error. For both sectors surprisingly. Traveling with no luggage and infant, with

departure 3 am, expected to do check-in online, save time and have smooth peaceful time, unfortunately needed to arrive earlier, go to counter and all the mess at gate after. Was no organized area next to gate, it was impossible to reach gate through narrow rows between seats, already filled with others and their luggage, how could we expect to have priority for boarding if we could not even reach the gate. The worst part. Baby stroller arrived at Rome airport and we needed to look for it, no assistance from any Etihad staff. Stroller was damaged, full of scratches and soft part was cut. This was my first experience flying with Etihad and it was a complete shock. Out trip just for a weekend turned into so many issues : no check-in online, damaged stroller upon arrival to Rome, 1 hour waiting for stroller at Abu Dhabi airport. No possibility to travel easy and be treated really well. staff at AUH airport was not helpful at all, bounced us counter-lift-counter-lift, wait for your stroller there, wait here. Etihad is not family and customer oriented in general.

Route: Abu Dhabi to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "not recommend this agency to anyone"

Review: I was with a group of seven to go on vacation together to Iceland. When we found out we were booked at 4 different hotels through Icelandair Holidays, we immediately tried to get some help with making the changes. After multiple phone calls being told no one could help with that part of the trip, and more emails than I could count, we tried to reschedule in hopes we could rectify by selecting another date and starting over. We never once got to speak to an agent and we finally cancelled the trip altogether. Not only did we lose 30% of the booking fee, but our prepaid seats and the prepaid meals for another \$177.20 per couple for something that never even got to be used. I don't understand how this was not refundable! Would not recommend this agency to anyone!

Route: Boston to Keflavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avelo Airlines

Title: "crew was very nice and did their best"

Review: I had an amazing time traveling with Avelo, this was one of my first flight from Fort Myers to New Haven. The check in staff are extremely efficient, they check in every customer with a smile on their face. You can really tell they care about you and your travel experience. Sometimes customers are rude to them but they always handle it so professionally. The check in line was very long but but the staff made it move very quickly. I was at my gate in no time, the plane was running a bit behind schedule but nothing to complain about. The aircraft was clean and they even had music playing when we boarded! The crew was very nice and did their best to make everyone happy. Arrived to New Haven not too late and very happy to say my bags arrived too! New favorite airline!

Route: Fort Myers to New Haven

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "had to buy another flight"

Review: Was not informed of needing a PCR test so attempted to change flight but was not allowed nor was refund even considered and had to buy another flight. Was only refunded "airport services fees" but not the preflight charges paid for and never used which include seat charges, meal charges, and baggage charges. If non Japan resident, you are unable to purchase travel insurance nor is there a toll free number to speak to anyone from the airline; just an outsourced ISA in a non English/Japanese speaking country who does not care about customer retention. Have a magnifying glass handy when purchasing your ticket so you can read the fine print that is meant to benefit the airline and cheat the customer.

Route: Honolulu to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Business

Airline: airBaltic

Title: "forced us to weigh our cabin luggage"

Review: We were flying from Riga to Vilnius. The ground staff was rude and forced us to weigh our cabin luggage again which had been approved by the origin airport. They said that the luggage was 11 kg and wanted us to pay 60 eur or throw away our personal items due to excess weight. When we finally left the place and we looked back, both ground staff women were laughing. Even on the aircraft they are rude and impolite. Their English is very poor. Never fly again with this shameful airline

Route: Riga to Vilnius

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "seats are too close together"

Review: Staff was great. We landed early on both legs of the trip. The seats are too close together. I am somewhat over weight and could not but the tray table down since it poked me in the belly. You have to pay for all food and water but I was aware of this and planned ahead

Route: Dublin to Baltimore via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Panorama Airlines

Title: "the sooner it goes under, the better"

Review: Milan to Tirana. Same story as most other people on this page, 27th August we turned up at Milan Malpensa

airport to fly to Tirana where we had arranged to meet up with our elder daughter flying in from Budapest - so we could not back out of flying. At the check-in the airline agent told us me and my wife had not included our middle names - mercifully our younger daughter hasn't got a middle name - and that we had to re-purchase tickets from scratch at last minute price. In short, we had to pay an extra 638 on top of the 324.86 we had already paid through Opodo. Steer well clear of this airline, the sooner it goes under, the better!

Route: Milan to Tirana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "Very bad service"

Review: Brisbane to Melbourne. Pathetic service. Sitting in the plane for the next 20 mins and the air conditioning is not switched on. It is stuffy and when requested to the air hostess, she asks us to remove our jackets. Very bad service.

Route: Brisbane to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Moldova

Title: "the problem was solved within minutes"

Review: Moscow Domodedovo to Chisinau. I've been using services of Air Moldova already for 3 years and I have a very positive impression. Airplanes are in good condition, come on time and the service is great. Especially, I would like to point out excellent work of online help service of Online Booking. I made a mistake choosing the date of flight and noticed it only after order has been placed. The operator gave me a fast reply to my email and was very friendly and helpful, so we could correct the date to the right one. So the problem was solved within minutes. Excellent work! Totally recommend to use this airline.

Route: Moscow Domodedovo to Chisinau

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "Very unprofessional people"

Review: I and my wife recently traveled to Tokyo from Bangalore via Colombo. As the connecting flight from Colombo to Tokyo was more than 20+ hours I requested to book the hotel accommodation with them. Airlines initially confirmed the booking through email but when I reached Colombo, the staff said it was only confirmed for my wife, even after showing the email confirmation, they never allowed me to stay and none of the SriLankan Airlines staff members were available to sort out my issue. Please understand this was in the late evening of Nov 17th at 23:00, it really caused me a lot of trouble especially when I am traveling with the family at midnight wherein I had no Internet and local currency available. None of their staff members or local people helped me at that time, they asked me to travel here and there in the midnight but still, the issue was not sorted out. This is a big mistake and I regret using their service. To stay with my wife they asked me to pay another \$87 plus tax for four hours as I have already planned the day out to travel locally. Hence, I canceled their hotel booking and took high risk in booking alternate hotel rooms for my family and also local travel wasn't available as it was a presidential election so I had to bribe the taxi driver to allow me to travel to the designated place. Very unprofessional people and poor quality of management.

Route: Bangalore to Tokyo via Colombo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "now its very mediocre"

Review: Mandalay to Bangkok. They seem to have embraced the budget model. Booked our February flights last

summer and as these were the only flights on our itinerary which had less than 30kg baggage allowance I had a webchat conversation with customer services about additional baggage. No problem they said, as you are a member of flyer bonus we give you 10kg extra. Fast forward to check in and surprise surprise the check in agent was having none of it and charged us \$80 US and refused to get a manager saying pay or leave your bag. Their aircraft interiors have also deteriorated over the years and are not as clean as they once were. This airline used to be unique while now its very mediocre. Such a shame.

Route: Mandalay to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai AirAsia

Title: "product quality was good"

Review: Thai AirAsia check-in was smooth and fast at Bali Airport for flight from Bali to Bangkok. Boarding gate was changed from Gate 5 To Gate 4 and boarded with garbarata (Air Bridge). My Pre-booked meals were vegetarian fried rice and green chicken curry both with Green tea pudding and green tea cup. All pre-booked meals were provided with a 100ml mineral water. The vegetarian fried rice did not have that much taste, the green chicken curry was better but still not great, however the green tea pudding was delicious. Merchandise for sale sell on board was good and the product quality was good too. Hot seat 14C price was ODR 120.000. 4 Hour flight without inflight entertainment.

Route: DPS to BKK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "we are stranded in another state"

Review: Before our flight, we saw in the news that over 1,500 other JetBlue flights were canceled. Still went to our flight

(because we had no other choice), waiting 4 hours from 8 in the evening to midnight, only to have police come over to tell us our flight was canceled. Turns out, it wasn't just ours; on the board of flights, over 15 other flights were heavily delayed and canceled. We were all told at once about the cancellation, so we all ran against one another to get in line first, which has barely moved as I write this (over an hour wait now). There was an automatic rebooking, which would take us up to New York (which is being hit by heavy storms), then back down to Florida, then finally to California which makes 0 sense. Employees have said all their hotels are booked and no direct flights can come until 2 days, so overall we are stranded in another state with nothing and no compensation. Way to go JetBlue, never flying here again and neither should you.

Route: Fort Lauderdale to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aegean Airlines

Title: "FA were courteous and helpful"

Review: Boarding in Munich was a rush, however business class passengers did receive a welcome drink - Greek sparkling wine or water. The lunch had several options and there was a choice between 2 red and white Greek wines. The food was not bad at all. Decent information about the flight was given. FA were courteous and helpful. One of the better business products in Europe for sure. Only luggage was not quite delivered as "priority" despite labelled.

Route: Munich to Athens

Seat Type: Business Class

Traveller Type: Business

Airline: Philippine Airlines

Title: "Terrible service at the transfer desk"

Review: Terrible service at the transfer desk, it took 4 hours and caused me to miss the flight, employees are not skilful

and very messy, they not friendly and don't care about passengers.

Route: Los Angeles to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "we will fly with you again"

Review: All went quickly and even before time! We were almost late checking our bag, they packed the plane and we landed ahead of time. Cannot complain because it is rare that airlines run their operations ahead of time. No service but we knew about it so no complaints. Point A to point B, all went well. The pilot was very nice informing us when Kota Kinabalu will pop on the horizon, so we were ready and got some great photos of the beautiful mountain. Weather cooperated as well. Thank you and we will fly with you again.

Route: Kuala Lumpur to Sandakan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "Their service is terrible"

Review: The flight leaving Atlanta to Panama, the Atlanta check in line wait was two and a half hours. They only had 2 workers working. They lost my bag by forgetting to put a tag on my bag and then blamed me. Their service is terrible and they never called or did anything to help me. Customer service phone lines we called for 7 hours nobody answered. The claim I filed was 17 days ago, they have done nothing.

Route: Atlanta to Barranquilla via panama City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "flight staff didnt have any information"

Review: I had the worst experience with Turkish Airlines yesterday as my first flight was delayed by 35min (according Turkish staff), and a promise was made by them: that Istanbul was contacted previously and all the connecting flights will be waiting. In reality there was a 1.5 hours delay for a 2 hours long flight, meaning I missed the connection in Istanbul only with 10 minutes. The connecting flight was still there therefore it would take only a little organization and 10 minutes to 5-6 people from our flight to reach it. The flight staff didnt have any information about our connection before we landed. On arriving in Istanbul, there was no apology or direction of what to do, actually the staff was extremely rude! There was no food or drink offered, just a new boarding pass and deal with the consequences. No phone call was offered to reorganize our trip, just promises the hotel will provide it. Of course the hotel didnt do such thing. I know that delays happens but real customer support, correct and valid information or some kindness would make it easier. Its not a service worthy of a so called quality airline and please dont call it customer care point if you dont care at all.

Route: Budapest to Cancun via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "Horrible experience"

Review: Horrible experience with easyJet. 3 hours before our flight we get an SMS that the flight was cancelled. No ground staff offered any assistance or information The only way to find an alternative flight was to get on their app and search for a different flight yourself. We are a family of 4: 2 adults and 2 small children. It was impossible to find any alternative flight on the same day to the same destination with 4 free seats. The app also didn't find any available hotel. Spending a night in the airport with 2 small children is not an option. So we had to find another flight to another destination in another country and pay everything ourselves on the spot. That's not the biggest problem though. The

problem is, EasyJet now does not want to take responsibility and reimburse the extra costs, as the circumstances were "out of their control". I understand that bad things happen and flights get cancelled, but as a company, at least offer assistance or reimbursement to those that they leave stranded. I will never fly easyJet again.

Route: Heraklion to Geneva

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "impressed by his devotion"

Review: Tokyo to Gimhae. A few days ago I somehow lost my iPad and personal computer at Tokyo Narita airport after I passed the security gate. I belatedly realized that they were missing from my backpack onboard my flight while taking off. After landing at Kimhae, I was greeted by Mr Kim, a supervisor. He took the loss of my computer into his hands, helping me out from calling L&F at Narita Airport to delivering it to my hotel without much delay. I was hugely impressed by his devotion to his job and professionalism. JAL means now a little different to me after this experience!

Route: Tokyo to Gimhae

Seat Type: Economy Class

Traveller Type: Business

Airline: SereneAir

Title: "already delayed 2 hours!"

Review: First time I am travelling with SereneAir and its already delayed 2 hours! I got a text message this morning saying its 15 minutes delayed then when we arrived airport, we found out that actually this flight is delayed 2 hours. Very disappointed.

Route: Islamabad to Karachi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "Thank you to the crew"

Review: Lisbon to Toronto. Thank you to the crew operating flight TS 733 on Monday March 16th. Amazing service. Despite the corona virus fears, this crew worked intensely to maintain a positive attitude. We waited for almost 2 hours in the plane upon arrival due to the high number of passengers at Customs. The Captain kept all passengers informed and calm. Thank you !

Route: Lisbon to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "bad structure of this airline"

Review: Today I had dinner with my company, so i had booked the flight for 9pm. The flight was rescheduled to 7pm. I missed the dinner because of that. Came to the airport on time and the flight was deleted one hour. This seems to be a joke, but it's not. I see this as a bad management or bad structure of this airline. It made my day a very bad day

Route: Xiamen to Shanghai

Seat Type: Economy Class

Traveller Type: Business

Airline: XL Airways France

Title: XL Airways France customer review

Review: I booked XL Airways well in advance as we were looking for a great price to fly our family of 5 from San

Francisco to Paris in June. I read all the negative reviews and decided to take a chance with this low cost operator. We had an excellent experience. We were prepared for delays and extra charges. What we experienced was excellent cheerful service from check in to arrival. The flights were efficient and on time in both directions. We paid extra to check bags and get better seats, but we still saved hundreds of dollars per flight. If I needed water when service wasn't offered, I simply went to the back and asked. It was good to stretch my legs on a long flight. They even fed us two meals that were included in the price. The seats were uncomfortable, but I was prepared for some discomfort. If you're looking to save some money on a flight to Europe, this is a great choice.

Route: San Francisco to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ravn Alaska

Title: "overall experience was fantastic"

Review: I flew on Ravn Alaska with my girlfriend back in February. We flew from Anchorage to Homer (and back) with ease. The flight was brief and enjoyable. The staff were friendly and welcoming. Check-in: a breeze. Boarding: a breeze. Baggage pick-up: a breeze. The overall experience was fantastic. Looking forward to flying with Ravn again and taking in those unforgettable Alaska sights.

Route: Anchorage to Homer

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "no refund after one year"

Review: Flight was cancelled due to covid. Still no refund after one year and lots of mails asking a refund. I wont ever book Oman Air again.

Route: Milan to zanzibar via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet2.com

Title: "delightful cabin staff"

Review:

East Midlands to Faro. We always love flying with Jet2 but I thought the flight out to Portugal on the 8th September (LS685 departed 07:40) was particularly enjoyable. This was due to the delightful cabin staff. Not only professional and efficient, but they had a natural pleasantness.

Route: East Midlands to Faro

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Binter Canarias

Title: "check-in easy and smooth"

Review: Lanzarote to Lisbon via Gran Canaria with Binter Canarias. Great airline. First flight with an ATR later a CRJ to Lisbon. Check-in easy and smooth. Connection LPA easy. Both flights great staff. Nice smile. Service on the first flight water and a cookie, second flight a chooice of a snackbox: sweet / tapas / mix. We had the tapas served with canarian red wine, water and later a coffee. Second glass of wine served. Great FA, nice plane as seated 2-2 and uneventfull flight. Would fly them anytime.

Route: ACE to LIS via LPA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "met with such incredible rudeness"

Review: I am sitting on the aircraft right now about to take off from Los Angeles to Newark. It's a real shame because I had such a good experience flying from JFK to LAX, but I have to write a bad review because I was met with such incredible rudeness by one of the stewardesses. I politely asked if I might be able to switch seats to a window seat (the entire row was empty). Instead of politely telling me she had to wait till we took off she aggressively, and extremely rudely commanded two times in a row that I sat down at my assigned seat. I really think it's a shame because Virgin America is generally great, but this specific stewardess should not work in the service industry.

Route: Los Angeles to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: "I would avoid at all costs"

Review: First time travelling with TUI, I have to say the service offering for a nearly 6 hour flight was far from adequate. TUI class this route as mid haul so its buy onboard, it would be fine if you had the option to pre-order meals like Jet2 offer but they done. There were 2 trolley services and the cabin crew appeared disinterested and rather unfriendly. Its also a cashless airline, they only allow you to use a credit/debit card and unable to accept pre pay cards like Revolut or Monzo, again not helpful as there is no alternative then to buy onboard. The 737-8 Max whilst nice and new, simply isnt big enough for this length of flight with only 3 toilets and no IFE. The queues for toilets were 10 deep for most of the flight. For the reasons above and it feeling like a cash grab by TUI I would avoid at all costs. They really could learn a thing or 2 from Jet2 (who seem to have got this kind of flying spot on).

Route: London Gatwick (LGW) to Boa Vista (BVC)

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "worst customer service staff"

Review: Frankfurt to Delhi via Kuwait. One of the worst customer service staff. I booked my ticket through skyscanner with a long stopover (more than 8 hours) returning back from Frankfurt and going back to Delhi. On approaching the check-in desk, I was informed that I have to pay 110 euros more to get a boarding pass as I need to have a hotel booking at the Airport hotel. I had no option or no flight for me. I was helpless in a foreign country. I had to pay and the hotel was too bad. Renovation noise disturbed me a lot. Now I have written to Kuwait Airways many times but they won't refund my money. Why nobody on my outward journey bothered to ask me to show the booking for my return? Why before booking my ticket these rules were not in the instructions?

Route: Frankfurt to Delhi via Kuwait

Seat Type: Economy Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "Flight attendants are pretty good"

Review: As a first-time flyer, this definitely was a nice introduction to fast travel by airplane. Pros, then cons. Pros 1) Flight boarding time is usually delayed cause airport security or passenger offloading, so if you've arrived with barely an hour to get to the terminal after going through TSA and boarding pass first, you should reasonably make it. 2) Flight attendants are pretty good about making you comfortable 3) Tolerable wait times for taxiing and whatnot. Cons 1) The twin-engine plane (Boeing 737, I believe) economy seating is just enough to be problematic for anyone who has claustrophobia. Additionally, the fold-out for laptops is only big enough for the PC; you want to use a mouse, well, need to use another fold-out on your right. 2) If want additional elbow room, first-class ticket is necessary 3) Lavatories are small enough that anyone significantly fat will feel cramped. I'm skinny, and anyone who's taken care of his/her body should be able to use them without difficulty.

Route: Seattle to St. Louis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "all of the food was truly superb"

Review: Boston to Manila via Tokyo-Narita. The flight from Boston to Tokyo was on a B787-9, and the flight from Tokyo to Manila was on a B787-8. The flight from Boston to Tokyo was scheduled to depart in the middle of a blizzard. Unfortunately, this created some problems regarding preparing the aircraft. We eventually boarded (very quickly, as is Japan Airlines' custom). We then had to wait for a while as our plane was de-iced. We ended up leaving Boston about two hours late. However, the pilots were able to make up for one of those hours in the air, so that we only arrived about one hour late in Tokyo. Another passenger was concerned about making his connecting flight in Tokyo. A flight attendant calmly explained that he would have enough time and that they would hold the flight for him if necessary. This turned out to be unnecessary, as, to my shock, the staff at Narita basically just allowed all arriving passengers with connecting international flights to go directly into the gate area without first clearing security. This was truly a godsend and ensured that people really did make their connecting flights. And since gates weren't supposed to close until just 10 minutes before departure, this meant they did not even have to hold planes for people! As for the inflight experience, it was similar to my experiences from Manila to Boston, except that there was no last-minute snack service just before arriving in Tokyo. Instead, they offered us sweet buns midway through the flight. Again, we were served a full meal on the flight from Boston to Tokyo and on the flight from Tokyo to Manila, as well as a light meal towards the end of the flight from Boston to Tokyo. And once again, with the exception of the full meal from Boston to Tokyo, there were no choices for the meals-there was only one option. However, as usual, all of the food was truly superb. Because I was flying during a different month from my previous flights with Japan Airlines, I noticed they removed from their entertainment system a movie I had begun watching previously and had hoped to finish watching during this trip. That was disappointing. There were toothbrushes and toothpaste available in the lavatories during the flight from Boston to Tokyo, but not until relatively late in the flight. Again, flight attendants and gate staff were fantastic. Another excellent

experience on Japan Airlines!

Route: Boston to Manila via Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "refuse to reimburse us"

Review: Flight from Montreal to Marseille in June 2019 delayed 2 hrs due to mechanical difficulties. We finally take off & 3 hrs into flight we turn around & return to Montreal because of mechanical difficulties. Sleep in airport for 4 hours. Board again, and delayed for another 2 hrs. Arrive in France 13 hrs late. We were told to keep our hotel receipts so we could be reimbursed. Not only do they refuse to reimburse us, but they wont even provide name & contact number of a person to speak to - all communications must be done electronically. We went with AC because it was more affordable & between paying for seats & hotel rooms it ended up being significantly more \$\$.

Route: Montreal to Marseille

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "refund process is horrific"

Review: Boarding and refund process is horrific. Been rerouted to serval ports rather than directly flying to the domestic airport destination which cost time and livid waiting at the gate for boarding. The second flight they have cancelled and rebooked the flight unlimited times like its a game and when you decide to just refund the money, the experience is worse. Refund your money to a closed account and they're claiming it was already credited but can provide the transaction number to help the bank recover the wire transfer.

Route: Manila to Legazpi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "Treated horribly"

Review: Paris to San Francisco. Worst airlines ever. They asked to board 2 hours early and instead of boarding they made us wait at the entrance of aircraft for 1 hour. No special entrance for infants. Not allowed to feed the baby not step out at the boarding gate. The baby was crying continuously but no kind-hearted person. One of the passenger names was reversed from original and was stuck issuing a boarding pass for hours. When I read online it did happen for many other customers. They charged 150 and finally allowed to board. Treated horribly. Would never travel through them again in my life. Tickets are neither cheap we just need to buy each item separately. Unfortunately, there were no other flights for the required days else would have booked some other airlines even though I already paid them money. Felt really bad seeing my 3 months crying for milk and they not allowed to feed or board the flight.

Route: Paris to San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: BA CityFlyer

Title: "Very nice flight"

Review: Dusseldorf to London City. Very nice flight, including free Snacks and drinks. Legroom was okay and staff was friendly but seemed a little stressed due to a huge amount of hand luggage in this flight. Inflight magazines were old.

Route: Dusseldorf to London City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "seat was comfortable"

Review: Nadi to Auckland on July 3rd. It was my first time to fly with Fiji Airways. The check-in in Nadi was fast. The staff did Fijian welcome and said "Bula" to every passenger. The aircraft was Boeing 737-800. The seat was comfortable and had enough leg room. The meal onboard was good.

Route: Nadi to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: United Airlines

Title: "the worst experience Ive ever had flying"

Review: Hands down the worst experience Ive ever had flying. Crew members were late, delaying our entirely booked flight. Then we were stuck on the plane waiting for maintenance to look at a broken electrical panel cover. Perhaps checking the safety of the plane before filling it with people would have been a good idea. This airline is run by clowns and incompetent imbeciles. If I could give a 0/10 I would.

Route: Denver Colorado to Milwaukee Wisconsin

Seat Type: Economy Class

Traveller Type: Business

Airline: Fiji Airways

Title: "I had a pleasant flight"

Review: I have flown Fiji Airways many times and though a bit costly but worth it. I flew Nadi to Hong Kong, and I must say I had a pleasant flight. The seat was comfortable, the IFE was well up to date, and the food was nice and filling. The check in was very efficient given it was a morning flight when most of Fiji Airways flights leave one after the other they

still managed to check us in pretty efficiently. We cannot blame the airline if some passengers choose to shuffle their luggage at the airport because some did not read the baggage allowance clearly.

Route: NAN to BOM via HKG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "have to pay for luggage"

Review: Phuket to Kuala Lumpur. I tried to pay for baggage online. They did not allow to make payment after putting pnr number I have used my mobile as I did or have laptop or PC Then I called them to pay for 60kg for 4 person, they said 15kg per person is included to check in. I was 3.5 hours before my flight at airport they said you have to pay for luggage and the cost is 400 baht per kg per flight.

Route: Phuket to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "Overall the experience was good"

Review: This is a follow up on my review from yesterday. After the technical delay some people insisted on getting off the plane causing a further delay, 2 hours total. The flight itself was smooth, service and food was good. Overall the experience was good under difficult circumstances. Big picture the technical difficulties were spotted and solved on the ground and relatively quickly

Route: Cooenhagen to Krakow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "Next step is waiting for my full refund"

Review: This is a first for me writing a review as I'm very understanding of circumstances that are controllable and not controllable. I've worked in the Airline industry before actually as a Transportation manager for a catering company that actually serviced Spirit Airlines out of LAX. This was my 1st time actually flying on Spirit and I had my reservations about doing so, just based on the reputation but I placed my faith in believing my experience would be different. Yesterday I arrive at LAX for my flight to San Juan Puerto Rico about 2 hours prior to departure. I head to kiosk to print my boarding passes, and when I put in my confirmation #. I received a message that I'm checking in too early and my flight is scheduled to leave tomorrow - please see an agent. So then I must stand in this line to get to an agent for over an hour. I learned my connecting flight to Detroit was cancelled. When I finally got the counter the agent told me that my next flight out is in 2 days. My trip was from Monday to Friday now this issue has caused me to lose 3 days out of my trip and if I flew out Wednesday night I basically would turn right back around. I was looking forward to this 1st time trip to Puerto Rico but it looks like that has been delayed. The only options I had was to take the flight change or refund. Obviously I had to do the refund as I was losing on my reserved hotel room that I had for this 2 days, and honestly there was no way I was going to go through the nightmare of getting home. I cut my losses and then proceeded with a refund. As much as I had planned and anticipated the trip all the joy was lost. At the time I'm writing this I should have already landed and been taking in the island but since my vacation was canceled I returned back to work for a vacation I had planned for months. Next step is waiting for my full refund. When I initially purchased the tickets it wasn't about the price of the ticket but the time of the flights that fit well with my schedule. Spirit mostly likely will not be that option for me in the future.

Route: Los Angeles to San Juan

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: French Bee

Title: "close for boarding passes 1hr 30 mins before departure"

Review: To call it bad customer service, would be the understatement of the century. This was not to be believed. The SNCF train, which took me from mid-France to Paris, was delayed. I still ran like the devil to get to the airport in good time. Went to check in at 1:30PM, exactly 1hr & 20 mins before the scheduled 2:50PM departure. I was in utter disbelief when I was told they were not going to give me a boarding pass because they close for boarding passes 1hr 30 mins before departure. That is only a 10 minute difference! They didnt care that there was plenty of time to get to the gate. When I asked if there was any recourse, I was told that I could go to a customer service line. When I got there, I found dozens of other people in the same situation. The recourse was to buy a new ticket. Forget basic customer service. What happened to the days when they would actually rush you through to get you on that plane? I paid extra to get on the flight the next day, and I also had to pay for a hotel that night.

Route: Paris Orly Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Niugini

Title: "pay a bit more for another airline"

Review: My itinerary was Manila - Port Moresby - Honiara - Port Vila - Fiji (plus some domestic). Several flight was with Air Niugini First they cancel my flight from POM-HON, which they of course never told me anything about. After today I realised that I shouldn't even have expect that. I then after that realised that I would have to stay 2 weeks in PNG to be allowed to go to Honiara after visiting the Phillipines because of the coronavirus. My next plan is to book a flight direct to Vanuatu. The flight is listed as direct but at the last step I notice a 50 min stop in Honiara for dropping of / unloading passengers. (No disembarking.) I decided to contact air niugini just to make sure this wouldn't become problem. 9-10 days later I still dont have a answer after emailing with 5 people via 8 different emails in 3 different countries. And yes, of we tried to call but never a clear answer. One even said we would be fine but another one said not possible. When checking in at Manila airport for the POM flight I'm almost denied boarding since my onward ticket is cancelled and I couldn't book my next flight because I never received an answer about transit rules. When arriving in POM I ask the Air

Niugini office (they are actually friendly when explaining that they cant help you with anything.) They printed loads of the IATA travel restrictions rules that I already have on my phone and I was explaining them about. They said I would not be allowed to have any kind of transit in Honiara. (The Virus is a new thing so that most likely the reason we received so many different answers and no answers from most of them. Then I decide to just skip them both and go to Fiji. I have to choose the more expensive option to stop over in Brisbane. With Carry on 7kg I dont need any tra sit visa since I'm not leaving international gate. My backpack is 9kg. Checking it in (free) results in leaving international gate for re checking since they dint ha e sharevmcode with the next flight and this would result in me having to get a transit visa that obviously would take 8-12 days according to my application. I then asked the counter during one of my domestic flights if they could be so kind to let me go with 9kg and the entire problem would be solved and the guy said ofc, after all this trouble that should not be any problem. Just go over to the sales counter and get it confirmed. Nope, big no. Of course I couldn't bring a 9kg carry on. So now I'm stuck here forced to throw away 2kg of personal stuff to be able to get out of here. I recommend to pay a bit more for another airline.

Route: Port Moresby to Honiara

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "never fly Avelo Airlines again"

Review: I will never fly Avelo Airlines again. The flight down to Wilmington was great! We were very excited to have a direct flight to Wilmington, as my brother lives there. Our experience leaving Wilmington, however, was not so wonderful. My son and I arrived at the airport an hour before the flight was supposed to leave. Wilmington is a small airport, so we had plenty of time. The flight was scheduled to leave at 12:00. We arrived at the gate at 11:35 and the gate was already closed. There were no employees anywhere to be seen to help us. My son started waving to the groundcrew of the airport, got their attention and they ran up the ramp to alert the airline crew. He came back down and gave us a thumbs up. We assumed that they were going to come open the gate and let us on. Nope. Next thing we see is the loading ramp pulling away from the airplane. When the gate crew came back into the airport, we asked why they

would not let us on and we were told that they were not allowed to reprint the manifestation. They were young kids that clearly did not care about us, or the other two passengers, one of which was in a wheelchair and had been in the bathroom, that they left behind. When we asked when the next flight out was, we were informed not until Monday. This was on a Friday. Needless to say, we could not wait until Monday to fly home. I spent a lot of money to get us on a flight the next day into Boston. My car however was in New Haven! I then called the airline itself and they said that they did nothing wrong, and that they can close the gates a half an hour before the flight is supposed to leave if they want, even if they do not have all of their passengers on board. No offer of a refund or anything.

Route: Wilmington, NC to New Haven, CT

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kenya Airways

Title: "I lost the next flight"

Review: Nairobi to Dar-Es-Salam. It was a connection flight, I booked the tickets from different companies separately. This flight was the last resort to avoid losing my next flight and it got delayed more than an hour, so I lost the next flight. In the counter they said it was just not in the contract whatever could happen because of a delay of less than 3 hours.

Route: Nairobi to Dar-Es-Salam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "I will not recommend"

Review: Worst trip in my life. I had an urgent trip to Sydney from Brisbane. I needed to fly to Sydney with Tigerair Australia, stay 3 hours there, and return back with Qantas. I arrived to BNE domestic airport 50 min before the flight, but until i tried to check in, it failed and then i called Tigerair Australia assistance, where he said that I am 2 min late, then he

directed me to another staff. The other staff had bad attitude and wanted to book me a flight after 3 hours and get me pay extra \$ and keep saying that I should check in before 45min and I am late and blaming me why I did not check in online. Then instead of helping, they called the AFP for me because they suspected I may get angry on them. AFP staff was helpful and helped me. I ended up not flying with Tigerair Australia and booking a flight with Qantas. This airline staff are the worst staff I've seen in an airline. I will not recommend this airline to anyone.

Route: Brisbane to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "a terrible experience"

Review: The worst airline to travel. The staff at airport, especially Amritsar airport the staff don't know any rules for traveling to a country and try to educate others needlessly. I didn't understand their policies, even food was requested on my ticket but i didn't get any food in a long flight. The attendants only served water in small glasses and left the person if he/she was asleep. No entertainment source used while flying. Overall, a terrible experience.

Route: Amritsar to Perth via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "wide bodied jets make business class an attractive option"

Review: The wide bodied jets that Iberia fly on this route (A330-300 and A350-900) make business class an attractive option: lie-flat bed, movies and a lot of space, even if only for 2 hours. The food from Do&Co is also very good, with Guylian chocolates now added with the coffee service. The crew are fairly reserved but ready to assist. This flight was an on-time departure and early arrival. I was connecting through Madrid and used the Dali lounge in T4, where they

were making cocktails to order.

Route: London to Madrid

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "Refused to reimburse for hotel night"

Review: Flight was delayed 3 hours leaving HSV. Flight back from Vegas was cancelled, but the airline posted delays one hour at a time all day, then too late to get another price. Refused to reimburse me for the extra hotel night I had to pay for, plus 2 meals. Arrived home over 24 hours later than I was supposed to. Flight crew was excellent and they gave us all a snack box. Really nice plane. I am going to give them ONE more try.

Route: Huntsville to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aircalin

Title: "provided a good service"

Review: Flew Nadi, Fiji to Wallis Island. Aircalin is the flag carrier of New Caledonia and although a small airline, provided a good service. There were no boarding problems and the flight was on time. This was a very short flight and the cabin service was appropriate.

Route: Nadi, Fiji to Wallis Island, Wallis and Futuna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "Never travel by Go First"

Review: I don't understand why do they run an aircraft when their flights are delayed by 6-8 hours on average? The customer care executive told that they have the right to cancel /delay / prepone as per their wish ... passengers have no right to ask question. They are informing us about the delay is a obligation to us. Never travel by Go First.

Route: Bangalore to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "trying to email, call and chat"

Review: My first flight got cancelled and changed to a flight just a few hours away with a stopover of 7 hours. Been trying to email, call and chat for over 24 hours without any help. Probably the worst airline in the world.

Route: Denpasar to Bandar Lampung via Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "Legroom was spacious"

Review: Osaka to Los Angeles. JAL has high quality service, and on the Boeing 777 has only 8 seats per row rather than 9 in economy class, providing additional width space. Legroom was spacious on this flight. All in all a great flight, save the delay (bit less than 1h) and the choice of movies.

Route: Osaka to Los Angeles

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeromexico

Title: "Won't fly again with them"

Review: I made the purchase (and paid the difference) for a direct flight Madrid - Monterrey which was modified by Aeromexico with stopover in CDMX. Modified for the second time delaying the scale an hour 17:55 hrs , 3rd 18:00hrs, 4th 20:40hrs, fifth time 23:10hrs, and finally being canceled. During my 8 hrs waiting time, two flights left for Monterrey in my scheduled hour contradicting the reason that the changes were due to weather and we were told BY SPEAKER that we would wait for the staff coming from flight 118 cd juarez, which would land at 20hrs. Making it clear that there was a lack of personnel to take off. The service given by the employees of customer service is very slow, it is deficient and it is incredible that they have so little ability to solve simple questions. Having no refund response, hotel, accommodation, your answer "check customer service", we dial during the stay at the airport and tell us "that is solved at the airport, not with us", you go to the sales module and tell us "here we only sell tickets, we do not know anything about hotel or refunds, call by phone", we approach another employee and his answer is "send an email" that is no one can help you solve anything personally (And don't even think that by email they'll solve something) The bags were delivered to us with all the contents inside wet, not damp, soaked, could squeeze clothes. On the return flight from Madrid, there were no water bottles in the seats, as there are regularly. For a 12 hrs flight. Won't fly again with them. Choose Iberia!

Route: Madrid to Monterrey

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "Perfect flying experience"

Review: Perfect flying experience after horrible years of budget airlines. Loved the plane from Helsinki to London, nice staff and made whole day less stressful. Will definitely fly again. Also no problem with connecting flight, easy transfer in Helsinki.

Route: Tallinn to London via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "The worst experience ever"

Review: The worst experience ever. Unprofessional and takes no responsibility whatsoever. From Paris airport Charles de Gaulle trying to get to Greece didn't let me get on my plane the day I was trying to get to my father's funeral. After a quick early check-in, we had a great delay on the passport control where I repeatedly asked to let us pass to get to my gate and ground attendants insisted we won't miss our flights that the airline companies are informed for the delay. I got to the gate just at the moment they closed, with my two year old child that was crying after all the wait. The ground attendant a really unkind and ironic young woman didn't let me pass. I was begging to let me go to my family in this tragic day she was cold with no feelings and telling me that the company will lose money if she let me pass. Her phone rings and a member for the plane asked if they are more passengers left. And she says no, three didn't come I looked on her screen because I was next to her and I see my name with yellow lining like the two other persons too. I shout that I am here so she let me pass but hangs up rapidly. Her colleague was upset and tell hers to let me pass and she says no. I asked her name so I can make a report but she hide her badge telling me she won't give it to me. I contact the airline call center tells me to sent an email with details and never responded. It's been five days.

Route: Paris to Thessaloniki via Belgrade

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India

Title: "The flight experience was horrible"

Review: We flew with Air India on 2nd April, 2023 from Narita International Airport to Indira Gandhi International Airport,

Delhi (India). The flight experience was horrible. It was worse than any other budget airline we have travelled with so far. The cabin crew not very responsive and often calls for them fell on deaf ears. Most importantly in flight entertainment system for most of the seats was not functional. "Attempts" to resolve this issue was futile. The entire 9 hours of flight we had to sit idle with nothing to entertain us. We have faced issue with the in flight entertainment system before too, with the handset on the previous flight being broken and unusable. Additionally the food was tasteless. We will surely not recommend this airline to anyone. Frankly, Air India not only failed to meet our expectations but also failed miserably to provide minimal standard of long international flight experience. (However the ground crew is very co-operative and have helped us to resolve many issues with boarding pass and baggage on this trip).

Route: Narita to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAM Airlines

Title: "if you can, avoid!"

Review: Foz do Iguaçu to Rio de Janeiro, and TAM Airlines is a prime example of rip-off non-service culture. Overpriced flights, designed to take advantage of tourists, unfriendly staff who pretend they don't understand what you want. Dirty plane. We tried to rebook and they kept us on the phone (via UK mobile) for 17 min without providing any information if it was possible, just asking same questions again and again. Awful attitude all around, but they have monopoly so get away with it. If you can, avoid!

Route: IGU to GIG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "stewards were very attentive"

Review: Weve heard a lot of bad reports about SAA. Nothing could be further from the truth. We left Perth at 23:45 yesterday and am now in Johannesburg awaiting a connecting flight to Cape Town. We left and arrived on time.Had a good dinner & breakfast, not haute cuisine but very edible. Found that stewards were very attentive and quite free with the beverages and they were friendly. Had economy seats that gave a good deal of legroom, enough films to keep you occupied. What more can there be to this business. Well done SAA

Route: Perth to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Olympic Air

Title: Olympic Air customer review

Review: We have flown with Olympic Air twice, once was from Athens to Kefaloania, and the 2nd time was from Zakynthos back to Athens. Both were pleasant. The crew, food, drinks, service and view out the window was great. Would fly Olympic Air again.

Route: Athens to kefalonia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "our flight is closed for check in"

Review: Worst customer service. Will never use again. Not willing to be there for their customers. I was on time but in a long line with a lot of people, by the time we got to the ticket counter we were told our flight is closed for check in. They send us to their customer service across from the ticket counter, which had another huge line. At customer service we were told sorry, you will have to pay additional \$260 to re book next flight 4 hours later, and saying we should of came 2-3 hours before the flight. I asked how come you are charging us since we paid for that ticket. They said if i came 10

min ago they would. We paid and re booked. Even their customer service said same on the phone as in person, we are late and should come earlier.

Route: Madrid to Malaga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qantas Airways

Title: "never fly Qantas again"

Review: Business class booking, my seat was covered in hairs, pillows and blankets too, food was disgusting, champagne low quality. Cabin crew couldn't care less about customers experience. Arrived at Melbourne Airport my Rimowa bag was totally smashed, unable to use the wheels, couldn't take public transport to my families home 150km from the airport due to luggage damage. I was stuck abandoned at the airport alone a single female traveller No choice but to rent a car at the airport which put me out of pocket \$500. Customer responsibility is below 0. Compensation offered 5000 Qantas frequent flyer points to the equivalent of AUD\$45.00. This airline needs to take accountability for high paying flyers, I will never fly Qantas again as a tourist visiting Australia.

Route: Incheon to Melbourne

Seat Type: Economy Class

Traveller Type: Business

Airline: Interjet

Title: "cancelling or delaying flights"

Review: Lima to Juarez via Mexico. They keep cancelling or delaying flights without any explanation. The reason for cancellation isn't very important to me unless it is force majeure. We did check at the airport and nothing was going on. Like the plane in Lima was supposed to be late, because of bad weather disruptions in Mexico City, which upon checking in Mexico City appeared to not be true.

Route: Lima to Juarez via Mexico

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hawaiian Airlines

Title: "Impossible to reach customer service"

Review: Impossible to reach customer service. They canceled my flight but I can't reach anyone to receive a refund. When I did finally get someone on the phone, the call was disconnected before a refund was processed. They didn't call me back and the wait to speak to a representative no matter when I call is almost two hours long. I've tried both chat and text customer service options. They responded over 36 hours later when I was asleep and closed the thread before I responded a couple hours later. This has happened three times! Not even given a chance to respond and I still do not have a flight or a refund!

Route: Honolulu to Hilo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Uzbekistan Airways

Title: "Exceeded my expectations"

Review: Overall everything went well on the 3.25 hour flight to Dubai. A large meal was presented. The small entertainment screen however did not work. But flight was uneventful and arrived on time. Exceeded my expectations

Route: Tashkent to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Meridiana

Title: Meridiana customer review

Review: Uncomfortable seats, poor drink selection. I asked for a scotch and I was told they do not serve super alcohol. If you are operating business class service you should stock your inflight bar with booze. I know many customers do not like to drink but if you provide service from New York you should cater to your clientele! They don't provide any snacks in business class - not acceptable.

Route: JFK to PMO

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "Good experience"

Review: Good experience, on time departure and arrival, courteous staff, good food, clean and hygienic cabin, comfortable seats. No in flight entertainment system ,they offer Vistara world which can be used in personal mobile/tab/laptop using flight wifi.

Route: Guwahati to Delhi

Seat Type: Premium Economy

Traveller Type: Business

Airline: GoAir

Title: "unprofessional and unacceptable"

Review: Highly unprofessional and unacceptable. Today was my flight on 4:30pm Delhi to Ranchi and they cancelled my flight. And you haven't informed me. I reached to the airport asked you to do something. It's an emergency I have to go. You guys should learn from indigo. Very bad experience I ever had. I will never take your service.

Route: Delhi to Ranchi

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "staff rude and unprofessional"

Review: Cabin staff service was totally rude and unprofessional. Especially when they serve passengers who cannot speak English. All cabin staff was always angry to someone who did not understand English. I definitely rate this airline is 1 star. Never fly with airline anymore.

Route: Jakarta to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: NAM Air

Title: "won't be treated the same way"

Review: Belitung to Bangka on NAM Air, the ground staff believed it to be an important security matter to prevent me from bringing a bottle of alcohol on the flight. Now, where it gets weird is that my wife and other Indonesian friends were carrying alcohol, but were at no point even asked to get rid of it. Only the foreigner in the group was targeted. When asked about it, the ground staff took over 2 30 minutes to locate some rule stating that alcohol was considered a "dangerous product". So was "perfume", according to the same rulebook (we checked), but no one was deprived of their perfume before flying (I even got to keep my cologne). It becomes even stranger when you consider that the same alcohol bottle had made the journey first from Bali to Jakarta, then from Jakarta to Belitung - and only then was considered to be a "danger" somehow - and this was cabin luggage from start to end. My friends' alcohol bottles were permitted the whole way to and back from Bali, but not mine. Subsequent queries to the airline went unanswered, despite several follow ups (this is two weeks ago, and the only response I got was about my reservation number, then nothing). When asked about whether it was permitted to bring alcohol on flights, or how my bottle was more dangerous

than a perfume bottle (or in any way dangerous, as people with common sense would be prone to ask), or how a bottle of alcohol carried by a foreigner was a "dangerous" item but a bottle of alcohol carried by an Indonesian wasn't, I was met with a deafening silence. Which is just to say, you might want to stick to proper airlines rather than NAM Air if you intend on being a foreigner. You won't be treated the same way, even if you paid your fare...

Route: Belitung to Bangka

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "first and last time flying this airline"

Review: This is our first time flying KLM and to say that the customer service they provide is fair would be a compliment. KLM made no notification to our flight delay and possibly canceled flight because we are still waiting at the airport. There was no announcement, email, text etc. Technology is advanced enough where we all get notifications of delays on app or the minimum at airport. KLM didnt deliver on either front. This is our first and last time flying this airline, theres more reliable options out there .

Route: Amsterdam to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "All in all very disappointing"

Review: My husband and I booked seats within our premium economy booking. On both outward journey BA015 on 12 February and return on 11 March we were last OR almost last to be served food. Each time they had run out of our choices. On one occasion I did not eat as only available option was curry which disagrees with me. On all flights there appeared to be an undue focus on curry/spicy food. All in all very disappointing and left us with a very poor opinion of

British Airways.

Route: Sydney via Singapore to London Heathrow

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "lack of any sense of customer service"

Review: Scheduled departure 11:25 am, fully boarded 10 mins ahead of time and then we sat for a full two hours without so much as a single acknowledgment or announcement from the crew, no one walking around with water or any amenities and the attitude of the crew when asked is to merely shrug. The lack of any sense of customer service is truly appalling. Never going to come anywhere near this airline again.

Route: New York JFK to Casablanca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Busan

Title: "closed the counter 90 min prior"

Review: Seoul to Kuala Lumpur. When we arrived at the airport 90 min before departure time, the counter was empty. Nobody up there and the automatic check-in was disabled. After walking all over to find their offices, we were greeted by an employee who told us they closed the counter 90 min prior to flight as a company policy. There was no effort on her part to open the door or offering any alternatives. I dislike that attitude in any kind of service.

Route: Seoul to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Airlines

Title: "really has a lot to improve"

Review: Ontario to Taipei. China Airlines has a lot to improve. The boarding is the slowest I've ever seen. They just kept pausing the boarding. The cabin looks super nice on its official website yet it was actually not as impressive or comfortable. The seat was the crampest I've ever seen on a long haul flight, I kept moving my back cause it was really uncomfortable. The yellow blanket looks super used. As for the food, again, the worst I've ever seen on a long haul flight. Often I don't expect any nice meal on a coach class, but China Airlines really went too far. You don't even get a dessert like cake, only two side dishes. And the salad was a mess. You should not expect much for the snack in between the meals when flying economy class as well, but saltine crackers, what a joke. The restroom was kind of dirty. EVA, ANA, or Asiana all kept their restroom clean so I don't get why can't China Airlines keeps it at least not dirty. The service was okay, they are neither attentive nor rude. One last thing, just when we arrived at 5, I waited for my checked luggage till 6:30. The bottom line is you China airlines really has a lot to improve.

Route: Ontario to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "no compensation given"

Review: I'm writing this on behalf of my mom and dad, who had a trip booked to Vancouver from Las Vegas. Unfortunately, a month before the trip date, they weren't able to fly anymore due to my mother's stage 4 cancer diagnosis. There was no compensation given for the canceled flight. Not a credit.

Route: Las Vegas to Vancouver

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Greenland

Title: "off-hand attitude among the staff"

Review: Flew Air Greenland from Copenhagen to Ilulissat via Kangerlussuaq. Way too expensive in relation to the journey length. Long queue on check-in at Copenhagen Airport. Seems to lack any service minded and professional customer service skills. Using terminal 3 for check-in would be preferable than terminal 2. The A330 was old and indeed outdated, a new interior or replacement of the transatlantic aircraft is needed. There is no Wi-Fi onboard, quality of the food was bad, very poor and old in-flight entertainment. 1 movie was shown and a few playlists were on, there were problems with their entertainment system, it to be reset some times before it worked. There is a very off-hand attitude among the staff, not least on board the transatlantic flight. Seriously, they don't seem to care about their customers! Though the short flight on the small Dash 8, was better. Arriving Copenhagen Airport, the waiting time for your luggage can be very long, this can take as long as up to 1 hour after arrival. Overall I would not fly this airline again if there was other alternatives.

Route: Copenhagen to Ilulissat via Kangerlussuaq

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "cancelled our flight for no reason"

Review: They cancelled our flight for no reason and didn't even email us to let us know. If I hadn't looked we would have been stranded in the airport. The seats are uncomfortable . Literally worst airline ever. Will not be flying them again!

Route: New Orleans to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "adequate snack was provided"

Review: Warsaw to Moscow with Aeroflot. There were no problems at check in which was prompt and without problems. We were late taking off and landing and given slow immigration control and luggage delivery in Moscow I only just managed to catch the last Aeroexpress service to the city centre. Cabin crew spoke adequate English and announcements were in Russian and English. An adequate snack was provided. As expected there was no inflight entertainment.

Route: Warsaw to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Transat

Title: "still have not received a response"

Review: My flight was canceled for COVID-19 back in March of 2020. I was approved for a refund, but they refunded to a card that was paid off and closed. My bank refused the refund, so the money was sent back to Air Transat. Air Transat refuses to provide me with a refund through another route, they have stopped answering my chat messages, and "coincidentally" my calls are now dropped every time I call customer service. They had told me getting a letter from my bank confirming the refund was refused would help. I sent the letter via email to the correct address given, checked in two times since, and still have not received a response there either. They have essentially blocked me on all avenues of communication, even though I was never rude or confrontational.

Route: Toronto to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "Service was very good and attentive"

Review: Both flights were very pleasant, both departed a few minutes early and arrived early. The B777-300 was the version with 10 across seating and extra rows added. I was surprised I did not find much difference with the older models. I am of average height and weight and leg room/seat width were perfectly acceptable for short haul. But I would not be keen to spend an overnight flight on these seats. Service was very good and attentive. The meals tasty and plentiful. Lots of different types of IFE programming. The only problem that seems now common with most airlines is that the price for this route has skyrocketed by about 50% since January!

Route: Bangkok to Hong Kong

Seat Type: Economy Class

Traveller Type: Business

Airline: Viva Air

Title: " worst airline I have ever flown"

Review: Juliaca to Lima. The worst airline I have ever flown with! Terrible service, they try to charge every possible penny out of their clients. I have travelled with my backpack all over the world and never had any problems, not even with low cost such as RyanAir. I had to pay US\$36 to travel using the same backpack I have been using for years, and that was not even for shipping but for carrying it the overhead compartment. Such a rip off! The flight was late, the plane was dirty, I don't recommend them for anybody and I for sure will never give them another penny!

Route: Juliaca to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Panorama Airlines

Title: "allowed to operate?"

Review: Milan Bergamo to Tirana. How are these robbers allowed to operate? I was charged a total of Euro 330 at check in just to insert middle names to return tickets for 3 persons. Since when is a middle name legally mandatory? What about people with many middle names? They might as well have a policy of charging for the way you walk and talk. Sure, why not? Call it company policy and happy days.

Route: Milan Bergamo to Tirana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Lion Air

Title: "won't fly with them again"

Review: Bangkok to Tianjin. Our tickets were not especially cheap, however to our surprise they did not include any baggage with them. We had to fork out an additional 15,000 baht to take our two suitcases back to China. The staff laughed at me when I agreed to pay, very humiliating. On the plane nothing is given complimentary. On our 5 hour journey, there was no water, drinks, or food provided. You could order drinks but they were too expensive. We bought our own drinks on the plane but were told we were not allowed to consume them. If you are cold, pay extra to rent a blanket. If you are bored, pay extra to rent earphones and watch the movies. I feel ripped off and won't fly with them again.

Route: Bangkok to Tianjin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Niugini

Title: "such attitude and negligence"

Review: I was travelling on an Air Niugini PX187 from Mt. Hagen to Port Moresby on 31/3/2017. The check-in was a chaos and in the end flight was cancelled at short notice (as it was time to board), as was the flight on the following day

we were transferred to (PX 181). In the end, the total delay was 24 hours. For the whole day on Saturday (8.30am to 5pm), we were made to wait at the airport with no food or water provided and no information on when we might be able to fly. The staff were unwilling to help or offer any kind of assistance or volunteer any information. When I enquired about refreshments for the passengers I was told that it was 'not the airline policy to take care of their passengers even in case of delay which was entirely the fault of the airline. When we finally arrived in POM at 6pm on the 1st of April, our luggage was left behind. Again, no specific information was provided by the airline as to when they would arrive, only an approximate maybe tomorrow. We went back on the following day and received 1/3 of the checked in baggage. The other two bags didnt arrive. My colleague went back again in the afternoon to check but still nothing. I gave up as life is too short for this (no chance the airline will follow up on your behalf). I wrote to the airline but haven't received a response. I have never experienced such attitude and negligence by any other airline in the world.

Route: Mt Hagen to Port Moresby

Seat Type: Economy Class

Traveller Type: Business

Airline: Turkish Airlines

Title: "Nice food in economy"

Review: Had and amazing flight with Turkish Airlines on a one way ticket from Antalya via Istanbul to London. Flight was late leaving Antalya to Istanbul but made up time to get my connection to London. Full flight from Istanbul to London where the crew perform well and was calm and professional. Nice food in economy which I ask for seconds. Enjoyable smooth flight and landed in London Heathrow bang on time. Wish I had more time to explore Istanbul new airport. Will definitely fly Turkish Airlines again.

Route: Antalya to London via Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "no baggage upon arrival"

Review: This is the second time in a row we travel Business with Austrian and we receive no baggage at arrival. Both me and my wife are Star Alliance Gold members and we choose to fly business. We filed a complaint in January about our delayed luggage . We were attending a wedding in Athens and we had to buy clothes, underwear, shoes personal items from the beginning. Austrian airline is really good to communicate about long waiting list and not solve the problem. No compensation yet. We traveled again yesterday from Larnaca to Stockholm via Vienna. Once again no baggage upon arrival. I am travelling for a course today and i am once again without clothes. Austrian Airlines are constantly humiliating your Gold and Business passengers. We filed a complaint in Star Alliance today. Who is going to pay for their fault in January? Who is going to pay for all the panic the new clothes etc we were forced to buy then? Who is going to pay for all the food (whole 23+ Kg) we carried yesterday which is going to trash when we eventually receive our baggage this time? Who is compensating me when they force me to attend a medical course with training clothes because they chose to depart the airplane before all baggages are loaded in the aircraft ? Who is compensating us for their mistakes and the frustration and anger they caused?

Route: Vienna to Stockholm

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air China

Title: "unethical business conduct"

Review: San Francisco to Mumbai via Beijing. Flight was delayed. They put me on a Lufthansa flight. I had purchased the ticket for 410 usd and paid 166 usd for an extra baggage. However, since they changed my flight to Lufthansa, I had to pay the Lufthansa extra baggage charges which was 287 usd. More than half my ticket price. When I emailed Air China, and requested a refund of 166 usd plus the extra charges I had to pay to Lufthansa beyond the 166 usd, I received no reply to the email. (I received a refund of the 166 usd I had paid them). This is unethical business conduct and bad customer service !

Route: San Francisco to Mumbai via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "very bad experience"

Review: I came from Bangalore to Mumbai yesterday it was delayed half an hour. Today I am going back to Bangalore, which I have booked at 6:30 but its delayed to 10:50pm - again its delayed departure time is 11:40pm. This is first time am using AirAsia India but very bad experience. These people are not professional.

Route: Mumbai to Bangalore

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "our experience was extremely disappointing"

Review: On our departure from Mexico to return to Montreal, we were shocked to find that our seats were not guaranteed on our flight. In fact, when checking in at Cancun airport, we find that we don't have a seat. The letters SBY are indicated as seat. By going to ask the question to the representative of our airline company while going to carry our luggage, he tells us that we do not have a seat yet, that we are on standby and that we will have to present ourselves 10 minutes at our boarding gate before boarding begins to check with another employee of our airline to ask them for a status report. We were so frustrated with the situation and the lack of explanation from our airline. The employee didn't seem convinced that we had a seat on the plane even though we had an outward flight and a return flight when we had booked our trip to a resort in Mexico with our travel agent. Moreover, it was not our first time on a plane. We knew how it worked and we had never experienced such a situation. So we headed to our gate and waited for the right moment. Even when it was time to go see the employee at the boarding gate, she didn't seem to know what to say other than

"probably the system" Finally, my partner and I were called to the gate and finally got seats on the plane. So imagine, arriving at the airport and learning that your seats are on standby. First time in my life that I have lived this! Also, it was not the first time we had flown with this airline. On the other hand, positive point, all the flight attendants on the outward and return plane were very nice and professional. Nothing to say on this side! Unfortunately, our experience with the airline was extremely disappointing. Our travel agent did not understand why we did not have a seat on the return plane.

Route: Montréal to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "selection of movies meagre"

Review: Food wise, it was bleah to meh but palatable. The FA were quite fast to attend to general request. The IFE screen was small and the selection of movies was meagre but with the small screen with poor resolution, my handphone (Samsung Note 3) provided better entertainment if I wanted to use it. I pre-ordered an item for Duty Free purchase for my wife on the prior flight and supposed to collect it on this flight. However, they said there was a mistake made by the FA on the prior flight who helped make our pre-order. The response that I got was: "please call us when you reach your destination and we will sort it out." What? Call? I told them they should try to rectify it on their end and when we disembark. Why aren't the FA trained properly? It could have been better managed!

Route: Seoul to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "I recommend ZIPAIR"

Review: I recommend ZIPAIR. My friend and I booked a flight on Zipair because it was cheap. Once we booked we

noticed the website was hard to navigate, the app we were supposed to download preflight isn't available in the US yet and there weren't many reviews. We Googled Zipair to make sure it was a real airline. The moment we checked in we realized this airline is real and it's an amazing deal. The customer service reps at check in asked if we'd been to Japan before and what we were excited about doing while quickly and efficiently checking us in. It was a great start but were concerned about seat comfort and inflight Wifi. As we entered the plane we realized seat comfort was not an issue. The seats were a clean, comfortable leather and had more leg space than most American carriers. Once we got in the air the Wifi connected quickly so we could access email and order food. It's not strong enough to download movies or tv shows so do that before you board. Food options are limited, they run out quick if you don't preorder. I suggest eat early or bring your own food. Beverages were comparably priced with other airlines and it didn't seem to run out of any drinks. The inflight staff was very attentive and kept trash out of the aisles and seat backs the entire flight. Our return trip from Tokyo to San Francisco was exactly the same. Friendly staff during check in, comfortable seats, quick WiFi for ordering food and checking email and very attentive flight attendants. My friend and I agreed we'd definitely recommend ZipAir to others and would fly them again.

Route: San Francisco to Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Onur Air

Title: "does not provide free water"

Review: Antalya to Munich. This airline does not provide free water, they make you buy small bottles. This airline does not have special baby "beds" or shelves to provide safety for traveling babies. Moreover they did not provide the first row for families traveling with babies. The leg room is minimal and babies DO NOT get any special treatment. We had to stand in a queue for ages even though we were supposed to get to the airplane faster because we had a month year old with us. The attitude of the stewardesses is truly terrible. The announcements made in English are impossible to understand because of the pronunciation. To sum up: never again Onur Air.

Route: Antalya to Munich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "havent been issued refunds"

Review: On the 17th March I purchased a ticket to fly to Istanbul, Turkey from their website. There was no indication Turkey would close its border on the website, google etc due to COVID as its a very fluid situation. On the 18th when I arrived at the desk to check-in my bags I was informed that Turkey had now closed its borders due to COVID. I spoke to the manager and he told me I was due a full refund and to call the customer service hotline to instigate this. This was a major inconvenience as I was hoping for an instant refund and I ended up paying 1700 to fly to Dublin a few hours later. I was assured by their customer service a full refund would be issued and then heard nothing for a few weeks. They tried to claim I didnt show up for the flight/I cancelled it myself and didnt want to fly etc which wasnt the case. Online there is dozens of complaints from other dissatisfied customers who havent been issued refunds and it seems this is the route the company is taking. They issued me with a refund of 23.56 euro which also doesnt make sense? They didn't provide the service which I was entitled to and have absolutely no reason to be holding onto my money. I presented myself at the airport.

Route: Doha to Istanbul

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "mishandling of our baggage"

Review: Yesterday, we encountered a distressing situation with Wizz Air. My sister and I were traveling from Abu Dhabi to Antalya on an early Saturday morning. We each had one free carry-on bag, which we placed under our seats. After checking in, we proceeded to gate 17 for departure. However at the departure gate, we were informed that the flight's

cabin baggage capacity was full, and they asked us to leave our carry-on bags there. They gave us tags and assured us we could collect our bags from the airport belt later. Since we only had our carry-on bags with us, my sister and I had packed everything essential, including clothes, undergarments, makeup, toiletries, footwear, and my tablet in those bags. Upon arriving at Antalya Airport, we were dismayed to find that our bags were not on the belt. We immediately filed a complaint, but the response from the complain center was that our bags were still in Abu Dhabi; they hadn't been loaded onto the plane. Now, my sister and I are left with only our small cross bags, containing just our passports and money. We have nothing else to wear or use. Our plan was to continue from Antalya to Trabzon, but without our bags, that seem to be impossible. What was supposed to be a mini-vacation has turned into a nightmarish experience all because of Wizz Air's mishandling of our baggage. We had so many plans, but now we feel lost and don't know what to do.

Route: Abu Dhabi to Antalya

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rwandair

Title: "Very disappointing experience"

Review: Johannesburg to Lagos via Kigali. My first time flying with Rwandair was a worst experience ever that I received from any airline. On the 21 December 2019 the aircraft had to leave at 3am we ended up leaving OR Tambo airport in JHB at 6:30am. Delays do happen but what was so disappointing not even an sms was sent to notify us about the delay. What was worst as you check in nobody tells you about the delay, as soon as they finished checking us in we were told there was a 3 hour delay. Would it has been more professional if we were told before check in. Besides me and my 2 kids I had another 7 family members on board that I convinced that lets try Rwandair for the first time. Finally we left, as we were collecting our luggage in Lagos some of our luggage was left in JHB, I was on my way to Benin City which costed me to come back the following day for my luggage, all they say we are sorry about the delay. We stayed like fools at OR Tambo. We pay for our fares we need to be treated with dignity and respect. When we finally got to Kigali we were rushed with the announcement this is the final call for Lagos passengers, they could have made

arrangements with customs that we go through first because they knew about the delay way early. The immigration slips were not even supplied during flight from OR Tambo we wasted more time completing that upon arrival in Kigali. Very disappointing experience.

Route: Johannesburg to Lagos via Kigali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "the crew was good"

Review: I liked the airline, the crew was good and the food was also good. I liked their internet it was really fast better than my office one. I recommend everyone to use Vistara - though its bit costly but its worth it.

Route: Delhi to Jammu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: "not impressed with Tui"

Review: To be fair, I don't know whether this is partly an airport fault. We were booked on a flight due for take off at 2.50pm. The airport board said check in opened 12.20. We joined the queue at 12.15. Check in did not start until 12.30, and then only one desk, not two, for another few minutes. At the departure lounge, the board said gate displayed 2.15. At 2.15 we went to Gate 1, which we had been advised of by Special Assistance. I have a problem with steps so required the lift to the plane. When the flight was announced, we were taken to the lift, which has comfy seats, fortunately. We could see the other passengers queuing in the cold wind and gathering clouds. At 2.30, the fueller was still operating. The Special Assistance guy looked in the cabin through the window, tried the emergency door, but there was no response at first. We could see the cockpit crew in the plane. All I can assume is that cleaning took longer than

usual. Given that the flight was supposed to take off at 2.50, the delay in boarding seems odd, but then so does fuelling, when the plane had been standing for about an hour, and the airport was anything but busy. Eventually, about 2.40, the cabin crew opened the door and we were allowed entry. The plane was beautifully clean. The cabin crew were smiley and friendly, but how those poor people with toddlers and babies, who had been standing in the cold were feeling, I have no idea. Incidentally, the stance Tui uses is quite a walk from the terminal, and only part of it is under cover. Given the inclement weather conditions in Aberdeen generally, it's unfortunate, to say the least. BA has covered airbridges from the terminal for its flights. Maybe it's a cost thing for Tui? The pilot announced something about possibly missing our slot, worst case scenario half hour wait. We either were allowed to go late or stole another flight's slot but took off fairly quickly. However, both hubby and myself noticed excessive air pressure change on take off and landing of this flight. It's not something we've noticed before. I can't say it was a different aircraft- it looked like any other Just not impressed with Tui this time around. It has always been my flight provider of choice, but I maybe need to think again.

Route: Aberdeen to Tenerife South

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Icelandair

Title: "talked down to and plain disrespected"

Review: One person in our family was denied boarding at MSP because of some three-month passport rule. My kid's passport expires this Fall and we had there-back tickets that would have been used long before. The manager who apparently doesn't even work for them - just contracted - made a suggestion to leave our child at the airport and for the rest of us to go on! Upon about an hour long discussion, she told me not to worry, just call Icelandair tomorrow and get my tickets changed for another date. I called that evening and their call center closed at like 8 pm CDT. I called the next day, and was told I am out of luck, thank you for your donation basically. Again, I also bought return tickets for end of August and was told those are forfeited also. Altogether it's about 4K. Ok, I am a single parent with two children and this is a lot of money for anyone! I felt lied to by that supervisor at MSP who told me I'd be rebooked and her exact words "you won't have to fight with them". Well, it's been exactly the opposite. I keep calling, I am hung up on, I am put down,

talked down to, and plain disrespected. What an awful call center! They make any budget airline or hotel chain look like luxury service. I have been flying over the Atlantic for the past 20+ years pretty regularly and this is the absolute worst. I was lied to and got fake promises, just to get rid of me. They don't sell out every flight, why not allow us to go on a different one if they have seats anyway?! I also was told, by the call center that I should have called them before the flight. Well, they closed 30 min after the plane departed and you have to wait on hold at least an hour to get thru. I was also hung up on that night when I tried. Altogether, what a joke. I thought higher of Iceland prior to this.

Route: Minneapolis to Helsinki via Keflavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hainan Airlines

Title: "the crew was excellent"

Review: Shenzhen to Zurich. I had my leg injured and a crew member carried my hand luggage for me to settle down in the plane. It was midnight flight but the meal was served quickly so that passengers could have time to relax. Food quality was not the best, the crew was excellent. A pleasant trip, helpful crew members, professional attitude and sufficient service for a midnight flight. Food quality needs to be improved.

Route: Shenzhen to Zurich

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Cairo

Title: "was delayed 5.5 hours"

Review: The flights of Air Cairo starting from Hurghada were all delayed apart from one national flight. Our flight was marked "delayed" without any further information. Boarding started 5 min before the estimated departure. Passengers were driven to the Aircraft by bus and had to wait in the bus for 15 min. Then the bus drove back to the gate without any

information and there was no staff at the gate. Passengers had to wait for almost 4 hours until boarding started again. Again no official information. The flight was redirected to Cologne instead of Dusseldorf. Therefore there a bus transfer to Dusseldorf was offered, which took a lot of time again. In total the arrival in Dusseldorf was delayed 5.5 hours and the only information we got was unofficial: A passenger said the pilot told him, the airline has failed to get a landing permission for the aircraft in Dusseldorf.

Route: Hurghada to Dusseldorf

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "friendly, helpful cabin crew"

Review: SYD-PVG then AMS-PVG and PVG-SYD (three long-haul flights) over Feb and March. Each flight left and arrived as scheduled and was a pleasant experience with friendly, helpful cabin crew. Meal options (4) were each very tasty (especially the Asian options) and alcohol generously served throughout the flight. An assortment of self-serve snacks were available between meals. The lie-flat beds were a little tight around the feet, and the cabin a little warm for a perfect sleep on the three overnight flights but nevertheless a reasonable number of hours of Z's were achieved. If requested, the crew will leave you asleep and not wake you for meals. IFE had a reasonable selection of recent release and an assortment of foreign films. Not the greatest in the world, but OK for the average 10 hour sectors. The spoken English standard of the crew was variable, but communication overall was not a problem either in the air or at check-in.

Route: Amsterdam to Sydney via Shanghai

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "support lines are totally overwhelmed"

Review: I purchased a ticket to fly Washington-Nairobi return in business class via Toronto, Frankfurt and Zurich late June/early July 2023. All flights but the first were code shares on other reputable carriers, Lufthansa, Swiss and United. I've had excellent experiences with Air Canada in the past and really looked forward to this family trip. Just before departure, Air Canada cancelled its flight from Washington because of staff shortages. I called Air Canada and, secured a satisfactory booking via Montreal. That was almost immediately cancelled, leaving me trying to call Air Canada support till around 4am. After multiple calls and hours on hold, I was booked on a United flight to Toronto connecting with Lufthansa on to Nairobi. When I arrived at Washington Dulles, United reported that AC had only made a booking, but had not reissued my ticket as required AC staff at the airport said they were only ramp agents, they couldn't sort out the problem. I had to call Air Canada customer support. Eventually, they called AC support, waited 45 minutes on hold, and then had the needed ticket issued. I thought, foolishly, that my problems were over. Alas, AC had only reissued an outbound ticket from Toronto to Nairobi, without replacing the original round trip ticket. When I arrived in Nairobi, my return flight had disappeared from the Lufthansa system on the grounds that I was a no-show for the outbound flight, leaving me stranded in Nairobi. After an entire night and half a day trying to reach Air Canada support, AC staff finally agreed to restore my return ticket. Reaching AC took about an hour and a half on hold on each occasion, and AC dropped most of these calls after a few minutes. Only on arrival at Nairobi airport did I realize that AC had bungled my return ticket, having me depart Frankfurt for Zurich before I arrived in Zurich. Fortunately, the Lufthansa staff in Nairobi were able to sort this out on departure. I understand hat it's tough running an airline right now, resurgent demand, staff and plane shortages, forest fires etc. But the AC system demands that clients call their agents way more than should be necessary. And, at the moment, ACs customer support lines are totally overwhelmed. Having to spend whole nights trying to get through to Air Canada support to deal with repeated errors made by Air Canada staff is totally unacceptable.

Route: Baltimore to Toronto

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Kulula

Title: "low cost that gives a fair service"

Review: Durban to Johannesburg with Kulula. Nice to be honest, simple planes, old, but crew were nice and not aggressive. Flight on time, a low cost airline that gives a fair service. Fast check in. 45 minute normal flight. Plenty of space for the bags.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: United Airlines

Title: "nickle and dime you to the extreme"

Review: I used to love flying with United but this will be the last time I use them. I'll fly American over them! They try to nickle and dime you to the extreme, andnot family friendly at all. Customer service wasn't any better, disgusted all around.

Route: Washington to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Porter Airlines

Title: "lost my checked bag"

Review: Terrible experience! Porter lost my checked bag on my ski trip to Whistler, B.C. Inside the checked bag was over 5000\$ worth of snowboarding equipment. The airline has remained silent and has offered no reimbursement to date. Central baggage voicemail is often full and essentially impossible to reach. Customer service is a complete joke. Worst experience I have ever had. Would not recommend to anyone.

Route: Montreal to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "they were all at least 1 hour late"

Review: We took Ryanair for all of our flights within Europe. 3/4 of flights were OK except that they were all at least 1 hour late. I was OK with this and was expecting this based on their reputation. On our flight from Berlin to Venice, we were re-routed and had to land in Verona about 1.5 hours from Venice (Treviso) due to a major storm. Ryanair has no ground staff to assist people which is why they can be 'budget'. We landed late at night and 3 other Ryanair flights also landed in Verona due to the storm. There was a very nice lady employed by Verona Airport who was helping all the Ryanair customers. We were told to wait for buses arranged by Ryanair to take people from Verona to Treviso airport. People were fighting to get on the buses and we didn't understand why anyone would behave that way, considering Ryanair must surely know exactly how many buses they need to send based on how many flights/passengers had landed. Well, we were wrong. We also felt we should have been the last to go on the bus since all 3 other planes had landed before us and waited much longer. There were 40 people still left and we were told that the last bus was coming but it could fit only 16 people. Ryanair informed the airport over the phone that they would reimburse taxi fares for the remaining people. I am here to tell you that after months of back-and-forth email communication with Ryanair, they notified us that they do not need to reimburse us for a natural calamity since it's not their fault. I understand that's their policy, but I wish we were not misled to believe that the taxi cost would be reimbursed. If we had known what we know now, we could have taken a taxi as soon as we landed instead of waiting for 3 hours on the sidewalk outside of Verona airport. If you are flying with this airline, just hope that you don't end up with any special situation needing customer service, otherwise you are probably OK.

Route: Berlin to Venice

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Caribbean Airlines

Title: "communication is less than poor"

Review: New York to Montego Bay. Flight time was 7 am. After 9 am we were told the flight may not leave as there is a technical problem. The communication between the company and its customers is less than poor. Finally around 1130 we went from not leaving to departure soon. We dont live near the airport, we left at 1 am to make our flight. The only thing Caribbean did was hand out \$12 vouchers which most establishments would not take. Steer clear, the flight was no bargain, the plane was old and dated. We tried dealing with Caribbean but would only say they dont take phone complaints.

Route: New York to Montego Bay

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "refund process also very complicated"

Review: The airline cancelled flight few hours before boarding time and than gave option after 2 days which impacted all my tourism plans. Then gave very basic support on hotel accommodation. After that refund process also very complicated, for a simple thing like spend that customer had to do for 2 days before waiting for flight

Route: Cairns to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ural Airlines

Title: "attitude is very unprofessional"

Review: I bought this tickets flight for me and my wife from Paris to Moscow. When I tried to make on-line booking on June 4th I was informed that flight was canceled. I had to make alternative arrangements and instead going directly from

Paris to Moscow I had to go through Riga on a much more expensive flight which took additional 5 hours to reach Moscow. Since then I am trying to get refund for my tickets with no luck so far. After few exchanged e-mails with they stop responding and I am losing any hope that I can get reimbursement from Ural Airlines. In my opinion their attitude is very unprofessional and I would recommend everybody to avoid using their services. I know I will.

Route: Paris to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair Australia

Title: "rude and disrespectful"

Review: Brisbane to Sydney. Our first flight got canceled and My wife forgot to check in online for the other flight. We showed up at the airport 45 minutes before our plane left. They said they couldnt check us in because paperwork has been submitted and she could not alter it, as she can get a \$35 fine. Service is rubbish, they dont even try and help. Very rude and disrespectful. Id rather pay \$200 more per flight so I dont have to deal with such disrespectful people. Both women were rude and I ended up paying \$200 more for another airliner.

Route: Brisbane to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "Crew service was very slow"

Review: Seat was not functional. Crew service was very slow and poor. Food quality and overall experience poor. Flight kept delayed but nobody answered over a call for 70 minutes.

Route: Amsterdam to Toronto via Montreal

Seat Type: Economy Class

Traveller Type: Business

Airline: Air China

Title: "Terrible experience"

Review: Rome to Sydney via Beijing. Terrible experience with the unprofessional behaviour with my child who traveled as an unaccompanied minor. After being told our child would be looked after in the Beijing airport we discovered he was made to sit in an office on an office chair for hours on end with no assistance or food. We had booked a lounge and it was not offered. The level of supervision was atrocious. He was let out with an unknown passenger who offered food and water. We will never deal with this airline again. They continue to deny any lack of duty of care towards the child.

Route: Rome to Sydney via Beijing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "poor quality offerings"

Review: Phoenix to Honolulu. In order to enjoy a trip from Paradise home, one must pass through the gates of purgatory, which is another word for Hawaiian Airlines within the Daniel Inouye airport in Honolulu. For two seniors traveling with luggage, this was an excruciating experience. The three separate (and long) lines needing to endure just in order to check baggage was senseless. The walk from the main terminal to the gate to the departure area might as well have been from downtown Waikiki, which might have been more pleasant. And then there's the food onboard. Or more precisely, the absence of anything worthwhile to consume. Fortunately we learned our lesson on the outbound flight after going hungry for about eight hours. We packed a good lunch and snacks and were then able to bypass the airline's poor quality offerings.

Route: Phoenix to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air New Zealand

Title: "truly grateful to you all"

Review: Just had the most wonderful service from the Wellington crew on Flight 562. we were in row 28 I left my handbag behind a staff member called Wesley allowed me off the plane so my nephew and girlfriend could bring it security and then the rest of the flight the staff were so friendly kind and considerate. I dropped a knitting needle and the hostess got down on her knees to look for it. Thank you for allowing me to get my handbag, we fly to Vancouver on Friday to our sons wedding will need that Visa Card. Excellent experience truly grateful to you all.

Route: Christchurch to Auckland

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "entertainment system glitched"

Review: Maputo to New York via Johannesburg. The entertainment system glitched throughout the entire flight to JFK and the seat function controls didn't work several times throughout the 17-hour flight (for up to 15-20 minutes per glitch period). Some people were stuck in a reclined position while others were stuck upright when it was time to sleep. On the returning flight, the TV screens were hardly responsive to touch and were very frustrating to use. The seats are hard and uncomfortable, if a passenger is seated next to a window, they can't step around or over their seatmate when the latter is in a reclined position. This means they have to wake up their seatmate to go to the bathroom, etc. The seat spaces are fairly cramped. For both SAA flights, I had to store my handbag in the overhead compartment for takeoff and landing. On the flight to JFK, they ran out of eggs for breakfast. This has never happened to me before. On the return flight for lunch, they ran out of salmon. On the departing flight, the flight attendant took away my untouched serving of

butter and then, when I asked for butter later, said that each passenger is allocated only 1 serving of butter. Apart from the desserts, I found the food not that much better than what's served in economy class. For most of the departing flight, there was one overworked flight attendant serving our section, which meant that the service was very slow and they were not always prompt and sometimes forgot to offer hot towels, blankets, etc. I must say that my returning flight was much better in terms of service, quality, food, etc.) The lounge in OR Tambo is okay but a little chaotic, and the food looked unappetizing. The SWISS lounge for SAA business class flyers in JFK is awful. The food was okay, but the atmosphere was cold and staff were rude and distant. In general, the business class experience was certainly not worth the price of the tickets.

Route: Maputo to New York via Johannesburg

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "the legroom was terrible"

Review: The expected hectic experience of flying international post covid for the first time was just fine. Air New Zealand ground staff were excellent and organised and the plane was on schedule. In fact they started boarding 45 minutes before takeoff and we left 15 minutes early, arriving 25 minutes early. It was my first experience on the 787 and apart from the 3x3x3 seating it didn't feel like a wide-body. It was cramped and even with my 180cm frame and a 3 hour flight, the legroom was terrible in economy, a far cry from most 747 and A380 aircraft I've flown on. In flight entertainment choices were well suited to under 40s not older passengers. Good food and beverage choices for an economy cabin. Well done to Air NZ for getting it's act back together after a terrible time - maybe worth considering better aircraft than the 787 and slightly more generous legroom.

Route: Brisbane to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "Delayed for more than 2 hours"

Review: Delayed for more than 2 hours. The boarding experience was a nightmare. Delay announcement via sms and flight announcement display. My in-flight experience are the same as my previous flight - very moderate.

Route: Penang to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "advise against using Wizz Air"

Review: I am extremely dissatisfied with the service provided by Wizz Air. I had booked a flight from Ankara to Abu Dhabi, which was cancelled by Wizz Air without any prior notice or explanation just 23 hours before the scheduled departure. I had planned my trip almost two months in advance and had also purchased non-refundable tickets for connecting flights. When I contacted Wizz Air to rebook my cancelled flight and sought assistance with my other airline tickets, I was informed that they would not take any responsibility for my other tickets. Furthermore, they could not provide any assurance regarding the possibility of my connecting flights being cancelled or not. As a result, I had to reschedule all my other tickets and incurred additional expenses for hotel accommodations due to the cancelled flight. I strongly advise against using Wizz Air and do not recommend their services at all.

Route: Ankara to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "refused compensation"

Review: Jakarta to Singapore. Damaged baggage and refused compensation. My baggage is a backpack that I've purchased in USA sometime 12 months ago, which I do not have a receipt and was paid for in cash. But I found a same design but in a different material, that is what I used as proof to claim for the amount of my backpack, but Jetstar insist on every emails, that they have to follow protocol and refused to even understand the situation. I know there are certain protocols to follow, but my case isn't something that can be resolved if to follow strictly to protocol of having a quotation from a luggage repairer and officially on a letter head, or receipt or credit card statement, which I've none to provide. Jetstar is making it very difficult and very much trying their best to avoid any claims for damaging passenger's property. On my numerous emails asking for an clear explanation on how my backpack can be so badly damaged, when there was a FRAGILE tag with special note to take extra care hand written by ground staff? I didn't get a reply.

Route: Jakarta to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Horizon Air

Title: "my mask was not legal anymore"

Review: I was getting on flight from Seattle to Reno on February 25 and was told my Tommy copper mask was not legal anymore. I had worn it from my flight from Maui for 5.25 hours and on Horizon it is illegal. I asked when the rules changed? They said it is illegal to wear that covering. I told her I had not heard that and just come back from Maui and wore it to and back and never was told it is illegal now. She got smart with me and told me to change to another mask and I told her as soon as I set down I would change it. She was not even respectful to me and about 4 other passengers that were told same thing? I asked for her info on the change and she really wasnt happy about me asking for that! I changed to another mask because I respected her job! airline! Thanks

Route: Seattle to Reno

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norse Atlantic Airways

Title: "insisted on charging me \$72"

Review: This is the worst airline I've flown overseas. My bag fit in the carry on size checker and they still insisted on charging me \$72 to take it as carry on. When I asked for them to print my boarding pass the woman threatened to call the police.

Route: Oslo to New York JFK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "very courteous, polite and helpful"

Review: We flew ANA flight NH 12 from Tokyo Narita (NRT) to Chicago O'Hare (ORD) on January 13th 2021 as part of trip home to Houston after a SE Asia Family trip. We connected to NH 12 from another ANA flight so after passing security we go directly to our boarding gate. ANA requires all passengers to keep their mask on all the time while in the airplane and while transiting except when eating or drinking. Several ANA gate attendant were making rounds checking people's documents to ensure everybody can legally enter the US. This is better than the UA process of lining everybody up in just one line and clueless on what is the requirement for entry for different countries like we experienced in SFO on our outbound trip. Boarding was announced a few minutes early. Boarding was done in groups; Business Class passengers going first then they start loading Economy from back to the front. They called by rows so there is minimum line formed at the gate, and people can social distancing while lining up. The aircraft was a 14 years old B777-300ER (JA875A) but still in good condition. The flight was quite full but boarding was done quickly. Even with the announcements on cleanings already done on the aircraft cabin, we used Clorox wipes to clean tray tables, seatbelts, armrest and screen when we got to our seat. The seat has fixed back and pivots on the upper section and slides the seat cushion forward for reclining, so there is no risk of person in front of you reclining and intruding into your space. There is footrest under the seat in front of you. Entertainment was OK but for an 11 hour trip like this more choice of

movies and TV programs will be appreciated. We used our 3.5" jack wireless transmitter and bluetooth earphones to avoid cable tangles from the provided earphones. The FAs on this flight were relatively younger than the other ANA flights we flew last few times. They are very courteous, polite and helpful, and they are cheerful when they were doing their job and their positive attitude helps passengers to relax. Rice crackers and wet towelettes were handed out with the first drink service. Afterwards we were served dinner along with another drink cart service. Dinner was either beef sukiyaki or braised seafood. I opted for sukiyaki and it was really good. Later breakfast was served and the choices are salmon flake omelette or pancakes. I chose pancakes and the pancake was good, infused with lots of syrup along with a chicken sausage. Before we land we got a tomato cheese bread snack. we were properly fed during the trip compared to American airliners. In between meals the FAs going around offering water bottles or snacks every couple hours or so. They also set up a snack and drink basket that we can help ourselves at the back galley. There were two teams of FAs and I can see them all working hard and all were very cheerful and helpful to the passengers. They were all so good that I decided to give them a box of chocolate I got from Narita during our transit. They initially refused saying this is too much for them but I told them they deserve it for their good service and to share with the other Team, and they finally obliged. We had to wait for late transferring passengers so we were around 15 minutes behind schedule, but we caught up along the way and arrived at 1.13 pm, 37 minutes early to Chicago O'Hare's Terminal 5. Deplaning was done very orderly, they called by the rows to deplane so there is no line waiting to get off the plane.

Route: Tokyo Narita (NRT) to Chicago O'Hare (ORD)

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Tahiti Nui

Title: "experience not to be renewed"

Review: We booked Air New Zealand London to Papeete via Los Angeles. Flights from Los Angeles to Papeete are operated by Air Tahiti Nui. What surprised us that we were asked to check in at Papeete the proof of our flights Los Angeles to London while the flight was made in code-share with Air New Zealand. No online check in was possible, no seats were available by calling 72 hours before, but by miracle they were available at check in after getting the check in

manager to assist. We kept our original seats. There is a limit to stupid systems. In short, an experience not to be renewed on Air Tahiti Nui. If this airline did not have the exclusivity on Papeete they would have disappeared a long time ago.

Nous avons fait une réservation Air New Zealand Londres Papeete via Los Angeles. Les vols Los Angeles Papeete étant effectué par votre compagnie. Quelle ne fut pas notre surprise qu'on nous demande à l'enregistrement à Papeete la preuve de nos vols Los Angeles Londres alors que le vol était effectué en code-share avec Air New Zealand Pas d'enregistrement en ligne possible, pas de places disponibles hublot en appelant 72 heures avant mais par miracle il y en avait de disponible au check in après avoir fait venir la responsable du check in. Nous avons gardé nos places d'origine. Il y a une limite à la bêtise. Bref une expérience à ne pas renouveler sur Air Tahiti Nui. Si vous n'aviez pas l'exclusivité sur Papeete vous auriez disparu depuis bien longtemps.

Route: Papeete to Los Angeles

Seat Type: Business Class

Traveller Type: Business

Airline: CSA Czech Airlines

Title: "A truly bad experience"

Review: Prague to Amsterdam. Forced to check a carry on bag at the gate, pay 45 Euro and then they lost my bag. To make matters worse I was connecting on a different airline to Toronto and then Vancouver. So I had to exit the secured area and pass security a second time. Rude, impatient, dismissive. A truly bad experience from start to finish. I will never fly with them again.

Route: Prague to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "They were so friendly helpful"

Review: I flew on Thai airways and this is my first time with them for 6 years or longer ! We normally fly on Eva as its a world class 5 star airline thought Thai used to be my favourite. So we flew on the Boeing 777-300er and came back on the Boeing 777-300er which was older and dated tvs and cabin unlike the amazing (77y) with a luxurious cabin new interior and modern tv screens on seat back. Though my experience was fantastic. The crew are the best Ive flew on. They were so friendly helpful they even got me a window seat even though I thought there was none available. The cabin was clean comfortable. I was so happy with the seats the food and the entertainment.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "the worst business class seat"

Review: Chengdu to Singapore. Absolutely the worst business class seat I have experienced. The width of the 2x2 first 3 rows is acceptable, but the legroom is absolutely appalling - less even than I would expect in a normal premium economy seat. Plus limited recline, circa 30 degrees from vertical, upon which when the person in the seat in front of you is reclined you have even less space to maneuver in and out and are pretty much forced to recline yourself to retain a semblance of spacing. Added to which the seat controls for recline, footrest, lumbar massage are really stiff mechanical levers. For a brand new plane absolutely abysmal! There is no in flight entertainment in the seat backs. In business one is issued with an iPad which can stream movies etc. through the Silk Air WiFi. This does not support Internet connectivity, only the IFE. If you want to use your own device you need to have previously installed the Silk Air app from the app store - something nobody tells you before you board. In the cramped seat space there is very little place to put the iPad, even on the little plastic prop available on request, so one ends up holding it whilst also trying to juggle a meal or whatever. No noise cancelling headphones, just cheap in-ear buds, so I plugged my own noise cancellers in to the iPad. No capability to connect via Bluetooth of course. I found it impossible to doze on the 4.5 hours

midnight flight so tried to pass the time with the limited selection of English language films on the iPad. Literally the only redeeming feature of the whole miserable experience was the cabin crew who try their best to give high quality and attentive service. I feel sorry for them having to pretend that they represent a proper business class operation, which this manifestly is not.

Route: Chengdu to Singapore

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "if you can avoid American"

Review: Check-in was smooth. Staff nice for the most part. Seats are uncomfortable. All flights have been delayed, or cancelled. Flying back to Manchester (NH) flight was delayed and weren't able to fly back until 3 days later, staff did not handle, and we were yelled at. We decided to fly JetBlue to Boston the next day and rent a car to drive to Manchester. We didn't get a refund, or money, or credits, for staying at the airport hotel overnight, the JetBlue flight or the rental car. If you can avoid American.

Route: MHT to PHL via DCA

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "no customer service"

Review: Port Vila to Suva via Nadi. Last year, great. This year, completely unreliable, misleading and no customer service. I was off loaded at the airport because the passengers that had checked-in before me had excess baggage and the plane was overweight. They preferred to off load passengers rather than the excess baggage. Months later I tried going again, and I got to my destination but then my return flight was cancelled. I was booked onto the next flight (3 days

later) but missed my connecting international flight. Got stuck in Suva for an extra 2 days and was then given the wrong re-booked return flight details (in writing) and missed my unknowingly booked flight, and was then re-booked again on a non-direct flight. No compensation for the additional accommodation expenses was offered when requested. The customer service team then issued me a credit for my flight, but when I tried to use the credit I was then told I didn't have a credit. This was after days of correspondence confirming the contrary - and only written correspondence because their customer service phone number didn't work. My next trip has been cancelled consequently but not in sufficient time to have my accommodation bookings cancelled without charge. All I got from Fiji Airways was a 'sorry, there was a misunderstanding' with no further offer of assistance or attempt to rectify the situation. The 'Manager of Customer Service' was unavailable to make any further complaints to. In flight - the flight attendants are great but the food is a disgrace.

Route: Port Vila to Suva via Nadi

Seat Type: Economy Class

Traveller Type: Business

Airline: Flynas

Title: "very poor customer service"

Review: My flight Jeddah to Riyadh departure time is 17:00, we reached the airport 1.5hrs earlier with our online boarding ready and been told that it is canceled. For no valid reason they put us on the flight at 19:00. We received a msg only 10 min before boarding that we should contact them, and still showing in airport screen (on time) And the new time was also delayed until 20:00 with Zero respect to passengers time and very poor customer service by staff in land.

Route: Jeddah to Riyadh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "not worth the savings"

Review: Avoid this airline. It is not worth the "savings" because they will make it back off of you by scamming you out of money with a huge amount of hidden costs. How do you ask? Well first, you must check in online or you will be charged \$25 per person to check in at the airport. Their website does not allow you to check in online. We tried to pay for seats ahead of time at a cost of \$17 per person. Again the website did not allow us to check in and pay for seats at the same time. We were able to check in online but the system assigned us seats at the opposite sides of the plane. We were unable to select seats online after checking in on their terrible website (option to do so was literally grayed out). We called the Flair call centre to choose seats and they tried to charge us a service fee of \$35 per person plus \$25 per person to choose a seat ahead of time because we were not selecting seats online. Despite informing the customer service agent that the website would not allow us to change seats, he refused to waive the fee. One "personal item" is free to bring on the plane but a "carry on" is ~\$75. A personal item is about the size of a laptop. The service on the plane is terrible. They will try to sell you any sort of refreshments and when you ask for water they will give you a water bottle and tell you it costs \$4. You have to ask for a cup of water and good luck getting a refill. The seats on the plane do not recline at all and there is no seat pocket to store your phone or wallet. There are no charging points on the plane so good luck trying to get work done. You need to use their app for onboard entertainment and the selection is terrible so you are left twiddling your thumbs and staring at the seat in front of you questioning why you spent money with this terrible airline, allowing them to continue to spread their misery to other people.

Route: Montreal to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "I had the worst experience of my life"

Review: I flew business class with Polish Airlines for the first time and I had the worst experience of my life, paid \$2700 for one of the worst airlines. Their seats were torn. Stewards were rude and the food was very standard! I was drinking Irish cream liquor and after two drinks when I asked for the third one they said they dont have it anymore. While I was

just having my desserts they switched of the cabin lights for everyone and the passenger next to me too couldnt even finish her dinner.

Route: Zagreb to Chicago

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Olympic Air

Title: "other flight wouldnt wait"

Review: Santorini to Istanbul via Athens. Santorini flight to Athens delayed 2 hrs. The other flight in transit from Athens to Istanbul same airline (Olympic / aegean) wouldnt wait although only around 30 mins behind schedule. In result, they gave us another flight 9 hrs later from Athens to Istanbul. And as a result, we couldnt able to catch our third flight from Istanbul to ASR. We had to deal with the flight to ASR ourselves with Turkish airline. They cannot able to help although they are partners. We had to get the flight on the next day to ASR from Istanbul. All the things planned and hotel are ruined.

Route: Santorini to Istanbul via Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "A-list priority is a joke"

Review: Not on time. Delayed due to overlapping flights and passengers trying to make it from far gates. Genuinely just sick of Southwest in overall preference. Their reward program is not worth a grain of salt. A-list priority is a joke, you share the same seating as those that have no interest or desire due to few times flying or something similar. Luggage cabin space is all you receive if you can't complete the requirements of spending goals or flying frequently. There is no such thing as "first class" treatment, even the companion pass is whatever.

Route: Cleveland OH to Baltimore MD via Albany NY

Seat Type: Premium Economy

Traveller Type: Business

Airline: Sky Express Airlines

Title: "delay due to operational reasons"

Review: Heraklion to Rhodes. Keep Away. Announced for 6:30 boarding time and finally we got a delay announce that due to "operational reasons" we will have a delay in further news after about an hour. When we first travelled to Kreta with this airline, our chairs were dirty.

Route: Heraklion to Rhodes

Seat Type: Economy Class

Traveller Type: Business

Airline: Citilink

Title: "The flight was quite good"

Review: The flight was quite good, the friendliness of the ground and air staff was very good. Quite satisfied with the flight this time. Thank you Top Choice for domestic options. Penerbangan yang cukup baik, keramahan Staff darat dan Udara sangat baik. Cukup Puas dengan penerbangan kali ini. Terima kasih. Pilihan Utama untuk pilihan domestik.

Route: Medan to Denpasar Bali via Bandung

Seat Type: Economy Class

Traveller Type: Business

Airline: Olympic Air

Title: "All Covid measures applied"

Review: Chios to Athens. Nice flight. Economical ticket. All Covid measures applied. Friendly staff. Gave us a treat. Professionalism. Arrived earlier than scheduled. Punctual and always with a smile. Will certainly fly with Olympic Air again.

Route: Chios to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "Business class is total fraud"

Review: Business class is total fraud! Twice the price. Total waste of money! 1) No priority check in in Lanzarote. Despite 3 million tourists a year coming through the airport in Lanzarote, they don't have online check in. But 50m queues, 2 hours before check in like it was some developing country in 1984. When check in opens, they briefly check in business class, then allow economy passengers to move to the business queue, which is then always blocked. No staff checks if you have business ticket or not. So unless you are 2 hours before check-in, there is no priority check in. This time there was an Edelweiss person, but he didn't do much good, compared to the other times where it was just 'I don't give a damn' Swissport personal. Waste of money. 2) There is no priority security. 3) There is no priority boarding. A lady shouted faintly 'business' once, waited for 20 seconds, then started boarding all other passengers. Didn't matter since we all ended up in the same overheated bus anyway! So actually, if you go early during this 20 seconds window of priority boarding, you end up waiting longer than economy. 4) The food is just some microwaved slime. 5) The seats are exactly the same as economy class on this flight. Yes there was a seat free in between, but how is that more comfortable if the seat itself is small and short leg room. 6) The carpet was dirty, the seats old and ripped. Never again will I book business class with Edelweiss. A total rip off.

Route: Lanzarote to Zurich

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Kuwait Airways

Title: Kuwait Airways customer review

Review: Kuwait to Istanbul. The best experience, it was in time and the trip progressed smoothly. They have the best leg room, the food service was abundant. The crew were helpful and accommodating to passenger requests.

Route: Kuwait to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "I don't recommend at all"

Review: Melbourne to Sydney. The company cancelled the flight to hours prior departure and hasn't been able to book me on the next flight so they suggest me a flight the day after. Zero customer service ! The hostess was not patient at all and not comprehensive. I had to book a flight with another company to be on time in Sydney which cost me the double of the initial price. I don't recommend at all.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "KLM never again"

Review: Our flight from Montreal to London was late. At Heathrow airport, despite rushing to make our KLM connection out of terminal 4, when we got to the counter, baggage drop was closed so we missed our flight. We asked the agent where we could buy another ticket, she points to a poster and says: Call that number. Not, let me help you or let's see if there is room on later flights. No! Just call that number. We asked her where was the KLM customer service counter so

we could speak with a real person. She said that KLM had cut that service because they were cutting costs. She seemed very displeased by that. And made it clear that missing our flight was not to be her problem. After 80 min. on our cell phone (\$190.00 charge!), we manage to buy 2 tickets (\$\$\$). We waited 10 hours at the airport for the flight. The flight itself was good. But customer service was non existent!!! KLM never again.

Route: London to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "Terrible customer service"

Review: Sydney to Tokyo via Hong Kong. Terrible customer service. Changed my flight to an unacceptable flight with many hours of stopover requiring me to pay for accomodation and miss 2 days of my trip. Refused to offer any help in organising a more appropriate flight.

Route: Sydney to Tokyo via Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "experienced this scam"

Review: Iasi to Paris. Please pay attention when booking online from their website! They add 10 euro (on average) at the price of the ticket that was initially displayed when you first searched for it in case you don't book it right away. This happens even if you search twice for the same flight in the same day. I think it is the 10th time when this happens to me, so I am sure there is no accident. I was receiving several errors when trying to make my online pay and after refreshing the page, the total amount to pay was 30 euro higher although I haven't modified anything, I didn't add any extra service etc. I encourage everyone who has experienced this scam to write a negative post and hopefully, they will stop. But this

kind of practices show me that they are not a respectable company.

Route: Iasi to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Xiamen Airlines

Title: "Such a rubbish airline"

Review: Beijing to Xiamen. Such a rubbish airline, first they cancelled my flight without offering compensation. Then I tried to reason with their agency, they said they recommend I asked for a full refund. Is that a joke? I was at the airport and they wanted me to refund. I then insisted that I change to the other flight, which was scheduled to depart at 20:05 but we waited more than 5 hours due to air traffic control. Can't really trust the airline, especially you're dealing with state-owned airlines, and they don't obey by rules set out by international standard.

Route: Beijing to Xiamen

Seat Type: Economy Class

Traveller Type: Business

Airline: Lion Air

Title: "Service is terrible"

Review: Jakarta to Denpasar. Service is terrible. Flight was late for 2 hours. But we were informed about delay 15 minutes before the scheduled departure. Airport staff was just laughing when I tried to get any info about the flight. They didn't understand English. Very terrible company.

Route: Jakarta to Denpasar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bulgaria Air

Title: "Worst airline ever"

Review: Sofia to Prague. Worst airline ever. Even worse than Wizz or Ryanair. Been redirected 3 times to different check in counters, made to queue up again each time. No apologies from arrogant and rude staff. Will never fly with them again. Worst service and attitudes. Why even bother running a company with such service level?

Route: Sofia to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "Their service is terrible"

Review: Do NOT take this airline. They are fraud. They charge you exuberant price for any size luggage. Their service is terrible and their employees are rude. Their aircraft are in bad shape.

Route: Mexico City to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "old planes, no entertainment"

Review: Had selected hindu veg meals on booking directly on thai smile website but never provided, upon talking to Flight Attendant, they said sorry it doesnt show up at my end. I had someone overlook the selection when booking. Overall flight was average, old planes, no entertainment, uncomfortable seats. Leg space was okay so that is plus. Check in counters were minimal so took longer in flight but staff was friendly there. Thai smile website didnt have good english translation and technical issues, for example, even if selected meals as Hindu Vegetarian for both passengers, it

never was assigned to me. Upon talking to flight attendants no help was offered and was not able to eat both ways.

Route: Ahmedabad to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Level

Title: "without free food or water"

Review: I am a seasoned traveler and have never crossed the Atlantic without free food or water being offered! A full plane from Boston to Barcelona and not a sip of water offered. When a passenger in front of me asked why he had not been offered a beverage the flight attendant told him he must have been asleep. I was awake and they moved right past me too. The worst cabin service ever! Never fly this airline again.

Route: Boston to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "It's a nightmare"

Review: This airline has the worst customer service. They are not well trained to provide information, the airline work ethic is just the worst because they don't care about their customers. Flights get cancelled all the time and they do not inform the clients forcing us to stay at the airport countless hours. They don't provide hotel vouchers for families with small children. Their policies are money oriented where clients don't get reimbursed or credited for cancellations due to weather conditions. I don't understand why are they allowed to operate in the United States. DO NOT use this airline. It's a nightmare!

Route: Tijuana to Cancun

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LIAT

Title: "no one explained the delay"

Review: LIAT flight was scheduled to leave St. Thomas at 1430 and arrive in Saint Martin at 1515, but the plane was still on the ground two airports behind schedule. TSA would not allow us into the waiting area so we found another lounge. We finally left St. Thomas at 1800, 3.5 hours late, and no one explained the reason for the delay. The crew normally ends work at 1800 but had 3 more landings to make.

Route: STT to SXM

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "I think its time to up the ante"

Review: The whole process from start to finish was a nightmare. 1) First of all I thought I had Pre-booked my seats for this flight and wanted to confirm with Air Canada. I tried to call in to Air Canada and after 2 hours of waiting on hold I gave up. 2) 24 hours later I was able to book my seats and found I was sitting in a middle seat on the 27th row. I always want to sit close to the front and sit in an aisle. I was very upset and could not change it. 3) Getting to the airport they would not accept my pre registered booking as my husbands middle name was put backwards (first and last name was correct.) We tried to register on the machines but it would not issue a ticket for my husband. We had to wait over 1 hour in a line up to get our ticket. 4) From there we had to run through security and terminals to get there just in time to board. 5) We finally got onto a cramped Rouge plane filled with crying children all around us. So cramped you could hardly get through the passage. In truth I felt like a cattle of animals. There was barely room for your legs. Food and drinks were non existent until the last 40 min of the flight. This was truly one of the worst trips I have taken. WestJet in my opinion offers better service, leg rooom and comforts. I think its time to up the ante. I fly approx 12-14 times a year and this

honestly was one of the worst flights I ever had.

Route: Florida to Palm Beach via Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "tickets are burned and there is no refund"

Review: Got to check in when it was still open. Tickets were bought with Turkish Residency card and were not matching with the HED code. For 20 mins staff were rejecting any try to fix the issue as we had a valid HES codes for each passenger. Because the system didn't recognise it they didn't allow us to go on board and I was left with two kids in airport. Immediately checked with management they said your tickets are burned and there is no refund, when the plane still didn't take off. Later the staff advised actually you supposed to link your HES code in a different way, after the flight is gone. This is unacceptable. Rude staff have us so much of stress and caused us money loss.

Route: Antalya to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "The food is inedible"

Review: Flew Paris to Tel Aviv. Check in located at the poorest part of CDG at 2A far from the gates and security. King David lounge is no more than poor, embarrassing, old and spartanice. The food is inedible. The 737-900 configuration is 2x2 with full business service but do not expect a full bed like in the 787 or 777 that El Al operate. The Air crew were very good as usual thats the best part of El Al, although issues with hand luggage - the aircraft was full and ground team were very soft - this causes 30 min delays as they had to take down lots of luggage from the cabin.

Route: Paris CDG to Tel Aviv

Seat Type: Business Class

Traveller Type: Business

Airline: ViaAir

Title: "initial 4 hour delay"

Review: Austin to Oklahoma City. Writing this review from the car of one of my fellow Via passengers as were currently driving to Oklahoma City from Austin (6 hours) because after the initial 4 hour delay, the plane arrived and had a door malfunction that was a minimum delay of 2 more hours with no assurance that they wouldnt have to cancel the flight. So we decided that there was a greater chance of making it to Oklahoma City if we just drove instead. Hopefully theyll refund our money. Too bad they wont reimburse my lift.

Route: Austin to Oklahoma City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SpiceJet

Title: "cancelled and no alternative flight available"

Review: I had booked a flight from New Delhi to Shirdi travel date 17-June-23 and had accordingly booked my hotel and other itineraries. The booking was done way in advance to make sure everything is in order. Now 2 days back I received an SMS from SpiceJet that the flight has been cancelled and there is no alternative flight available. I spoke to SpiceJet agent and requested them to arrange a flight for me on another carrier which is Indigo on which I was told that I need to write to higher authorities. This is plainly making a fool out of the customer as now the only direct flight which is available is Indigo and is more than double the price I paid for SpiceJet flight booked in advance. SpiceJet always does this with their customers. If they are unable to operate they should shut down operations but shouldnt cheat the customers. I had to pay INR 12000 extra for the alternate flight to reach Shirdi.

Route: New Delhi to Shirdi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "I was impressed with everything"

Review: I was impressed with everything about my flight. Premium seat was spacious and comfortable and with the cabin half empty there was plenty of room to spread out. Meals were excellent quality for airline food. Got plenty of sleep. Very happy.

Route: London to Bangkok

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "Never trust these guys"

Review: Perth to Amsterdam via Jakarta. Didn't even get to fly with them as they cancelled our entire flight plan. We had booked Perth to Amsterdam business return for our family. We had booked all accommodation and car rental to be told that the flights had changed to an 8hr Jakarta and 8hr Sumatra layover totalling a 44hr trip. So we've obviously had to cancel and quickly find an alternative airline 8 weeks out. As you can imagine now rates are through the roof and economy is 75% of what we could have paid for business had we gone a more reputable airline when we originally booked. Never trust these guys

Route: Perth to Amsterdam via Jakarta

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "go with a company with better reviews"

Review: I tried for 24 hours to check in but their website would not recognize my booking code. I contacted my agency, they confirmed the code was correct and said I would have to check in at the airport. My flight was at 5:55 am leaving Mexico city which is a confusing airport to begin with and I was only able to arrive at the proper terminal just after 5 which is not Copa's fault however the people at the desk would not let me check in saying the gate was closed an hr before the flight left however I can't help but think I could have still made it. I asked what I should then do and they gave me a number with the quietest assistant I've ever heard on the other end who was unable to offer anything close to help. I went back to the desk to find it empty. every other airline desk was staffed except for Copa for a full hour and a half while myself and other people waited for help. I eventually had to buy 2 new tickets as I was going to miss my connector as well, and after buying them, I attempted to check in for them right away. after waiting inline for another 45 min after the staff finally came back, I was turned away as they said they would not check in other flights until after they had finished booking the current one and to come back in an hr and a half. I did and they had issues printing my boarding pass, then a supervisor was required who was half an hour late. finally after another 20 min I had a boarding pass with no seat registered. I inquired and they said they had overbooked the flight and that there was no guarantee of a seat which would again mean I would miss my connector and have to buy a 5th ticket from them. eventually I did get a seat on that flight however I will go out of my way to not fly with Copa again. Their web site not recognizing a valid reservation code, the non-existent phone help, the 1 1/2 hour pause with no staff at the desk, the complete lack of any attempt to make any of the situation easier, the complete lack of any sense of urgency, and the possibility of missing a connector because of their ineptitude was astonishing. If you're planning a relatively complicated trip, I would go with a company with better reviews.

Route: Mexico City to Guayaquil via Panama City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "No frills, but friendly"

Review: No frills, but friendly, and on time. Layover in Reykjavik is easy and has great services. Flying out of Newburgh is much more relaxed than other airports in New York. The downside of the Newburgh airport is that there are a few good options for food, so pack a sandwich. Plan to fly with Play again.

Route: Paris to Newburgh via Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "not first class attention at all"

Review: Flew Louisville to Los Angeles via Dallas Fort-Worth with American Eagle. I was in first class and didn't see any difference. It was an early morning flight and it was cold. They didn't have any blankets. The same food was offered as in the other sections. It was not first class attention at all.

Route: Louisville to Los Angeles via Dallas Fort-Worth

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Georgian Airways

Title: "Worst company ever"

Review: Worst company ever. For flight with 4.15h 1 small glass of plastic tasting water. I asked if I can buy something, no, not an option. Very rude crew. Haven't seen in my life so bad attitude and they lost my bag with all my necessary things.

Route: Amsterdam to Tbilisi

Seat Type: Economy Class

Traveller Type: Business

Airline: Lufthansa

Title: "miss our connection to Miami"

Review: I was Traveling to Egypt from Miami via Frankfurt. My flight from Miami to Frankfurt delayed by one hour but once I was at the terminal I ended up waiting another hour on top of the delay making it two hours delayed. In Frankfurt my flight was once again delayed although only half an hour. On the way back our flight Cairo to Frankfurt was delayed by 12 hours which caused us to miss our connection to Miami - after an hour on the phone with Lufthansa we figure out we are getting back to Miami with a flight the day after. In Frankfurt the next day for the last flight going from Frankfurt to Miami the gate changes to 30 gates away from the original. Once getting to the new gate and waiting for 30 minutes an announcement saying that the boarding process would not begin for another half hour after it was scheduled.

Route: Miami to Cairo via Frankfurt

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "exceeding the baggage allowance"

Review: Oslo to Berlin. Some people were made to pay 75 EUR for exceeding the baggage allowance which includes duty free items. Incredibly rude and aggressive to me - told to either pay, leave the bag or be denied boarding. You lost me as a customer.

Route: Oslo to Berlin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "suggest to review your systems"

Review: The flight was scheduled to depart at 1.50 PM and it actually departed after 2 hours 50 minutes i.e. at 4.40 PM. It landed at Manila at 5.50 PM but we were stuck on tarmac on the pretext of lightning alert when other flights were commuting. We finally got down after 35 mins waiting in the plane. After that we had to wait for luggage which was announced at Belt No.4 but arrived at belt no.5. No assistance from staff. No clarity on issues. Everything being done at very slow pace. Would suggest to review your systems. Fortunately I didn't book connecting flight to India on the same day, otherwise would have missed the same.

Route: Puerto Princesa to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cubana Airlines

Title: "our luggage was lost"

Review: Upon arrival to Cayo Largo, our luggage was lost after a direct flight from Toronto to Cayo Largo. A fiasco was about to start, nobody could help us locate our luggage, nobody knew how to contact Toronto to see if our luggage was sent on the plane, nobody understood what we were trying to ask. After the Cubana Hola Sun representative finally understood that we did not receive our luggage, and had an airport rep scribble on a piece of paper of apparently what seemed to be a lost luggage report. The Hola Sun rep insisted we get on a bus to our hotel, when we wanted to receive answers before leaving the airport on the status of where our luggage was located and how we can have access to it. Nobody wanted to make a call to Toronto. They indicated the only flight from Toronto to Cayo Largo was the 5th of August, the day we were leaving Cayo Largo, and we had no other options in regards to receiving our luggage. We left the airport after the Hola Sun rep told us she would take care of this. The next morning at our group meeting with the same Hola Sun Cubana rep, she did not recognize us and did not know we had lost our luggage. She scribbled beside our room number lost luggage. She told us again that she had no way of contacting Toronto to see where our luggage was and that she had no control in this matter. The following day we approached the rep yet again about our lost luggage and that we had nothing for the entire week in the deserted island of Cayo Largo, she said we should contact

the Cubana rep at the Cayo Largo that only works after 1PM. She again did not want to call Toronto Cubana Airline for us to see if the luggage was there or not. The next day, she had no idea who we were and said she did not deal with lost luggage. Finally, day 4 of our trip, still no baggage, no sunscreen, no clothes, no snorkelling kits, no shoes, a new rep comes on duty and immediately takes charge and types a Microsoft Word document stating we lost our luggage and signs it, still no report sent to YYZ stating they lost our luggage. She then tells us she spoke to the Cayo Largo Airport rep of Cubana that will send our luggage to Cayo Largo tomorrow via Varadero. The next morning, we prepare to be ready for the arrival of the 6.45AM plane from Varadero, to finally receive our luggage. Nothing, nobody knows, no claims about lost luggage, no reports, no file #. Day 6, we go see the rep again, who states your luggage could have never sent because YYZ Cubana is on strike, sorry. Day 7, finally we leave this fiasco, on route to YYZ to see about where could our luggage be. We arrive in YYZ at 1AM, no reports about lost luggage, nobody at Baggage Claim knows what we are talking about, Cubana. He brings us into a closet, hundreds of lost luggage unorganized piled on top of each other, a dozen of strollers, bugs, humidity smell, and he says to check in there by ourselves. Desperate, we search through the piled on top of each other, nothing. The Baggage Claim in YYZ tells us to call in the morning, nobody knows and there's no claim report in their system and they refuse to file an official report for us in the system, stating only this one person can do the actual report. 2AM we drive 5 hours home hoping maybe the luggage was sent home during our time away. Nothing. 5 days of phone calls, we find the luggage.

Route: Toronto to Cayo Largo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "They lost our luggage in Belgrade"

Review: Worst airline ever! They lost our luggage in Belgrade and it is impossible to reach anybody. We called 20 different numbers all day and no one ever picks up the phone. We knew someone in Belgrade who went to the airport and even that was useless. Nobody had a clue, and nobody cared. Everybody was rude and aggressive. It is complete chaos, this company is going down the drain. Avoid them at all cost. Avoid also Belgrade airport as a stop over, the

ground operations are totally disorganised.

Route: Oslo to Tivat via Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SATA Air Azores

Title: "better leg room than some"

Review: I was concerned when I read so many poor reviews but if anything it prepared me for the worst which did not happen. Flight was on time. Check in a breeze. Plane was spotless and better leg room than some airlines. I never expect fine dining on planes so I prepare by bringing some snacks. In saying that - the food was fine. And they refilled your wine or beer free. I also downloaded some movies on my iPad so we had our own entertainment - perfect. Coming back the flight was delayed an hour due to an issue with the incoming Toronto flight so you cant do anything about that. They contacted me on my phone to advise me if the delay. All n all a very good flight!

Route: Toronto to Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "nothing wrong with economy"

Review: Manchester to Punta Cana. We have flown Thomson on numerous occasions and never really had any complaints. This was our first time on the Boeing 787 and we decided we would give economy a try. Whilst the seats are slightly bigger I wasn't fond of the 3x3x3 formation. We like the Boeing 787 and have booked both Jamaica and Mexico for 2018. That said we have booked premium for both. Personally the upgrade and what comes with is worth the additional cost. That said there is nothing wrong with economy. The staff were kind and polite. I'm not a fan of food served on planes at that's the same for premium. I wouldn't mark the airline down on that though as I am not a fan of the

meals served on BA or Virgin either. I would recommend Thomson.

Route: Manchester to Punta Cana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Openskies

Title: "the seat is terrible"

Review: I was so looking forward to this Openskies flight from Paris Orly to New York, it sounded sexy on paper. Sorry to say, I was disappointed. The seat is terrible! It has absolutely no storage space so you dont know where to put your items. Your glass of wine, your water bottle are put on this flimsy little stand which I kept knocking. I had my laptop on the ground, for there was no where else to put it, and I was always scared I was going to knock my wine and spill it all over the laptop. Plus this BA forward - backward seating, personally, I find very annoying. The person by the window has to step over your foot rest in order to get to the aisle. Very odd. The seats are old, narrow and rundown. And the Boeing 757-200 is even older! When is the last time you saw the console for lights, air and flight attendants on the ceiling above you? Instead of a built-in IFE you get an iPad, which is not necessarily a bad idea, however, there were maybe only 20 movies to watch. The one redeeming factor was the food and wine. The wine was superb and the food was very good as well. Unfortunately, will not be choosing Openskies anytime soon. It is an outdated and very unsexy product,

Route: ORY to JFK

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "they could not be bothered, we do not give refunds was their response"

Review: Booked to go from Auckland to Peru and then back again. Half way through our holiday they cancelled our

flight home. Had to spend two days of the holiday trying to sort out flights home. They gave us one option - leave three weeks later going via Brazil. When we complained they then gave us another option to go via Los Angeles on the day we were supposed to leave but then left us to sort out our ESTA visas to go through USA. I had to ring the UK to get my UK passport number as I was travelling on my NZ passport so that was more cost to me. We had paid for extra leg room seats, never got that money back! So our trip home to NZ was Lima to LA, LA to Sydney Australia (on Qantas) and then Sydney to Auckland with Qantas. Our original flight from Lima to Auckland was available with Qantas their partner airline but because we had booked originally through LATAM they could not arrange us to go with Qantas, yet they could from LA and Sydney. Go figure. We then had to pay again for extra legroom seats which when we got on the plane the cabin crew knew nothing about and I had to complain and show them the payment receipt as LATAM had given us the wrong boarding passes. The cabin crew then gave the other seats in extra legroom to other passengers who had not paid! We were treated dreadfully on the LATAM flight. Was sooooo glad to board Qantas flights - we had to pay a extra for their leg room seats but once the crew had heard of our plight the Qantas crew made us feel so comfortable and brought us treats. When we got home I wrote to LATAM to tell them of our experience and they could not be bothered, we do not give refunds was their response. I got really annoyed with them and their couldn't be bothered response and informed them as as a travel and tourism teacher I would using their customer service as an example of not what to do. They are now a case study in my class and the students pretend to be useless LATAM customer service and flight crew and the students critique what was bad service and what a good airline company should do. I use the emails they send and even have a script which the students use. So one positive came out of the experience. The annoying thing is that I want to go back to South America but the thought of flying this useless crew is so off putting. Even if I book with Qantas you may end up with this bunch. My advice for anyone thinking of booking with LATAM / or forced to book with them - warn your employees you may be three weeks later back to work. Take all documentation needed to enter a variety of different countries around the world so you meet their visa requirements and also currencies of those countries so you can by a drink while waiting in the numerous airport lounges you will be forced to wait in. Or just walk home!

Route: Auckland to Peru

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Onur Air

Title: "unbelievably terrible service"

Review: I had a flight from the Berlin to Hurghada 24th January. I and my friend took the emergency exit row seats because the leg room was more generous and the whole row was free. The staff started immediately in a not polite form tell us that we have to turn off our phones even if they were already turned on the flight mode. When we asked for a glass of water they denied our request (the flight took longer than 4 and a half hours). Its unbelievably terrible service! will always try to avoid flying via this airline.

Route: Berlin to Hurghada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "best in class airline"

Review: Krabi to Bangkok. The best in class airline. As it was a 1 hour flight, we were provided with a proper meal. The leg space in economy seats was quite good. The crew was very pleasant and quick in providing a full service carrier experience in short duration of time.

Route: Krabi to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "Seats felt cramped"

Review: Hanoi to Bangkok. Check in was reasonably fast and hassle-free, but the plane both left and arrived half an

hour late. Seats felt cramped and the aircraft overcrowded. Crew looked tired. But it got us there.

Route: Hanoi to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "Won't be flying Vueling again"

Review:

Worst ground service staff ever. Rude and unfriendly. Plus you have to join the longest line at Gatwick Ground Services for a visa check if you don't have a UK passport. I had to wait in line almost an hour just to get a boarding pass because the line was for anyone who had issues, not just for visa check. Won't be flying Vueling again. The savings in ticket fare isn't worth this horrible start to a holiday.

Route: Gatwick to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Professional service on-board"

Review: Athens Airport was extremely busy when I arrived. Proceeded to the Aegean Airlines check-in area which was manned by helpful staff and carried out self check-in. Met by polite staff at bag drop. Queues were starting to form at some counters, the one next to me was being held up by some irritating passengers who were questioning the baggage allowance for hand luggage. The Aegean website clearly states the weight permitted as do the various signs at check-in, yet some people pay no attention to this and continue to be rude and aggressive to check-in staff who are only doing their job, politely and professionally. Boarded on time, full flight. Politely greeted at door by cabin crew. Professional service on-board. Landed early. Clear announcements from cockpit. Great flight. Recommended.

Route: Athens to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "seats with no extra leg room"

Review: After booking and paying extra charges for more leg room the seat allocation went wrong and we ended up seats with no extra leg room. This was on the outbound flight. The inflight staff was nice and polite but were unable to help. The same goes for the call center staff. This happened on the returning flight and there was no help from the people at Turkish Airlines. They either made useless promises or told us the system was down.

Route: Düsseldorf to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "no enforcement of that policy"

Review: We flew round trip to Anchorage from Minneapolis. The airline was good about telling people they need to wear a mask over their nose and mouth at the beginning of each flight, but then there was no enforcement of that policy. On our return home, there was one guy with his mask on his chin, not covering nose and mouth, that chatted with the flight attendants for a long period of time, yet he was not told to use his mask properly. Many, many others not covering nose and mouth. I appreciate that wearing masks was not previously the responsibility of flight attendants. Well, I am sorry, but it is now. All of the flight crew is responsible for the safety of the passengers, including the protection against the spread of Covid 19. I would definitely not use this airline until they carry out their responsibility to keep their passengers safe. In addition, we waited by the luggage carousel for over an hour before the luggage came.

Route: Anchorage to Minneapolis

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Eastern Airlines

Title: "on board service was very simple"

Review: Kunming to Shenzhen in July 2019. The weather that day at Shenzhen was terrible for flights to land, so we were running into a delay and the departure time was not ensured even till 22:00. The China Eastern lounge in Kunming was not bad, with food options including Yunnan noodle, but the environment was not excellent, the light was very dim and the decoration was very old. I really that they prepared sandwich and bread for us because the typhoon was affecting Southern China, so many passengers were waiting at the lounge. We got on board at 22:10 and the plane pushed back at 23:00, not a bad delay at all. This flight uses a newer Boeing 737-800, featuring a PTV for business class and the legroom was 97cm comparing to 91cm in the old planes. The on board service was very simple because it's a night time flight, and the snack on board only included biscuits, fruit and drinks. Finally, we landed at Shenzhen at 00:30, just 10 mins later than the schedule, not bad. Overall, I paid \$184 for this flight, I should say nothing did bad, but also not eventful.

Route: Kunming to Shenzhen

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "decided to cancel my flight"

Review: Second time i have flown with AirAsia Philippines, reason being the flight time was ideal for my connection coming in from London, it gave me 2 hours to transfer from Term 1 in Manila to Term 4. Well that's what i thought until Air Asia decided to cancel my flight and transfer me to a flight some 7 hours later with no explanation. Upon checking in no apology was given, however my blood shot did cause a stir, i explained it was a burst blood vessel which was

confirmed by my doctor in the UK, the member of staff on check in, told me to wait as she needed to consult her supervisor. I was told by the supervisor i needed to see a doctor who was based at the airport, i tried to explain but he wasn't having any of it, it was either i saw the doctor or i wasn't be allowed to fly. Eventually i was seen, firstly by a nurse, who took my blood pressure & asked me a number of questions about my eye, i did inform her that i was not feeling any discomfort, no itching, no blurred visor, in-fact nothing at all. Even telling them i had flown some 7000 miles for 15 hours from London with no problem. The doctor as soon as she arrived said it was ok for me to fly if i sign an indemnity, after all that i asked why they were so interested in my eye, yet no tests / questions were ask regarding Covid, no answer. Once on board all was ok, I am not a mask wearer as this is not required at home, i know "when in roam" but within the airport & on the plane I was never asked to wear one.

Route: Manila to Davao

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Laudamotion

Title: "Lousy customer service"

Review: Copenhagen to Vienna. Not a good experience. Lousy customer service with several changes of conditions in the time between reservation and flight, leaving the burden with the customer. I had booked a flight from Copenhagen to Vienna (with Laudamotion) and went from there on to Innsbruck (with Austrian Airlines). In the time span between buying the tickets and the actual trip the airline changed the departure time twice, so what was supposed to be an early evening flight ended up being an afternoon flight. The main problem, however, was that they suddenly changed their baggage policy, not allowing customers to bring their hand baggage onboard but requiring check-in - and, what is worse, making it necessary to collecting the cabin luggage from the carousel at the destination airport. The consequences were: 1) Many customers had not heard about the policy change, so people unaware of the new policy queued up at the gate, causing frustration, time pressure and an overall unpleasant atmosphere. 2) For people like me - with continued flights with a different airline - the new policy meant I had to run to collect my bag from the carousel (which meant leaving the transfer area and going to the exit area - which is far away), go through another security check and then run

all the way back to my terminal. I was also told I would have to check in my baggage once more for the next flight. Which, btw, was the wrong information. Luckily I did not believe them - it turned out that Austrian Airlines still allowed customers to bring their cabin bags. Had I believed them, I would have spent extra time checking in my bag once more. Laudamotion's sudden change of baggage policy means that I would never have made it to my next flight - the whole procedure of collecting the baggage, checking in once more and getting back to the terminal takes A lot of time. What saved me was that Laudamotion had changed the departure time a few times - otherwise I would have missed my flight. I would not even have had a chance. I will definitely stay clear of Laudamotion in the future and can only recommend others to do the same.

Route: Copenhagen to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Easyfly

Title: "worst airline I ever knew."

Review: Pereira to Bogota. This is the worst airline I ever knew. I bought a plane ticket because I thought it was cheap and because my mum had an important appointment in Bogota that she could not miss. The plane was delayed for more than 1.30 hours in Pereira, which made my mum very stressed as she could miss the appointment (which had costed me much more than the plane ticket). I spoke to the airline over the phone and asked them for compensation, they told me that the passengers usually get offered compensation at the airport. They lied. My mum was only offered a sandwich lunch. When I asked the airline the amount of compensation I could get, they tried to avoid the question and did not give me any answers. In the end, they told me to fill in a form online, that who knows how long they will take to come back me with an answer. My recommendation is to pay a bit more, and not make the mistake that I just did, and buy plane ticket with Avianca, which is a much better airline.

Route: Pereira to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "customer service was very unprofessional"

Review: Yesterday my flight was cancelled from Orlando to Indianapolis 2 hours before flight time and the best they could do is give us a flight for the next day at 6pm with no food vouchers or hotel accommodations and the customer service was very unprofessional

Route: Orlando to Indianapolis

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air KBZ

Title: "Another very good flight"

Review: Heho to Yangon. Another very good flight same ATR aircraft, no seat numbers given but all very easy boarding. Plenty of space, 2-2 seating and inflight snacks given with coffee or Tea. One member of crew not happy but not the end of the world. At 6'4" I had no problem with the seat space in fact better than many European airlines.

Route: Heho to Yangon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Insel Air

Title: "avoid these guys"

Review: We booked Insel Air nonstops from Aruba to Bonaire and back. They changed the flights to stop in Curacao both ways. We actually left on time and on arrival in Bonaire they said they did not bring the luggage. It was kept for weight. Anyway they said they would deliver it in the morning or we could come back and pick it up. We said deliver not

realizing it would take 8 phone calls and 8 hours to finally get it. One man we saw said it took him two days to get his. 5 employees at the check in counter but only one working. The locals say bad service is the norm for Insel Air. There planes stink and they do not care about customers at all. They tell you what is most convenient for them. We saw other passengers treated poorly. I will do whatever it takes no matter the cost to avoid these guys.

Route: AUA to BON

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "I expected more, and was thoroughly let down"

Review: I will write this review as honest, and fairly as I possibly can. By far, Air Canada Rouge is the worst airline I have flown in years. Even compared to other countries ultra budget airlines, AC Rouge sets the standard for negligence and incompetence. I will elaborate, on a beautiful October day, flight from Toronto to Calgary was originally scheduled to leave at 12.30pm ET. It left well over 2.5 hours later. The first aircraft at the gate was delayed by 30 mins due to "technical issues", which turned out to be caused by the baggage compartment doors being stuck. Only after an additional 30 minutes, did they move folks over to an adjacent gate, and different aircraft. Once the people from that flight had all disembarked, including the flight crew (which took about 20 minutes), we all waited another 30 minutes in line while some of the staff were scrambling to switch folks over, and others were standing around doing nothing or talking on their cell phones. Once everyone was on board and settled in, the Captain announced over the intercom that it would be yet another 40 minutes until catering arrived and stocked the aircraft! The seats being cramped and uncomfortable is to be expected. No points there either. Absolutely asinine. For Pete's sake this is a subsidiary of Air Canada, I expected more, and was thoroughly let down. I will avoid them in the future like the plague.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "they became a rip off"

Review: I travel with them very often but after the 2022 COVID 19 precautions lifted, they became a rip off with usual services that they turned into Add-Ons requiring payments such as 90\$ for luggage above 8kg and 20\$ for a choice of own seat not mentioning the interrogation prior to flight check.

Route: Tel Aviv to Larnaca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "do not recommend Akasa Air"

Review: My first flight with Akasa Air was a nightmare. Airport staff is ignorant about flight which had already landed. Bus brought us to a flight destined for Ahmadabad and we waited for 30 minutes after we were asked to reboard the bus to reach flight for Lucknow. Airport staff need to be trained. Akasa operation vendors seems to be cheap and airline managers are careless. I do not recommend Akasa Air.

Route: Mumbai to Lucknow

Seat Type: Economy Class

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "It was a nightmare"

Review: It was terrible. I have taken this airline which is YYZ to WAW (LO046). It was a night flight and I was taking window seat (J29). It was terrible flight ever to me. I was so uncomfortable and so mad while the flying. After finished meal service, almost lights in passengers area were turned off for making passengers feel comfortable to fall asleep. In

the situation, I needed water and have pushed calling crew button. However, any crew didnt come and check me. It has been turned crew calling light on more than 30 minutes. (The calling crew light was bright on still.) Actually, I could see crews area from my seat. Even though passenger is calling crew, they were just talking each other and never check passengers area. That seems they just enjoy the quiet time. I know I could visit crews area and ask them to give me a cup of water. However, other passenger was sleeping on my next seat. I didnt want to wake him wake up. Therefore I was just waiting for the crew comes to me and help. After 30 minutes, this plane faced to turbulence and seat belts sign were on. Finally, crew came out from crews area. It was just for locking toilet. When the crew was going back, I said Excuse me loudly for calling her. She didnt check me, even though some passengers woke up because of my loud voice. Therefore I shout Excuse me little bit more loudly again. Then, she came to me and asked to help. I was so mad in that time. It was a nightmare.

Route: Toronto to Oslo via Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airnorth

Title: "surprised by the high quality"

Review: Darwin to Dili. An excellent flight - really surprised by the high quality. Early morning departure from Darwin led to a pretty generous breakfast - frittata, yoghurt, coffee and juice. Pretty amazing for an hour-long flight (and significantly more generous than what we received on our flight up from Melbourne on a full priced carrier). Staff were friendly, energetic and professional. Love the crocodile skin belts. A nice touch of the Northern Territory. The return leg from Dili left half an hour early. Ran out of food options early, but on an hour-long flight, you can cope.

Route: Darwin to Dili

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qantas Airways

Title: "Every flight has been changed"

Review: I have not taken my flight yet. It was scheduled form the summer of 2023. I had four flights with Qantas because we are touring Australia this summer. I booked a year in advance and planned every detail. Every flight with them has been changed by the airlines. One flight dropped the second leg of our trip. To make a long story short, I had to cancel every flight and book with someone else. I had to change transfers, accommodations and excursions due to limited new options. To make it worse, I am now fighting for my refunds, \$1000's is now on my credit card due to the delay in refunds. This company is horrible and can not be trusted. I have spend countless hours trying to get their mess fixed.

Route: Kingscote to Cairns

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet2.com

Title: "how pleased we were with our recent flight"

Review: I feel the need to say how pleased we were with our recent flight too Antalya from Bristol on 25/2/2022. The crew going out to Antalya from Bristol was absolutely amazing. . As for disembarking from the flight the control they had by ensuring each row left the plane in order was to me amazing. Normally you are all trying to get out of your seats at the same time. The return flight from Antalya was a Wonderful experience too. I can only say it was the first time us using Jet2 but it definitely will not be our last. Well done for a first class service from a very grateful customer.

Route: Bristol to Antalya

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "Changes of this magnitude are totally unacceptable"

Review: Never again. Do not fly with Swoop, the money you save in airfare will be used up in inconvenience, lost accommodations and car rentals. They changed our flight from 8am to 9.20pm arriving in Hamilton after the rental car counter was closed. That means an extra night in Hamilton even though our hotel in Niagara on the Lake is already paid for. Changes of this magnitude are totally unacceptable and not deserving of continued loyalty. I would give them all zeros if I could.

Route: Winnipeg to Hamilton

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "lack of customer service"

Review: Our 1st flight was delayed, which led us to miss our connecting flight from JFK to London. We waited in the customer service line for about an hour and a half and were told that they had no flights for three days. They were also very rude to us. They did not offer any vouchers for food or accommodations (we did ask!) We were stuck in New York City with all kinds of things planned in Scotland. We called the customer service line and they were able to get us a flight the next day back to Phoenix and then to London. It took us three days to arrive to Scotland and we experienced a lot of stress and unhappiness, with absolutely no help from American Airlines. We missed a day and 1/2 of the trip we had planned for months. We also are out about \$1,000 for incurred expenses. Upon returning home, I emailed to ask how to file a grievance, which is what the employee at JFK advised me to do. I have since heard from two people with no explanation of how to do this. The only thing that they sent is a \$25 trip the credit for two of us. Im completely insulted and flabbergasted by their lack of customer service and I will not be flying American Airlines again.

Route: Los Angeles to London via New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "fret over every last kilogram"

Review: Akasa is removing whatever little dignity was left in low cost air travel (despite not being so low cost). They will fret over every last kilogram in your luggage and make you transfer stuff around and between luggages just to harrass customers as it clearly serves no practical purpose. Terrible boarding and check in process! The staff is untrained, uncoordinated and clueless.

Route: Ahmedabad to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Adria Airways

Title: "cabin staff rather absent"

Review: Lodz to Paris CDG and Munich to Lodz with Adria Airways. Decent service for short hops, like those I took. Small and cramped cabin in a clean CRJ700. The flight LCJ-CDG was nearly empty, so I felt like being in a private jet. MUC-LCJ with 65% load factor. Check-in via internet with an option to select seats without any problem, both flights on time. Cabin staff rather absent, just served a glass of water for free. Although we were informed about possibility to connect to on-board wi-fi, I couldn't manage to do that. If you do not expect a 5-star service, Adria should be a good option for quick and not too expensive flight.

Route: LCJ to CDG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "not impressed at all"

Review: Gatwick to Sharm el Sheikh with Monarch Airlines. Cabin crew worked hard, but dirty plane - dirty all round the seat and chewing gum in the seat pockets. When I told the cabin crew member she offered me baby wipes - what about moving me to a clean seat, or wasn't there a clean seat available? Not impressed at all. I paid more for this ticket than I did in May to travel to Dubai with Emirates who were outstanding even in economy.

Route: LGW to SSH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Tanzania

Title: "No customer service at all"

Review: This company must be one of the worst. They cancelled my flight without any notice and it has been 3 weeks, I have tried to contact them through every channel I can (email, phone, messenger) however, they don't answer! No customer service at all.

Route: Zanzibar to Kilimanjaro

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "They lost my baggage"

Review: The flight was really uncomfortable, expensive and they do not have vegetarian food (only if you choose in advance). They lost my baggage and are not able to give me any sort of information on it, and they cannot give me information on how much I will be compensated.

Route: Mexico City to Lisbon via Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Bulgaria Air

Title: "not use this airline again"

Review: Sofia to Varna. Flight was delayed now for two hours. No explanation was given. Customer service was horrible. Apparently flights have been running late for the whole summer. If I knew in advance I would have taken a bus or train. Will not use this airline again. Very bad service!

Route: Sofia to Varna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "insisted on redistributing the luggage"

Review: There were 3 passengers (including a kid of 2 years) and 3 cabin bags. Total weight of 3 bags was less than 21 kgs. It was just that one bag was 8kg and others very light. So it should not have been an issue. But airline staff insisted on redistributing the luggage among bags. I see no point in doing that.

Route: Bangalore to New Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetblue Airways

Title: "claim I was never charged"

Review: Charged me at the time of purchase for bags, now a week later they charge me another \$153 and claim I was never charged, I tried to dispute it and was willing to send them proof of the charges, they weren't interested in assisting me it all.

Route: New York to San Antonio

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada

Title: "flight attendants were amazing"

Review: The flight attendants were amazing. One in particular, Jessie (sorry if I spelled that incorrectly) went above and beyond. She addressed any concerns passengers had. My friend and I were concerned we wouldn't be able to eat, so she gave us some of her snacks because she didn't need them. Those who were worried about connecting flights, she assisted right away. Will definitely fly with Air Canada again.

Route: Winnipeg to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "nice seating, good service"

Review: A very nice flight with Aerolinas Argentinas from Buenos Aires Aeroparque to Santiago in a brand new aircraft. Very nice seating, good service, sandwich and cold and hot drinks served during the flight. Departure and arrival on time smooth flight. Hope to be on board again soon.

Route: AEP to SCL

Seat Type: Economy Class

Traveller Type: Business

Airline: Malindo Air

Title: "they have many hidden costs"

Review: Bali to Kuala Lumpur. This company is an absolute trap, they have many hidden costs and have zero flexibility or compassion for their customers. They may seem like the cheapest option however I have flown with them twice and both time with their costs they have turned out to be the most expensive option by far charging \$24 per kilo if you want to check in additional baggage even online. I urge you to avoid this company at all costs, the worst company I have ever had the unfortunate experience of transacting with ever.

Route: Bali to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "has been a nightmare"

Review: Los Angeles to Nadi. Never book with Fiji Airways. Their gate agent in Los Angeles denied me boarding and stranded me at LAX (en route from Toronto to Auckland) and did not cancel my flight so that I could rebook using the remaining flight credit. The reason I was denied boarding was that I was unable to prove that I had onward travel from New Zealand booked before the boarding closed. She left my status as a 'no-show' despite the fact that I was at the gate. This caused me to have to book a new flight at full price for the next date. I have been dealing with Fiji Airways call centre staff for over a month trying to get a refund on only the unused portion of my ticket (Los Angeles to Auckland) and they have consistently promised to update me via email or phone call and have never followed up once. They have told me to email addresses which don't even exist anymore as my emails bounced to both of those addresses. Trying to get anywhere with Fiji Airways has been a nightmare and I would recommend avoiding this airline at all costs.

Route: Los Angeles to Nadi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Skybus

Title: "company were unmoved by the inconvenience"

Review: The flights to the Scilly Isles are notorious due to the weather Skybus has reduced the number of destinations it flies beyond its own hub at Lands End We chose to fly from Exeter as the drive down to Lands End in the summer is a nightmare and we were travelling from London We drove 4 hours to Exeter Airport for the outward leg. The flight was great and delayed only an hour We arrived back at St Marys for the return flight 5 days later and discovered one of their twin otters had gone tech. It was hard to find out this information as no announcements were made but check in wasnt progressing and finally the news broke! We eventually found out they were going to split our flight into 2 Islander flights (8 seater flights in 2 sequential flights to Lands End) The remaining otter was used to fly the scheduled Lands end flight After reaching Lands End we were going to be driven to Exeter- a 2/12 hour drive Apologies from skybus staff were few and far between ; one child burst into tears! We were told it was the best solution to preserve their schedule! It was obvious this solution was best for the company but not for the passengers . The remaining otter (with sufficient range) should have gone to Exeter and the islanders used to shuttle to Lands End to minimise the overall delay to ALL passengers We arrived in Exeter 4 1/2 hours late ; a very unsatisfactory end to the holiday with a further 4 hour drive in our own car ,exhausting ! It appears the company were unmoved by the inconvenience and not prepared to extend operating hours to find a satisfactory solution. Be warned!

Route: St Marys to Exeter

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: La Compagnie

Title: "Great from beginning to end"

Review: Newark to Paris. Great experience from beginning to end. This is what all airlines should aspire to. It could be that I have gotten used to being treated like dirt by the major US airlines and my expectations are so low but this absolutely blows away any business class service that carriers like American Airlines provide to Europe and its a fraction of the cost. \$1,600 vs over \$5,000 for American Airlinesbusiness class. The service was excellent all around, the

equipment was a 757 that was completely retrofitted with new fully adjustable seats, and the staff was very friendly and professional. The American carriers should be embarrassed. My only complaints is the limited destinations. Please reestablish the London route and expand into EU.

Route: Newark to Paris

Seat Type: Business Class

Traveller Type: Business

Airline: Air Nostrum

Title: "smooth and well organised"

Review: I have flown on Air Nostrum for the first time on a quick 1hr 40min flight from T4 Madrid Barajas airport to Marrakesh airport. It was a smooth and well organised operation. I had not flown on a CRJ1000 and discovered it is a very pleasant and smooth aircraft with the value added of no middle seats as it is a 2-2 configuration. Interestingly enough it appears that this subsidiary of Iberia is able to carry out a better, friendlier service and have nicer uniforms than its parent company. The flight was good, service was good, the communication from the pilot and stewardesses was good. The only thing that was not good (not the airline's fault by the way) were the screeching children that some parents were unable (nor interested) to control, who managed to run riot around the plane and disturb pretty much everyone in the flight, to the point that one of the flight attendants had to go around with the youngest element and ask passengers who it belonged to shortly before landing as the parents were clearly not too interested in the safety of their own child.

Route: MAD to RAK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "dishonest, rip off airline"

Review: This airline turned out to be, for me, the most dishonest, rip off airline I have flown with over the past 40 years of extensive travelling. In essence, if you cant be bothered with the smallprints, you may find yourself completely ripped off. I booked returns from London to Ahmedabad via Mumbai, return. Flight out ok but basic with regards to service etc. However, I had to go through picking up luggage at Mumbai, picking up luggage and clearing customs (count a couple of hours) before re-issuing national boarding pass for follow on national flight to Ahmedabad (doesnt work like most transfer flight arrangements, do it yourself is the motto). So far, so medium good. Now to the rip off part of the story. I wanted to change my return flight from Ahmedabad to London via Mumbai to directly flying out from Mumbai (as I was Pune three days before departure). So called them to let them know (as requested by terms and conditions) that I was cancelling the Ahmedabad to Mumbai leg of journey and the operator said all was fine and should check in at Mumbai directly. This seemed confirmed by email, inviting me to check in at Mumbai (and not Ahmedabad). At check in at Mumbai I was confronted with a >£300 penalty fare for no-show at Ahmedabad. They maintained that if I wanted to get my flight back (none of this was mentioned on phone or email) I had to pay the penalty fare for the entire journey. So basically it was pay up or stay in Mumbai. Funnily, after being forced to pay the penalty fare, a stranded tourist asked for a quote on same flight and was offered a price of £190! So buying a new ticket was much cheaper than the penalty fare I just paid (not that the Jet Airways staff offered this alternative solution to me at the time, great customer care!). Since, I provided them with all requested information to reclaim my extra not justified costs. So far only got a nearly (English) incomprehensible drivel (quite comical) from customer relations with no detailed explanations.

Route: London to Ahmedabad via Mumbai

Seat Type: Economy Class

Traveller Type: Business

Airline: ANA All Nippon Airways

Title: "had purchased separate tickets"

Review: We were scheduled to fly from Hiroshima to Narita and from Narita to LAX. Our flight was 5 minutes delayed. After we boarded the plane we were on our way to Narita Airport. However the pilot could not land The first time it was due to crowd control. The second time it was due to weather. The third time he decided to change the destination to

central Tokyo airport. We landed at central Tokyo airport which was the opposite direction we were heading and had to wait on the plane for about 30 min until we could get off. The staff was trying to figure out what to do. After we were allowed off the flight we had to go to a ticket counter and make new travel arrangements. We waited in line along side every other passenger on the same flight. When we were finally attended. We were told our only option was to take a train to Haneda and from there fly to LAX. We spend the day from 8am in Hiroshima until we reached the airport at Hañeda at 1230 am. We were each given \$15000 yen for travel expenses. Because we had to take a couple trains and a bullet train to make it to Haneda airport My husband and I informed the clerk that our final destination was Las Vegas we had purchased separate tickets from American Airlines to get home in Las Vegas and due to the flight change we were going to lose our flight. She booked us airline tickets to LAX and apologized about our final destination being Las Vegas. So we lost our money on those tickets. I was very disappointed with this.

Route: Hiroshima to Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: US Airways

Title: US Airways customer review

Review: We booked a flight on US Airways from PHL-YYZ. Flight lasted 1.5 hours. Ground service and in-flight service was so-so. In-flight entertainment was pretty good because I looked out the window and saw the CN-Tower. The problem was that they served very cold water that was mostly ice. At least the seats were comfortable.

Route: Philadelphia to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "cabin crew were nice and friendly"

Review:

This was my first time flying with Hong Kong Airlines. Before buying the tickets I read some negative reviews about them but their price was so attractive that I decided to give it a try. Flight from Hong Kong to Bali was on time, departing from the recently inaugurated new terminal at the Hong Kong airport. It was an A300 and there was no entertainment on board. The return flight was an A330 and had entertainment, not a lot of movie selection but had some movies that were quite recent. Seats were comfortable, food was ok and the cabin crew were nice and friendly. The return flight had a little delay but some of the time was recovered on air. During my stay in Bali, my daughter had a barotrauma in both ears and couldn't fly as scheduled. My husband contacted Hong Kong Airlines office in Hong Kong and after a few misunderstandings, and after sending all the proofs from the hospital we managed to change my flight and my daughters at no extra cost. I was impressed with their customer service when an emergency arises. Luckily everything went well and I really need to thank the airline.

Route: DPS to HKG

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "were so kind and helpful"

Review: After looking at the reviews from viva me and my friends were a little skeptical to ride on Vivaaerobus. However it was the best experience given our situation. Our frontier flight was cancelled so we booked on VivaAerobús very last minute with a layover in Guadalajara. The workers that checked us in, the flight attendants and everyone else were so kind and helpful. They lost a bag but contacted the main person in our group to tell us what was going on, then did everything in their power to find the bag. Once the bag was located we were notified and the workers were so apologetic. With everything that had gone wrong with our trip, VivaAerobús was the only thing that went perfectly smooth.

Route: Chicago to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SpiceJet

Title: "Worse service ever"

Review: Worse service ever, misleading information, also they will charge you extra money in each step so if your ticket price is 1000 Aed then you will ending up paying 2000 because of their stupid policies. If you dont like then they ask you board other flight

Route: Dubai to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "I cannot recommend them"

Review: Due to the Covid-19 crisis they cancelled the flights we had booked. However despite months and months of contacting them they have refused to issue any refunds. After struggling with them they finally agreed to allow us to re-book our flights for the same time the following year explaining that we would simply need to pay any additional cost of seats available. As the flights for the same time next year had been made available online through travel agents and direct on Omanair.com I explained I would like to undertake the rescheduling now so that I could secure my reschedule and avoid paying a higher cost when there was less availability. The airline explained that they would not allow me to reschedule my flights until Muscat Airport was fully reopened. Yet they would allow new passengers to book flights via travel agents and direct on their website. I explained to customer services that this was unfair and meant that I may not be able to take them up on the reschedule they have offered me and would have to pay an inflated price if availability was later limited. They advised that it was their rule. They have continued to offer ever more frequent special flights but without committing to allowing people to reschedule their previously cancelled flights. Having been a frequent user of Emirates, Qatar Airways, Etihad Airways, and with this being my first experience of Oman Air I cannot recommend them

in anyway. Stop playing games and making false promises. Please give me my money back or let me reschedule my flights.

Route: Manchester to Bangkok via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "crew attentive and pleasant"

Review: I took biz class flight from Beijing to Taipei. The overall service was good, but I ordered a fruit platter and that was a very basic one, the presentation was not good and the fruit quality was not either. But the crew was attentive and pleasant, I hope Air China can improve the food as there is only so much a crew member can do to make up the overall customer experience. Air Chinas aircraft and seatings in biz class are on the par with some airlines.

Route: Beijing to Taipei

Seat Type: Business Class

Traveller Type: Business

Airline: Thai Lion Air

Title: "customer service is the worst"

Review: Tokyo Narita to Bali. Be sure to pay for baggage when purchasing ticket. We did not, and tried using their website a day in advance of our flight. No luck with the website, we went to the airport in Bali 5 hours ahead of our flight to get our bags prepaid. That failed as well ... there office was closed. Once the counter opened we were hustled into paying 430 US dollars for two suitcases, the heaviest weighed in at 12 kilos. No supervisor to be found. Ruined the ending of what was a great trip. Thai lion Air customer service is the worst.

Route: Tokyo Narita to Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aircalin

Title: "service throughout exceptional"

Review: When cabin crew ask for your feedback and thoughts on how they could improve you know they are genuinely committed to improving service. To be honest I could not fault them on our 2 hour 40mins flight. The plane was fairly new, very clean and the welcome aboard and service throughout exceptional. I had to compliment the crew on the food. The steak was perfect and tasted as if it had been cooked on-board. It bettered my steak experience from steak cooked on board in first class! I really look forward to flying Aircalin again and experiencing that level of customer service and care. Highly recommended

Route: Sydney to Noumea

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "I am very upset"

Review: Fort Lauderdale to Montreal. I requested wheelchair assistance with a service dog but the gentleman did not want to push the wheelchair because I had my service dog with me. His exact words were "I dont like dogs" even though he saw how badly I needed his help. I am very upset that this happened, the man was very rude and arrogant. Thank goodness there was another kind man nearby us who offered his assistance because my family member was carrying the bags.

Route: Fort Lauderdale to Montreal

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "Plane fresh and clean"

Review: Plane is new seats are comfortable and I rode premium economy. I would say the window seat, there is a gap between seat and bulkhead like a bottomless pit do things do fall into it. Condor made clear that upgrades only apply to their airline and not other feeder airline. Plane fresh and clean, service adequate money was \$500 less than Delta. The having to get the follow up boarding pass is confusing. I was chosen for "additional screening" along with 4 other male passengers. I thought that was a bit odd.

Route: Seattle to Frankfurt

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "there is no customer service phone number"

Review: My son and his girlfriend flew July 22nd. They had a layover in Charlotte NC. Well my sons girlfriend needs a wheelchair which the airline left in North Carolina. I know this happens. My complaint is if it does with Frontier there is no customer service phone number. I had to file a complaint it could take them 7 days to respond. They arent responsible for lost items well they lost it. Also their baggage fees are outrageous. They advertise cheap well they arent. I and none of my family will ever fly Frontier again.

Route: Philadelphia PA to Denver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Japan Airlines

Title: Japan Airlines customer review

Review: Narita to Vancouver, on a Boeing 787-8 Dreamliner. This Airline as a whole is superb. We are in pandemic, but even though the cabin crew's covered with face masks. it didn't hinder them to show casing the real smiles of how we are welcomed and accommodated on board as we fly high above 40k feet. This JAL cabin crew JL18 delivered an exceptional support and service. I had the lowest economy ticket but as a customer, all my expectations were overly met. I'm on an economy ticket but I was treated as VIP.

Route: Tokyo to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "don't have conveyer for the baggage"

Review: Flew to Caticlan with 5J 903, the flight was smooth from Manila, there was flight delay but didnt bring any hassle. Until we arrived in a Caticlan 5 Dec 2022, around 230pm a dainty decent airport, so here its goes they don't have conveyer for the baggage and I stood up on the stage where they were placing the bags to be collected, then staff called me out, I immediately step down and apologized but he was so rude and unprofessional when a coworker he was telling him what happened in a very gossipy manner like he is just in the street and not in his uniform working!

Route: Manila to Caticlan

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Georgian Airways

Title: "completely ignoring my messages"

Review: Kiev to Tbilisi booked for June 2018. It's terrible how they treat their clients. The airline just canceled the flight and do not answer any of my letters for two weeks. I wrote three times on FACEBOOK page - where they promised me to answer my letters but still no answer. I planned the trip for my mother. She has been dreaming about this trip her

whole life. That's terrible how they behave with the customer. They're completely ignoring my messages.

Route: Kiev to Tbilisi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "economy class was fine and as expected"

Review: Flight on economy class was fine and as expected. Seat was comfortable, flight on-time, and inflight meals were good. Economy class service was good as well. Overall, no complaints at all.

Route: New York to Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Edelweiss Air

Title: "stewardess lack of empathy"

Review: Paris CDG to San Jose via Zurich. Terrible experience, Its been 3 days and they have not responded to my emails about my missing luggage, the people at the airport said they never loaded the luggage on the plane in Paris and that I have to file a report with the airline, but the airline is not responding to any emails. I was surprised about how terrible the service was, even though I reserved seats for the first row because my wife and I traveled with our 19 month old on lap and I asked for a cradle, they assigned me on two middle seats with no aisles. When I asked the stewardess if she would help us she just said the flight was full and looked upset about the baby, I understand other passengers looking upset about a baby on a long flight, they are not supposed to provide any service to you but the stewardess lack of empathy with our situation was bothersome. When I asked if they had baby food like the one they gave us on the flight towards Paris she said that I had to have ordered it prior to the flight.

Route: Paris CDG to San Jose via Zurich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "What a waste of time!"

Review: East Midlands to Alicante. We thought we would give them a try as never flown with them before. What a waste of time! Everyone checked in at the airport in Alicante waiting for a flight and announce 1 and half hour delay! Why? No explanation. Too late to go out of airport now. Just stuck here!

Route: East Midlands to Alicante

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia India

Title: "didn't offer refund"

Review: Mumbai to Kochi. The flight got rerouted, there was no transparency by the airline. They shuttled us around for over 6 hours and were not cooperative, they lost our luggage. Reboarded us in Bangalore and didn't offer refund. They were not open to providing food or accommodation. Where we could not go and settle into a hotel. Had to spend the night in the airport without our luggage.

Route: Mumbai to Kochi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "such a wonderful experience"

Review: I would like to say that the airline and cabin crew were absolutely brilliant. They were very attentive and in hand if we needed them. The inflight food was delicious and tasty, not bland like other airlines. We pre-paid for our seats and were very pleased with the extra leg room outbound and the Solo seats coming home. I would like to thank all the staff from check in until when we landed. So professional and quick so the queues were small and manageable. Air France made our holiday more amazing by delivering such a wonderful experience. Thank You.

Route: London to Punta Cana via Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "It was a nightmare"

Review: They changed our Flights from Brussels to London Heathrow to LAX on 4/16/2023. We paid extra to choose our seats. Since they cancelled they never honored the seat that we bought, they seated us in totally different seats. I asked the check in employee, she was very rude and told us that we have to understand that was a different flight. From London to LAX was worse, nobody in the airport help us. Employees from BA told us that we have to return next day for our flight we can rent a hotel or go terminal 3 and sleep there. Finally one employee help us and gives a voucher for hotel. It was a nightmare this airline. We missed one day work and BA didnt return the money that we paid for our previous chosen seats.

Route: Brussels to Los Angeles via London Heathrow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "I was the only unfortunate that could not get the menu that I wanted"

Review: The business class on the travel day was not even half full and the flight attendant took my menu choice. An

hour after take out when the food was ready she came to inform that I was the only unfortunate that could not get the menu that I wanted. This is unprofessional toward someone who spent a good amount of money for a ticket.

Route: Zurich to Madrid

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "won't fly Air Malta again!"

Review: Kiev to Malta. I bought my flight through an aggregator site, so I wasn't able to pay for bags, so I tried to go on Air Maltas site to pay for bags. When I put in my confirmation code, the system wasn't able to find my info. When I tried to call customer service I wasn't able to speak to anyone and it went to voicemail. I left a Voicemail and never got a call back, so I went on their site and bought a voucher for my flight for 50 each way. When I got to the airport they told me there was no record of me paying for my bag, and even when I showed my voucher they said since it's not in the system they can't honor it. They called Air Malta and Air Malta said the same thing, so I had to pay another 80 for my bag or I wasn't getting on the flight. When I emailed Air Malta they told me I bought the wrong voucher and wouldn't issue a refund. I have no problem paying for bags but at least make it easier to do so and the customer service should work with customers to make sure they have a good experience. I had an awful one this time and won't fly Air Malta again!

Route: Kiev to Malta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "little glitches Gulf Air should address"

Review: London to Bahrain in Business Class , Having flown their A330's before, I was looking forward to experience the difference in their 787's. Firstly, the seat is a 2x2x2 configuration, with open suite style seating. The window seats

(which I chose), offered privacy once the screen was raised up. And every seat has direct aisle access. The seat is fabulous, comfortable, with all the adjustments including a massage function, except for the headphone socket which was a difficult to see as it was hidden in a darker area by the seat. I loved the windows, which could be darken and lightened. There is little storage space, but if you were not stretching out to a full flat bed, the front area underneath the TV monitor allowed for an ample storage area. The Amenity Kit was basic, but they did provide PJ's even on the daylight flights. However, the IFE is very limited, with a small selection of movies and programmes. Service was a mixed bag. While welcoming and friendly, the cabin crew were non-engaging, instead providing the service in a professional and swift manner. There were the usual welcome drinks including champagne, with top ups offered, dates, Arabic Coffee and hot & cold towels throughout. I still cannot get over the gimmick of the onboard chef, as I just cannot see the advantage - and wish they didn't take the menus away. I wanted to see the wine list again, but was offered just red or white (two choices), but didn't see the bottle nor was I able to taste first. These are little glitches Gulf Air should address to improve their product to near perfection. The food in general was very tasty and I love their signature dish of Lamb Shank, proper afternoon Cream Teas and so on. I had to curtail my trip due to the pandemic, and the return flight was understandably basic. No hot food, no pillows, no blankets, PJ's etc and disposable plastic cutlery.

Route: London to Bahrain

Seat Type: Business Class

Traveller Type: Business

Airline: Interjet

Title: "been calling Interjet all week"

Review: My trip is scheduled for 9/7 and the airline sent me a schedule change for a date that passed months ago 5/25/20, I got the email of the change on 8/25/20. I originally booked this flight with Priceline but due to Covid I ended up having to make adjustments directly with the airline Interjet. I called Priceline to see if they could help me with the email received from Interjet and they informed me my flight was canceled but I would need to work directly with Interjet as they are not able to help me. I have been calling Interjet all week and no answer at all. I am stuck!

Route: CUN to DFW

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Buta Airways

Title: "Never buy tickets in Buta Airways"

Review: We bought tickets before the Pandemic and can't have our money back since then! Since that time they write to us that we need to wait the regular flights to start operating. According to their website, they have been already flying all regular routes. Never buy tickets in Buta Airways.

Route: Astrakhan to Baku

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "Terrible experience with check in"

Review: Terrible experience with check in at Goa airport. I had paid for the much advertised Red Carpet service. There were only 2 counters open and both, (including one which was supposed to be red carpet) were crowded and disorderly. There was no premium feel and I had to go to the ordinary counter for baggage drop. Felt cheated for paying for a service that the airline could not offer and it appeared to be a way of fleecing customers. Check in staff were not sympathetic and did not care. Pathetic service. Will never travel by AirAsia India if there is a choice. To be fair to the airline, the only good experience was the hot and good food served on the flight.

Route: Goa to Delhi

Seat Type: Economy Class

Traveller Type: Business

Airline: Gulf Air

Title: "refused to give me boarding pass"

Review: Bangalore to Amman via Bahrain. We reached the counter at 1 am. First the staff at the counter started asking me why I was going to Jordan and wanted to see my return tickets. I asked them why as neither were they immigration officers nor visa authorities. They refused to give me the boarding pass. My friends who were joining me for the holiday trip (two with US Passport) and 2 of us with Indian passport were subjected to the same questions. They wanted to see all the hotel bookings in Jordan, needed an explanation of why we had not booked the return tickets from Amman. Our travel was to Turkey after Jordan and not back to India. By then another Gulf Air staff said if you go to Jordan you will have to book tickets to and fro by Gulf. I told him no such thing was written in the policies of Visa Jordan or while booking Gulf Air. According to him Jordan visa on arrival can deport many Indians and Gulf airlines have to bring them back. I told him that by sheer chance if Jordan believes in deporting 4 ladies holidaying in Jordan then we have sufficient funds to buy tickets and come back. He also asked us how much money we were carrying? Whether we have a copy of our bank balance. We spent more than 1.5 hours arguing with this staff of Gulf Air, in this era and times. Later we realised that his issue was that he wanted us to book the ticket from Gulf Air. When we reached Jordan, the immigration officials didn't ask all the 4 of us a single question our visas were stamped in seconds.

Route: Bangalore to Amman via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "offered no explanation or solutions"

Review: Absolute worst experience with traveling in my life. Flight was delayed for hours however, they had us on the tarmac for 3 hours not being able to take off. There was no air-conditioning and we were not offered water as they were out of reusable cups. We boarded and deplaned twice before eventually canceling the flight. There were no representatives anywhere to give instructions. We were on our own. No food vouchers, no hotel accommodations, no nothing. We literally were stranded at JFK airport, until a rescheduled flight at 2 pm the following day! Don't even

mention that their customer service is based out of the Philippines. Long wait to speak to someone. They offered no explanation or solutions. It was a terrible ordeal and they have since offered no apology or compensation.

Route: New York to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Iceland Connect

Title: "really enjoyed the flight"

Review: Egilsstaðir to Reykjavík. Check in was a breeze. Waiting area very clean. Boarding was very easy just showing ticket and photo ID. It was a 45 minute flight. They served tea or coffee with a chocolate. I really enjoyed the flight as I did not want to travel by road again. I will fly them again.

Route: Egilsstaðir to Reykjavík

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "faced to pay my seat change"

Review: I was unable to check in for some reason and I was given a seat in the middle. I tried to change it but after check-in at Oslo for the SAS flight, check-in kiosk couldnt change it so I called Aegean. After 3 calls to the customer service line I was instructed it is fixed and I should check-in on the app paying for my seat change. At boarding in Stockholm I was faced to pay my seat change.

Route: Stockholm to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Ellinair

Title: "happy to fly them again"

Review: Thessaloniki to Athens. I was pleasantly surprised by the service on this short flight (approx. 40min). Service was quick, good selection of drinks and small candies and biscuits. Friendly staff, aircraft was clean. The crew are ready to assist the passengers. I will be happy to fly them again.

Route: Thessaloniki to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "the worst customer service"

Review: This airline has the worst customer service. When my flight got cancelled, I was told by the travel agent to contact their Customer service (CS) not knowing that Lion replaced it with a different carrier at the same time. The CS rep didnt tell me this so I changed my flight to another with different timing. After knowing that I could actually take a flight at the same time I contacted CS again but was told that I had to pay the prevailing charges because they can only change free of charge 1x. The worst was when I tried to file a complaint - instead of assisting - a different rep made issues of semantics - saying I asked the wrong questions - hence I got the wrong answer. Isnt it their job to give info and enlighten as well as assist inconvenienced customers?? Safe to say I may never use their services again.

Route: Semarang to Jakarta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "flight was delayed 2 hours"

Review: Horrible boarding drill. The flight was delayed 2 hours, and nobody cared to keep the passengers posted. Not even the gate's monitor was updated! We all stood in line for more than 1 hour without knowing what was happening. I'd expect to be communicated why there is a delay and when the boarding process will start. Communication is not an accessory. When they started boarding, the process was terribly slow. Once boarded, we learned that the airplane (back from the previous route) was late. Still to determine why and who would be held accountable. Food was not acceptable. I cannot understand why getting a decent meal onboard is so hard. The procedure to hook up to the internet was lengthy and muddled. The onboard service was just adequate.

Route: Milan to Miami via Rome

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: AirAsia X

Title: "wait for 5 months to get my money"

Review: They canceled my flight on 10th December, refund takes 5 months. Now I have to wait for 5 months to get my money. People in the chat are rude and have no respect.

Route: Sydney to Tiruchirappalli via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "plane has been delayed for 5 hours"

Review: Sitting here waiting at Gold Coast airport for return flight home to Melbourne, plane has been delayed for 5 hours. This is the third time in a few weeks that this has happened, one of which ended up eventually being cancelled/notified at 10pm after several delays and hanging around the airport for over 6 hours. Half expecting the same thing again today, well see. Meanwhile 4 planes (Virgin, Jetstar flights) have left for Melbourne. Will never ever travel

Tigerair again.

Route: Melbourne to Gold Coast

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "would probably fly Thomson again"

Review: This flight with Thomson from Birmingham to Montego Bay was rather disappointing in some parts. However, parts of the flight were good. The flight took off from Birmingham on time (always a good thing). Because it is a long-haul flight they served complimentary drinks and around 3 hours into the flight they served lunch. It was sausage and some sort of mashed potato with veggies. They served it with crackers, cream cheese and unusually jelly beans? Around 2 hours before landing they served afternoon tea. However, landing went well until we got to immigration where there was a large queue but that wasn't the airlines fault. The return flight was delayed with no clear explanation (we made the time up and landed 20 minutes early) however, boarding was quite quick. Once we got airborne the inflight services commenced and shortly after it was meal time. I was served a traditional Sunday dinner which consisted of chicken, potatoes, broccoli and carrots. It came with crackers and cream cheese again plus a Milky Way chocolate bar. Then into the early hours of the morning breakfast was served it was sausage, beans, omelette and a hash brown. It was served with orange juice. Once we landed at Birmingham getting through immigration was very quick. All in all the flight was good and I would probably fly Thomson again.

Route: Birmingham to Montego Bay

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "attentive flight attendants"

Review: Comfortable travel experience with attentive flight attendants. Seat could use extra padding. I would praise the ground staff which met my wife and I at the aircraft upon deplaning and whisked us through the entry process in Guangzhou Airport which made clearing the COVID protocols stress free.

Route: Bangkok to Guangzhou

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "Overall my worst experience"

Review: Customer service representatives in call centers do not even know what customer service is, a horrible experience. It's a nightmare to deal with those representatives and their communication skills are very poor. Airport check-in service was slow as hell. It took more than 30 mins to checked-in the customer in front of me. Departure was delayed by more than 30 mins, with no explanation/ apology to customers (customer service at its best). Fuel stop in India hence delayed the flight duration by more than an hour. Dinner was served while the seat belt indication is ON and at the time flight was not stable (bumpy) at all. If the cabin crew had a little bit of common sense they could have delayed it and served it a bit later. Multimedia system only worked for 2 hours (out of 14 hours) of flight time. Overall my worst experience with a commercial airline so far & It was my first and last time with Sri Lankan Airlines, thank you for providing me worst possible experience!

Route: Colombo to Auckland via Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "disappointed they have stopped serving meals"

Review: Good clean comfortable aircraft, disappointed that they have stopped serving meals, although you do get a

small baguette and a bottle of water. Very expensive for a flight in early Oct. Cost me over £320 pounds, Ryanair about half that price but I could not get to the airport. Flight back delayed for an hour which caused me problems.

Route: London Heathrow to Malta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "treated me very unfriendly"

Review: Malé to Zurich via Moscow and missed my connection flight. We arrived just 40 minutes late at Moscow where I was supposed to get my connection flight to Zurich. Usually staff will help you if there is little time to reach the next flight which you booked together as one ticket with the same airline. There was two counters with staff, apart from that, no one to find. By the time I could make someone talking to me, my flight already left and they didnt care about it and I was stuck with other passengers in the transfer area. They left me without information and a little food voucher I couldnt even afford proper food with. I started running around the airport, trying to find someone who could give me any information or at least a place to sleep. I waited for more than 5 hours at the airport until I managed to get information. I had to wait for 15 hours.

Route: Malé to Zurich via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "very kind cabin staff"

Review: Prague to Beijing. We made a seat reservation online and as we checked in we got other seats. As we entered the plane the very kind cabin staff asked me if I want to sit on a seat next to the emergency exit with enough space for my legs, so this flight was a very pleasant trip for me. The staff were so friendly and very thankful to get a

smile and thank you back for their work on the flight. The entertainment system got a good selection of different media like movies or music but music was hanging sometimes on my system, with movies it was much more critical and my colleagues told me the same that movies were running out of buffer were hanging. I hope that more people will give the service crew a little bit of thanks for their good job they do on a flight to make us passengers happy.

Route: Prague to Beijing

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "This airline is pretty terrible"

Review: This airline is pretty terrible. I know you get what you pay for, but damn. They delayed our flight not once but three times in a row, and caused us huge headaches.

Route: Tirana to Milan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "Very unprofessional"

Review: Mumbai to Delhi. Very unprofessional will never recommend anyone to travel by GoAir. I have done booking for 18th July 20 they have rescheduled it to 19th July without intimating me , they dont even answer any call or reply any email which is really disappointing. Worst airline and customer service.

Route: Mumbai to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaColombia

Title: "charge you more for everything"

Review: Santa Marta to Bogota. VivaColombia try to charge you more money for everything that is possible. For example, if don't print your ticket they will charge you for it. If you don't have to fly with them, stay away!

Route: Santa Marta to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "Very bad customer service"

Review: Cyprus to Chania via Athens. Very bad customer service. The staff seemed very frustrated when I asked what's going on with the flight and never got back to me. I had to learn what's going on from other customers. That will be the first and last time. If they don't like working here it's not customers fault. They're supposed to be there to help.

Route: Cyprus to Chania via Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "extremely disappointing"

Review: Having never flown on this type of aircraft before I was appalled at my journey yesterday. The seats are super tiny, think child size but squeeze an adult into them. Im not a large person at all, 5ft 4 female but was squashed in between two large guys, one who insisted on typing on his laptop most of the journey and continually invading my space with his arms/elbows. Refreshments are not very forthcoming and I had to keep asking for water, which when it arrived was half a paper cup. Food was disappointing. The only saving grace is that i didnt get my upgrade to business offer

accepted and waste more money as these seats also looked well past their sell by date. Overall, extremely disappointing and wont be in a rush to fly Etihad again.

Route: Abu Dhabi to London Heathrow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "a pleasant flight"

Review: Check in was easy and the flight left on time. Staff were friendly and helpful. The toilet, unfortunately, could have been a bit cleaner. Food was limited to snacks for purchase and the only drinks offered were tea, coffee and water.

Overall a pleasant flight.

Route: Adelaide to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "have not received any amount"

Review: We purchased two tickets Ljubljana to Athens on 2 Mar 2020 in EUR 140 and within 24 hours because of Covid-19 cases in Ljubljana, requested for the refund as per their 100% refund policy. On 5 Mar they wrote us they will only refund only 66 EUR within 7-30 days, but as on 5 May 2020 we have not received any amount. What type of airline is Air Serbia? We repeatedly requested the airline to refund, every time they said 7-30 days, you will get the refund but as on date not received any amount.

Route: Ljubljana to Athens via Belgrade

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: NokScoot

Title: "a good flight"

Review: Bangkok to Osaka. Smooth check in and efficient seat allocation. They didnt check cabin baggage weight nor size. Had to buy food and drinks as refused internet preorder because we used a travel agent. Seats ok but a night flight which was very uncomfortable. Saw in the inflight magazine we could upgrade enroute to premium economy - a good idea. For B7,000 a good flight.

Route: Bangkok to Osaka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Viva Air

Title: "Terrible experience"

Review: Cusco to Lima. Terrible experience. I bought a ticket for \$53, and paid extra fees for \$75. The first fee was a checking fee, due to not printing my own. The second fee was for an extra carry on. The additional carry on was a 12 inch tube used to carry paintings. It was the only item in the over head, since my purse was in my lap. My husband flew with Latam and later Avianca, his overall expenses were much less. Do not fly with this airline, the cheaper costs are not real.

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "very proficient and competent staff"

Review: Great little airline and very proficient and competent staff. On time service and accurate baggage handling.

Aircraft in good condition, limited amenities.

Route: Bangkok to Koh Samui

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUS Airways

Title: "good service and friendly staff"

Review: Quick flight with good service and friendly staff. Check-in was efficient. Aircraft was clean and welcoming. Only negative was the arrival at a station where bussing brought us back to the terminal rather than an airbridge.

Route: Larnaca to Tel Aviv

Seat Type: Economy Class

Traveller Type: Business

Airline: SmartWings

Title: "told it was oversized"

Review: Prague to Amsterdam. While my carry-on fit handily into their receptacle, I was told it was oversized and that I would be able to pick it up after exiting the aircraft, as I had a very close connection at my destination. Pick up was not available, so I had to exit to the baggage carousel, and re-enter security at my connection. This made me late for my flight.

Route: Prague to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ural Airlines

Title: "no one would help us"

Review: Simferopol to Moscow with Ural Airlines. Shocking. Without warning we were told our flight had been delayed until 01.15 the next day, and no one at the check-in desk would help us. They continually redirected us to others on the desk who ignored us completely. Then we were told to come back in an hour in the hope of being put on a flight scheduled to leave at our original leaving time, but when we got back the head check-in official, not only ignored us and the three others he told that to, but he refused to talk to us at all then. We eventually found the separate ticket desk by ourselves but all they did was give us a piece of paper to write a complaint on without any indication of who would read it or to what effect. Our compensation for the delay? A free bottle of water which was not in stock where indicated. Their excuse? They flew out the wrong plane which had fewer seats on, which meant we had to suffer for three hours because of their clumsiness. There was no text message warning or internet update which would have meant we could have changed our arrival to the airport plans! Finally, our flight out had less legroom as they had squeezed the row of seats in front of the emergency exit closer to the row in front. Appalling! Does this company remember that we paid real money for a service?

Route: Simferopol to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Viva Air

Title: Viva Air customer review

Review: Santa Marta to Bogota. Had the misfortune of booking flights with Viva Air. Their business model is clearly designed to catch out people and sting them with extra-large unreasonable fees. I bought tickets, and couldn't web check-in in advance and so got stung by fees over half the cost of the ticket just to get access to my tickets. How the hell they can sell tickets but then charge extra to access them is pathetic!. It cost me 715000 cop or approx 350 au for them to issue me tickets! Also, the people in front had one carry on bag that was literally 1 cm protruding out of the bag size and they had to pay for checked luggage - 1cm! Furthermore, at the airport, the supervisor started raising their voice at

us, especial to a 70-year-old in our group and then they simply walked off leaving us at an unattended service counter. You could not find an airline with worse customer service and ethics!. I hope their reputation and service (lack of) is their downfall, they don't deserve to be in business!

Route: Santa Marta to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "Super helpful people"

Review: Nadi to Sydney. A bit of delay but apart from that one of the best services we've experienced. Super helpful people, surprisingly good food as for the economy class and great communication. This plane doesn't come with in-seat entertainment.

Route: Nadi to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "good service and adequate food"

Review: Yangon to Singapore with SilkAir, and good service and adequate food. Crew was helpful and flight was on time. Seat pitch was a major problem, could not sit without touching back of front seat. Luckily crew assisted me and I could move to an emergency exit seat. I flew a few days before from Singapore to Mandalay in A320-200 and seat pitch was fine.

Route: RGN to SIN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: "overpriced for the quality"

Review: I flew TAAG Angola Airlines from Luanda to Cape Town and Windhoek to Luanda. The flights were okay, nothing really bad. My complaint is that it was overpriced for the quality of the flight. The planes for both legs were clean although cabins were not well maintained. The service on board was abysmal. There were no courtesy from the FAs. The toilets were run out of toilet papers and were dirty but FAs didn't bother to clean them up. The food were just for survival. Would I recommend this airline - no. However, I doubt there is competition for the route so you might end up taking this airline.

Route: Luanda to Cape Town

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Arabia

Title: "experience was above average"

Review: Air Arabia is a good airline. The airport staff are helpful and always smiling. The aeroplane was in a clean condition. The in-flight magazine is great and the duty-free and SkyMeal magazine had plenty of options and the food was OK. The in-flight entertainment is something Air Arabia must improve on. The pilots made PAs at regular intervals. The seat was comfortable and legroom was better than I had ever seen on a low-cost carrier. The overall experience was above average and according to the money paid, there were more than enough services.

Route: Sharjah to Nairobi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vanilla Air

Title: "misinformation and misleading"

Review: Narita to Sapporo. This is by the worst airline in Japan. Not only do they not care about their customers, the initial ticket prices are a decoy for you to purchase the cheap ticket only to discover later that you are screwed with random fees on things you never heard of. Their website is created to trick you by misinformation and misleading details.

Route: Narita to Sapporo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Salam Air

Title: "I don't recommend this airline"

Review: Worst airline ever. I paid for the sandwich, but i didn't receive any. They should include meal in the ticket cost since it was over 4 hours of travel. It reached the destination delayed by 1 hour. Also, my luggage was damaged. I don't recommend this airline.

Route: Dubai to Colombo via Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "thankful to them"

Review: Due to some unexpected scenarios, I came to airport few mins before the flight time and boarding time was supposed to be much before that. I was about to miss my flight but the AirAsia team cooperated a lot and helped me board the flight which was very kind of them. I would be thankful to them. I hope this kind of service continues for all the different airline carriers also.

Route: Ranchi to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "I will not recommend this airline"

Review: I booked a flight which was 16 hours transit by mistake. I wanted to change, but the customer service was horrible and did not help. I took it anyways, I asked them if they were going to take me to a hotel since the flight is more than 8 hrs transit. They said its not their responsibility. I stayed in Iceland in 16 hours and when it was the time to check in I had to pay extra money for my carry on. This airline supposed to be cheap but it isn't, they charge everything even water. I will not recommend this airline to anyone.

Route: Reykjavik to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: bmi Regional

Title: "poor service at a premium"

Review: Bristol to Brussels. Unfortunately, I have to fly this route very frequently and if any alternatives would be within reach, I'd never choose to fly BMI out of my own free will. Knowing that the KLM flight to Amsterdam is less than half the price of that to Brussels, one would expect to get a half decent service in return, say a plane that leaves on time for example. Unfortunately, company policy at BMI is to offer poor service at a premium, and unfortunately company policy is also to have staff issue insincere apologies for "unfortunate coincidences" that can only be blamed on very poor management. Yesterday I had the pleasure of sitting through the ordeal again, and the plane was delayed for 2 hours, due to the pilot being "stuck in traffic" coming from London, which was further explained to be a consequence of bad weather the previous day. Nice try but how is that even relevant. Upside of running 2 hours late, one would expect that

staff would have had plenty of time to prepare the cabin and solve all possible issues, but alas, unfortunately there was no catering onboard this service tonight, as a sign of their aptitude for crisis management, the airline had managed to scramble leftover sandwiches from other airlines and two bottles of water. Saving the best for last, the cabin attendant unfortunately also had to announce that something was not quite right with the heating system, causing the cabin temperature to be just over freezing point with vents blowing icy air into the cabin. For our comfort the captain generously decided to fly on to Brussels rather than return to Bristol. Of course he did, or they would have had to pay compensation to the passengers. Arriving at Brussels, the same sorry attendant had the final pleasure of announcing that all onwards connections had been missed and that passengers's journeys would be rerouted as soon as possible.

Route: Bristol to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: Edelweiss Air

Title: "Service was superb!"

Review: Zurich to Ho Chi Minh City. Seated row 6 which has a lot of legroom. Plane interior was refurbished: new seats, touch screen, OkK/ good selection of movies. Service was superb! Food quality is good.

Route: Amsterdam to Ho Chi Minh City via Zurich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bahamasair

Title: "smiling and friendly crew"

Review: Nassau to Providenciales with Bahamasair. Amazing Service. Smiling and friendly crew. We flew on Bahamasair to come back home after a Christmas holiday. The flight was delayed a bit due but other than that it was great. The flight was 1 hour and 25 minutes. While airborne the flight attendant came around offering water, tea and

coffee. I love to fly with Bahamasair.

Route: NAS to PLS

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malaysia Airlines

Title: "not so supportive"

Review: In both inbound and outbound flight Malaysia Airlines was delayed, I missed my connection flight to my final destination. They don't have customer service in Doha, just a small transit office near A1 gate. Staff are not nice, not so supportive.

Route: Doha to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: TAP Portugal

Title: "charge you for carrying personal item"

Review: I have been all over the world and I have flew in a lot of different companies and it is the first time they charge you for carrying personal item. They made a whole set up right at the boarding area, where people would not see or have access, and they brought two scales and they would make the passengers weight their carry-on luggage. When the weight of the carry-on wasnt enough to charge us a fee, they would make us add our personal purse on top. They would claim it passed 1kg extra (it was showing in lbs weight but I guess it is easier to confuse people using a different number). And from there they asked us of 125 euros on fee. I have never seen in my life any company charging for personal purse weight, or asking to add that weight to the carry on luggage. I asked her many times why she was doing that and she completely ignored my question and would only say they both passed the weight and you gotta pay a fee.

Route: Lisbon to Newark

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "evade taking responsibility"

Review: This is to address a significant issue experienced by myself and the 17 passengers who were left behind on Flight 745. I had a booking with Avelo (confirmation 8J967D) for a flight on May 22nd, 2023. My girlfriend and I were prepared to leave our home well in advance of the scheduled departure time when we received an email informing us of a 30-minute delay. Subsequently, we received several more emails indicating further delays, a total of eight times. Unfortunately, none of these emails provided any information or alerts regarding the closure time of the TSA checkpoint. We arrived ontime at the airport for our rescheduled flight at 11:45 pm. To my surprise, there was no one present at the Avelo front desk at all. An airport employee approached us and informed us that we had missed our flight because the TSA checkpoint was closed, despite there still being ample time remaining. He stated that the TSA had closed at 9:30 pm, even though there was another flight scheduled for departure. Besides, on the CHO airport, it is clearly stated that "The daily closing time is dependent on the airline schedule and delays". More passengers arrived subsequently, with some needing to check in their luggage. However, there was still no one available at the front desk to assist them. After waiting in line for 25 minutes, I managed to reach an Avelo customer service agent over the phone. The lady I spoke with was courteous and assured me that I would be compensated not only for my flight but also for the hotel and any other costs incurred as a result of this incident. Unfortunately, she informed me that there was no alternative way for us to be accommodated on another flight. I made an attempt to contact them, but unfortunately, they changed their words. They simply resorted to using a generic template without addressing any of my specific concerns. It appears that they have a tendency to evade taking responsibility and often attribute the issues to external factors, rather than acknowledging and addressing their own problems. In some cases, they even go as far as abruptly ending phone calls, as if it is a common occurrence for them.

Route: Charlottesville to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "my Bag has been damaged twice"

Review: Doha to Berlin via Istanbul. I have flown with Pegasus airlines 3 times and out of the 3 times my Bag has been damaged twice and I have a strong bag, the bag was damaged in the corner which keep in mind is the strongest part of the bag. I have tried following up with them on this case however they have taken forever to reply and have not taken any care or shown me support they are nice to you however as the call is being recorded so they will be nice but show no effort in support towards me. I have been told that I was on the top of the list (they always say that to keep you pleased) however it has nearly been a week since they have replied with me being on "the top of the list" I am very unsatisfied with the treatment. I have also been sent or rather passed around in the airport as no one helped me, I was very tired from my flight so I headed home and continued via email which was my mistake. My father worked hard for the money he has earned and It has gona to waste as the bag has lost wheels and been cut open which resulted in some damage on the inside as well. I do not hope to see anyone get the same treatment as I did and wish you all the best. Thank you

Route: Doha to Berlin via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "Terrible service from Aeromexico"

Review: Terrible service from Aeromexico and from the person in charge at the Benito Juárez airport, Terminal 2. The airline sells a ticket from Colombia to London with a connection in Mexico, they force the passenger to buy a new ticket because when going through immigration the passenger arrives a hour before the flight and they don't allow you to board because you can't check your luggage. It is an abuse, how can they sell a ticket with a connection in which there

will not be time to board the flight. Neither the lady in charge at the airport nor any aeromexico employee offered any alternative.

Pésimo servicio de aeromexico y de la persona que se encuentra encargada en aeropuerto Benito Juárez, terminal 2. La aerolínea vende un billete desde Colombia a Londres con conexión en mexico, obligan al pasajero a comprar nuevo boleto porque al pasar por inmigración el pasajero llega una hora antes de vuelo y no le permiten abordar porque no puede documentar su equipaje. Es un abuso, como pueden vender un boleto con una conexión en la que no habrá tiempo de abordar el vuelo. La señora encargada en el aeropuerto ni ningún empleado de aeromexico ofreció ninguna alternativa.

Route: Bogota to London via Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "directing my custom elsewhere"

Review: I'm a regular traveller to Europe and gave Royal Brunei Airlines a try based on price and a recommendation from our travel agent for a quick trip trip to Europe with my teenage son to attend a football game. Beware one may save some dollars over flying alternative airlines but you have to consider last minute changes and delays which appear to be a common thread travelling Royal Brunei Airlines. It's so true you really do pay for what you get. Melbourne London and return with Royal Brunei Airlines to travel around Melbourne Cup week. Booked business class, told 3 weeks later we would be flying on a 3rd party airline but don't worry it will have flat beds travelling on an A340 etc. Checked at Melbourne only to be told our first leg would be flying on an A320 with what could be best described at premium economy, not ideal for an overnight flight. All 4 flights to and from London were either late departing or late on arrival (in most cases both). A reasonable compensation proposal was forwarded to Royal Brunei Airlines with the airline declining our request stating some of their standard T&C's. I will be directing my custom elsewhere and would advise anyone thinking of flying Royal Brunei Airlines to reconsider.

Route: Melbourne to London

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "for the fourth time the flight time change is ridiculous"

Review: I bought tickets for a family of 5 and since that time they have been changing the flight time, it's understandable the first time but for the fourth time the flight time change is ridiculous. I called Customer service and they don't care about passengers. They mention the terms and conditions meaning that they can move your flight time anytime they want but really one time is acceptable but four times and when you decided to estimate another itinerary they want to charge you 5 times the original ticket price.

Route: Tijuana to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "Boarding procedures chaotic"

Review: The worst flight ever. Delay to incoming flight resulted in a two hour delay in departure. No information or explanation given other continued changes to departure time on boards. Boarding procedures chaotic. Although cabin bag size restriction is published, this was not enforced, leading difficulties in place correct sized bags in overhead lockers. Choice of food available for purchase on board very poor. Cabin staff unhelpful. Information given re onward flight affected by delay given re other flights but not to London Heathrow. On arrival in Frankfurt no stand available causing further delay, when stand was allocated, plane had to move to another since offloading equipment was in the wrong place! Before disembarking told London flight was being held for 15 minutes. After a race across the concourse, arrived at gate in time to board, only to be told flight had already closed no information. Gate staff officious, rude and unhelpful. Do help with any information as to how to re book onward flight, or when that might be. Eventually given new

boarding passes for flight already boarding, so another dash to new gate.

Route: Vilnius to London Heathrow via Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "not thinking of the discomfort"

Review: As I am unable to travel on my main ticket from Bahrain to India due to coronavirus, hence was to cancel or reschedule my onward flight Delhi to Ranchi on GoAir. However the airline has used this time to earn money and not thinking of the discomfort to its passenger and they denied to make any changes without levying fee which was 3000+ difference of fare 738 + miscellaneous that too per person. They said that free rescheduling is for tickets issued from 8 March onward.

Route: Delhi to Ranchi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Meridiana

Title: "every second is horrible"

Review: New York to Naples with Meridiana. Every second of the process, from booking the ticket online until the plane lands was horrible. Bad customer service, old planes and zero organization. If it weren't for their direct flight from NY to Naples, I would not use this airline. In the future, I will be gladly connecting through anywhere instead of flying direct with Meridiana.

Route: JFK to NAP

Seat Type: Economy Class

Traveller Type: Business

Airline: Aigle Azur

Title: "changing 3 letters cost 80EUR"

Review: I visit my parents regularly in Paris, I always use Air France, Transavia, or Middle east airlines. But today was the first and last flight with this Aigle Azur. On the passport my name is Ludovic while on the ticket its Ludwig. The family name is the same. So because of 3 letters difference, they want to charge 80 euros. Why changing 3 letters cost 80EUR? This is how you lose passengers.

Route: Paris to Beirut

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "refused to provide a refund"

Review: I was supposed to go to Sweden in July of 2020 but the trip was cancelled as a result of the COVID19 Pandemic. In the weeks/months leading up to the trip, their customer hotline was busy and I was told that they were only addressing travel in the next 48 hours. Later, in their email notifying us of the cancellation, there was a clear "Click here for a Travel Voucher". After completing this, I later found a link for a credit refund (buried somewhere on their website). I submitted a refund request. Shortly afterwards, they issued a travel voucher but refused to provide a refund. When I called to get the travel voucher exchanged for a refund, I was told that it was impossible because I had submitted a travel voucher first! Obviously the pandemic upended travel plans everywhere for everyone and I find it inconceivable that they would only issue a travel voucher.

Route: Boston to Stockholm via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "Enjoyable flight"

Review: Enjoyable flight. Check in was busy, but I did not have to wait very long. Staff were friendly and efficient. The plane was very clean. It would be great if they offered more food options though. The plane left on time, but there was a bit of a wait picking up luggage. Overall I was satisfied.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "I was given a normal seat"

Review: I booked a seat with extra feet space (between Reykjavik and Chicago with WOW air) because I have knee problems and paid 43 USD extra for the seat, but I was given a normal seat. When I asked for my seat I was told that this was the seat I booked which was totally wrong.

Route: Frankfurt to Reykjavik via Chicago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "What a terrible experience"

Review: What a terrible experience. On arrival we wait an hour on the tarmac for a parking space. On departure we wait 2 hours for more passengers, not to simply board, but because they had seats to fill. Never again. I suggest anyone considering Southwest to immediately think otherwise if you have a life, or a schedule to keep

Route: Long Beach to Dallas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "I would not hesitate to recommend Air Transat"

Review: On May 17th my wife and I flew from Rome to Toronto on flight 309. My wife had been injured in a fall the previous day and was experiencing acute pain due to three breaks in her upper right arm. When the Air Transat onboard staff realized her situation, they showed deep concern and compassion for her comfort and well being. During the 8+ hour flight at least one of the onboard staff would check on her on a regular basis. Kind gestures such as exhibited by the Air Transat staff were deeply appreciated. Because of the service we received I would not hesitate to recommend Air Transat at any time. Going forward, my wife and I will certainly enquire as to the availability of Air Transat when planning our next vacation.

Route: Rome to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "no remorse for the inconvenience"

Review: Our flight to Johannesburg was delayed for 7 hours and the airline staff in Mauritius assured me they would make arrangements for our connecting flights to Gaborone as well as accommodation if we had to spend the night more so that we were business class passengers (there were 7 of us). When we got to Johannesburg the airline staff changed their story and said they could not be of any assistance to us and just left us and knocked off. Worst of all we did not get our luggage and the airline made no attempt to help us track it. In the end we had to book accommodation at the airport, spend the night without our luggage and buy new connecting flight tickets to Gaborone the following day. Air Mauritius showed no remorse for the inconvenience coupled with the fact that no apology ever came from their side.

Route: Mauritius to Johannesburg

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Eastern Airways

Title: "very cramped and noisy"

Review: I have to fly with Eastern Airways when traveling to and from work so I fly with them at least twice a month from Scatsta to Aberdeen. I have never known a flight to either land or depart on time, they always have delays on this route and its very time consuming. The planes we use are very cramped and noisy. If i didnt have to fly with this company for work I would not bother to fly with them again.

Route: Scatsta to Aberdeen

Seat Type: Economy Class

Traveller Type: Business

Airline: Austrian Airlines

Title: "not recommend flying with Austrian"

Review: I was flying from Cairo to berlin via Vienna, my flight from Cairo left very late without any declared reasons. Most of the passengers and I have missed our next flights. The attitude of the staff at the airline service center was very rude and disrespectful. Would not recommend flying with Austrian.

Route: Cairo to Berlin via Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Singapore Airlines

Title: "cancelling our paid seats"

Review: Ruined a trip of a lifetime for myself, wife and family. From cancelling our paid seats, that were booked early, we were then separated on the flight. Some of our baggage was left behind, and a absolutely nightmare trying to sort. Staff on plane and at airports not interested and give the feeling that they did not want to be there.

Route: London to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ViaAir

Title: "never use this airline again"

Review: Horrible customer service when there is a problem. ViaAir canceled our flight last minute and told customers to find another way home. They offered to pay for us to get another airline to take us home, which we thought was awesome. After we did this and sent them the receipt they refused to pay it. They first said that all was approved and that they were sending a check. 100 days later and many e-mails back and forth checking on our payment, they then said that they were not going to pay for our flights. There is no way to talk to upper management and their customer service reps do not help you talk to those that make the decisions. Their flight cancellation process was extremely disappointing and they do not do what they say. We will never use this airline again.

Route: Hayden to Austin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia Philippines

Title: "thus far refused to refund"

Review: AirAsia Philippines has thus far refused to refund the sum of a cancelled flight back to my bank account, even though it promised to do so. Out of all airlines I have used, this one seems to be the worst. There are no words for the

lack of service I have received after putting so much trust in them.

Route: Osaka to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Germanwings

Title: "they have been unresponsive"

Review: We flew with Germanwings (or tried to) on September 30th. After two lengthy delays passengers were notified that the flight was cancelled and to return to the check-in counter for further information. After waiting at the counter for another 30 minutes or so, staff began issuing refunds or providing alternate travel options to passengers. By this point it was quite late in the evening with limited options (plus we were 5+ hours after planned departure). We managed to get a voucher with 3 other passenger to get a flight from Stuttgart to Zurich with an ongoing connection to Amsterdam (flights were with Swiss). We made the flight and the connector (which was held back waiting for about 70 of us) however luggage did not make it. Short of this is the airline was ill-prepared to manage this. They offered little information or options to passengers. since returning home I have been attempting to contact them via email and phone calls to discuss compensation per passenger rights brochure and they have been unresponsive. Not a good way to run a business.

Route: Stuttgart to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "I couldn't recommend to anyone"

Review: Worst airline I have ever flown on, chose them due to being the cheapest tickets available, you pay for what you get, before the flight started there were two delays postponing the flight for hours, after takeoff we were informed we

would be circling the circling airport due to weather concerns, after circling for 2 hours we were diverted to another airport in a neighboring state, after being told not to worry and leave our bags on the plane because we would be flying back towards the original destination airport by the pilot, we waited for 3 hours to finally be told to come get our luggage, the flight was canceled, and good luck with the remainder of the trip, but this was told to us by the workers at the airport because the Allegiant airline workers and pilots had already left and were nowhere to be seen to help the now stranded passengers. Upon calling Allegiant air's customer service via phone we were told not to worry and that the flight would be refunded due to the cancellation, they then informed us that due to our approval to divert the flight to another airport while the flight was going on they would not be refunding any of the cancellation and each member flying would get a 50 dollar credit, this is the kind of bare bones airline I couldn't recommend to anyone and can't still imagine how they are still in business, stay away at all cost/they stranded my family.

Route: Punta Gorda to Allentown

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "good value for money"

Review: We were on holiday visiting both Toronto and Las Vegas. It's not often you get to fly on a 767 in Europe anymore and I was looking forward to this trip on one even though I know they are showing their age. The airport in Toronto was efficient and relatively quiet and it was good that we could do the US immigration pre-clearance there. Boarding was quite fast given the number of people. But after we boarded the cabin crew had to work very hard to find hold space for all of the carry-on bags which led to frustrated passengers and the plane was uncomfortably hot while all this was going on. The 767 did look old and a bit tatty but actually my seat was comfortably and I nodded off and before long we were in Vegas. I thought the flight was good value for money given the distance we were covering - nearly 2,000 miles I think. Baggage arrived quickly in Vegas airport too.

Route: Toronto to Las Vegas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Panorama Airlines

Title: "charter flight and everything went well"

Review: NAP-RMF round trip in August. It was a charter flight and everything went well with exception of long check-in queue before the return flight (but the Marsa Alam Airport is small). FA present during the flight meals served and eatable double drink and coffee or tea. Legroom was enough (for a charter flight) for a 3 hour trip. A stupid guy smoked in the lavatory during the outbound flight and FA upon being called reacted quickly to enforce the safety rules. Think the fleet age is not the best possible. I can't rate safety standards or maintenance quality.

Route: NAP-RMF return

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "100% hassle-free experience"

Review: I highly appreciate the ground handling team in Istanbul for making sure my suitcases made it to Budapest. We were luckier than others whose suitcases were stuck in Istanbul. When I boarded the aircraft I saw others carry-ons being transferred to the cargo hold, and I have seen complaints about that too. I was super lucky to have had a 100% hassle-free experience with Turkish Airlines.

Route: Singapore to Budapest via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "Real disappointment"

Review: Flying OK619 from Amsterdam to Prague on October 3rd. Flight operated by Smartwings and late as usual. Boarding has been chaotic, service a board amateurish. Passengers were sitting for quite a long time in the plane after "boarding completed" without a word of explanation as to why and what might be the departure time. The same in Prague. The plane was sitting on the apron, passengers waiting and no explanation provided. Would that be that difficult to explain, that we are waiting for the bus? Very poor service. One feels as a cargo. Plus you have CSA ticket but flight is actually operated by Smartwings which is a low end lowcoster. Real disappointment, nothing was working right.

Route: Amsterdam to Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: Hainan Airlines

Title: "very warm-hearted and thoughtful"

Review: My flight is HU7975 which was absolutely one of the best I've had in years, especially in consideration of the pandemic situations. Cabin crew are very warm-hearted and thoughtful, they came to me for at least 8 times or so to check in if I have all I need, asked me if I want snacks or another meal, even provided their own food when I asked for biscuits which aren't part of the customer meal. Can't ask for a better experience!!

Route: Beijing to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "Boarding in a slaughterhouse queue"

Review: Boarding in a slaughterhouse queue in terminal 2, chaotic boarding, almost at a standstill at the front door of the plane, impassable corridor, no agility. In my seat was a lady who took the liberty of sitting there and pretended not to

know her seat so that she could sit next to what I assume was her companion. When the flight attendant was called, she soon revealed her seat, but now the aisle was jammed and it was impossible to go to the front, so I sat in the seat that was possible, next to an individual who spent the whole flight bothering me and despite having a vacant seat by the window.

Route: Lisbon to Funchal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Mauritius

Title: "would not hesitate to fly Air Mauritius again"

Review: My wife and I have just travelled London Heathrow to Mauritius and return via Virgin holidays. Having read a number of reviews criticising the airline, I was a little apprehensive about our flight. No need to have worried. As an economy class passenger, I found the service as good as any airline I have flown with. The food was acceptable, the service from the crew was as good as any. The aircraft was old and the seat size was small. The ground service was again as good as any airline. In conclusion I would not hesitate to fly Air Maritius again.

Route: Mauritius to London Heathrow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "Worst airline I've ever experienced"

Review: I booked some extra baggage for a flight but Jetstar added it to the wrong flight then charged me excess baggage fees then would not fix it. So hard to contact them also. Worst airline I've ever experienced!

Route: Christchurch to Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Brussels Airlines

Title: "They did not refund them"

Review: In March our tickets were cancelled. They did not refund them, although they promised to do so in writing. All further communications are simply ignored. Test aankoop (a belgian consumer protection organisation) started up a file but they also ignored that. Even when the Belgian government bailed them out due to covid-19, they keep the money and ignore us. If you book a ticket, know you enter a lottery and can only hope and pray you won't lose your money

Route: Brussels to Porto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "nickel and dime you to death"

Review: I will never book with Allegiant again. They kept me on hold for over 15 minutes on the telephone and via chat. I was told 2 different things by 2 different agents about a credit voucher after requesting to cancel a flight 7 days in advance due to my sons medical emergency! I was only given a \$108 credit for a \$448 purchase. They nickel and dime you to death but are not flexible. The WORST airline with the WORST CUSTOMER SERVICE EVER!

Route: Memphis to Tampa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sichuan Airlines

Title: "Sichuan Airlines is scamming us"

Review: Los Angeles to Hi Chi Minh City via Hangzhou and Chengdu. The flight from LAX to HGH was normal and on time. Flight from HGH to CTU was delayed for about 1 hour. When we got to CTU, the Sichuan Airlines informed us that our connection left and refused to rebook us on the next flight. We will be stranded if we don't have money to buy ticket to transit to SZX. If we bought the ticket to transit, the rest of our trip, including the return trip, will be cancelled because we didn't complete the LAX to SZX trip even though it was their delayed flight issue. I had to buy new one way ticket to return to the USA on the return trip. Sichuan Airlines dumped it on Expedia saying that Expedia sold the ticket and they are responsible for everything. Like many other passengers who were on the same situation with me at CTU airport that day. We all agreed that Sichuan Airlines is scamming us. Instead of rebooking us on the next flight due to their own delay of the inbound flight.

Route: Los Angeles to Hi Chi Minh City

Seat Type: Economy Class

Traveller Type: Business

Airline: Gulf Air

Title: "Onboard the experience is ok"

Review: I was yelled at by several ground crew between entering the airport and boarding the plane, for issues that were caused by the airline. Onboard the experience is ok, but I can only imagine how bad it would be if you had a significant issue that required Customer Service on the ground.

Route: Bahrain to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Juan

Title: "disappointing and unprofessional airline"

Review: This airline doesnt even deserve a single star! It is a very disappointing and unprofessional airline! We booked

our tickets,3 of us from Puerto Princessa to Coron on Jan 2 2018 and had everything paid from accommodations to our activities in both cities. But airjuan totally wrecked our vacation! They cancelled our flight due to the technical issue as they said in a peak season. Our nightmare in this company didnt end there. They have given us the option to refund our money and give us a flight credit. They told us that the processing will take 20-25 days but it is already on the 32nd day today yet we havent receive any words from them. We sent emails for an update but no one from their team replies.

Route: Puerto Princessa to Coron

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Citilink

Title: "service great for budget airline"

Review: Jakarta to Surabaya. I arrived 04.30am at Jakarta terminal 1 for my 05.55am to Surabaya. I went straight to check in area to finish the formalities which the line was quite ok at that time. I went straight to the gate and for some reason on the departure monitor my flight will depart at 06.10am. At 05.15 boarding commenced and I use bus to the aircraft which park all the way to the remote area in Terminal 2. Boarded the aircraft at 05.30 which and I sat at 1D. Flight attendant were very cheerful and smile a lot. On board service was great for budget airline. Landed at SUB 30 mins behind schedule but I was quite happy since the FA apologise for the delay to each one of the passenger during disembarking.

Route: Jakarta to Surabaya

Seat Type: Economy Class

Traveller Type: Business

Airline: Saudi Arabian Airlines

Title: "fliers beware - customer service is non-existent"

Review: I flew Saudia Airlines Jeddah to Washington Dulles in business class. My seat would not operate so I could not

adjust the seat. My entertainment system did not work so I could not watch the entertainment. Not what I expected or paid for (over \$8,000 USD) during a 14 hour flight. The flight attendant supervisor tried to no avail to fix the problems, causing a disruption in the cabin multiple times. He provided me an email address for Saudia customer relations, which I have emailed a week ago with no response (and multiple follow on emails also with no response). Saudia website has a customer feedback form but the website just spins when you try to submit (I've tried to submit every day for a week to no avail). Saudia has an online chat but they just send you a link to the website form that does not work. So - that's the customer service you get - nothing! By the way, before the flight I had trouble with the Saudia app and each time I called an agent they gave me an email address for assistance and you guessed it - none of my emails were responded to. So fliers beware - customer service is non-existent.

Route: Washington Dulles to Jeddah

Seat Type: Business Class

Traveller Type: Business

Airline: Breeze Airways

Title: "This airline is a joke"

Review: This airline is a joke. They are ill-equipped to deal with weather. My flight was delayed 2x and then canceled in a text as I was heading to the airport. No customer service, the first available flight was 20 days later. Leaving me stranded, I had to book a flight on a different airline at a ridiculously expensive price. Breeze offered no reimbursement, no voucher, no alternative flight. As the saying goes, you get what you pay for and in this case you get nothing.

Route: Vero Beach to Westchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aer Lingus

Title: "Flight was delayed multiple times"

Review: Flight was delayed multiple times, at first it was going hour to hour then two hours. Ticketing agent disappeared for hours with no one to ask about updates. All tracking information for the flight disappeared from all trackers leaving the entire passenger list to wonder what the hell was going on. We were told the delays were due to weather but planes have been coming and going from this airport over the last 6 hours I have been waiting to board this flight. Would be nice to provide an update at least hourly.

Route: Dublin to Glasgow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "just ignoring my refund messages"

Review: I bought a ticket for a flight from Ecuador to Russia with Aeromexico and Air France. The day after the purchase, I received a letter that one of the flights was changed, the new route was not suitable for me, because I do not have a visa to Europe and I was not able to fly on the new changed route. In this connection, an involuntary refund was issued, the money for which the airline does not want to return. Today is March 7th 2022 and support is just ignoring my refund messages.

Route: Quito to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FLYONE

Title: "a nightmarish experience"

Review: Save yourself the frustration and headaches by steering clear of this dreadful airline. I made the mistake of purchasing a ticket from them, and it turned out to be a nightmarish experience that I'll never forget. From the moment I reached out to their customer service, it was evident that they lacked basic professionalism. The representatives were

unhelpful and downright rude, leaving me feeling like an inconvenience rather than a valued customer. On the day of my flight, chaos awaited me at the airport. The check-in process was a mess, with long lines and confused staff who seemed clueless about what they were doing. It was a disheartening start to what would become an arduous journey. The condition of the aircraft was equally appalling. The seats were uncomfortable and worn-out, the cabin was far from clean, and the overall atmosphere was just plain unpleasant. It was clear that they had little regard for maintaining their planes. To make matters worse, the in-flight entertainment was practically non-existent, and the limited options available were outdated and malfunctioning. The lack of effort in providing a basic amenity like this was simply disappointing. As if the discomfort and inconvenience weren't enough, the food they served was a complete letdown. The tasteless and meager portions left me hungry and dissatisfied, making the already unbearable flight even worse. Upon arrival, my fears were realized when I discovered that my luggage had been mishandled and damaged. Dealing with their customer service to resolve the issue was a nightmare in itself, as they displayed an astonishing lack of accountability and responsibility. In conclusion, my encounter with this airline was nothing short of a disaster. The unprofessional customer service, subpar amenities, discomfort, and complete disregard for passenger safety and belongings make this a company to avoid at all costs. There are plenty of reputable airlines out there that value their customers and strive to provide a pleasant and safe travel experience. Don't make the same mistake I did - look elsewhere for your next flight.

Route: Yerevan to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regent Airways

Title: "don't recommend on international"

Review:

Cox's Bazar to Dhaka. The inbound flight was delayed by more than 1 hour due to dense fog at Dhaka which delayed the aircraft to come. The check in & luggage handling was quick & they made us board the plane as soon as the incoming passengers got of. The cabin crew need to improve their communication skills as they distributed mass snacks to the entire row of passengers & let the passengers of that row distribute snacks among themselves. It may be boring

doing the same work again & again, but, still, a cabin crew can easily provide a sandwich to a passenger sitting beside the window in a single aisle aircraft. Good airlines do operate old aircraft, but, its the attitude of the cabin crew & on board product that make all the difference. I don't recommend Regent on international routes as there are so many other airlines operate out of Bangladesh with outstanding on board services like Qatar, Singapore etc.

Route: Cox's Bazar to Dhaka

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "overall service was lacking"

Review: The new A350 and A330 cabins were nice, PAL also offers decent food but overall service was lacking from ground experience to cabin crew and transfer. I will not recommend anyone to fly with PAL until they get their operations and training right. Our transit experience at MNL to MEL was utterly unpleasant. PAL's ground staff failed to communicate what is required of transit passengers in advance and made us go around in circles, doing unnecessary processes and had a horrible surprise at the boarding gate when we were told that we need to go to another location to have our check-in bags opened up for inspection just before our flight. It is also unacceptable that some crew on PR508 flying from SIN to MNL on 8 June was sleeping on the Premium Economy seats, even though the cabin was empty. PAL, once again changed our flight timing from MEL to MNL on 18 June and changed the A330 from the refurbished cabin to their older product with a terrible 2-2-2 configuration with no IFE on board and seats with different height. What doesn't make sense is that they allocate me and my partner to sit separately, across the aisle despite having the same booking. The business class cabin is very full and we don't have any option to even select a side by side seat. It is unacceptable for such arrangements by PAL for their premium customers and undeserving 4 star airline rating.

Route: Singapore to Melbourne via Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "they provided a free hotel "

Review: Amsterdam from Taipei with 11 hours layover in Xiamen. They provided a free hotel accommodation for passengers with a long layover at Xiamen. The 737-800 has a newer interior than the one I was in on my way to Taipei. The Boeing 787 the same as the one on my way to Taipei. Both flights were on time. We had a constant turbulence on the first couple hours on the second leg of my journey, so the meal service was suspended accordingly. The flight attendants acted quickly as soon as we flew in a clean air again and resumed the meal service. There were a significant number of babies/toddlers on the flight to Amsterdam and most of them were crying and screaming constantly. Airlines should limit the amount of babies/toddlers on board for long haul flights. Simply unfair for the other 200+ passengers. It must also be a torture for those kids too.

Route: TPE to AMS via XMN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "no space to put bag overhead"

Review: I paid extra for hand luggage bag and front seat. Still no space to put bag overhead. When asked the crew, he was useless and as discourteous as he could. Just pointed me to plane asking to look for space.

Route: Lisbon to Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "Pathetic customer service"

Review: Bhubaneshwar to Mumbai. Pathetic customer service. The helpdesk people have no idea how to talk to customers and listen to their problem. We tried to prebook the excess baggage international, but the payment did not go through under my name. We rechecked the booking several times for any link to appear through which we can complete the payment. We also waited for an email, but did not get any. In the booking it did not show anything neither did it inform us to pay at the counter while boarding. Then, we again prebooked the excess baggage international. This time the payment went through. Then we went to the airport for taking the flight. The helpdesk people said that we have to pay 2500 for the pre baggage under my name which we did not need at all, as we already had it under her name. They were not at all helpful to us. They did not listen to what we wanted to say and were rude also, their argument was the following. "The extra service once added can't be removed." To my defence, I had not completed the purchase. So how can it be mine until I buy it. Just because I see a product and like it you can't force me to buy it. His argument holds true if I had paid for it and then asked to remove it.

Route: Bhubaneshwar to Mumbai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Yeti Airlines

Title: "I would fly this airline again"

Review: Pokhara to Kathmandu. I received very good service by Yeti Airlines at Pokhara and Kathmandu airport on 1st Dec 2018. Due to fog, my flight was delayed. I had a connecting flight to Delhi from Kathmandu to Delhi at 1445. The Staff at Pokhara Airport were very helpful to my request to advance my booking to an earlier flight and ensured my luggage was loaded in the cabin itself, so that I could get it first when I landed at Kathmandu. At Kathmandu, the staff unloaded my luggage and took me in the small van to the terminal, so I could leave the airport quickly. I would rate this as excellent service. On my next trek in Nepal, I would fly this airline again.

Route: Pokhara to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "Avoid at all costs"

Review: Terrible Experience, I almost missed my flight from JFK to Aman because they insisted I need a PCR. I explained that as long as I am fully vaccinated, Lebanon no longer requires a PCR. To my great distress, they refused to let me get on the flight. I had to ask for the manager to resolve the issue. If I didnt have an existing reservation back to Cleveland, I would never step foot on Royal Jordanian ever again. The inflight entertainment was non-existent. All the movies were old. Avoid at all costs.

Route: New York to Beirut via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "Had a great experience"

Review: Chicago to Tokyo Narita. Had a great experience with JAL. Legroom was generous. Seats were well designed. Food was tasty and plentiful. Staff were very helpful and pleasant to deal with. When we almost missed the cutoff time for checked baggage, we received help from a supervisor to get our bags checked in by her personally. JAL made my partner's first trans-Pacific flight an easy experience. My only criticism is that the selection of English movies wasn't very recent.

Route: Chicago to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "IFE still awful and nothing new"

Review: Denpasar to London via Medan. We settled on the Boeing 777 for return leg luckily as the A330 was awful. The cabin crew were amazing and food was decent. It's definitely worth seeing which aircraft it is before booking. IFE still awful and nothing new. Luckily the live sports made up for it.

Route: Denpasar to London via Medan

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "super disappointment with the customer service"

Review: I have booked a return flight from Melbourne - Bali Denpasar and back. I booked these flights at the end of February. Unfortunately Citilink cancelled my flights and I have been emailing and calling them since the 3rd of March about my Refund. For three weeks they didn't get back to me where I had to ask a family member in Indonesia to help me with the progress. They finally emailed me back, telling me I had to fill in these forms within 7 days, which I did. And again they didn't get back to me for two weeks. When they finally did, they told me my credit card details on the forms and of the purchase weren't the same. How can this be possible if I send a copy of my bank details where you can see I bought the tickets with my credit card. I am super disappointment with the customer service. It has been eight weeks, and I still haven't got my refund let a long and further progress. Please Citilink help me out!

Route: Melbourne to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "they don't even smile"

Review: I flew economy class on B787-9 from Manila to Bahrain. The food was delicious though they don't offer you a

menu as the variety of meals is low. There is a chance if you don't fly in the B787-9 then you don't get IFE content at all and if IFE is available it has outdated content and they do not update it quite frequently. There is a lack of focus on content and simple things they should do like updating their IFE frequently, Adding more variety of options in food, meals and snacks and making their staff more hospitable as they don't even smile or greet / welcome you upon entering of exiting the aircraft. The B787-9 is new as the seats, the leg-room is plenty as I am a tall male and I could fit my legs comfortably. Although, the support for your back isn't great even with a pillow. You'll feel like there is a lack of padding to support your lower back or maybe I am just very tall.

Route: Manila to Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "ability to provide better"

Review: On my first leg from Bandar seri Begawan to Singapore on a new A320Neo aircraft, the cabin was very fresh and clean. The flight leave on time with no issue, but the IFE was not working. Shortly after take off, the IFE was not working, i tried to inform the crew about it, but the senior crew was busy chatting with the crew in the back galley. 30 minutes later, i told one of the crew about the IFE, he said he will inform his superior. On my way back from Jakarta to BWN, a new A320Neo, once again everything seems good about the cabin, the IFE was working before the aircraft push back from the stand in CGK. Took a little time to browse the IFE. I fly with RB every month since July. The TV guide and other movie list / channel has never been change or refresh. The movies and TV channel were very out dated and its getting bored to watch the same film or tv program again and again. I finally get the chance to select a movie and the flight into an hour later, the IFE restart itself! I think this airlines has the ability to provide better products and the services, including the crew (dealing with problems) need more training in customer service.

Route: Brunei to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "Expect zero customer service"

Review: Expect zero customer service or customer relations when you fly Allegiant. On July 1 my wife and I flew from Tampa to Portsmouth. The woman in the row with us took her dog out of its bag. The stewardess told her two times that pets must stay in their bag at all times but did nothing to make sure she complied. The dog had diarrhea all over the place, ruined my wife's running shoes and bag. Unbelievable, right? The woman apologized but set the soiled dog carrier on my wife's lap while she worked to clean up the mess. It reeked! The stewardess came over and spritzed some air freshener but did nothing to help us. When I contacted customer support requesting reimbursement or a voucher, an agent told us there would be no reimbursement or vouchers saying Allegiant "has no control over the behavior of passengers." I am totally shocked. Otherwise, Allegiant has always got us where we are going at the best price with no frills.

Route: St Petersburg to Portsmouth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeromexico

Title: "avoid this airline at all costs"

Review: Ive had two flights with Aeromexico and both times: Despite being told I would receive wheelchair assistance: none was provided. Nor was any accessibility assistance provided unless I went over their head and contacted the airport or the other airline I was flying with. On this last flight, my hip partially dislocated due to all the strain of managing things myself something that I was trying to avoid. Ive encountered issues before as someone who only needs mobility assistance in certain circumstances, but I have never encountered this level of ableism or neglect while flying. Flights were delayed by more than an hour. On the return flight this resulted in me and my companion missing two connections and having to travel an extended route to return home. Despite requests when booking, checking in, and at the counter,

they were unable to seat me next to my travel companion even when we had more expensive seats and were willing to downgrade. Customer service hung up on me twice and chats failed for hours until I was finally directed to someone who instantly disconnected when I informed them of the gravity of the situation. They have refused to talk to me on both Facebook messenger or WhatsApp (they use both services for chat messaging) and their phone lines either dont answer or I get hung up on. If you have any kind of disability or impairment, please avoid this airline at all costs.

Route: Oaxaca to Mexico City

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "overall a nightmare experience"

Review: Brisbane to Sydney. Travelled with a 6 month old baby and this was the worst service ever experienced. Some of the young ladies employed at Brisbane airport service desk demonstrated zero customer service on our trip to Sydney. They were sarcastic, extremely rude and showed no understanding of what was helpful to a travelling family. Ive done 8 flights with my daughter on other airlines and this short flight with Tigerair was by far the worst and left me in tears. We also had white stains on the seats in the plane, overall a nightmare experience. Tiger need to train their Brisbane front of house staff in customer service.

Route: Brisbane to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Turkish Airlines

Title: "I claimed to get a hotel"

Review: I flew from Frankfurt to Istanbul, and I had an option of one night stay in Istanbul. I went to customer service desk after going through customs and getting a visa. I claimed to get a hotel as I did want to continue my journey to

Saudi Arabia, and I was feeling nauseous. I spoke with Turkish Airlines agent, she told me she has a later flight, then the manager came telling me that they have a hospital upstairs.

Route: Frankfurt to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "very good if the price is right"

Review: The good news first. Fresh and tidy brand new planes, punctual departures and arrivals, ok boarding procedures, very good legroom and seat comfort, clean toilets and nice crews. The sad part: overpriced hand bag extra weight allowance (with very stingy regular allowance), exorbitant baggage charges that make your ticket really over what Lufthansa charges, very mediocre organisation of transit procedures in Vilnius. Overall very good if the price is right. Wifi was advertised but didn't work on the both flights.

Route: Kyiv to Paris CDG via Vilnius

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "happily use Malaysia Airlines again"

Review: Check in at Bali Airport was quick and efficient. Malaysia Airlines business passengers may use the Premier Lounge at Bali Airport, this lounge is shared by many airlines, it is ok but nothing special. Flight boarded on time but departure was slightly delayed due to some clean-up work that had to take place on the runway suspending all flights for a short while. The B737 was the older style aircraft that has not yet been refurbished, the seats however were comfortable for a 3 hour flight. Cabin crew were attentive and meal was served soon after take off, I chose the Red Snapper with rice and ginger soya sauce, very tasty! Malaysia do not seem to promote alcoholic drinks on their short

haul flights, however seeing another passenger with a glass of red wine, we also asked for the same, however it never arrived! Weather was a bit stormy coming into KLIA and the flight landed about 30 minutes late. An OK flight and will happily use Malaysia Airlines again.

Route: Denpasar to Kuala Lumpur

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Openskies

Title: "an unhappy customer"

Review: New York JFK to Paris Orly. My main mistake may have been to choose the Business Class which has without a doubt the worst lie-flat seat ever conceived with abominable ergonomics and comfort. The original concept (L'Avion, before it was bought by British Airways) was that of an over-average Premium Economy like La Compagnie today, curiously launched 10 years later by the same entrepreneur. Critics claim that the L'avion planes were refurbished with the BA First Generation Lie flat seats, but I have never seen those on BA, even years ago. The seat is so bad that a duvet, a mattress, and a blanket are provided separately, which makes the whole thing unmanageable in such a cluttered space. "Those who know" buy "Prem Plus", the middle class original concept (untested last night) which is so overbooked that the lucky (unlucky ?) ones end up upgraded to a seemingly inferior product. Add to this inedible food, a clumsy (separate) individual video system, no premium baggage delivery and a remote stand parking in Paris Orly and you get me, an unhappy customer unlikely to return. The cabin staff is OK when they grace you with their presence, but completely unseen during 5 of the 7 flight hours.

Route: New York to Paris

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "Absolutely shocking service"

Review: Absolutely shocking service. If I ran my company the way they did, I'd be out of business. Our flight was due to leave at 18.05, they waited until 18.25 to say the flight was cancelled and couldn't get us on another flight until the following day. We were then told to head back to baggage collection to collect our cases, and proceed to check-in to arrange the hotel. This would have been straightforward if they hadn't made us wait 2.5 hours to get our bags back. We then had to make our way to the hotel, most of that was guess work, only to find out our so called food voucher wasn't available for use in any of the hotel restaurants. They tried to palm us off with either fish or curry in a separate room and it wasn't being served until after 21:30. Travelling with children, this really isn't a fair deal. We were then informed we had been transferred onto the 06:30 flight the following morning, I mean come on, not eating until after 21:30 with children, then trying to sort cases etc and be up for 03:30 the following morning to make the flight, absolute joke! To make things even more hilarious, my friend was travelling on the Aer Lingus flight to Glasgow around the same time we were due to fly, they were 20 mins from landing and they turned back due to a technical fault. So travelling back 40 minutes was safer than the 20 mins to Glasgow!! Clearly they don't want to have a plane stranded in Glasgow, as it would cost more than the inconvenience to the full flight of passengers.

Route: Dublin to Edinburgh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "food really bad both ways"

Review: Unfortunately Avianca is the only airline at the moment flying from London to Colombia direct. The fares are expensive due to having the monopoly of this route. Noticed since the visa requirement for Colombians entering the UK was relaxed they increased the price. The food was really bad both ways and served cold. The USB port was broken and the toilet seat would not stay up. On board they are still enforcing wearing masks when the bulk of the airlines stopped. I really do hope another airline flies to Colombia direct from the UK.

Route: London to Bucaramanga via Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "no legroom at all"

Review: Plane appeared to be brand new, however very cramped seats, no legroom at all. Thank god only 2 hour flights as very uncomfortable. Food was a packed lunch box, Service was good and Brisk, Entertainment was good.

Route: Hong Kong to Nanjing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "non existent customer service"

Review: Miserable to non existent customer service, every single flight is delayed and no prior notice or updates are given. For the latest flight we were ushered into the gate area with no restrooms, no seating and no update given about the delay, there wasnt even a person at the counter until well after the departure time. Easily the worst of budget airlines, please take your money elsewhere.

Route: Kota Kinabalu to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Fiji Airways

Title: "flight was the best ever"

Review: Sydney to Los Angeles via Nadi. Flight was delayed due to a problem with aircraft. They compensated on the

stopover by putting us up in a nice hotel, room service meals included. The flight from Nadi to Los Angeles was the best ever, I was asked if I wanted a 4 seat row to myself when I already had a 3 seat to myself. Best sleep ever on a plane. Very happy with the level of service!

Route: SYD to LAX via NAN

Seat Type: Economy Class

Traveller Type: Business

Airline: Southwest Airlines

Title: "Highly recommend you don't go through them"

Review: I missed my flight so I went and got another ticket, that plane got cancelled, then get another new ticket and now it's been an hour delayed. I've been here since 4 am and won't get there until 8pm. Highly recommend you don't go through them and I asked if they would give me credit, they said no.

Route: Denver to Milwaukee

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "I had to pay as a result of their mistake"

Review: This airline is a scam. I purchased a ticket for a weekend trip with a friend. I had done this multiple days in advance, checked in, got my boarding pass, and even made it through security. While waiting at my gate I received an email that my booking was canceled, my booking not the flight. Even though I had a seat number and assurances from multiple employees that this was a mistake when I went to get on the flight I had been removed from the manifest with no explanation. After an initial call to Vueling headquarters, the people helping me were no longer able to get a response and I was left to go home with my entire trip canceled and the charge for the flight still on my card. While I was able to get the money for the flight back they will not cover any other expenses such as transport to the airport or cancellation

fees I had to pay as a result of their mistake. The trip was also overbooked by around 8 people leaving me to believe they dropped me to make room for others.

Route: London to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Gold Air cannot be reached"

Review: Lost my bag, no support or help from Aegean, trying to blame Gold Air. Gold Air cannot be reached either by phone or email. Aegean refuses to change return ticket to fly back to Crete early, only with extra charge can this be done. This trip is a complete waste of time. Food / Snack served on the 45 min flight a drink and Pringles.

Route: Heraklion to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Sun Country Airlines

Title: "What a joke of an airline"

Review: I would give this airline a 0 if I could. We are very displeased with the service that we have had this past week with this airline. This was supposed to be a special trip for our honeymoon as we have recently been married. It started out great in Denver, Colorado and we get everything checked in at the airport and paid money for the checked bags. Our first flight was delayed due to, they couldnt find the plane is what we got told over the intercom. The flight was delayed about 40 minutes for that, and delayed another 20 minutes for the passenger who threw up before take off. We then missed our connection flight which was serviced by the same airline. Sun Country. They knew we were coming and didnt wait 10 minutes for the 3 (2 in my party and one other man going to Myrtle beach) of us. They got us on the soonest flight with Southwest and reassured us multiple times that our bags would be sent to our final destination. We

asked 3 people to make sure and even checked baggage claim and we were told that it would be ok. We arrive in Myrtle beach to no bags and no contact from anyone from this airline. We have been working with a Southwest agent to get the information. We have spent the last 4 days in Myrtle Beach with absolutely no luggage thanks to you guys. It took me hours to try and get a hold of you guys. And when I finally did you guys werent happy or trying at all to get us our bags. Our honeymoon was absolutely ruined and now they only want to reimburse half of the money we spent on essential needs. What a joke of an airline.

Route: Denver to Myrtle Beach

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "Will never fly with them again"

Review: Horrible airline with zero live customer service. You are better off paying a couple dollars more with any other airline. I purchased two tickets for my cousin and husband as their wedding gift, they overbooked the flight and said that it was a bank issued. I called the bank and they said that there was no issue on their end and that the transaction had been approved. Volaris WhatsApp customer service refused to admit that they had done wrong on their part and simply said that it was the bank which was false. Will never fly with them again.

Route: Mexico City to Houston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "never use this airline again"

Review: Johannesburg to Hong Kong. As we got on the flight we noticed on my pillow there was blood, and our entertainment system did not work! I feel it is totally unhygienic. After telling the flight attendant about the pillow she just

grabbed one from an open seat and did not even apologize. I will never use this airline again.

Route: Johannesburg to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "Disappointed"

Review: This line need to have a longer period for pre boarding for older people that need assistance to get to the plane, the girl that was checking us in just kept saying sorry I did call but acknowledging the fact there are older people who cant walk as fast and need extra time. 2 minutes is not okay. They need training with customer service or do a couple more announcements than just one. Disappointed.

Route: Hamilton to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Asia

Title: "charged \$65SGD for 3kg excess carry on"

Review: Taipei to Singapore. Worse airline ever, was charged \$65SGD for 3kg of excess carry on and I wanted to remove the items on the spot but staff was giving excuses to not delay the time and gave us horrible attitude. Was not notified that flight was delayed by 1h 40 minutes until I reached the boarding area. Charged \$65 and flight got delayed this is the worse service Ive encountered, never experience such service from Jetstar before this is the first time and Im horrified.

Route: Taipei to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "They replied back and said no money will be refunded"

Review: I booked flights for myself and my wife in 6th Jan 2020 with Malindo Air to take us from India to Perth via Malaysia on 23 April 2020 but due to covid the flights were cancelled. I filled out the Refund request form straight away but it kept crashing, eventually after a week it went through. I hadn't heard anything back so I emailed customer services on 22nd April and heard nothing so I emailed again on 4th May and again 14th May and still had no reply. I then found they had a Facebook page so I messaged the page on 18th May and they replied to say they had passed the message onto the relevant department. Having heard nothing back I messaged them again on 31st May, they replied on 1st June and said my refund was being processed and I just needed to wait. I waited until 17th June and messaged again, this time they replied and said they were going to escalate it. Finally 23rd June they messaged back to say they were doing my refund via a voucher to be used on flights and valid for 12 months. I replied straight back and explained that I do not intend to fly in the next 12 month or even longer and that I wanted my money returned, not a voucher. They replied back and said no money will be refunded. As you can imagine with covid 19 I'm not in a hurry to go abroad and I need the money refunded as I'm currently unable to work.

Route: Kerala to Kuala Lumpur via Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Georgian Airways

Title: "worst flying experience"

Review: Tel Aviv to Tbilisi. This is the worst flying experience we ever had. First the flight is rescheduled for 4 hours earlier and we get the notice on the same day. then they fly us to Kutaisi instead of Tbilisi and just leave in the airport with zero information. No agent in the city. No information when can we expect the flight. They say - you can take a taxi on your own. This is officially the most ignorant, irrelevant and low service airways ever. Never again!

Route: Tel Aviv to Tbilisi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Salam Air

Title: "as expected for a budget airline"

Review: Muscat to Tbilisi. Salam Air is a fairly new budget airline operating out of Muscat, Oman. Check-in in MCT was extremely slow. With only some 10 people in front of me, I needed more than one hour to get my boarding pass. At the gate at the time of boarding, a 30-min delay was announced which half an hour later was extended by a further 30 min. This went on in increments until we finally left at 3 am (instead of the scheduled 11 pm). Since there were hardly 30 pax on the A320, everybody had a full row for a short sleep at last. Return was spot on time. Check-in in Tbilissi swift. Plane now packed to the last seat. These are reasonably comfortable but tight, as is to be expected for a budget airline. There is no IFE and no free food. Water was distributed though.

Route: Muscat to Tbilisi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "Really a disaster"

Review: No food, drinks offered unless you buy it. They did not have everything offered in the menu, in particular no sandwiches. The airport staff in Miami was unfriendly, no ear sets offered and you have to use your phone to use the multimedia that was not working 100%. Really a disaster!

Route: Miami to Barranquilla

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Koryo

Title: "crew are efficient, pleasant and helpful"

Review: It is absolutely unfair to give only one star to this airline: the Tupolev plane is in good condition and perfectly clean, the crew are efficient, pleasant and helpful, and last but not least, it is always on time, you can find many airlines much worse than that, for instance Air China on the same route. The route flown is the no. 1 route of Air Koryo linking DPRK to Beijing, and this entitles you to some patriotic videos on the overhead screen. The buns served are not too bad, and drinks are acceptable for such a small trip. All in all, a good experience.

Route: FNJ to PEK

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeroflot Russian Airlines

Title: "service was entirely satisfactory"

Review:

The premium economy service was entirely satisfactory. The seat doesn't have a lot of recline, but the legroom was fine for a 6'1" (185 cm) person and I was comfortable for the whole eight-hour trip. I liked the food well enough and appreciated having actual metal cutlery (though serving wine in a paper cup seemed a bit déclassé). The entertainment system had quite a wide variety of both movies and music. There was only one W.C. for a cabin of 50+ passengers, which is the only notable demerit that I found. Price was acceptable for a last-minute trip (purchased six hours before departure); the online purchasing was simple and efficient.

Route: Petropavlovsk-Kamchatsky to Moscow

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Yeti Airlines

Title: "cabin crew was friendly"

Review: I flew Yeti Airlines, June 28 from Bhairahawa (the airport near Lumbini, the birthplace of Buddha) to the capital Kathmandu. It was a morning flight, on time, the ground staff were friendly, cabin crew was friendly. They served soft drinks on this 35 minute flight. Reading material offered. The jetstream is a turboprop engine aircraft and has seating capacity for 29 person in an 1x2 arrangement The flight was smooth. Yeti Airlines has the reputation of flying on time. Though it's safety record is not very encouraging but has been spotless and blemish free since it separated it's mountains region operations in the name of Tara air as it's subsidiary. Sky miles, their frequent flyer program is very popular and has many other benefits like discounts in hotels, than award tickets. The name Yeti also is an attraction to the visitors.

Route: BWA to KTM

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Europa

Title: "This was the worst experience"

Review: This was the worst experience Ive ever had with an airline, first I checked in online from both flights going to Rome and coming back to nyc and both times their app said I was able to leave luggage at a drop off counter and proceed to security. In neither JFK or FCO does this airline have any luggage drop off counter, both times we waited 45 minutes just to check luggage. Secondly every flight, 4 in total, was delayed by an hour or more, and we were seated on the plane to wait during this time. The plane were extremely hot and uncomfortable, I witnessed and elderly couple ask for water and I watched as they were snubbed and spoken to rudely by the crew. On my 8 hour flight from nyc to Rome I reserved and paid for extra large seats a \$220 cost, only to arrive on the plane and see that I had been moved to a middle seat in the middle of the plane. When I spoke to the crew they told me there was nothing they could do and I

would have to ask for a refund upon arrival to our destination. I then saw the crew filling up the empty seats on the plane with standby flyers. Im not opposed to this but wouldnt it have made more sense to offer to move me and my husband? We paid for seats dont get an apology or anything just brushed off by staff that seemed bothered I had even spoken to them at all. I feel like I was scammed, this airline should be formally investigated. Worst experience Ive ever had I will never fly with them ever again and I hope no one else ever does either.

Route: Rome to New York via Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SpiceJet

Title: "Worst experience every time"

Review: Worst experience every time. No time sense. Keeps getting delayed or cancelled. Not recommended. Staff, very rude and irresponsible. Do not help you out when the mistake is on their side.

Route: Bengaluru to New Delhi

Seat Type: Economy Class

Traveller Type: Business

Airline: Monarch Airlines

Title: "service very good"

Review: I found the Monarch Airlines service very good. The crew were very attentive and eager to assist. The aircraft was clean. The check in was quick and we landed early on the outward journey, coming back the weather was very windy and we were advised that we may have to divert, but the captain made a text book landing and we were 5 mins early. I would certainly travel with Monarch Airlines again.

Route: Leeds Bradford to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kulula

Title: "This is my last encounter with Kulula"

Review: Horrible treatment of customers. I felt like a child because of the absolute rudeness of staff. My flight was canceled with no explanation and I was put on an earlier flight, I checked in the night before to ensure I am seated next to my husband and once we got to the boarding gate I was told I was moved, no one could explain why and told me to go to my new seat and there is nothing they can do. Once in the aircraft I asked the first attendant if I can be moved back and he rudely said there is nothing he can do. A second attendant understood and asked the gentleman seated in my original seat if we could swap (turns out he checked in late and was given my seat) once sorted the head attendant rudely demanded to see our boarding passes and treated us in the worst way before she realized she was wrong and we were in our correct seats. For the remainder of the flight she would not even serve us, even though our seats were allocated to her. This is my last encounter with Kulula.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cobalt

Title: "Greek language is a must"

Review: Larnaca to Athens. My first flight on this new airline based in Cyprus. The A320 was perfect, looked clean and new, departed on time and arrived ahead of schedule. Flight was excellent, with a constant updating on the route both in Greek and English. All in all a great flight but flight attendants did not even speak Greek and some passengers had a problem in getting service from the hostess. The inflight magazine, torn apart and overused was only in English. Even safety instructions were only in English. This airline seems to ignore or avoid the Greek language. Being a low cost airline, goodies on sale were at a high price. Fully recommended as an airline, but they should realise that Greek

language is a must especially in case of emergency not to mention out of respect.

Route: LCA to ATH

Seat Type: Economy Class

Traveller Type: Business

Airline: Volaris

Title: "we still didn't get non-stop flights"

Review: If you are a planner, in the sense that you want to know your departing date, arrival date, departure date and arrival date, do not fly Volaris. I originally had my ideal flights of nonstop departures and arrivals and they arbitrarily changed both of them on me. There is very limited communication you have to do with them, WhatsApp chat or a Facebook chat. If you use the whatsapp or Facebook chat know it will take you at least 2 days to get what you need. They respond every 4 hours to your messages so be sure to put all the info into your messages every time you respond. I got a message in Spanish after 4 hours and it took me another 4 to get an English person on Chat. It will take you a day to resolve their arbitrary flight change they imposed on you. We only booked this way because of the the non-stop flights, but after all said and done, we still didn't get non-stop flights. They do not issue refunds or any sort of reasonable compensation and zero recourse since they are not USA compliant.

Route: San Diego to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Pacific

Title: "never fly with them again"

Review: Hanoi to Ho Chi Minh. Garbage airline, changed my flight to seven hours earlier boarding time, ruined my vacation and refused to cancel or refund my ticket. And then, failed to respond to multiple emails and phone calls. Absolute and complete failure as far as customer service. Will never fly with them again.

Route: Hanoi to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "There is nothing not to like"

Review: Bangkok to Koh Samui. Easy Check-In, The Bangkok Lounge (available to everyone) was crowded but still comfortable and the food and refreshments options plus WiFi are a bonus. Boarded on time via a bus, but was organized and efficient. Plane left bang on time and flight was 50 mins, in this time 4 crew still managed to serve a small hot lunch with hot beverages. Aircraft was clean comfortable but quite old. There is nothing not to like about Bangkok Airways, arriving in Koh Samui bags were out in 5 mins.

Route: Bangkok to Koh Samui

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "employee didn't believe me and made me pay"

Review: I was very disappointed how I had to pay \$50 for a carry on, my son was in a wheelchair and could take his own bag. The employee didn't believe me and made me pay. I had purchased 6 tickets and would never fly with this airline again.

Route: Raleigh to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Transavia

Title: "delays in both flights"

Review: Transavia managed to have delays in both flights, dirty cabin and extremely long waiting times for luggage.

For the price you pay it's ridiculous service.

Route: Tenerife to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "inexperienced and inconsiderate staff"

Review: Most inexperienced and inconsiderate staff. Kept making stupid errors, such as putting the car seat check-in sticker on the luggage and vice versa. They called the help desk a million times and kept interrupting each other. We stood at the desk for 2 hours.

Route: Baltimore to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: fastjet

Title: " a comedy of errors"

Review: My wife and I booked round trip with fastjet from Johannesburg to Zanzibar because they were the only direct service, so we could avoid immigration/customs and switching flights in Dar es Salaam (airport hell). A month later, fastjet informed us they were cancelling the segment from Dar to Zanzibar and would have us change to Precision Air (a misnomer if ever there was one!) in Dar. For the return trip, they were going to shoehorn us into a Cessna Caravan (what a downgrade from an A319!). Instead, I paid for a one-way ticket with Precision Air to avoid this. The connection in Dar on the outbound trip was pandemonium, and the boarding in Dar for the return flight to Joburg was a comedy of

errors and hugely unprofessional behaviour, as the boarding agents engaged in a heated argument in front of all the passengers. Despite the fact I had paid extra for premium seats at the front, we were stuck at the back and I had to insist that we be moved to the seats I had paid for. When we left the plane after arrival in Joburg, the cabin staff were nowhere in sight, to thank us for flying with them. In short, hell will freeze over before we go near fastjet again!

Route: DAR to JNB

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "seem to always impress"

Review: Denpasar to Jakarta. Garuda seem to always impress from the ground crew to the air crew. Was great to fly a widebody aircraft on a regional flight thus giving lots of legroom and space in between seats. Food service was fast and prompt serving chicken rice, coconut jelly and a bottle of tea and water. Entertainment was fine for a short flight. The only down side was waiting for my bag in Jakarta but seems to be normal with any airline flying to Jakarta

Route: Denpasar to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "impressed with everything"

Review: Casablanca to Muscat. I was impressed with everything about Oman Air. This was our third flight after our two legs going to Europe and this the first returning home to Australia. The service was excellent on all legs and the food was some of the best airline food I have had. The business class seat is all you could want and I managed 5 hours sleep. There was a great selection of wine and other beverages.

Route: Casablanca to Muscat

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Asiana Airlines

Title: "worst business class trip"

Review: This is the worst business class trip I have taken. Flight delayed by 2 hours. When we take off no proper catering options, just given a tray of unrecognisable western dish (chicken?) and then asked if want to order the dinner meal before arrival - a choice of scrambled egg or porridge - who eats breakfast for dinner? Staff were polite but the cabin was too hot and the entertainment selection is appalling.

Route: Seoul Incheon to London

Seat Type: Business Class

Traveller Type: Business

Airline: AirAsia

Title: "not worth the trouble"

Review: Be careful on the Air Asia site as you think you are booking through Air Asia and then suddenly you are booking the flights you selected through kiwi.com - but it still looks like Air Asia! My flights were rescheduled to the next day but I was not notified. I turned up at the airport to find out my flight wouldnt be until the next day. Air Asia blamed kiwi.com and kiwi.com blamed Air Asia. I was not offered any compensation for the lost accommodation fees or expensive Uber to the airport, nothing. Neither Air Asia or kiwi.com would accept any responsibility. I hate to think what wouldve happened if I had a connecting flight. Do not book through Air Asia or kiwi.com, its not worth the trouble.

Route: Perth to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "Air France did not meet my expectations"

Review: I would like to express my dissatisfaction with my recent flight experience with Air France. Unfortunately, my trip was marked by a significant delay, inadequate accommodations, and disproportionate treatment regarding the weight of my carry-on baggage. First and foremost, my flight experienced a 2-hour delay, which resulted in a missed connecting flight at CDG to AJA and disrupted my plans. The lack of effective communication and frequent updates on the flight status only exacerbated my frustration and discomfort throughout the waiting period. Furthermore, the accommodations provided by Air France were extremely disappointing. The hotel where I was accommodated was of inferior quality, with poor conditions and lack of air conditioning. The unbearable heat made my stay even more unsatisfactory and affected my rest before continuing with the journey. Lastly, I would like to mention the excessively strict attitude regarding the weight of my carry-on baggage. I was surprised by a severe reprimand from the airline staff due to just 700 grams over the limit in my carry-on bag, even though it was the same bag I boarded with in MUC. This disproportionate approach and disrespectful treatment left me extremely disappointed with the service provided. As a customer, I expected a comfortable and professional flight experience, but unfortunately, Air France did not meet my expectations. I request that you review your customer service policies with the aim of preventing other passengers from going through similar experiences in the future. As a result of this negative experience, I categorically state that I do not intend to fly with Air France again. I hope that this situation will be treated seriously, and appropriate measures will be taken to remedy the situation.

Route: Munich to Ajaccio via Paris

Seat Type: Premium Economy

Traveller Type: Business

Airline: Monarch Airlines

Title: "give them the highest praise"

Review: Sharm El Sheikh to Birmingham. Myself and my partner were caught up in the security situation in Egypt

following the bombing of the Russian Aircraft. Monarch had my mobile number but, unfortunately my mobile decided that it would stop working in Egypt. My daughter (in the UK) had to contact them and give them an alternative number so that they could contact me regarding our flight home. I received a call on Saturday 14th November informing me that our flight home would be leaving the following day and that it would be to Birmingham and not Manchester. We were met at Sharm airport by a number of, polite and helpful Monarch Airways staff and were airborne almost on time. The Captain and crew were marvellous and the complimentary meal we were given on board was greatly appreciated. On arrival at Birmingham we were met, once again by a number of very understanding Monarch Airways staff who surprised us all by giving us a free bag containing a loaf, milk and a packet of biscuits. Whoever thought of this little gift should be complimented as, at almost midnight on a Sunday night, this was a very welcome gift. I can only give them the highest praise for the way that they looked after us.

Route: SSH to BHX

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Amaszonas

Title: "changed flights last minute"

Review: La Paz to Rurrenabaque. They changed our flights last minute with no warning. We were literally at the gate and they told us they had to change the times due to "operational reasons". Because of this we are missing an already paid organised tour. This also applies to the flight back from Rurrenabaque. Worst company ever.

Route: La Paz to Rurrenabaque

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "you definitely get what you pay for"

Review: Cheapest ticket like half the price of other airlines but you definitely get what you pay for. For an international flight, no food or beverage offered except with purchase and obviously onboard pricing is 3x normal. A couple delays and thankfully connections were with them too so it wasn't a problem. So if you don't mind a little discomfort and being nickelled and dimed for the small conveniences that are courtesy in other airlines, then go for it.

Route: London Stansted to Keflavik via Baltimore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "was very impressed"

Review: Very good entertainment screens. Tasty food even though it was a short flight. Good space seats, did have escape row. Had a very good flight, was very impressed.

Route: Christchurch to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ITA Airways

Title: "my checked bag never made it"

Review: I flew ITA Airways and my checked bag never made it. The only phone number for US citizens to call re-routes through Albania and after literal two-hour waits on hold, all they offer is to email the complaints department. ITA doesn't even have a baggage office in the US! I have a claim ticket and even a code that my bag is stuck in Roma but have no way to retrieve it and no one at ITA Air to talk to about it! Airlines with respect and professionalism would contact you and assure you it will be on the next flight but ITA Airways just passes the buck, call the only number and be told the only thing you can do is email complaints. Email complaints and they do nothing. No baggage office for ITA Air at the airport so they say you have to check your airport's lost and found but lost and found says that's only for when people

are departing and accidentally lose something; not for incompetent airlines who can't reliably get checked bags safely to their final destination. It's coming on two months now.

Route: New York to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "definitely fly with them again"

Review: On time flight with good style of seat and positive vibe on the ground and in the air. Cabin crew showed a real down to earth care for 'their' airline, reflecting the refreshing realism of Rex's rustic character. Paid a few extra dollars for some leg room which, when taken in context of an already affordable price point, presented great value for money. Flown Rex regionally before but this was my first time on a domestic route and will definitely fly with them again.

Route: Sydney to Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "inflight staff are the shining light"

Review: Overall an OK experience. The outbound flight was delayed by 3+ hours due to an instrument light that needed a physical sign-off by a technician that was 2+ hours away. If this was an isolated event, that would be one thing, but reading numerous reviews before booking my flight it sounds like this happens quite frequently. Shame on me, I guess. The Condor 767's are rather old, from my understanding (28 years on average) so it seems like this problem could be better planned for. This delay caused me to miss my connecting flight with Lufthansa, which was a whole other ordeal in and of itself. The return flight was uneventful, thankfully. The only issue was that my digital boarding pass listed an incorrect seat (I specifically paid for an aisle seat with premium entertainment) so that caused me to feel pretty

anxious. When I got to the gate in Frankfurt I asked the desk agent about my digital pass, only to have him largely ignore me. He then printed a new boarding pass that had my correct seat. What this was about, I don't know. The cabins aren't bad, seats are ok and the inflight staff are the shining light for this airline. They were polite and attentive and I appreciated their help.

Route: Portland to Frankfurt via Hamburg

Seat Type: Economy Class

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "better timewise compared to the train"

Review: I picked this as I needed to be in Warsaw early in the morning and this was the earlier flight of the day, way better timewise compared to the train and price wise I paid similar to the train ride with way less time spend to travel. We boarded the plane in the tunnel rather than the outdoor stairs which was good as it was very cold outside that morning. As I was asleep for most of the flight I missed out on the complimentary pastry and water but coming to landing as I woke up the cabin crew offered me the pastry and water which I took.

Route: Wroclaw to Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "2 years of waiting for refund"

Review: They cancelled the flight last April 2020. That is 2 years of waiting for refund but I kept getting their response that it is still being investigated since there was huge volume of flights they cancelled. 2 years and still no refund up until now. Modern day thief!

Route: Yangon to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Spirit Airlines

Title: "Don't waste your time, it's not worth it"

Review: Absolutely the worst experience ever. They were late, very disorganized, over priced on luggage, their self check in is flawed and we ended up having to help, they flew us out of different terminals which created major luggage problems. I will never fly this airline again. Don't waste your time, it's not worth it.

Route: Dallas to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "luggage weighs few kg extra"

Review: Riga to Zurich. Company is a joke. Hand luggage weighs few kg extra and they have the cheek to charge 60 Euro! Better take any other company and pay more and be comfortable instead of this airline. Worst customer service I've seen from an airline. You take money and then have the audacity to be sarcastic to the customer?

Route: Riga to Zurich

Seat Type: Economy Class

Traveller Type: Business

Airline: Tigerair

Title: "I will fly with Tiger again"

Review: Enjoyed a smooth Tigerair flight from Singapore to Bangkok on Tiger Airways. Check-in was easy since I did so

72hrs before the flight and had the boarding pass printed for direct-to-gate clearance. Did not experience the queue and waiting time was almost zero, allowing me lots of time to shop at duty free. It was an early morning flight. A slight detour meant we had to board the plane which was parked on the tarmac. Onboard the crew were friendly and professional. I will fly with Tiger again for my next trip to Bangkok.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "I have had missing/delayed bags"

Review: I make a round trip flight to South America at least 2x per year. When AC Rouge first started, I loved flying with them. Then they upgraded their planes with thinner seats and less recline, (unfortunately most airlines have made this upgrade). I find it rather ironic that they did this, when every study on air rage, shows that more comfort (aka more leg room and seat recline), reduces stress and air rage. So they did the exact opposite of what every study said they should do. So not only have they made a long haul flight, less comfort able, the prices have also been steadily creeping upwards, (I used to buy first class for what you now pay in premium economy). As a whole, the cabin crew has always been great to me, but you always get the odd one who may be having a bad day and are a bit more abrasive. When Rouge first started flying, I never had an issue with missing or delayed baggage. The last 4 flights I have had missing/delayed bags. In summery, AC Rouge is a typical low cost carrier that cuts costs where they can. They used to be exceptional, but now they are below average.

Route: Toronto to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "Worst experience ever"

Review: Delhi to Hong Kong. Worst experience ever, the flight was delayed by an hour because of which our connecting flight to Seattle missed. Then Jet Airways just abandoned at hongkong, no representative showed up to at least let us know what was happening. Will never travel with Jet Airways again.

Route: Delhi to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "No reasons for the delay"

Review: No reasons given for the delay. They'll just announce that there is delayed and that's it. 2 hours delayed without nothing. And no timing as well if which time will it depart. It's difficult for us traveller of if we dont know anything regarding the flight. There are some reason that are valid or not but still have the right to know.

Route: Manila to Kalibo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LAN Airlines

Title: "friendly crew"

Review: Flew Buenos Aires to Ushuaia with LAN Airlines. On-time departure and arrival. Friendly crew. Comfortable seats. Even though Aerolineas operates on this route more frequently than LAN, the good service and on time punctuality more than make up for the lack of flight frequency between these 2 cities. Would recommend.

Route: EZE to USH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "The people were incredibly rude"

Review: I found out when I went to get my boarding pass they overbooked the flight and I no longer could get anything until 2 days later. The people were incredibly rude and the supervisor literally left and started helping people for 40 min when he was supposed to be doing something for us. Compensations I was offered was \$8 for food, \$100 credit (no way Im using them again). I called later and was hung up by customer service twice. I think that sums up the absolute embarrassment of a company this is and they should be ashamed of the people they hire. The 2 supervisors I talked to were the worst of them all.

Route: Mexico City to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "poor ticketing system"

Review: Tokyo to Kuala Lumpur. Decent airline but poor ticketing and check-in system. Check-in at ANA counter always takes me more than 30mins because their system indicates that the name on the check-in system and name on passport is the other way around (First name, last name). This happens even though we strictly follow ANA'S online reservation system guideline on how to input names for people from various countries. I explained this to the ground staff at Narita and Haneda multiple times but their response is usually that the reservation system is handled by another department. Discrepancy between reservation system and check in system is definitely a possibility. I can't add my miles because ANA mile systems has a totally different rule for passengers without dedicated first name and last name. So I have given up Using ANA mileage but now using United mileageplus. My family and I are relatively frequent flyers yet we never experience this with other airlines. With ANA, same problem has been going on for at least 2 yrs but we have not seen any improvement since.

Route: Tokyo to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "staff not helpful at all"

Review: Just got home after a nightmare flight on a Monarch Airlines flight. We paid for our seats extra when booking our holiday and on both journeys from Luton to Palma de Mallorca and return they gave us the most dreadful seats looking onto the wing of the plane with no view whatsoever. On our return journey the seats were the same except it was worse seeing as directly behind me a small boy aged around 5 or 6 years sat with his family, and all the through the journey he was kicking my seat. I didn't say anything about it but then he started having a tantrum with continuous screaming and screaming the whole journey. The staff on board did nothing to try to control the situation and ignored my pleas for paracetamol after I told them I had a bad headache with the noise. The staff didn't offer my husband and I an alternative seat although as I found out nearer to my destination that there were other seats available further back as just before landing I was forced to ask for another seat. The boy screamed and screamed the whole trip until we were near landing with no one from the staff trying to help the situation. The staff were not helpful at all or pleasant.

Route: Palma to Luton

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "it's been headaches and frustration"

Review: Avoid at all costs. If you have something important like a well-deserved vacation or business trip, you'll have it ruined by taking this airline. From start to finish, it's been headaches and frustration. The website is old, buggy and online check in is impossible. You need to arrive at least 3 hours before to avoid getting bumped, however on both trips

the gates never opened until 2 hours before. Phone customer service is very difficult to reach and you'll be dialing a few phone numbers to reach someone barely able to speak English. Hostesses barely speak English. You won't hear from the pilot at all. If you have a layover with this airline in Asia you will be routed through Shanghai Pudong, a terrible airport with three security checks, passport control and a feeling that you're selling your soul for a discount flight. Food is mediocre. Online entertainment consists of a handful of heavily censored vanilla Hollywood flicks. Expect half of the passengers to stand up the minute the landing gear hits the ground, sparking a very loud shouting match in Chinese Mandarin between the hostesses and unruly passengers to put a nice finishing touch to your experience. It never ceases to amaze me how this airline became a Skyteam member. Any other airline for your flight to Asia should be used if you want a pleasant beginning and end to your journey. You deserve better.

Route: Bangkok to Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Primera Air

Title: "my flight was canceled"

Review: Newark to London. Four days after booking, I received an email saying my flight was canceled due to unexpected issues. No big deal, we have 3 weeks until departure. They give three options. Fly with them, fly with competition or refund my money. Flights are now double in cost, so I leave it to them to book a new ticket. It has now been 10 days, I have only received 2 emails from a human, with less than 2 sentences total as a response. They tell me I am being booked on their competitor (Air India) but for 3 days, they have not responded with me confirmation. I have not even seen the plane or boarding pass and this airline is already the biggest pain in 15 years of flying I have done. I never bother with an online review, but with such horrible service, I felt compelled.

Route: Newark to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "delayed by more than two hours"

Review: Flight from Riga to Munich. Should have been leaving at 5.35 pm, when we got to the airport, no indication of delay, however, flight was delayed by more than two hours, no room for hand luggage, got stored throughout the aircraft, when asked for this staff super unfriendly, said you can wait when leaving the aircraft

Route: Riga to Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "how they perform in a crisis"

Review: Flew Nok Air from Chiang Mai to Bangkok (having to make an international connection at Suvarnbhumi after landing at Don Muang) on Feb 16, a few days after their pilot strike. Host of problems: flight moved from 10:45am to 11:15am, aircraft changed from a single-body to wide body (airline changed to Nok Scoot), consequently took far longer to fill and far longer to load luggage, flight ultimately leaving at 12:40pm; on arrival at Don Muang the airbridge would not work and it took half an hour to disembark get onboard a bus which wound its way to the terminal, the luggage took 40 minutes to arrive. During this entire time I am biting my nails because I had to transfer from one airport to the other and the shuttle bus takes between 1-1/2 to 2 hours and I was in danger of missing my international flight. By the time I collected my luggage there was no way to make my connection at Suvarnbhumi had I used the shuttle and I had no choice but to take a taxi and tell the driver if he made it in 35 minutes I would give him 1000B. He did, and I made it with 10 minutes to spare before the check in counter closed. My return to Chiang Mai (Bkk-CM) is for March 4 at 19:00. I found out yesterday, February 25, that all Nok flights in March leaving Bangkok after 17:00 have been cancelled. Since my incoming flight to Suvarnbhumi comes in at 15:00 there is no way for me to make an earlier flight. All efforts to contact Nok by email have resulted in no reply. Calling Nok from India (where I am now) results in being put on endless hold and it costs about 19B a minute. Have used Nok 6-8 times a year, for more then 10 years, on this route and have

rarely found any fault. However, the proof of an airline's worth is how they perform in a crisis - in this case some of their pilots being on strike - and here Nok fails miserably. I finally ended up buying a ticket on another airline and at more than twice the cost. I would, however, continue to recommend this airline. Hope the next time they have a crisis they perform better.

Route: CNX to DMG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "devalued their loyalty program"

Review: Singapore to Jakarta. Garuda no longer offer wine on this 1hr 45 mins flight and IFE has not been updated since the beginning of 2019. They have devalued their loyalty program. I no longer have a reason to be their loyal customer.

Route: Singapore to Jakarta

Seat Type: Economy Class

Traveller Type: Business

Airline: Tigerair

Title: "cheap hassle free flight"

Review: Langkawi to Singapore. I had booked two flights on Tiger Air, I was notified by email that one had been cancelled and given the option of a full refund or a flight the next day. I chose the refund and two days later the money was in my account. I had taken out the online insurance offer when booking, I had to fight and send mails back and forth for a refund on the insurance premium - I was first told no refunds once a certificate of insurance has been issued - after threatening the insurance company by going to the insurance ombudsman I was refunded. Flight was on time, check in was easy, flight was fine. as with all bucket airlines, read the small print, follow the instructions about online check-in and

prepaid bags and you'll have a cheap hassle free flight. I will be flying with them again.

Route: LGK to SIN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Horizon Air

Title: "nice job all the way around"

Review: Horizon Air from Seattle to Eugene roundtrip. No complaints, the crews were great, planes clean and on time in both directions. As with all of Horizon Air flights, free beverages including wine and beer are provided. The aircraft was perfect for the less than one hour flight to SeaTac - quite fast actually. The skies were clear and the view was perfect. Nice job all the way around.

Route: SEA to EUG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Corendon Airlines

Title: "awful company"

Review: Crete to Stuttgart. Awful company. It was my first and last time! Arrogant and not polite staff, old and dirty airplane. I booked our holiday from TUI, and I didnt expect that another company will be used for the return flight. We flight from Crete to Stuttgart, 10 min after the flight departed we were informed that there is problem with the airplane and we must land in Athens. It was 30 min on the plane with closed doors and without air conditioning. It was 32 outside without water, babies and kids were crying. They inform us that an engineer must come the check the problem, so we stayed almost 3 hours in Athens airport. Terrible experience - never again with Corendon Airlines.

Route: Crete to Stuttgart

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Etihad Airways

Title: "airport experience was one of the worst"

Review: The airport experience was one of the worst due to the fact that Etihad outsources the local Thai company which can boast of having the worst and most unfriendly staff. The worst person was the duty manager who even mocked at my wife who was a wheelchair patient. The lounge was outsourced as well and was a pathetic dump. Luckily I had a priority pass and could use other lounges. Boarding started on time and the flight was packed in every seta. The plane was dated but the service was overall very good by the Etihad crew. IFE was not bad and the food quality was very nice. Wifi packages were reasonable and I was able to buy it using my miles. The best part was that we landed 50 minutes ahead of schedule which was wonderful!

Route: Bangkok to Abu Dhabi

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "Its like an expensive bus ride"

Review: Honestly American Airlines has to do much better. These carriers they use for smaller cities are tiny and full to capacity. Theres barely any room to move. Why in the world when I am booking American Airlines am I being assigned this carrier? I think this information should be better disclosed to passengers when they are purchasing their flights. The plane smelt like pee and we were delayed by over 15 minutes without any explanation. Its like an expensive bus ride to upstate NY without any damn amenities. So long as they continue to utilize this carrier for the the airport I live near to I wont be booking any flights with with them.

Route: Philadelphia to Syracuse

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AnadoluJet

Title: "I would use again"

Review: Izmir to Ankara. High density seating, a little cramped, but ok for a flight lasting a little over 1 hour. The flight left on time, a quick snack, i.e. cake, given with water and tea/coffee service. The flight attendants were attentive. A smooth flight, it landed a couple of minutes early. No complaints, I would use again.

Route: Izmir to Ankara

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "a good experience"

Review: Overall was a good experience, check in went smoothly, food was decent for airline food and the staff was friendly. The main downside was that the lounge in Tokyo Haneda was overcrowded.

Route: Seattle to Tokyo

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "Bitterly disappointing"

Review: I flew from Dublin to Sydney recently and the second leg of my trip was terrible. The plane for this leg for archaic with narrow seats, horrible leg space, and a tiny entertainment screen. The TV froze 1 minute into my 14 hour

flight. I said this to the cabin crew straight away but was ignored until I asked for a 5th time almost 3 hours into the flight. In the end, they couldn't fix it, they claimed they couldn't move me as the plane was full, and offer me a \$15 wifi voucher as compensation. Firstly, the wifi voucher only last 6 hours maximum, but in reality it doesn't even last that long. The staff member informed me that the data limit was low and so I couldn't watch videos on it, and this wasn't useful to me at all. The most disappointing part, however, is Etihad's indifference and poor service after the fact by refusing to do anything for me as "they already gave me a wifi voucher as a service recovery." Bitterly disappointing from start to finish. Do not fly with them.

Route: Dublin to Sydney via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "couldnt get in the flight"

Review: Worst experience with an airline. Very disappointing I bought a flight ticket to Hanoi with a transfer in Kaohsiung, Taiwan. The Taiwan government site says I do not need a transfer visa as long I dont leave the airport. However AirAsia doesnt have the facility that allows me to remain in the airport without a visa, so I couldnt get in the flight and they didnt refund me. They should have given the information when the purchase made.

Route: Cebu to Kaohsiung

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "had lost my luggage twice"

Review: Austrian airlines had lost my luggage twice. Initially they lost it on my flight from Amsterdam to Sofia with a layover in Vienna, where I was forced to attend my wedding in whatever outfit I could purchase from H&M. My luggage

was returned to me 3 days later. And lo and behold, my luggage was lost on the return trip back to Amsterdam. It has now been 3 weeks and I have had absolutely no update whatsoever on my luggage as to the whereabouts, and all my attempts at contacting the airline to find out what is happening and find out where I can receive compensation for the costs of buying basically a whole new wardrobe have been for naught because customer service does not exist with this airline. I'm reluctant to even start an insurance claim for the damages done because the process may take months at this rate due to how utterly hopeless this airline is.

Route: Amsterdam to Sofia via Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "Very budget affair overall"

Review: Aviancas controversial race to the low fares bottom has also taken a hit on business class. No dedicated check in or boarding for business class in Bogotá. Complete rude-bordering-on- indifference from gate staff when I innocently asked why not. Onboard no pre flight drinks or nibbles for business, and other than dinner and mediocre breakfast staff just hid away all flight with no drinks or even water. Small touches that cost nothing but leave a mark when absent. Entertainment had limited films and TV, no music channels. Very budget affair overall - I was on miles, but for high paying pax it Makes no sense to cut back on premium classes even if economy is all low fares. Would rather take longer with better product e.g. on Iberia.

Route: Bogota to London LHR

Seat Type: Business Class

Traveller Type: Business

Airline: Singapore Airlines

Title: "crew really are the highlight"

Review: Overall an ok flight. Lounge - SilverKris Changi is huge and was too over crowded. We had to sit at a canteen type table which was uncomfortable. We only stayed long enough to change our sim and change clothes. Way too busy. Gate/Boarding. We got in line. Was told there was no point as it hadnt opened. We stayed in line as seats get taken in there fast. Boarding passes are scanned after security which meant the one gate agent could not cope when it was boarding time and everyone stormed the gate not adhering to groups or priority. Seat - narrow. Overhead lockers were too high for me to reach even with the little foot aid thing. Others had to help. No other storage except under the foot rest. There is a tiny cubby hole where ear phones, menu and water bottle were kept. Not a comfortable seat to sleep in being so narrow with no wriggle room. Hard being a side sleeper. Food - As all my other flights had poor quality food I opted for no meal, just sleep. The passenger in front argued with the FA over no breakfast service. Personally I believe there should have been a choice but no. The lovely FA verified no meal with me and offered to keep cheesecake aside that she would serve to me with coffee when I woke which was lovely of her. As I woke an hour or so before landing she was right there with what was promised. On arrival luggage arrived quickly so we were one of the first through customs with no long line. Overall the crew really are the highlight with Singapore Airlines. The rest is average to below average with definite cut backs evident. Also disappointed that when I booked this flight it was for the 777 which has better seats for sleep but that changed to the less than comfortable 350-900 medium haul.

Route: Singapore to Melbourne

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Tanzania

Title: "most incompetent and unprofessional"

Review: Air Tanzania are the most incompetent and unprofessional airline I have ever used. I used them from Lusaka to Nairobi via Daresalaam on 4th September Flight 212 from Lusaka to Dar was delayed by 2 hrs ostensibly due to technical challenges which necessitated a plane change, then flight 202 from Dar to Nbi was also held up for 2 more hours while they sorted out scheduling conflicts arising from the delays, with some passengers waiting on the plane, others in the airport waiting area and yet others in the airport bus. At one point they also ran out of stationery to print

boarding passes. No cogent apologies or explanations were given by the ground staff, though the Captain at some point apologized but tried to put the blame on distant Kenyan authorities. Finally arrived in Nbi at 12 midnight only to find our bags had been left behind in Dar or Lusaka!! I finally got home at 2 am, minus my bags. Needless to say, that is the first and last time I use Air Tanzania.

Route: Lusaka to Nairobi via Dar es Salaam

Seat Type: Economy Class

Traveller Type: Business

Airline: Fiji Airways

Title: "lot better than I expected"

Review: Sydney to Nadi in Fiji Airways business class. Only problem I had is that I booked Qantas ticket QF391 paid Qantas and as a gold Air Berlin (sapphire oneworld) I tried to get into the Qantas lounge, I could but I could not take my partner as they would not except my Air Berlin as I was not travelling on Qantas aircraft - the lady at Qantas lounge even said that I do not earn status credit or miles flying Fiji Airways. I had to correct her and show her the Qantas FF page. Very sad that Qantas lounge staff don't know about their own loyalty program. I was very concerned about my upcoming flight on Fiji Airways due to bad reviews. I found the airline fine, not fancy, but they are trying and seems from previous reviews that it is improving slowly. Boarding was easy business was before children they way it should be. The crew were friendly, warm welcome at the door and nice pre departure cocktail. When I purchased the ticket on Qantas web page it was for the Airbus but when I arrived at the gate I noticed it was the Boeing 737. Big difference in product but seat was still comfortable, cocktails were served about 50min after take off - a nice range of red and white wines and spirits. Lunch was a nice spicy chicken, vegetable and rice. It was very spicy and for the first time I have eaten the entire meal on a plane. Of course I had another scotch. The flight attendants were very attentive coming around refilling drinks until 30 min before landing. Overall not a bad flight, a lot better than I expected and I would do it again. Would like to try the Airbus product.

Route: SYD to NAN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "staff, planes etc are very reliable"

Review: We have flown with Garuda from Melbourne to Bali for the past 12 years. Twice a year over the past 5 years. the staff, planes etc are very reliable. But the videos shown on board did not seem updated since July 2018.

Route: Bali to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Rex Airlines

Title: "Horrible experience"

Review: Horrible experience with REX Airlines. Tried them for the first time to fly to Brisbane return from Sydney. The experience has been extremely frustrating leading us to never wanting to try REX again. We booked our flights, someone then couldn't make it so we replaced them. They refused to do a name change, not even if we tried to pay for it which is bizarre and frustrating. When booking our seats, it caused another fee. They made bold statements saying they want to be competitive to major airlines but they simply are not competitive at all. Their service sucks, their brand sucks. Do yourself a favour and spend just a little bit more to fly with QANTAS or Virgin. They were dreadful.

Route: Sydney to Brisbane

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "they did not show up on time"

Review: El Al ask to be at the terminal at least 3.5 hours before the flight. However, they themselves did not show up on time and we just waited for hours to check in our luggage. I also had issues with them in the past, and they are very expensive.

Route: Rome to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "the worst customer service"

Review: Stansted to Tenerife. TUI has the worst customer service. We flew with them in July and our flight was delayed over 24 hours - we were never given an explanation and no one in Tui seemed to know what was going on - it was totally chaotic. We lost a days holiday and have tried to contact them to complain but it is impossible to get hold of them! We have phoned, emailed, even emailed the Chief Exec - nothing! We will keep going but seriously dont fly with them they are rubbish.

Route: Stansted to Tenerife

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "treated like an idiot"

Review: Disgraceful handling of luggage damage claim by so called 'customer service'. The airline completely damaged my new suitcase on its first ever flight, I have followed their crazy procedures and supplied beyond repair documents from two different outlets (in addition to all the other documents), certified translations included and I am still treated like an idiot by what seems like bots (I choose to believe they are bots, if not, it is institutionalized group of Wizzair employees trained to steal your money, time and energy). It's been almost half a year now of this battle, with my

emails being responded to on average after 3 weeks whereas when I sent one of my responses after 3 days, I was threatened with Wizzair closing the case. Shameful

Route: Warsaw to Barcelona

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alaska Airlines

Title: "unorganized, unpleasant, rude"

Review: First time flyer on Alaska Airlines, completely disappointed. Very unorganized, unpleasant, rude. Sad to say my flight on United was 100% better. They seemed to be confused an struggling get us boarded, flight attendants were rude and not helpful or pleasant.

Route: Seattle to Detroit

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Comair

Title: "A relatively smooth flight"

Review: Durban to Cape Town with Comair. This is a 2 hour flight which was full. The business class seats were the same as economy but with a little extra legroom and the middle seat was empty. The FA's were mature and friendly. There was a full bar service and light lunch was served. The aircraft was clean, left on time and arrived on time. A relatively smooth flight, unlike BA they serve refreshments and full bar service on this short haul domestic flight.

Route: Durban to Cape Town

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Peruvian Airlines

Title: "aircraft was basic but clean"

Review: Despite the numerous negative reviews, we were happy with our return flights on Peruvian from Lima to Iquitos. The first flight was on time and the return was delayed by around 1 hour due to late incoming aircraft, but the LAN flight departing Iquitos at the same time also had a short delay. Perhaps the delays experienced by others were specific to the Cusco route. Aircraft was basic but clean, with no inflight entertainment (to be expected on short routes), Peruvian does not have the newest airplanes, but the interior did not feel particularly dated. Service was fine, we were pleasantly surprised to be served food and drink on such a short flight. Baggage arrived on time. Tickets were somewhat cheaper than LAN or Avianca, because Peruvian (like Star Peru) does not impose a surcharge on foreign passengers.

Route: LIM to IQT via PCL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "turned into a 36 hour ordeal"

Review: Okinawa to Los Angeles via Seoul. You can't reschedule one leg of a journey to a time after the second leg. I spent over an hour finding someone who would correct my flight schedule, which they did by adding an extra leg. That followed up with 6 + 4 hours of delays, missing on my last leg which they refused to rebook on another partner airline that was leaving sooner. All in all, a 16-20 hour trip turned into a 36 hour ordeal and nothing from the airline for all meals bought and hotels stayed at. Pretty sure I'm not going to use this airline again.

Route: Okinawa to Los Angeles via Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: "service was very poor"

Review: Phuket to Zurich with Edelweiss Air. The service during the flight was very poor and the attitude of the cabin crew with passengers was really rude. In addition, after paying more than 600EUR for a flight ticket, they ask you to pay extra money if you want an alcoholic drink, otherwise you just can drink coke, ale or orange juice.

Route: HKT to ZRH

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Airlines

Title: "would recommend China Airlines"

Review: Melbourne to Bangkok via Taipei return. All 4 flights were nothing short of exemplary, operated by an A350, which is much quieter and noticeably reduces jet lag. The crew on all my flights were friendly, professional and very safety conscious. Meal service was prompt and with a smile, and the crew were polite and friendly. I ordered several drinks and requested a toothbrush and an adapter and all were delivered quickly. They passed out hot towels for economy class passengers which is a much-appreciated gesture. During the overnight flight staff often passed through the cabin with water and juice, and kept the toilets clean. My flight back to Melbourne was delayed by 8 hours and we were provided accommodation at the Novotel near Taipei airport and they organised a shuttle bus to take us back to the airport in the morning, I found the ground staff at Taipei airport to be friendly and customer focused. The onboard entertainment system is easy to navigate and had many new releases and TV shows to choose from. The only aspect that could be improved is their food options, I found most of my meals to be lacking flavor, however they did offer an ice cream bar and a bread roll with all meals. Staff offer a selection of juice soft drinks, wine and coffee/Chinese tea with the meal service. I would not hesitate to fly with them again, in fact I found their service to be superior to Cathay Pacific and Malaysia Airlines and would recommend China Airlines without hesitation.

Route: Melbourne to Bangkok via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "I haven't got any repayment"

Review: The flight that I report was supposed to take place in March 2022, but it never took place. It was cancelled. However, a year after the flight, I haven't got any repayment although I've sent all the necessary documents to the company. All I got was promises. I did try to believe the company and even traveled with Air Astana once again in October 2022. Still, no keeping promises.

Route: Moscow to Nur-Sultan via Almaty / Bishkek

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "whole trip went super smooth"

Review: Very tight service. The whole trip went super smooth, crew was super helpful. Nice sandwich on board. Would recommend. The whole trip was well done, compliments to the crew

Route: Amsterdam to Stockholm

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "seats are so uncomfortable"

Review: FlyDubai is one of the worst airlines I have ever traveled with. Their prices are extremely high, the seats are so uncomfortable. In addition, the flight took an hour more than the usual. The hostess was so unfriendly and mean. The

exit seats were all empty and we were not allowed to sit there as we had to pay extra money.

Route: Dubai to Beirut

Seat Type: Economy Class

Traveller Type: Business

Airline: SA Express

Title: "told to book another flight"

Review: Bloemfontein to Johannesburg. The service i got at Bloemfontein airport was horrible, I'm not happy at all. I arrive at the airport at 9:15 and they told me i can't check in for a flight that departs at 9:40. Every time their flight gets delayed i dont complain but when i arrive at 9:15 i was told to book another flight.

Route: Bloemfontein to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: US-Bangla Airlines

Title: "friendly and smiley flight attendants"

Review: Dhaka to Jessore. I find the name of this private airline in Bangladesh a bit funny. Other than that no complaints. Arrived at the domestic terminal in Dhaka 7 minutes before the scheduled morning departure due to being severely delayed due to road traffic. The check-in desk completed all formalities, rushed us through security, had a limo ready for us to escort me and my partner to the aircraft at the remote stand. The flight left after our boarding and exactly on time. I have never experienced this kind of dedication and professionalism with an airline. The flight to Jessore lasted 25 minutes onboard a clean and attractive Dash-8 Q400 and we were served a sandwich, cake and a water bottle by friendly and smiley flight attendants. The return flight to Dhaka a couple of days later was just as good but we made sure we arrived promptly for check-in this time. We were served a mini burger, cake and water bottle.

Route: Dhaka to Jessore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "We regretted we didnt get Aeromexico tickets"

Review: Firstly the flight was delayed for 5h rs. No announcements were made. We found out about this just accidentally checking the incoming flight on the flight radar. I guess airlines in MX are not obligated to take care of passengers in case of delays, but come on delayed flight for 5hrs, which leaves at 11pm (ATD 3.50 am) and you just say sorry, no food coupons, or at least informing us so we could leave our hotel later for the flight. Our transfer service in Cancun was cancelled because the driver couldnt pick us up so late. We lost one day in Cancun because we just slept all day after a sleepless night and you just say sorry. Very disappointed but that's not all! I guess there were lots of security violations (letting people store their hand luggage in front of them in the first row, somehow safety demo was only in Spanish). Overall, all PAs were in Spanish, despite lots of English speaking passengers onboard. Crew just chooses to ignore them and speaks only in Spanish. We regretted we didnt get Aeromexico tickets, and decided to go cheap. That was a lesson for us to learn. Never again!

Route: Mexico City to Cancun

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "By far the worst airline"

Review: By far the worst airline in existence. Flights are constantly delayed and customer service is a joke! If you are reading this review. I beg you to learn from series of unfortunate events and avoid this airline at all cost

Route: Greenville to New orleans via Charlotte

Seat Type: Economy Class

Traveller Type: Business

Airline: Hong Kong Airlines

Title: "Would definitely do again"

Review: Los Angeles to Bangkok via Hong Kong. Flew on same exact brand new A-350 (B-LGH) on three of the four legs and on an older A330. The A350 was in the new herring bone configuration, which is more modern but not necessarily more comfortable than the older business cabin on the 330. Check-In and Boarding efficient and quick, lounges in LAX (International Lounge) and BKK (Miracle Lounge) were mediocre, in HKG (Auris) - Great. Amenities were standard, food was good and it was presented well. Wine selection was limited, and drinks/refills were not offered as much as it should be customary in Business class. Cabin crew was hard working and courteous, maybe a bit inexperienced. My seat (12K) got stuck on both long legs and I had to be resealed. WiFi was only available on the last leg. Overall an excellent experience and great value for the price paid. Would definitely do again.

Route: Los Angeles to Bangkok via Hong Kong

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "do not recommend to fly Avianca"

Review: Needless to say Avianca has the worst customer service. My family flew from New York to Bogota. As they were doing the check ins we had to go to one of the counters because we needed to pay for one of the suitcases. The suitcases were oversized so we had to go back and arrange everything. We did it and were ready to check the suitcases back again. As we were waiting in line, one of the personal from Avianca told us to come with him that he would check the suitcases that were ready and instructed to leave the suitcase that we had to pay in line. As I followed him and showed him the suitcases he immediately told us Where are the passengers, I also need the passports to check in the suitcases mind you as he said this he said it in a very rude way giving us orders as we were animals or something like

that. I instantly got tired of his attitude and told him to calm down and not to talk to us that way. He started acting as if he didnt know what I was talking about, so one of my family members (my uncle) went to him and told him that it was unbelievable the way that he was acting. As he said that another personal from Avianca had the audacity to tell my uncle that if he wanted to be respected he had to respect other. Definitely it was a very bad experience and do not recommend to fly Avianca.

Route: New York to Bogota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lao Airlines

Title: "seat was comfortable"

Review: Flew on Lao Airlines flight QV536 from Singapore to Luang Prabang on an A320. The seat was comfortable and the legroom was adequate. Quite comfortable for a 2.5hours flight to Vientiane and followed by 40mins connecting flight to Luang Prabang. However, the meal still needs to be improved. Fruit chips were served on Vientiane to Luang Prabang sector which were delicious.

Route: SIN to LPQ via VTE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "unreasonably high prices"

Review: Nice to Prague. Flights are mostly on time, smooth boarding and nice atmosphere in the aircraft. A319 in good condition and clean. Real shame is, that you dont even get free water on the board and everything is paid (with unreasonably high prices). Bagage allowance depends on type of your ticket, be careful (PRG to NCE for example allows only 15kg). Tickets prices might seem a bit too high. Average european airline in my opinion.

Route: Nice to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "non-courteous, non-accommodating staff"

Review: Worst, non-courteous, non-accommodating staff with merely any respect for anyone's time or schedule. Initially the airlines changed the travel date during the onwards journey without any notice or anything and did not have any provision to cancel the flight except for making a call to the customer care and being on hold for hours. During the return journey which was supposed to be a direct flight of 2 hours 30 minutes they changed it to a flight with layover at Bengaluru of around 3 hours 30 minutes. Which upon arriving to Bengaluru they were informed that their flight has again be rescheduled and the wait period changed from 3 hours to 8 hours. So, in all initially a ticket was booked with a journey duration of 2 hours 30 minutes has now become a journey which would take more than 8 hours. I wish I had an option to give 0 stars. No cooperative. Non-accommodating staff

Route: Male to Mumbai via Bengalaru

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LOT Polish Airlines

Title: "worst experience I have ever had"

Review: The worst experience I have ever had. They lost my baggage during my transfer in Warsaw and destroyed it. There was a lot of expensive stuff inside, and nothing perishable as they claimed. I will never use this airline again, even if I have to pay several times more for a ticket.

Route: Krakow to Paris via Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lao Airlines

Title: "everything you could expect"

Review: I flew Lao Airlines from Luang Prabang to Hanoi. It was a short one hour flight and the service revised by Lao Airlines was everything you could expect for a flight like this. They served drinks and a snack which was a tasty sandwich (although there was no vegetarian option). The staff were friendly. There was no in-flight entertainment, but that didn't bother me as the flight was so quick.

Route: Luang Prabang to Hanoi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Olympic Air

Title: "have lost our money for both flights"

Review: Two friends independently booked flights for 9th October online. The website automatically moved the flights to 10th October without telling us because the 9th was unavailable. We only became aware that they had done so when we received the booking confirmations. Immediately we called the call centre, who refused to cancel or refund the flight, so we have lost our money. I contacted them through Twitter, but they continued to blame us, refusing to accept that the website had automatically moved it. We are both not stupid people, and would not have independently made the same mistake, but that is what is implied. We have lost our money for both flights through no fault of our own. Customer service is awful. To clarify - we did not take the flights, so I cannot comment on ground service, seat comfort, etc.

Route: Milos to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: " A very pleasant experience"

Review: Second time BA Premium Economy in a newer aircraft and yet another excellent experience. Despite a three hour delay and missing my connection in Hong Kong, this was a very pleasant flight. Seats are spacious and comfortable in Premium Economy in this layout, attitude of the cabin crew was excellent and food was good. They communicate well and rebooked my connection during the flight which brought peace of mind. A very pleasant experience in BA Premium Economy after a major disappointment in Club World earlier this year.

Route: London to Hong Kong

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Iberia

Title: "The airline has lost our bags"

Review: The airline has lost our bags on the start of a 4 week trip. We were given phone numbers for Havana where no one picks up, twitter response was sarcastic and implied we double check we flew with Iberia, we tried whatsapp and that apparently doesn't deal with baggage issues. The website says our bags can't be found and we tried the UK number with no information available and to be told that our contact details were not even attached to our ticket profile or claim (despite being an Iberia member and long time One World member so details are on everything). Understand that issues happen so not annoyed about that but the appalling customer service and total lack of information is infuriating.

Route: London to Havana via Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: flydubai

Title: "the rudest cabin staff ever"

Review: Totally useless airline by all means, ground staff are so unreasonable and never helpful, onboard the aircraft I faced the rudest cabin staff ever. Seat was so uncomfortable, to pass time I bought a headset to watch TV or music, I got the headset one and a half hours after I asked for it. On top of this when I asked why the cabin crew answered in a very rude way, I was astonished how an airline would hire this kind of ill-mannered person.

Route: Istanbul to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "Do not rely on the entertainment"

Review: The flight over was great, we ate breakfast then lunch. On the flight back we had one meal dinner which was good however we arrived at 6:15am and were not given breakfast or even a cup of coffee or tea. It was not a great experience having flown through the night. On top of this our flight to Perth arrival time was changed several times and we arrived too late to collect our rental car and lost a night's accommodation in Geraldton. To top it all off at Auckland airport the delay getting through bio security was a ridiculous 2 hours for us and 3 hours for our friends. It was chaos - hot, only 5 desks had people on them in spite of 2 planes arriving shortly after each other. Do not rely on the entertainment - the films were old and did not change between flights there and back.

Route: Wellington to Perth via Auckland

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "you really arent saving much money"

Review: Eugene to Burbank. This was without a doubt the worst airline experience Ive ever had. Avelo cancelled our

flight from Eugene, OR to Burbank, CA without any type of heads up. We found out when we got to the airport. They said the next flight out would be two days later, which was so frustrating because we all have lives and jobs to get to and not everyone can wait around an extra two days. We ended up spending an extra \$500 for last minute tickets from Portland to Burbank via Southwest Airlines (which was a much better experience!!), not to mention the \$100 it cost to get a shuttle from Eugene to Portland (2 hours away). I have yet to get a refund from Avelo for this flight, and customer service is impossible to reach. Needless to say, I will never fly with Avelo again and advise that travelers look elsewhere. Avelo also claims to have lower prices, but once all the fees and additional things are added, you really aren't saving much money.

Route: Eugene to Burbank

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "Great customer service"

Review: My wife and I really enjoyed our stay at the Barcelo Maya Palace Resort. The flight from Toronto to Cancun on February 3, 2023 was flawless. On our return date on February 17, 2022, we were supposed to be picked up at the resort by included shuttle as notified by the App the day before at 8.30am. The shuttle arrived late and picked up a family but we were left stranded by the driver who informed us that we were not on the list and he had no room for us as the shuttle was full. A cab was dispatched that brought us to the Airport for \$75 American dollars. I was given a receipt by the driver. At the Air Transat check in kiosk, I spoke with an Air Transat representative at the kiosk. She acted promptly and she personally took the time to speak with the Air Transat people at a nearby office and immediately was able to reimburse me for the cost of the taxi. Great customer service. I have flown with Air Transat in the past and I will continue to do so in the future. All around, great customer service. Thank you.

Route: Cancun to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "No customer service"

Review: Absolute excuse for an airline. No customer service and the most horrendous attitude of all. My boyfriend had a serious medical condition and I wanted to change the date of flight. Because I missed "72hrs" window (literally 10 mins left for the window to be closed) it kicked me out of the website and no matter how many times I called and asked no one got back to me because it was a weekend. This terrible airline tricks you with cheap tickets and you're stuck with absolutely no options. They even wanted to charge us for personal item!

Route: Toronto to Halifax

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "refusing to pay my money back"

Review: I flew Finnair from Stockholm to Lisbon via Helsinki in business class. The trip was a total nightmare which hasnt really ended. Finnair took in another airline (DAT) to fly us back from Lisbon. DAT couldnt take in my dog in the hold which meant I couldnt board the plane. It was in the middle of summer with all flights fully booked. I managed to book myself on a TAP Air Portugal which cost a fortune on short notice. Finnair has agreed to compensate me for that ticket but only with a gift card on Finnair. Ive contacted them a million times but theyre ghosting me refusing to pay my money back. It is extremely frustrating. Im a gold card holder and I use to fly Finnair all the time. I cant believe they can treat me like this.

Route: Stockholm to Lisbon via Helsinki

Seat Type: Business Class

Traveller Type: Business

Airline: Virgin Australia

Title: "helpful and efficient staff"

Review: I enjoyed the trip. Easy check in, on time departure and friendly, helpful and efficient staff. The meal was tasty but perhaps they could include a more substantial dessert than a small chocolate? The drinks served were excellent.

Route: Melbourne to Gold Coast

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: "6 hour flight without IFE"

Review: Nicely presented, recently purchased Boeing 737. Relatively comfortable seats, decent staff and a Buy on board service. However a 6 hour flight without IFE is hard work! In addition, there was only a single drinks service on the return flight and there was no effort made to allow passengers to ask for drinks .

Route: Manchester to Sharm el Sheikh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "would never fly RAM again"

Review: Marrakech to Doha via Casablanca. Marrakech to Casablanca was fine. All fine there, apart from having to walk across the tarmac and use steps to board. Same in Casablanca. Then the nightmare started. Separating of passengers connecting to international flights and those terminating in Casablanca was done outside the rear entry doors to the arrivals terminal. Passengers were jammed up against the side of the building standing in puddles of water waiting to have their passport and ticket examined by one of two officials who told them to go through either the

international connections door or the domestic arrivals door. When another bus of disembarking passengers pulled up, there was no room for them to get off the bus and stand safely out of danger from passing airport vehicles. It was slow-moving mayhem. I'd imagine that people with tight connections missed their flights. I had a 3-hour layover, so once inside the terminal, I settled down to wait for AT216 to Doha. Luckily I checked the gate number several times as it was changed without notice or announcement shortly before boarding. Again we had to walk across the tarmac and climb stairs to board. Everything seemed fine as we taxied down the runway - then sat for about 20 minutes. Eventually an announcement was made that we were going back to the terminal, and we taxied back. A hoist/lift was wheeled out to the right-hand wing and several mechanics peered at a central flap which was elevated, and made calls on their mobile phones. So we sat for 3 hours 45 minutes! No announcements were made, no refreshments were given, nothing! Eventually I went to the galley to get some water and asked one of the male flight attendants what was happening. I was told there was a technical services problem, but that we should be leaving within 15 minutes. Well, that never happened. By that stage, people were getting tired and irritable. The two small children in front of me were screaming and crying. People started sleeping across three seats if they had a row to themselves. Eventually we were told to prepare for takeoff. The man behind me was still sleeping across three seats as we started taxiing down the runway, one of the flight attendants saw him, shook him awake and told him to buckle up. No safety briefing was given as we were just about to take off. As we took off, I had a clear view out the window of the wing and the flap which was still elevated. We made up 45 minutes in the air, but I still had to run through Doha airport to make my connection to Perth. I would never fly RAM again. I felt less than confident on a 6-hour flight with them as in my opinion the technical services issue did not appear to have been rectified. We were not kept informed as to what the problem with the aircraft was nor given refreshments on board while we waited for the problem to be fixed.

Route: Marrakech to Doha via Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "never fly with your airline again"

Review: Horrible experience since checking in for flight. We were leaving Chicago, was not able to select seats through Luftansa and was told to pick it 24 hours before actual flight. Flight didn't take off and sat for 2 hours on the tarmac. The entertainment system did not work on the way back to the states and the flight attendant tried to get it restarted and didn't work. No USB to charge phone since it's an older airplane. Worse is when we landed in Chicago yesterday, we still don't have our luggage a day later. All passengers on flight LH430 - after waiting for over an hour were told to file a delayed lost luggage online. The cargo door could not be open was the answer they gave us. You need to do better Luftansa, we spent 7k for 3 people and an infant with you and your flight partners. We wanted German precision but you delivered sub par performance at a premium price, we will never fly with your airline again.

Route: Frankfurt to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "The airline is not worth it"

Review: The airline is not worth it, most of their flights are delayed they had delayed three flights continuously on 18th of March by more than 2 hours and they did not provide any sort of compensation, no meal or apology, They had the audacity to say sir we can refund your full amount - who is gonna pay for the expense one made to come to airport and go back and book another hotel because you guys delayed someone's flight by 2 hours. Fly with Indigo instead of them

Route: Ahmedabad to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "staff is very professional"

Review: I traveled from LAX to CAN during COVID-19. The procedure of check-in, boarding, the declaration is very

smooth. The staff from China Southern Airlines is very professional. They are equipped with full PPE including a face mask, a face shield, whole-body protecting plastic clothes. They are well-trained, friendly, and helpful, especially in this special pandemic period. Check-in, the counter allocated me a front B seat since I do not prefer C or D seat. On-board. They checked body temperature 4 or 5 times during the flight. The luggage is thoroughly sanitized. And it takes a long waiting time at the claiming area, I saw the ground staff helped elder people with wheelchairs and carried luggage for them many times. The onboard entertainment system is hard to use. None of my fav movies or shows are provided. The space is too narrow for tall people.

Route: Los Angeles to Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "had a great experience"

Review: Toronto to New York La Guardia. Quick 1 hour flight. I found the seat on the E145 to be more comfortable than that on the Air Canada Rouge 767, which is good. Staff were very helpful, overall had a great experience.

Route: Toronto to New York La Guardia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "mean, nasty and unpleasant"

Review: Medellin to Mexico City. This was my first Interjet flight. The only good news is the flight was on time and we landed safely. On the negative side I can honestly say I have never seen a crew on any airline so mean, nasty and unpleasant. I'm a 60 year old guy and asked for some water late in the flight. The flight attendant snapped at me and said no, we have no water. They did not distribute landing cards before landing. I had to ask for them as I left the flight.

They gave me one of the two required. I saw them in customs and called them out on all of this - their mean nasty attitudes, unwillingness to pass out customs forms. I don't need to be abused by these people. If it was my company, they all would be fired already for their lack of professionalism and disgraceful behavior. Amazingly when I walked them out on their nastiness they agreed with me and acknowledged it. Also, their website is disingenuous - they talk about wifi connectivity video screens, audio all on 'some' flights. There is zippo. Unfortunately my return flight is in Interjet but I will never fly them again and could not recommend.

Route: Medellin to Mexico City

Seat Type: Economy Class

Traveller Type: Business

Airline: Philippine Airlines

Title: "enduring yet another delay"

Review: Sitting in Iloilo airport, awaiting our seventh flight (of eight), in the last 4 weeks, enduring yet another delay. All previous flights have been delayed (30mins minimum, 6 hours longest) or cancelled. Clearly not capable of conducting a proper timetable. The hassle far outweighs any joy in getting to the destination. Basically just a low cost airline. Unfortunately for the Philippines, all the other carriers are no better.

Route: Iloilo to Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "Boarding was ridiculously ineffective"

Review: Airline pretended Not to know about the airport strike on Feb 17th. But you have to take the flight from Munich to Madrid, otherwise you can not board in Madrid. We traveled on our own cost to Madrid to get the connection to Santo Domingo. Boarding was ridiculously ineffective and takes forever. On the way back differently but bad. Flight attendants

were extremely unfriendly and rude to me on way back from Santo Domingo to Madrid on Feb 28th. Never again. Not even cheap!

Route: Madrid to Santo Domingo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SereneAir

Title: "No one was wearing their mask"

Review: Our trip was uncomfortable as there was no spacing in between the seats. No one was wearing their mask and there was no social distancing. I would never recommend this flight. This was the worst flight we ever had.

Route: Karachi to Islamabad

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malaysia Airlines

Title: "Seats are narrow and cramped"

Review: Was it two different airlines I ask myself? Suspect I won't be the only review on this route, but travellers between AKL and LHR should know that the A330-200 aircraft on the AKL-KL section are ancient, the business class is sub-par, and I have travelled in many. Seats are narrow and cramped, hardly any storage space etc - rubbish. What concerned me more however, after the near 60 minute departure delay and free-for-all boarding scrum, was the cabin food service. 'Signature' chicken satay was what looked like a single dog chew and some greenery. No peanut sauce or anything. The rest of the food wasn't much better, and a few courses they just didn't bother offering. Polar opposite is the A350 from KL to London. Great BC seating, great service and definitely BC worthy eg 4 sticks chicken satay, with salad and peanut sauce etc - exemplary cabin crew. I guess the problem is that they don't charge different prices for different legs of the journey. 1 leg is worth it, the other isn't and it's selling under false pretences - they don't market BC

with pics of an A330-200, getting on for 20yrs old now. So beware. Next time, I will go back to Qatar or Emirates, even if it costs a bit more.

Route: Auckland to London via Papakura

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "staff was so unnecessarily rude"

Review: From the baggage check in, the boarding gates and the flight itself, the staff was so unnecessarily rude. My family and I were last at the gate with 15 minutes to spare before boarding would close, and yet we were met with rude looks and very obvious irritation. I tried to greet the lady and she intentionally ignored me. On the flight two of the flight attendants gave us nothing but attitude and made us feel like we were making their lives difficult when we didnt ask for anything. The staff desperately need to be trained in customer politeness, otherwise they should not choose such a client-facing career. Everyone is stressed at the airport, a little kindness can go a long way. They acted like bratty teenagers.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Eastern Airlines

Title: "boarding counter is not well"

Review: Shanghai to Luoyang. The boarding counter is not well. Because there is not a prominent sign at the boarding gate to tell us which is the first-class queue or eco queue. So many people. waiting at the wrong queue. Because of the epidemic, only a bit of food were supplied.

Route: Shanghai to Luoyang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volaris

Title: "delayed on departure by 4 hours"

Review: My relatives and I flew out of Tijuana Airport to Cancun on Christmas Eve. We are a group of 10 and first if all the flight was delayed on departure by 4 hours, then the worst was going to happen to us. They lost my luggage, and two of my cousins suitcases. We get informed that our luggage will arrive the next day of our arrival. So far we are on day 3 of not getting out stuff with all our clothes, shoes, essentials, etc. Volaris has been terrible and do not advise what flight has our things (luggage). We keep contacting them with no resolve. No indication that they will reimburse us for our losses of our things. This is the absolute worst airline ever. I have flown to all kinds of other airlines, like American Airlines, Southwest, Hawaiian Airlines and have never had any issues whatsoever. I would highly recommend NOT using this airline ever.

Route: Tijuana to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Brunei Airlines

Title: "didn't handle this well at all"

Review: Bangkok to Melbourne via Bandar Seri Begawan, but we never actually flew with Royal Brunei, so I cannot comment on their inflight product. I can however review their handling of cancellations, delays etc. We arrived at BKK airport at 11am for our 1.30pm flight, only to be told that the Brunei to Melbourne sector was 'not operating' today, or the next day for that matter. Although Royal Brunei knew this the previous day, no e-mail or sms was sent to advise passengers of this. We could have stayed at our Bangkok hotel and opted for a late checkout if we had known. The Royal Brunei representative told us to 'take a seat' as they were 'organising' an alternative routing for us. This dragged

on for well over an hour, and still they were 'organising' and 'waiting for confirmations'. I approached the counter and asked if we could avoid a late night departure if at all possible, given the fact that midnight departures and our 7 year-old daughter do not go well together. They replied: 'ok we will see. Just take a seat'. Eventually, we were told that we had all been booked on the direct Thai Airways flight to Melbourne, departing after midnight. There were no other options. According to Royal Brunei, Thai doesn't operate a morning flight from BKK to MEL, but 'if there was a morning flight, you could certainly have taken it'. Well of course there is a morning flight with Thai: TG 461, which operates daily. At that stage we had all been booked on TG 465, so we had to go with it. We transferred to an airport hotel around 2pm for 7 hours, and then back to the airport. It is how certain airlines handle unexpected issues such as cancellations, delays etc that set them apart from the truly good carriers. Sadly, Royal Brunei didn't handle this particularly well at all.

Route: BKK to MEL via BWN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tunisair

Title: "worst airline I have ever travelled"

Review: Tunis to London. The worst airline I have ever travelled. Planes (both outbound and inbound) were old with no inboard entertainment, appalling food, disgusting state of seats and drop down tray. The food was cold, out of date and not trying to attract any other passenger than Tunisian. Can we have some butter with our dry roll? No! Any milk to have with the tea/coffee? No! Would like a red wine and a rose wine? We have beer. As you can tell, cabin crew (all male) clearly did not go to charm school. As far as toilets were concerned thought I was entering a swimming pool/foot bath with water on the floor. Notified crew but no action taken.

Route: Tunis to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia X

Title: "staff were really friendly"

Review: Lovely flight from Kuala Lumpur to Osaka with AirAsia X. Plane was on time and clean, staff were really friendly, plenty of food and purchase food options although they had run out of ice-creams. Return flight issue was that on-line check in was not working, see picture which meant I had to pay for additional luggage even though we had already paid for 3 bags on the first leg because we only used 1 bag on that leg we still had to pay £45 extra. The guy at check in could not waive this fee even though he understood our issue but he moved us to extra leg room seats as a compensation. Good total price paid and both airports are excellent so will definitely use this route again.

Route: Osaka to Kuala Lumpur

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "Got delayed more than 4 hours"

Review: Delta flight DL1287. Got delayed more than 4 hours because they are waiting for the pilot. They kept pushing the departure an hour every hour. Instead of leaving at 6:10 pm now its scheduled at 9:50 and no definitive answer other than waiting for the pilot. My husband will miss his work and we wont even be in Houston until 3 in the morning our kids are sleeping on the floor and we are exhausted and now just got pushed to 9:30 in the morning. We demand full refund and work compensation for missing work.

Route: Los Angeles to Houston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aigle Azur

Title: "Worst airline I experienced"

Review: It was my first time flying with Aigle Azur. To be honest, I didn't choose it, but Hainan Airlines. To start with, we took off with more than 2 hours delay without notifications. It wasn't the airport issue, but the company problem, because we had to wait for the plane to arrive from Sao Paulo. I will skip the on-board service. So we arrived with 2 hours delayed, and, with other customers, we have a connection flight to Shanghai. This second flight is Hainan Airlines. Obviously the flight didn't wait for us. No one to receive us after landing to give instructions or anything. When we asked to change the connection flight ticket at Hainan counter, we are told "Aigle Azur didn't confirm the delay in your flight, so we can't change your flight ticket". The company is late and didn't even assume its responsibility. As a result, we had to pay for another flight ticket, Aigle Azur customer service doesn't even exist / isn't reachable. Worst airline I experienced, I should have considered to read the reviews about this airline first.

Route: Paris to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alliance Airlines

Title: "don't waste your time and money on this flight"

Review: I am not able to do web check in and their customer care number is on hold for like an hour! Why should I face consequences due to their negligent behaviour. Booking for the first time and such a bad experience! Won't regret writing this review! Please people don't waste your time and money on this flight. Book other flights.

Route: Delhi to Ahmedabad

Seat Type: Economy Class

Traveller Type: Business

Airline: PenAir

Title: "service friendly and professional"

Review: Portland to Klamath Falls one way. Flight was delayed about an hour due to the need to get a part for the

aircraft from another plane. Ground staff did their best to keep passengers in the loop. Aircraft was clean enough, but is clearly an old plane. Onboard service was friendly and professional. The single aisle row seems to be the most comfortable.

Route: PDX to LMT

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUIfly Nordic

Title: "will not fly again "

Review: Flew TUIfly Nordic from Helsinki to Lanzarote return, as part of a holiday package trip. The crew were friendly and cheerful. They were multilingual and willing to help. The plane was new and quiet, but the seats were absolutely horrible for anything beyond a 4 hour flight. Too shallow, too hard, didn't recline nearly enough (barely a few centimeters). By the time we arrived my butt had ceased to exist. Whatever happened to nice, soft airline seats where you could sleep? The ground staff at Helsinki airport was decidedly pedantic and unpleasant. At Lanzarote however the staff was quite cheerful and helpful. Timeliness was good on the departure, but on the return trip we were 1 hour delayed with no explanation nor apology. You have to pay for absolutely everything. Headphones, meals, drinks, etc. Not even pillows or blankets are offered. Very poor for a charter airline. Will not fly again if I can avoid it. Nowhere was this airline advertised as a low-cost airline!

Route: HEL to ACE

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "denied boarding for no COVID test"

Review: I purchased a ticket in November 2020 that had no COVID restrictions for transiting in Moscow, there is no

policy for COVID testing when you transit Moscow. We were denied boarding for no COVID test, tho our destination, Turkey does not require any. We were denied boarding after being checked in, luggage tagged, boarding passes issued. Manager did not agree to ticket refund, tho it is a refundable ticket.

Route: Los Angeles to Antalya via Mosco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "this shows their lack of professionalism"

Review: On the day 12th of January 2022, we had a flight from Amsterdam to Reykjavik at 16:45 - Flight HV 6887. This flight was canceled due the weather conditions in Iceland. In order to enter Iceland, we had to do an antigen test prior 72h the entry to the country. Our country of origin was Spain, where we paid 40 for two antigen tests, then we spent two days in Amsterdam and everything was planned in order to have the test still valid to travel to Iceland. Obviously we never took into consideration that our flight was going to be canceled and since that happened, we asked to a lady at Transavias counter if we had to repeat the test and her answer was no, your test will still be valid. The next day, when we managed to get to Schiphol Airport, we went again to ask at the Transavias counter to make sure if we had to do the test, and this time the answer was yes, otherwise you might not be able to enter in Iceland. So we repeated the test, which cost us 116. I emailed them that the fact that we had to repeat the test wasnt our fault and if there was any chance to get a refund, and I didnt get an answer in more than two months, the first email I sent was on the 13th of January, then again on the 21st of January (no answer from them) and again out the 15th of March, when Ive been told that they couldnt do anything because the flight was canceled due the weather conditions. What upsets me the most is the fact that two of their operators gave me two different answers, Ive never got any apologies from them about this whole situation and they took more than two months to give me an answer. The final answer Ive got was after five days that Ive sent them the second reminder. They dont seem to care much about their customers and it seems that theyre not really trained to deal with a situation like the one I had, this shows their lack of professionalism and its the reason why I will never travel with them again.

Route: Amsterdam to Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "What an incompetent airline and incompetent workers"

Review: Ridiculous flight crew that canceled a flight literally 5 mins after landing. We all waited over 5 damn hours at the airport because the flight crew claimed it would just be a 3 hour delay. They landed and immediately said the flight is canceled until the following day. I missed an important event as well as wasted time and money on transportation back and to the airport. What an incompetent airline and incompetent workers. I called customer care and the lady was no help. All she did was direct me to their website to fill out some form that was going to take months. Not only that, she hung up on me without letting me know. Suddenly, I was just talking to air. Terrible service, terrible airline.

Route: Las Vegas to Saint Paul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Caribbean Airlines

Title: "staff very unfriendly"

Review: Newark to Georgetown via Port of Spain. Check in staff in Newark misinformed me about my bags being checked all the way through to Georgetown, I bought duty free in EWR and it was a hassle getting it through Port of Spain. Staff at front desk made me wait until they were ready to walk me through the gates. On both outgoing and return trips I found the staff, with a couple notable exceptions, very unfriendly. Seemed they thought they were doing me a huge favor. You guys need to either retrain these staff or get rid of them as they are doing damage to your reputation. On return trip I was literally refused to be sold Duty Free because no one at the front desk told me that I had to place the duty free in my checked luggage? When I arrived in Port of Spain it seems that they had a procedure for handling it for

in transit passengers. I ended up buying the Duty Free in Port of Spain at a higher price as well! Flight delays were not even explained properly. With one exception the ground staff showed little empathy with the fact that a 2 hour delay could have messed up my interconnecting flight. The agent that checked me in was rude and very curt. She signaled me to walk up to her desk then had me wait several minutes while she finished the prior task she was working on before even greeting me. Why not just leave me in the line so I could go to another agent who would be ready to do my transaction? I had zero confidence that she would have given me any useful information given her demeanor. I had to ask around in the terminal building until I found someone who was able to explain that the interconnecting flight would also be delayed.

Route: Newark to Georgetown via Port of Spain

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "airline is the biggest scam"

Review: Los Angeles to Bangkok via Xiamen. This airline is the biggest scam! I booked a flight from Los Angeles to Bangkok with three hours layover in Xiamen city. At the airport I was told that I can't use Xiamen airlines because I don't have Chinese transit visa. Xiamen airport does not have transit area for transit passengers so everyone has to go through customs, get out of the airport, and then walk back in to check in for the next flight. Be advised, you can't get out of the airport unless you have Chinese visa. I have never heard that you need to get a transit visa for couple of hours layover. I was told to cancel my round trip with Xiamen airlines and get a refund. After 6-7 hrs of phone calls with the airline, I was issued 15% refund of the total cost. The agent explained that somehow my outbound ticket was activated (I flew with a different airline but they still activated my ticket!) and the activated ticket was 85% of the cost and I'm only getting 15% refund for the return flight. Don't be fooled by this airlines! There is a reason they offer cheaper prices... they will steal your money and you will end up paying double.

Route: Los Angeles to Bangkok via Xiamen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cape Air

Title: "Easily the worst airline experience we've ever had"

Review: I or my family has flown this airline three times in the last year. Each time has been a disaster. The first was in the summer. Temperatures were high and we found out once on the plane there was no air conditioning. Several got off the plane in Burlington Iowa near heat stroke and throwing up. The second flight was near thanksgiving. Very cold in the Midwest. Once on the plane and taxiing we were informed the heat was on high but would not heat the cabin. Upon landing in Burlington Iowa my teeth were chattering and I was shivering from the cold. An elderly lady on the flight was so cold she could barely get off the flight. Then she found out the next leg of her flight had been cancelled. The ticket agent was of little help. Today, my sister's flight from Burlington Iowa to St Louis was cancelled with virtually no advance notice and forced to drive to St. Louis to catch a flight. Easily the worst airline experience we've ever had.

Route: Chicago to Burlington

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Southwest Airlines

Title: "Totally disappointed in SWA"

Review: Totally disappointed in SWA, they left us on the tarmac 35 min after we were supposed to depart Reno. I checked 2 bags in Reno, only 1 made it to Tulsa. This is Sunday, then they tell me it might be in at 12.30 am. Now the airline industry is supposed to be the most reliable industry in America. In fact, they train others on reliability. To make matters worse, if it comes in tonight at 12.30 am, they will get it to me Tuesday but who knows when. Step it up SWA, American has you beat, they put it on a delivery truck at 6am the next morning. Huge inconvenience as I am a travel Nurse, but my bag isnt important right, not to SWA.

Route: Denver to Tulsa

Seat Type: Economy Class

Traveller Type: Business

Airline: Air New Zealand

Title: "no response from Air New Zealand"

Review: We should leave at 14 February at Los Angeles, flight is cancelled, but now a day later we are still in Los Angeles and no response from Air New Zealand only one text message at 08.55 pm, with message that plane is leaving at 08.55 pm on the same day.

Route: Los Angeles to Auckland

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "most uncomfortable"

Review: This has to be the most uncomfortable travel experience. No free catering and a seat pitch that resulted in me being unable to sit without hitting the seat in front. Not possible to pick a seat without payment.

Route: Madrid to Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: Laudamotion

Title: "it is superb value for money"

Review: Very nice flight with Laudamotion from Dublin to Vienna. Flight left on time, the seat was comfy, even though the plane was showing it's age a bit. Boarding was on time, funnily, the priority line, (which lets you take two bags rather

than one) was a lot longer than the standard line. I just found this funny. The crew were very kind and friendly. I have only one complaint, and that is that Debit cards are not excepted, and I only had one of these cards, and no cash. But the flight attendant was very kind, and offered to get me some water. Overall, friendly service, nice flight, efficient and friendly, and for only £32, it is superb value for money.

Route: Dublin to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "nobody let us know about cancellation"

Review: We bought two tickets from Prague to Kathmandu via Sharjah in November 2018. We were supposed to leave April 13, 2019, Ten days before the flight we tried to add some food and to change baggage allowance through internet browser. It must be said that their website does not work optimal in any of the internet browsers. We managed to change baggage allowance but no food. From that reason we log out and tried to add food later but we realized we don't have access to our PNR anymore. We had still ten days to departure so we tried to contact their customer service via e-mail. Till now we do not have any answer. We contacted sales department in Prague by phone and also personally. They proved our PNR with conclusion we had cancelled both tickets in internet browser ourselves and the flight is full. We are still in shock. Two weeks of holiday, year of preparations for our big way to Himalayas, another friend waiting us in Kathmandu, services paid in Nepal are gone. Mainly, nobody let us know about tickets cancellation. If I wasn't interested about my PNR, I wouldn't know yet my tickets are cancelled. As proof they just reproduced conclusion of their IT Department in Sharjah. You have no chance to get in touch with somebody from their central agency in Sharjah. Mainly I would like to point out that I do not get any document confirming ticket cancellation. Welcome in modern times full of IT technologies where human being is a poor individual and those big fish use it for making money

Route: Prague to Kathmandu via Sharjah

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "rude and extremely unhelpful"

Review: On the return trip from Marrakech to London, I was denied boarding (despite being at the checking counter with my family well before closing) because of overbooking on flight 3O105 at Marrakech Airport on 23/2/2020. The Swissport staff were rude and extremely unhelpful and just informed that there are only 3 spaces on the flight for the 4 of us- we were made to run around without any solution provided. The gentleman at the ticketing counter asked us to talk to the supervisor - who we had to find by asking around 5 other agents - finally, we were offered a rebook on a flight 3 days later but without any accommodation or compensation (for something that was clearly AirArabia issue - overbooking) which was not acceptable to us. Finally, I managed to sort out my own tickets on another airline spending own money despite having a confirmed ticket for which I paid full fare with Air Arabia.

Route: London Gatwick to Marrakech

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeromexico

Title: "ever going to fly with them again"

Review: Bought a trip back in 2019 for easter 2020, and then COVID hit the world. Instead of giving me my money back on a flight which didn't even take off, they wanted to give me airline credit. On top of that my final destination flight were cancelled permanently, I had no way of getting to the destination I bought the ticket for. They however claimed I could use this for other destinations, which is not what I bought. I sued them and finally received my moneyback after 2 years, obviously with a steep commission paid to the lawyers. Aeromexico has no regulation or care for their customer. I am never going to fly with them again. Don't be swayed by their cheap prices, its all a cover up for poor customer service.

Route: Madrid to Managua via Mexico

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "I almost missed my flight"

Review: I was flying within the European Union and the employees of this company at the check-in desk did not know that I did not need a covid test. I almost missed my flight.

Route: Porto to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Malindo Air

Title: "over a year later - no refund"

Review: My flight was cancelled. I was offered a voucher but declined - they don't fly enough routes I'd want to use. Eventually they agreed to a refund (after many emails). Since then I've chased every month. I keep being told it's being passed to another department for payment but over a year later - no refund.

Route: Sydney to Denpasar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "never fly through this company"

Review: We flew from Tel Aviv to Cairo via Amman. We arrived in Cairo, my wife's suitcase did not arrive. We filled out a form with all our details, and waited for someone to contact us. Of course it never happened. Every day, we made sure

to contact the airline, via phone and emails, but no answer. They did not answer us, hang out the telephone after long time of waiting, and simply did not feel like working. For 12 days, we took care of buying new things, spent the trip initially at clothing and shoe stores, and paid about \$900 for the new things. In any case, we returned to Israel. We tried to contact the airline again, suddenly they answer. Now the funniest part about it, they found the suitcase today and they offered us compensation of \$70. Our recommendation is never fly through this company. Because if you're in a situation where you'll have to talk to someone, you'll never find anyone.

Route: Tel Aviv to Cairo via Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Nok Air

Title: "really liked the service "

Review: Surat Thani to Bangkok with Nok Air, and I really liked the service provided by this company, the value for money and the nice set of planes. Moreover, in a very short flight they still served a great snack.

Route: Surat Thani to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "I'm sad that Ryanair didn't even try to understand situation"

Review: Bought tickets from Supersaver Helsinki to Rga, and I am an old customer with Ryanair, always been happy with fast service until now. Day before flight checked email, Ryanair app, no invite for online check in, so I thought. Going to do like normal people check in at airport, but now need to pay...and an adult and 2 kids check in for flight of 40 euros was 160 euros. And I asked any another way as I wasn't informed, in which I got told somewhere with small letter you can find info. I also explained I have travelled many times with Ryanair and always have got online check in but not

this time and no info that you can't check in at airport computer...so I send same sad disappointment about service like that to customer service and just copy paste text. Also the guy at desk, wow, I must say I'm surprised he works at an airport, dead as dead person...at the end of the day, I'm sad that Ryanair didn't even try to understand situation and pretty much copy pasted texting, so I m gonna skin this company for my travel trips. Just because you are a cheap airline company doesn't give them the right to behave that way, you should consider reducing the fee a little less especially if it's a 50 min flight and price 15 euros.

Route: Helsinki to Rga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Porter Airlines

Title: "Two flight attendants couldnt stop talking the whole flight"

Review: In the last two rows of the plane and four of us were trying to sleep. Two flight attendants couldnt stop talking the whole flight about skateboarding and scooters. None of us could sleep and the attendants didnt seem to care at all. Very unsatisfactory service. WestJet I should have taken your later flight.

Route: Newfoundland to Halifax

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "Its the worst airline"

Review: Its the worst airline. I bought a return ticket from Dubai to Larnaca via Amman. There was a 3 hour delay in Amman, the food was terrible, the staff was rude and not providing any clarification for the delay. In addition, tv was not working on the first half of the route, and their was no tv on the second half of the route. Upon return from my trip, another 2 hour delay in Amman. Moreover, upon arrival to Dubai, my luggage was lost that Was not found till current

date. This is a terrible airline.

Route: Dubai to Larnaca via Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SpiceJet

Title: "Spicejet couldn't care less"

Review: Pathetic service. The ETA was 11:50 a.m. and at 13:55 p.m., the flight is yet to take off. Apparently the systems have had a ransomware attack, which is why they couldn't take off on time. My recent experience with SpiceJet in the last few months have all been delayed. While I waited with the other passengers at the boarding gate, multiple Indigo flights left. Spicejet couldn't care less.

Route: Hyderabad to Pondicherry

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "The worst nightmare ever"

Review: The worst nightmare ever. Flown many times before but this is the worst flight in my entire life. I have traveled from Muscat to Colombo and Colombo to Muscat and in both the times food was terrible and boarding place was an utter mess. Nobody was there to control the transit passengers. And airline officials didnt help much controlling crowds. Inside the air plane no Air conditioning. Flight was horribly hot

Route: Muscat to Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "not doubt to fly with them again"

Review: I was curious to fly Thai AirAsia and was pleasantly surprised. The crew we had on both flights were male with just one female crew member but all were polite and well presented. Run on the Ryanair model, but it has a far more professional feel about it. On the return to Bangkok some food had run out but alternatives offered. Would not doubt to fly with them again.

Route: Bangkok to Krabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hong Kong Airlines

Title: "ground staff were pitiful"

Review: Hong Kong Airlines ground staff were pitiful. The woman that printed our boarding pass for the Hong Kong to Beijing flight was absolutely rude and talked to us like we were stupid. We were only asking questions about our baggage to make sure we don't lose them. She was not nice, probably because it was 5:10 am. She was not able to provide a nice service, information and good words to customers.

Route: Hong Kong to Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "Excellent service and after support"

Review: Excellent service and after support. My car seat was missing, they refunded the amount. I had issues with my flight in Toronto and they have returned hotel and other expenses. Keep up the good work.

Route: Frankfurt to Raleigh via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bamboo Airways

Title: "Never again, what a disgrace"

Review: They will cancel last minute and wont bother to send customers a courtesy email or text to inform you this has occurred. Youd think crew on the ground would be present to address concerns, of course not lets make customers line up and find out themselves and send police incase things get out of hand. After speaking and emailing the representative here they apologised and said sit tight the company will get in touch to rebook. After getting home (a few hours later) received an email to say oh wait the flight isnt canceled come back they are ready to fly now! I think not.

Never again, what a disgrace.

Route: Sydney to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "it's such a good experience"

Review: Houston to Hong Kong via Tokyo. ANA lives up to its reputation as a 5-Star airline and it is easy to see why. I paid US\$825, all-in including taxes, for a round trip journey of 3 legs in each way. HKG-NRT-IAH-LIM & back (United Airlines codeshare IAH-LIM). Incredible pricing. Even from the ground, the check-in process (Haneda) was seamless and it took us a mere 10 minutes for check-in and security and immigration combined. Despite the aircraft (B767 & B777) being of some age, their interiors were retrofitted with up-to-date IFE (with a huge selection of the latest movies, no lagging or dead screens), and USB & laptop charging ports. The widebody aircraft meant that overhead storage space was more than sufficient and nobody had any problems finding space for their bags. The legroom in economy

was one of the best we had ever experienced in economy. Recline could be better. (I'm 5'11 or 1.81m and I could stretch my legs out fully), seats were fairly comfortable and I had no problems sleeping 6-7 hours at a go on the 13hr flight and this is in economy. FA service was extremely hospitable. They served 2 meals and a snack over the course of 13 hours. The meals were great and as good as what some average Japanese restaurants would serve. It is also worth noting that the checked baggage arrived with no incident. The only minor gripe, perhaps, is that the 3-4-3 configuration in economy is quite a squeeze. But still, overall, it's hard to complain at such a price point. Even in economy it's such a good experience. They deserve to be consistently at the top of world rankings in all categories.

Route: Houston to Hong Kong via Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "I would advise anyone to avoid this airline"

Review: I am writing to denounce my profound regret regarding my flights with easyJet. Customers try to choose EasyJet because they are low costs but the hidden fees and the staff behaviour made me spend with easyJet really more than other airlines such as Air France or Lufthansa. I think that easyJet has many problems including the fact that a flight can only be changed for an important cost (£49) when it is within two months (who will book and change a flight before two months?). Hence the change would represent twice the price of the flight price. However, I am writing regarding a specific issue. Yesterday, I had two flights with easyJet, the first from Lyon to London Luton and the second from London Luton to Edinburgh. Three days before my flight I bought the right to have a large cabin bag (that cost me £47 for the first flight and £15 for the second one). Everything was OK with the first flight where I had my cabin bag with me in the cabin (where its place should be). However, in London Luton, the staff member at the check-in desk forced me to pay 48 additional pounds for the same cabin bag with a 10.9kg weight (in order to check it in as hold luggage). Please note that the same bag fitted really well on the plane for the first flight (from Lyon to London Luton). Moreover, I observed that other passengers had cabin bags larger than mine. Hence, today I observed that easyJet staff are not coherent in imposing additional fees to customers from one country to another. Also, they are not treating their

customers in the same manner. I initially paid around £22 for this flight. In the end, it cost me £85: £22 (initial payment) + £15 (Large cabin bag) + £48 (when they forced me to check in the large cabin bag that was supposed to come with me in the cabin) In addition to this, you can read on the news every day about the high rate of delays and cancellations of this airline. Don't underestimate the stress that can be caused by this airline. Also, it has plenty of other low costs around that do not have such bad reviews from customers. So, I would advise anyone to avoid this airline.

Route: Luton to Edinburgh

Seat Type: Economy Class

Traveller Type: Business

Airline: Sriwijaya Air

Title: "this company is total joke"

Review: Absolute disaster. First after buying e-ticket I didnt received any confirmation or e-ticket. After few emails they send me my ticket. On the airport when my luggage was on the way to airplane some woman behind counter told her colleague that we can not fly to Sorong. No closer explanation and send us away. We came to Sriwinaya office on the airport. Again no closer explanation. She just showed me picture in her phone in Indonesian language. When I translated it by my self I found out Sorong airport is closed. They asked me if I want refund but when I told them: Ok make a refund she told me oh sorry I dont know how. You have to send email. So I send email but answer was "You have to call us if you want cancel flight. So I called them 5 times. In last call they told me there will be 30 USD fee for transaction and also 15% fee for cancellation. Transaction time is 2-3 months. So I asked for some credit or maybe change date of flights but there is no other option. 15% fee and 30 USD fee is only option. For me this company is total joke.

Route: Bali to Sorong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "Delays, delays, delays"

Review: Delays, delays, delays. Always when I use easyJet, the flight is delayed. Now delay 1 hr sitting in the aircraft and don't know how long yet to wait for departure! Late boarding- actually started later than scheduled time etc. Horrible company.

Route: Gatwick to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Mauritius

Title: "the worst experience"

Review: Singapore to Reunion via Mauritius. I've flown with Air Mauritius for more than 30 times but this was the worst experience. First there was no connecting flight from Singapore to Reunion, I was told to book a hotel in Mauritius and stay over night. Bad experience, the flight was delayed for 30mins, then an announcement was made that more information will be announced at 11am. My flight scheduled for 10am was cancelled but only at 1pm the announcement was made. How can one spend so much more money in Mauritius than the flight ticket itself.

Route: Singapore to Reunion via Mauritius

Seat Type: Economy Class

Traveller Type: Business

Airline: Sunwing Airlines

Title: "I don't know what is going on with Sunwing"

Review: First the good - the airplane staff are excellent. The rides to and from the airports and hotels were excellent as well. They were coaches and were on time both ways. The Bad: - The Edmonton Airport's signage is terrible and Sunwing booking agents aren't there until 3 hours before any flight so it's difficult to know where you should be unlike

other airlines or other airports. We were delayed 9 hours leaving from Edmonton, while we know others we met on our journey were delayed up to days of delays. We were delayed 1 hour leaving from Cancun. Notifications were received by myself but our travelling buddies who were signed up, did not. Then all of a sudden days later, they did? On the plane to Cancun we were in row 8. They ran out of most everything by the time they got to our row! Are you kidding me! On the plane to Edmonton we were in row 10 but it didn't matter because all they had were junk food, pop, tea, coffee and water. I don't know what is going on with Sunwing, but we won't be travelling with them anytime soon.

Route: Edmonton to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Porter Airlines

Title: "very rude ground staff"

Review: Halifax to Toronto via Montreal. Brutal baggage fees on this airline and very rude ground staff. Charged me \$51 dollars for a small backpack that fit no problem in the overhead bin. I don't pay that much to check a bag to go to Europe. Thank goodness there is a choice as I will never fly this airline again. They simply don't care about their customers which seems like a bizarre way to run a business.

Route: Halifax to Toronto via Montreal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "a great low cost experience"

Review: Berlin to Madrid with Iberia Express. Very efficient boarding, the crew were making space in the overhead stowage and accompanying passengers to their seats which is very rare in Europe. The flight left Berlin late on a Friday evening most of the passengers were grumpy but the cabin crews have been smiling throughout the flight paying

attention to small details. Definitely a great low cost experience.

Route: Berlin to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Vistara

Title: "better options are available"

Review: Not what is expected of a full-service airline that isn't cheap. Decent leg room is the only thing we could compliment about. Very rude cabin staff, running out of food options and delayed flights are just some of the pain points. No Wi-Fi option or infotainment system available. Not recommended when cheaper and better options are available.

Route: Delhi to Chennai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Express Airlines

Title: "not enough space in the lockers"

Review: There was not enough space in the lockers over our seats for our luggage and the staff split our luggage (group of 7) in several lockers all over the aircraft. After our landing, we had to wait all passengers to get off the plane and take our luggage.

Route: Athens to Larnaca

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "an unwelcoming attitude"

Review: Abu Dhabi to Riyadh was booked on March 5 at 9:55pm, instead i changed it to 02:45pm at 11:00AM. I book an extra 15kg weight but it did not go through when the booking was changed. On the booking management website it did not show extras. Out of fear I will arrive to the airport without the 15kg I paid for, it a second time and thought i will request a refund later. When I called the call center, I was met with a concerning attitude from the agent. From the first minute, she had an unwelcoming attitude, followed by a series of unemphatic approach such as us it is your mistake, you should read the terms and conditions, contact the feedback team. Then she said you have a screen shot of the booking management page not showing the error?

Route: Abu Dhabi to Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "the worst unhelpful airline"

Review: I flew to Thailand but with the Corona virus they cancelled the flight from Bangkok to London and wouldn't help to bring people back or give a refund so that we can take alternative flights. They were the worst unhelpful airline. Once they get your money they don't care about the customers.

Route: London to Bangkok via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "Never ever go with AirAsia"

Review: Goa to New Delhi. My flight I5 799 got cancelled at the last moment. Then my ordeal started to reschedule it. The customer service is totally poor. I called 6-7 times and each person gave a different story. I did a web check in

before the flight got cancelled. It took them 8.5 hours to uncheck and they kept me sleepless throughout the night saying give them a call after half an hour so that they can reschedule. They dont have any coordination and they live in a different world isolated from customers. My dream Goa trip ended a nightmare because of this poor, unorganised, stupid care persons of this worst air line. Never ever go with Air Asia!

Route: Goa to New Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wamos Air

Title: "Would not recommend Wamos"

Review: Denver to Gatwick. Wamos Air was used by Norwegian Air during my trip home to the UK in December. They contacted me by e mail informing me of this change. I was rather annoyed as I had flown Norwegian in the Summer as was very pleased with the service. I called Norwegian whose agent assured me it would be exactly the same service including my seat reservation and ordered vegetarian meal. The flight out from Denver was ok, despite my vegetarian meal being some inedible dried up pasta dish. Breakfast was a barely thawed hard bread mozzarella sandwich. There were no TV'S in the seats and one had to log on onto Wamos Air which I was not prepared to do as I only had Cellphone and did not want to use my batteries. In the return journey to Denver the flight was delayed by half an hour. In both directions I was placed in a middle seat not an aisle seat as booked. One lady was kind enough to swap with me. Fortunately on the way back the aisle seat next to me was vacant. By moving one seat over and informing the flight attendants I had done this, must have caused great confusion for them. I did not receive my vegetarian meal at all. I asked three times to various attendants which proved quite annoying to them regarding their passive aggressive facial expressions. Finally they told me they had run out of vegetarian hot lunches and brought me a cheese sandwich and a free beer, probably to appease me. I was not at all complaining at the time but their general attitude towards me was aloof and unfriendly. I went to the galley to ask for a cup of tea x interrupting three attendants happily chatting away in Spanish. I wondered why they could not have such cheery dispositions towards the passengers. One girl very much put out it appeared, gave me a cup of tea. The annoyance on her face was very apparent. I am shocked that a reputable

good airline such as Norwegian would contract such a sub standard company to replace them. I paid my money and it was not that cheap for a service that made my journey uncomfortable and unfriendly. I have read other negative reviews of Wamos Air, so I am joining the throng of a large number number of very dissatisfied customers. Would not recommend Wamos to anyone. Grubby old plane hostile crew seemingly in a constant state of confusion.

Route: Denver to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: I flew from Phoenix to Lima through Mexico City without problems. However on the return trip, there was a major delay in the airport in Mexico City (caused by the government), causing me to miss my connecting flight. The man at the counter was rude, but eventually provided me with a continuation of my journey which included a new flight through Puerto Vallarta and an overnight stay. Once I tried to board from Puerto Vallarta, they told me that, because of the change in flight, it was no longer an international flight and therefore I would have to pay an additional baggage fees. Although I provided documentation that this was part of the Phoenix, Lima trip, she didn't care and became rude when I pressed the issue. The flight crew were fine, and airplane was normal. Just that the ticketing people are completely unreasonable and rude.

Route: Phoenix, AZ to Lima, Peru via Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Smartavia

Title: "Avoid flying, unless really necessary"

Review: Impossible to do online check-in, unless you pay for the seat selection. Ridiculous carry-on limits, what

happened to IATA guidelines? Seats have no legroom at all. And can't say the cost was low for a low-cost airline. Avoid flying, unless really necessary.

Route: St.Petersburg to Kazan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "found the food menu rather odd"

Review: Why do you make it so hard? After a so so lounge experience, the staff taking care of boarding treated us with disdain bordering contempt. It cant be training, who would do that, it has to be no fear of anything happening. The new club world suites are a huge step up from the old product and really on deliver comfort and privacy. The crew were professional but I personally found the food menu rather odd. Essentially, there was one only main that I could handle and was then told they had ran out. I was a few rows in.

Route: London to Atlanta

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Loganair

Title: "delayed by 2 hours"

Review: Islay to Glasgow. Appalling customer service. We were delayed by 2 hours so we missed our connecting flight. Loganair took no responsibility and we've had to wait 11 hours overnight at the airport for the next available flight and pay for a new onward flight even though Loganair is meant to be in partnership with BA. From talking to locals at the airport, it seems this is a regular occurrence. Also, having said they'd make sure our bags came off first, they were actually the last 2 bags off! What a hopeless service. I won't be using them again and would suggest getting the ferry instead.

Route: Islay to Glasgow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Olympic Air

Title: Olympic Air customer review

Review: Flight attendants were very polite and helpful. It's aircraft are not very well preserved (the interior of the aircraft). The seats were comfortable but you could see they were a bit worn at their edges, also the windows are very blurry and scratched.

Route: Athens to Skyros

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "Really nice services"

Review: Gatwick to Barcelona. Really nice services, great value for money. One of the best flights to Barcelona. Paid 120 eur for return ticket and I had 2 hold luggage included! Which other airline does that? Very nicely impressed, super new, clean airplanes. Great flight. For sure will fly again with them.

Route: Gatwick to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Level

Title: "having to buy a meal"

Review: Definitely would not recommend booking through this airline. Just flew from Barcelona to San Francisco on an 11 hr flight without any food or drinks provided free (which I did not know until I boarded the plane). I ended up having to buy a meal which came cold after everyone else was done and the lights had been turned down. The crew staff were incredibly unprofessional. I had an aisle seat, and they kept ramming into my arm even with the many times that I tried to scoot myself in the seat. On top of that, they were loudly talking to each other in the back of the cabin which made it incredibly hard to get any rest. At one point in the flight, someone had opened a nail polish and started painting their nails. The crew staff behind me saw it (and probably smelled it) but did not do anything about it. All in all, the money you'll save booking a flight with Level is not worth it. Book somewhere else.

Route: Barcelona to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "Crews are great"

Review: Singapore to Manado. Both flights are on reasonably new Boeing 737-800. Crews are great and nothing is too troublesome for them. I ordered the meals from All-time favorite menu in advance and are very satisfied with quality and quantity on both flight. Toilet are kept clean and dry at all time and I believe that it was clean after every usage. Lounge in Manado has changed to Concordia lounge which is fantastic comparing to Bunaken lounge in my previous journey. Outgoing flight show quiet comedy on the screen, while the returning flight provide iPad to everyone as they want to keep cabin dark for passengers who choose to sleep. Some negative point is that seat in the 737 seemed to have less seat pitch, less recline and less comfortable than their A320 fleet, and the aircraft of my returning flight is not properly cleaned. There are a lot of black dust on air condition vent, crevices and even on overhead monitor.

Route: Singapore to Manado

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "Be prepared for any inconvenience"

Review: I bought a flight from Zipair in July. I will flight 24 of August from Singapore to japan, and take my new flight from Japan to Brazil in 28 of August. In 22 of August I went to a clinic in Singapore and I and my grandchild did the PCR test. In 23 of August in the evening I received a e-mail from Zipair saying that my flight was cancelled. One day before the flight departure. And the next flight available will be only 28 of August (same day that my flight from Emirates will leave Japan). So I had to buy a new ticket that cost four time more from another company and I had to do a new PCR express test that cost me 280SGD per person. Total 560SGD + 2.300SGD for a new ticket. When I asked for refund the first assistant told me that the Zipair will refund the PCR test too. But when I asked for a refund, the company refunded only the ticket value. Be prepared for any inconvenience as it is not a reliable company.

Route: Singapore to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sriwijaya Air

Title: "hows very poor management"

Review: With less than 24 hours received a notification of change time of flight from 13.35 to 8.40 I tried to contact numoreous of time from noon till 8pm and still cant find answer to resolve my situation instead is either you take the condition or just refund attitude from the CS I think as customer if given reasonable reason e.g. whether condition, etc I can still accept it. But this is outrageous the reason is 'rescheduled from HQ', that's it! Me as customer has to be the one cancelled my schedule work without clear reason. I feel this one of the most unfulfilling service experience a customer can get with the unprofesionalism (no call backs, I am the one who needs to call so many times to find out my status, but they did call once to 'inform'. And by the sound of it he is just a pity junior staff who cant answer anything - this shows very poor management, the call ended by promisiing I will be called back which 5 hours pass and no call backs). I wont recommend this airline at all!!

Route: Bali to Jakarta

Seat Type: Economy Class

Traveller Type: Business

Airline: Air KBZ

Title: "professional and pleasant"

Review: We recently took 4 internal flights on AirKBZ during our holiday in Myanmar. They use mainly ATR72 500-600 aircraft for these flights. They serve a snack and a drink on flights longer than 1 hour, on shorter flights boiled sweets are served. The planes were newish and in reasonable condition. At every check in you are given a sticker to identify your destination, once onboard these stickers are seen on the backs of every seat and safety cards. FAs were professional and pleasant. The schedules were punctual, as the turnaround time on hopping flights is well under 20 minutes, some of the flights left before time as soon as all the passengers were on board!

Route: RGN to NYU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "delay letters are extremely generic"

Review: My experience with Air Mauritius was the worse I ever had with an airline. 12h delay announced 3 days before the flight from Kuala Lumpur Mauritius. 24h delay from Mauritius to Kuala Lumpur. no compensation for hotel room, transportation, or inconvenience. Customer service is overwhelmed with basic request like Delay letters for insurance. You call the hotline, you get redirected to 3 different offices. They do not answer their emails in the delays announced (21 days announced and they can't even make it) you have to call and chase them to get an answer. The delay letters are extremely generic and do not tell the reason behind the delay so most insurance companies will refuse Avoid at all costs

Route: Kuala Lumpur to Mauritius

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "premium economy was comfortable"

Review: Barbados to Birmingham via Gatwick. Absolute chaos in both Barbados airport and onboard plane. In the airport terminal the flight was displayed as going to Bournemouth with the BHX flight number. We were advised the plane was taking some passengers for Gatwick due to operational reasons once on board. The staff on board did not appear to know how many passengers and two were also in accounted for. Hence nearly 3 hour delay. The accommodation in premium economy was comfortable and food and drink was good. The pilot did warn us to expect turbulence due to weather conditions. We needed to fasten our seatbelts for a good proportion of the journey. The Boeing 787 is comfortable with lots of overhead storage space but not enough toilets. When the cabin crew were advised -prepare for landing we appeared to be circling round for some time when the captain announced we were unable to land due to snow and closure of BHX. He needed to communicate regarding where was safe to land. We eventually landed at LGW some 3hours after original ETA. I appreciate we landed safely and of course am grateful for this. However upon landing we had to collect luggage clear customs and were given a £5 refreshment voucher which we barely had time to use before being herded on to coaches back to BHX. We left between 08:30 and 09:00. Conditions on road were extremely hazardous in snow. The journey took 10 hours and we eventually arrived back at BHX some 14 hours after original estimated time of arrival. As a result I lost my paid for taxi and had to stay in a hotel overnight prior to completing my journey home. Had chaos not ensued at the beginning of our journey we may have landed on time prior to closure of BHX

Route: Barbados to Birmingham via Gatwick

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Volaris

Title: "rudest and most helpless stewardesses"

Review: We booked business class thinking that it would in fact be business class, more room, etc. Boy were we wrong. The space from the bottom of the seat to the seat in front is 12 inches. My father is handicapped & it was literally painful to watch him go through the flight. My husband is 6'3" , another painful one to watch fly with Volaris. Hands down the rudest and most helpless stewardesses I have ever met in my entire life. My 3 year old got a rash from the seat which was covered in hair & potato chips. Flying is difficult & stressful enough. Do yourself a favor and don't make it any harder on yourself by booking with volaris. Book with literally anyone else especially if you need special accommodations.

Route: Tijuana to Mexico City via Cozumel

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "very good service and efficient"

Review: Monarch Airlines from Alicante to Gatwick, with very good service and efficient. Slight delay on departure but arrival on time. There was turbulence and lurching all over the place on our descent into Gatwick, which proved to be very uncomfortable for most passengers. The landing was quite smooth with a bit of a 'bump' which was fine, but the speed of the aircraft was fast and there was a sudden jolt as the cockpit crew rapidly applied the brakes to slow us down; it was quite abrupt and we had to grab the seat in front. There was no explanation or apology from the Captain over the rough descent and landing, which was a shame as it spoilt the overall flight.

Route: ALC to LGW

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "rendering the vouchers useless"

Review: My flights were cancelled flights due to Covid. For this I was issued travel vouchers (listed below) however valid until 31/10/22. However, when I have attempted to apply the travel vouchers to new bookings, the screen reads that I must contact their customer service. Such a thing is impossible as there is no number to contact anywhere on their website, rendering the vouchers useless. If easyJet enable their promise to be fulfilled by extending the vouchers and making them actually usable, I would withdraw this complaint.

Route: Luton to Catania

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Southern Airlines

Title: "treat passengers with a warm smile"

Review: On time flight, competitive price and good cabin service provided us a comfortable and smooth flight from Singapore to Guangzhou. The cabin and ground service staff treat passengers with a warm smile. Must be praised that the elderly and children are given priority service for customs clearance.

Route: Singapore to Guangzhou

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada rouge

Title: "extremely bad experience"

Review: We were flying back from Orlando to Toronto, originally boarding time 4:10pm and scheduled to land before 8pm. We received multiple notifications about flight delays, each time saying it will be delayed approximately 1 hour.

notifications kept coming as we waited with uncertainty, until finally it states plane would arrive at approx. 1:15am. At one point, after 11pm, it seemed like they were trying to genuinely expedite things for us, saying flight will arrive in 30 minutes and do quick turn around. 30 minutes later, another delay saying have to wait for 2 flight attendants to come in, 30 minutes away. another 30 minutes later, they said they are waiting for another attendant to come in, about 30 minutes away! Feels like just making excuses and in the end, boarding time remained unchanged at 1:15 approx. We were not offered any vouchers for meals. Once plane arrived, gate attendant did not show any sympathy regarding the passengers' frustration, but rather demanded and threatened that attendants be treated respectfully and politely, otherwise would turn plane around and none of the passengers will board. Gate attendant was rude, ignoring our questions and requests. If people are not completely frustrated by now, then I can't think of a better way to agitate everyone. Finally arrived back at Toronto around 4:30. after picking up luggages and passing customs, arrived home at 5:30. Unfortunately, had to go to work exhausted. Overall, extremely bad experience.

Route: Orlando to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "Third class service"

Review: Third class service. They are rescheduling flight timing multiple times. Better option train or bus services or another flights, not Go First. very disappointing. I will never prefer this flight.

Route: Bangalore to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "carry on didn't fit the basket"

Review: After arriving to Nadi from Los Angeles and I had a connecting flight to Labasa. After checking at the counter, I was told to place my carry on in a basket to check the size. When my carry on didn't fit the basket I was told to pay \$90. I explained that I have a connecting flight from LAX and this particular carry on was good and met the cabin size she refused to listen to me and demanded that I pay the said amount. (» Baggage Information)

Route: LAX to LBS via NAN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Japan Airlines

Title: "impressed with the improvement"

Review: Helsinki to Tokyo Narita. It is 10 years since I flew JAL and I was very impressed with the improvement. Charming ground staff in Helsinki and the crew have their mojo back and were faultless despite a full flight. The meal was good and it was nice to get flavoured steamed spinach as the "salad" instead of the standard offering. My only negative would be the IFE choice. The cabin temperature was perfect despite usual all comments about heat.

Route: Helsinki to Tokyo Narita

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "bad and unnecessary experience"

Review: We came with our 10 Month old daughter. Staff at counter did not want to accept our Childs Passport. She said we need a visa for the baby. We told her several times that we double checked that it is the right passport and that we already entered Thailand and Malaysia with it. She asked her Boss and both refused to take us. We tried to talk to the manager that day. He didn't really talk to us. Also he told us we can't fly. They told us the passport has to be valid for Minimum one year. We had to discuss about two hours and nearly missed the flight. At the end the manager let us sign

a paper we didn't even know what we signed because he did not talk to us. He let us board but we had to run and didn't know why at the end we we're allowed to fly. In Singapore everything was fine. So we are very angry with Batik Air for this bad and unnecessary experience. Plane was in good condition and staff in plane was very nice

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "ignoring standard fees for a checked bag"

Review: This airline charges whatever they see fit to make a profit by completely ignoring the standard fees for a standard checked bag. It's a complete abuse to us consumers and we are forced to pay because we can't leave the luggage. I was charged \$140 for a basic international checked bag weight. No one helped, no respect, they lied and show no respect. No one is organized, and i had to argue with someone to get a wheelchair for my mom! A Basic right for someone with a disability. Complete abuse and lack professionalism. Will never use this airline.

Route: Morelia to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "worst airline I have ever flown"

Review: This is the worst airline I have ever flown with. The worst customer service. I usually travel every three months to different destinations, with different airlines. In truth, if you plan to travel, do not do it on this airline. The employees do not give any information, they delay your flight, they do not tell you why, if they want to cancel or change your flight, they do not let you, they tell you that due to policies they do not return your money. On the airport screen the flight says on time and on the app it says delayed. Airline crap. They do not apologize to the passengers. Esta es la peor aerolínea

con la que e viajado. El peor servicio al cliente. Suelo viajar cada tres meses hacia diferentes destinos, con diferentes aerolíneas. En verdad que si piensan viajar no lo hagan en esta aerolínea. Los empleados no dan ninguna información, te retrasan el vuelo no te dicen porque, si quieren cancelar o cambiar tu vuelo no te dejan, te dicen que por políticas no te devuelven tu dinero. El la pantalla del aeropuerto el vuelo dice a tiempo y en la aplicación dice retrasado. Una porqueria de aerolínea. No se disculpan con los pasajeros.

Route: Mexico city to Cancun

Seat Type: Economy Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "couldn't book a seat beforehand"

Review: Amsterdam to Taipei via Xiamen. This Xiamen Airlines flight wasn't fully booked so we could pick out our own seats. The seats were comfortable, inflight entertainment had a lot of movies. The cabin crew was nice. What I disliked though was that you couldn't book a seat beforehand and thus had to rely on luck to get a good seat. Also, they didn't transfer my baggage directly, so once in Xiamen, I had to get my baggage and check out, and then check my baggage in again. In Amsterdam they seemed unaware that they were unable to transfer my baggage automatically, so I had to wait for a long time to get some answers, and nearly was late for my flight.

Route: AMS to TPE via XMN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartLynx Airlines

Title: "Stay away from Smartlynx"

Review: Flight was delayed 4 hours. At first we were put off with a 1 hour delay, although it was clear that it would be 4 hours since there was no plane in Nuremberg. This first had to be procured because the pre-flight did not take place due

to the crew exceeding their working hours. The statutory compensation has not taken place until today, 23.3.23. Smartlynx just doesn't react anymore and plays dead. Stay away from Smartlynx, you don't know how long they can hold out for such a chaos financially! Flug hatte 4h Verspätung. Erst wurden wir vertröstet auf 1h Verspätung, obwohl klar war, dass es 4h werden, da ja kein Flugzeug in Nürnberg vorhanden war. Dies musste erst beschafft werden, da Vorflug wegen Arbeitszeitüberschreitung der Crew nicht stattfand. Die gesetzlich vorgesehene Entschädigung hat bis heute, 23.3.23 nicht statt gefunden. Smartlynx reagiert einfach nicht mehr und stellt sich tot. Finger weg von Smartlynx, man weiß auch nicht, wie lange sie so ein Chaos finanziell durchhalten !

Route: Nürnberg to Crete

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Dragonair

Title: "seats were always upgraded"

Review: Clark, Philippines to Hong Kong. Dragonair website is identical to Cathay Pacific and is user friendly. Booking is a breeze. Their online check-in and bag-drop counter at the airport are convenient. Inflight entertainment (Studio KA) is great with huge collections. I believe they just offer an all economy seats for their CRK-HKG flights however since there are business seats allotted due to the aircraft configuration, they allow other passengers to be seated in business cabin. I'm happy that my seats were always upgraded! Snack is so-so. Just a small pack of cookies, chocolate bar and water for short haul flights. One thing, the cabin crews should use English as a means of communication to customers.

Route: CRK to HKG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "nothing has been reimbursed so far"

Review: Our flight in June 2022 was already late, and once in the plane and already moving on the ground in order to take-off, the crew detected a fuel leak, so we had to "pass by technical control", while remaining in the plane. After having waited 1 hour in the aircraft with an obviously upset crew, they finally told us that this aircraft could not fly and that we have to wait in the airport for another aircraft to continue our journey. After waiting 2 hours in a very limited area, Air France announces that we can eventually not depart "as we will land in Pointe-à-Pitre too late because there is a curfew". So we have to move in the main lobby to pre-check-in for the next day, but we have to wait again as they don't know from which airport in Paris we have to leave the following day. So the desk remains closed. It's already been 5 hours since the trouble started, and at last they provide us with a bottle of water. Nothing before. Everyone is getting very upset with the situation and waiting for Air France to organize our unexpected night in Paris, to finally hear : "We will not take care of your accommodation and transportation, please make your own plans, we will reimburse you afterwards". The flight was in June, nothing has been reimbursed so far, and not even my request has been answered by October.

Route: Paris Orly to Pointe-à-Pitre

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LAN Airlines

Title: LAN Airlines customer review

Review: A LAN Airlines long haul flight from Santiago to Sydney via Auckland that was surprisingly good. Once I worked out how to use flight entertainment, it was easy. Seats were comfortable although somewhat squeezey. Food surprisingly good for airline food and real glass, ceramic dish and metal cutlery were provided. Flight attendants were polite and helpful. Toilets were kept in check.

Route: Santiago to Sydney via AKL

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Express Airlines

Title: "The worst customer service"

Review: I was excited about this new airline and had such a positive feedback after my first flight with them, but they broke my luggage and refused to reimburse me for this, stating it was a minor wear down. They are no different from any other low cost airline apparently. I was happy about the price of my ticket but they destroyed a much more expensive luggage. Never again. The worst customer service. My luggage cannot be used again

Route: Athens to Larnaka

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "worst airline Ive ever flown"

Review: Shanghai to New York. Where to start with this airline. If I could rate a 0 or even negative I would. From the customer service at the check in desk to the actual flight. This is hands down the worst airline Ive ever flown with. Not once did I feel safe on any of the 3 flights I took with them. The food is terrible, the service is ghastly, the temperature is freezing, the inflight entertainment is boring, and the seats are tiny and Im 5 foot. If you lose something on these flights, trust me youve lost it for life. Even their customer service is after the fact is horrible. Trust me when I say avoid at all costs.

Route: Shanghai to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Jordanian Airlines

Title: "Very bad experience"

Review: Jeddah to Chicago via Amman. Very bad experience, the workers in this airline are not polite, they overcharged me on the 2nd luggage. When I get to the airport I got charged \$250 and no body to talk to. In their website it is 200\$ but they make me pay 250\$. Bad service in the ground and air, bad experience.

Route: Jeddah to Chicago via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "website is difficult to use"

Review: One of the worst airlines I have used. The website is difficult to use and I had issue to obtain my boarding pass. I went to the airport and even the staff didn't know what was going on and how to sort it. They had to call a superior staff to sort my boarding pass problem. I tried by phone and chat. It seems when people comment about the problem they had with them they block. I wouldn't recommend it at all

Route: Stockholm to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "Avoid this airline!"

Review: San Luis to Buenos Aires. Avoid this airline! Flights from San Luis to Buenos Aires were cancelled throughout the day blaming "meteorologic conditions", even though there was nothing unusual and flights were flying everywhere else with no problem. Customers were advised about the cancellations just minutes before the flight departure (via email), leaving everyone in limbo. When calling customer centre, they were very rude, and said that the tickets did not qualify for reimbursement, only could be rescheduled for another day. Of course, they wouldn't pay accommodation or anything else either. When trying to discuss options with them, they simply hang up. Finally, many passengers opted to

take the bus and claim the money later on (good luck with the claim, anyway). Unfortunately, they have the monopoly of many flight routes in the country and there is no competition, so they charge whatever they like for a very poor service. They not only cancel flights with no notice, half of the time there is a strike or some other reason to leave people stranded. Fly this airline at your own risk

Route: San Luis to Buenos Aires

Seat Type: Economy Class

Traveller Type: Business

Airline: Aerolineas Argentinas

Title: "I will avoid this airline at all costs"

Review: A scheduling disaster. Five flights booked, all five were rescheduled. Not only that, but the rescheduling included connections that didnt make sense anymore: first leg landing after the second leg departs, and with no further options during that day. First, they changed the first flight of five, and only offered to rebook that one for free (even though it affected the following 4) so I had to pay for the change of the following four flights myself. Then, as the dates approached they changed (multiple times) the remaining four flights, up to the point that my last flight is to a completely different city. I will avoid this airline at all costs whenever I have a choice. An embarrassment and a scam.

Route: Buenos Aires to San Juan Domingo Faustino

Seat Type: Economy Class

Traveller Type: Business

Airline: Lufthansa

Title: "Very disappointing and infuriating"

Review: Very disappointing and infuriating. Paid for upgraded seats - given the two middle seats of a row of four - hideous when going to the bathroom several times over a long flight. Cabin crew annoyed that we were not happy about our money being stolen by their company for services not given. Practically threw our food and drink at us the whole

flight - it was ordinary at best anyway. To give credit we did arrive more or less on time and safely so really that is what you ultimately want. However then ensued several months of emails trying to at least get a refund for the services not supplied - no joy with this and in fact some very weird emails promising refunds which never materialised. What a waste of time - would never fly with Lufthansa again and definitely would not recommend. I'm was really surprised that the German national air carrier is so abysmal!

Route: Singapore to Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "double paid for return flight "

Review: Five of us flew to Christchurch from LAX. On the return from Christchurch, Fiji Airways canceled my daughter-in-law's return ticket because she and my daughter had the same first and last name. Even though all five of us flew out to Christchurch together on the same itinerary! They refused to let daughter-in-law board the flight unless we purchased a one-way ticket for her. The ticket agent promised that Fiji Airways would refund it since it was their mistake. After 10 phone calls and multiple emails, Fiji Airways refused. So we double paid for the return flight because of their mistake.

Route: LAX to CHC via NAN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "Customer service was rude"

Review: I was flying from Delhi to New York via Kuwait through Kuwait Airways. On 29 Oct 2018 I missed my connecting flight because my flight was delayed from Delhi by more than 70 minutes. Although my connecting flight

(KU117) was there when our flight reached but they didnt allow us to board the plane. Customer service was rude and pathetic. One of the help desk agent told that they are used to this. Many passengers asked for managers but he never came.

Route: New Delhi to New York via Kuwait

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "efficient staff and service"

Review: Flew LGW to Naples to join cruise ship and vice versa. Very impressed with the efficient staff and service on board. Cabin crew and flight deck crew all informative and pleasant. Plenty of room on the Dreamliner, very quiet on take off compared to the average plane. Staff apologetic about the chaos at Naples airport seems it is quite usual! All in all a good experience with this airline.

Route: London to Naples

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "poor cabin climate control"

Review: As a foreign American passenger, it doesn't get any worst flying with Cebu Pacific and in my honest opinion is probably the worst airline experience I have ever had in my 54 years of life. There were numerous delays, unclear update status, and "EXTREMELY" poor cabin climate control. I was literally sweating in my seat whiles waiting for the pilot to perform his pre-flight checks and waiting an unusually long time for the pilot to taxi onto the runway. There were no snacks unless it was paid for and from what I remember, even when flying with Philippines Airline it was provided to passengers free of charge even during my previous short flight. If things don't change with Cebu Pacific, they will follow

the path of other bankrupt airlines.

Route: Manila to Bacolod

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "Overall worst experience"

Review: Initial take off went very smooth after that it went downhill they landed the plane early only to say there will be delays in loading into a terminal. Waited 2:30 hours to get up to the terminal then we had to wait an additional 30 minutes to get off the plane. After departing went to check my bags only for them to be laid out on the floor and nobody informed us. After collecting one of my bags the other was missing and the lady had an attitude saying they put it on the wrong flight when we checked our bags in together. Overall worst experience would never recommend spirit to my worst enemy

Route: Columbus to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Peach Aviation

Title: "does a good job"

Review: Osaka to Hong Kong. I have flown Peach several times now. It is a low cost airline, but it does a good job. Ground and cabin staff are nice, the seats are not particularly comfortable and have small legroom space, but overall not too bad. For the price, it is definitely ok. This flight was on time, the ground staff at check-in was kind and gave me an emergency exit seat (lots of legroom, usually need to pay). The cabin attendant I spoke with went the extra mile to make sure I could buy the only sandwich left without meat.

Route: Osaka to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "regret not having traveled by train"

Review: An unreliable company, with careless customer service. My flight was permanently further delayed with nonsense announcements, culminating when Air France App claimed at 6h07 pm the flight was scheduled to leave at 5h15pm (see picture)! We finally left with 2h delay (for a 1h flight). No WiFi on board contrary to what was advertised before the flight and even on board. The cabin crew was unapologetic. No way to work or inform business partners at MPL of my scheduled arrival time. In-flight "business" meal consisted of nuts, one cookie, and a drink. I don't see the difference with "economy". Finally arrived starved, late, having lost my business day. Despite Platinum loyalty status and flying business class, all this was considered not worth any compensation by AF customer service. I regret not having traveled by train.

Route: Paris to Montpellier

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Cobalt

Title: "all services are unbundled"

Review: Beirut to Stansted via Larnaca on Cobalt. Cobalt is a budget airline so all services are unbundled. No meals or refreshments were purchased. I will fly Cobalt Airlines whenever I can.

Route: Beirut to Stansted via Larnaca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "Efficient, well organised"

Review: We fly with Ethiopian Airlines Domestic once a month. Addis to Bahir Dar, there are 25 flights per day to choose from. International 2 or 3 times a year. Efficient, well organised. A very pleasant experience.

Route: Bahir Dar to Addis

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "This is unacceptable!"

Review: Allegiant is the absolute worst airline. My boarding pass said to board at 7.20 am and to be there 2 hours prior. Showed up on time, waited for over an hour and no Allegiant employee ever showed up to check myself and my bags in. This is unacceptable! This was supposed to be a surprise birthday trip for my elderly grandmother and this companies lack of compassion for its clientele has ruined it! This is a weekend I will never get back!

Route: Memphis to Orlando, Florida

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin America

Title: "Virgin is not what it used to be"

Review: Flew Los Angeles to Fort Lauderdale with Virgin America. Air quality in cabin on both flights was very uncomfortable, it was hot and circulation was poor. The crew were less than friendly at FLL checking in and there was only one person handling the massive travellers checking in for all three rows. Our seats were very uncomfortable. Virgin is not what it used to be.

Route: Los Angeles to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "worse than on budget airlines"

Review: Ljubljana to Athens via Belgrade . One of the most unreliable airlines in Europe: constantly long delays which frequently result in missing connections. Lack of professional service both on the ground and in the air. Unfriendly and indifferent cabin staff. Unacceptable preseatng policy. A very cheap product in general, even worse than on budget airlines. Very bad value for money: a rough low cost service at a not at all low cost price. Should be avoided at any cost.

Route: Ljubljana to Athens via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: Bangkok Airways customer review

Review: Krabi to Bangkok. Excellent service in the full extent of the word, from the help via email, the counters and the attention of all its employees is excellent, in addition to the services both on board and in its facilities in the pre-boarding area, very good service , Congratulations. ES: Excelente servicio en toda la extensión de la palabra, desde la ayuda vía correo electrónico, los mostradores y la atención de todos sus empleados es excelente, además de los servicios tanto a bordo como en sus instalaciones en el salís de pre abordaje, muy buen servicio, felicidades.

Route: Krabi to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "still fighting for the refund"

Review: We purchased 1pm flight from Lisbon, Portugal to Seville, Spain (3 tickets cost us 675.45 EUR) which out of three flights available on the 15th June 2023 was the most expensive flight, more than double the price of any of the two other flights. The other two flights at 7.25am and 10.25pm, were inconvenient. On 26 May 2023, TAP airline informed us, via email, of the cancellation of our 1pm flight. We were given options of the two other flights, 7.25am or 10.25pm. 10.25pm flight on the day we were advised of cancellation would cost us around 314 EUR for 3 tickets. The difference in price of 362 EUR was not even mentioned in the TAP email. I am still fighting with the TAP airline for the refund and I would add to the above mentioned amount 50 EUR we charged for the late check in in Seville. Their response when we managed to speak to them on the phone was "Wait for our email, it is still "Under analysis". This "customer ser".

Route: Lisbon to Seville

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Koryo

Title: "crew were very courteous"

Review: PEK-FNJ-PEK in August 2015 and a seamless experience. Both flights on time. The seat was comfortable with sufficient legroom. The TU-204 aircraft is only a few years old and the interior was clean and tidy. There was a free drinks service including local beer. Their famous Air Koryo burger was a very tasty snack and I would have eaten another. Cabin crew were very courteous. All in all, a very pleasant experience.

Route: Beijing to Pyongyang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "unprofessional to me"

Review: New York to Gatwick on low-fare ticket. Check in rude to me. Flight attendants unprofessional to me. Cabin freezing and they charge \$8 for a blanket. Food is rubbish, my dietary requirements not available. Toilet I used was filthy. In-flight entertainment not working. So disappointed.

Route: New York to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "Worse experience ever"

Review: Guadalajara to Chicago . Do not fly with them just cause its cheaper. They make up for it by getting you with every little thing while you are about to board. Worse experience ever. Will never be using them again.

Route: Guadalajara to Chicago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "Easy and comfortable"

Review: Had a lovely experience flying with Norwegian. I checked in through their app and obtained all boarding passes for me and my family. Check-in at the airport was extremely smooth and efficient - boarding the same. Extremely fast and efficient. I was travelling with my 3 year old son and the check-in agent went out of her way to ask if we would like to board first with our stroller. Super friendly gate staff and cabin crew. We were greeted with smiles everywhere and super welcoming attitude. I will absolutely fly again with Norwegian. Easy and comfortable.

Route: Copenhagen to Haugesund via Reykjavik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "The worst airline of all"

Review: The worst airline of all. Please do not waste your money to book with Frontier Airlines. Although it may seem like a cheap offer, it really is not. The customer service is lousy, they charge for everything it's a horrible experience. On June 30 we had booked a flight to Punta Cana from the Miami airport, and from the counter to check luggage and documents the service was bad, we spent about an hour and a half in that process where there was a huge line of passengers and only 3 members of the airline attending. The flight was delayed, when we got on the plane we were already 40 minutes late. Inside the plane we waited for about an hour or maybe more, and they gave us many excuses as to why the plane was not taking off until finally they told us that we had to get off because it had a damaged engine, after waiting two more hours in the waiting room they canceled the flight without offering more alternatives, most of the passengers had reserved hotels in Punta Cana that they lost because of Frontier, others came from other states or cities in Florida. Even when some passengers complained, Frontier members were upset as if they had been affected. The worst experience. Please don't throw away or waste your money. Do not use Frontier Airlines.

Route: Miami to Punta Cana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Saudi Arabian Airlines

Title: "customer service is the worst"

Review: I had booked a flexible business class ticket with them back in March. I am waiting for a refund from that flight that I have cancelled in March up to this day. I spend over 80 euros on calls with the costumers service, spend hours and hours on end trying to reach them via email, calls on many different numbers and their WhatsApp number. I kept

being pushed to other departments and other emails for my request. To even cancel took me 2 full days of calling and writing to them. The customer service is the worst I have ever experienced.

Route: Cairo to Seoul via Riyadh

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "not served my pre booked meal"

Review: One of the worst experiences. Gate change from what was sent via first message to the one at airport was not announced or message was not resent - we had to figure out at the airport. Inflight experience was pathetic. I was seated in row 15D - The inflight attendant was not clear on emergency row - she started explain the emergency procedure to row 12 customer when the emergency rows were 15 & 16. I had inflight meal prebooked - none of the flight attendants bother to ask for servicing the same - when I asked for the same - captain announce landing - so I was not served my pre booked meal. I paid for the same but get the same on board

Route: Hyderabad to Bangalore

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Serbia

Title: "a whole week with no luggage"

Review: Skopje to New York via Belgrade. Last time ever we are flying with Air Serbia. I dont even know where to begin. First of all when we landed in Belgrade they delayed our flight. I asked them why & they replied to me there is no plane. How are they selling plane tickets if they dont have a plane. Second of all I when I got to Skopje I was there for a whole week with no luggage. I had a wedding & I didnt have any of my stuff. I had to buy a new dress for the wedding and new clothes for that whole week. After a week only one of my luggage came. The second luggage came three days

after. On the way back home I didnt get my luggage again for 5 days. The people in Belgrade at the airport are very rude and not helpful at all. I would speak English to them because I dont speak Serbian & they would reply in Serbian. I even told them & they still didnt speak English.

Route: Skopje to New York via Belgrade

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Namibia

Title: "no reason communicated to passengers"

Review: Johannesburg to Windhoek. After one and a half hour delay no indication given of the actual time the flight will depart. No reason communicated to passengers. All consecutive plans made had to be rescheduled. Quite unprofessional considering the amount paid for this flight.

Route: JNB to WDH

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Malta

Title: "never received one apology"

Review: The worst airline I have ever dealt with. Our flight was scheduled to leave Amsterdam at 11.30 and was initially delayed by 2 hours as our plane was in Milan undergoing repairs as there was a technical problem. After an hour of waiting and relocating to another departure gate, we were informed that our flight would not depart until 17.30. We returned to the gate at 15.30 and again our flight had been delayed until 18.30 and moved yet again to another gate. We never received one apology from the staff and were offered a voucher for a meal as compensation. Instead of 4 days in Malta our trip was reduced to 3 days owing to the 7 hour delay. Moreover, had we been informed earlier in the day that our flight would not leave until 18.30 we could have spent he day in Amsterdam rather than stuck in Terminal 2 in

Schipol airport. I have used Air Malta before and experienced severe delays on this journey too. After these experiences, I will not use Air Malta again. No professionalism, no efficiency and no apologies.

Route: Amsterdam to Malta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "Waiting for my baggage for 4 days"

Review: Tel Aviv to Mexico City via Madrid. Iberia you are the worst airline company ever. I don't know how you still have people who fly with you. Waiting for my baggage for 4 days and still no answer after I gave the location of the baggage. I am in surf trip without my surfboard, I even spoke with the flight staff to let them know that my baggage isn't on the flight, they tell "when you arrived to Mexico City check it".

Route: Tel Aviv to Mexico City via Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "flight had been delayed an entire 24 hours"

Review: My flight was originally scheduled for 0920PM but was delayed about ten minutes before boarding. Hundreds of people were at the gate with the same notification that the flight was delayed until 2AM. The gate next to us was supposed to board 3 hours before we were and were still waiting to find out when they were leaving. The gate attendant disappeared down the ramp and closed the door behind her, leaving the entire area void of any staff to answer any questions. People coming off the plane in wheelchairs were left at the gate without their belongings or their assistance to get to bag claim. I have been unable to get ahold of customer service nor get a refund even though I purchased the insurance. Hearing all the complaints and seeing how delayed others were on their flights headed to Florida hours

earlier, I went ahead and booked a flight on a larger airline for the AM and promptly went home. We were given no announcement at the gate and subsequently told there was enough staff to even pull the luggage off the plane. By the time I got up for my flight the next morning, this flight had been delayed an entire 24 hours. I never received any kind of confirmation that the flight even left. The website is unusable and will not even pull up my booking with the confirmation I was given.

Route: Raleigh Durham to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "food was poor in quality and presentation"

Review: Check in and security check at BKK airport swift, CX lounge in Bangkok and Hong Kong very pleasant as always. Aircraft, seat comfort and service topnotch. What really spoiled those flights was the really poor catering. On both flights, the food was poor in quality and presentation. I did not see the Y class menu, but it looked like average economy class food on China. An example were the what the menu pompously called a variety of cereals, when I asked what the choices were, I was handed a small box of Kelloggs cornflakes. So there was no variety. The same applies to wine. There is no more choice, just one white or one red, which were both dreadful. I was always very fond of CX, but this was just awful catering.

Route: Bangkok to Seoul via Hong Kong

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "voucher isn't even valid for a year"

Review: Awful - I had flights booked from London to Mexico City with BA at the end of June, then flights the next day

from Mexico City to Havana. BA cancelled my flights to Mexico and I was able to obtain a full refund. Interjet cancelled my flights to Havana and the first I heard of it was an email saying "We have a voucher for you". The voucher isn't even valid for a year from my cancelled flight, and there is no way I can use it as I can't get to Mexico from London again before expiry. I explained this to two different Interjet agents via email and asked for either an extension of the voucher to two years so that I can actually use it, or a refund of the cost of my cancelled flight. I was told the voucher is already generous and they didn't have to do anything because Covid-19 is out of their control. My bank also tried to obtain the refund and was told it was rejected by Interjet (really helpful). I now have a claim open with my travel insurance firm. I never managed to fly with Interjet and now there's no chance I ever will.

Route: Mexico City to Havana via Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "Worst airline ever"

Review: I booked a seat by the exit door after being boarded i was approached & told i couldn't be there because i carried a cane in my overhead storage, they said i had to move. So they said they had a seat at the front with the extra leg room i moved there & the seating was so tight i was uncomfortable. Then they said they had a seat with 3 open spots that i could sit in which i was good with, they moved my stuff . The next thing i know the head flight attendant come & accused me of calling one of the attendants a name (which i said i never did) next thing she says i did & i was to leave the plane i was left stranded without my clothes, medication & no place to go no place to stay. I had to purchase another ticket to get home. Worst airline ever, will never use them again, and when i did get back i had to wait for over half an hr to get my luggage.

Route: Vancouver to Waterloo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "A pleasant flight"

Review: A pleasant flight. It departed on time and the staff were very friendly and efficient. Apart from tea , coffee and water which were complimentary, all the food had to be purchased. It would be nice if they bring back the "happy hour" for free drinks.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "The seat the best"

Review: Taipei to Honolulu. A wonderful experience. The seat the best, cabin staff warm and efficient, the entertainment good enough. Food presentation is wonderful, an appealing service. The food itself needs refining, lightening in terms of sauces etc but that is minor. I highly recommend the business class.

Route: Taipei to Honolulu

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "take your business elsewhere"

Review: American has quite simply taken the throne as the worst airline imaginable. Where do I even start? We board in Phoenix, AZ in June when it is 110 degrees outside and the plane is a literal sauna. Apparently the ac wasn't connected. We then sit on the tarmac for an extra 25-30 minutes sweating profusely in the most uncomfortable situation. In the air, the outstandingly horrible display of an airline continued. I paid \$40 for Wifi for the flight to watch the Us open

golf tournament and in the least surprising news of the century - the wifi was broken for more than 75% of the flight. The cherry on top was the flight attendants ridiculous behavior. When asking for garbage I handed the man my sprite can and the cup. He only grabbed the can and the cup spilled on a passenger at the end of the row. They are having an exclusive discount on a Mastercard for 70,000 miles? What a joke. The attendants were loud on the speaker talking for at least 20 minutes trying to push this deal before the end of the month. Grand finale? They had interns on the flight deck at JFK and they moved the plane to far forward. We sat at the gate for 45 minutes before being able to get off the plane at 12 in the morning. If you offered me free flights for life on American I would say no thank you disgusting display of professionalism- worst airline imaginable. Should definitely take your business elsewhere

Route: Phoenix to New York JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "surprisingly good service "

Review: Surprisingly good service for a budget airline! on this flight from Singapore to Maldives. A lot better than other budget airline where they shut the blinds on you after take off. I like how the air stewards and stewardesses patrol the aisle several times.

Route: SIN to MLE

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "in a week received a compensation"

Review: Was flying on a business trip from Luxembourg to Belgrade through Vienna. My connection was really short, just 35 minutes, I managed to make it, but my luggage did not. Upon arrival to Belgrade I received an SMS that my

luggage was not boarded and some instructions. Reported all to the lost luggage and left my hotel address. I believe that by the evening my luggage arrived to the Belgrade airport, but due to weekends it was delivered to me only on Monday. Since all my clothes were in the suitcase I had to go shopping. Afterwards filled in a report and in a week received a compensation according to their internal policy.

Route: Luxembourg to Belgrade via Vienna

Seat Type: Economy Class

Traveller Type: Business

Airline: Garuda Indonesia

Title: "a very pleasant experience"

Review: Melbourne to Denpasar Bali. Overall a very pleasant experience and lives up to its 5 star rating and best cabin crew awards. Legroom is amazing. It appears to be at least 34 inches, and coming from other airlines offering 31 inch legrooms on international flights this is immediately apparent. In fact, it is so roomy when you need to get out of your seat your seat mate won't even need to get out of his/her chair, only needing to tuck their legs a bit back and you are out. Food provided was very pleasant, with metal cutlery provided in addition to multiple frequent drink services. On this specific route, I would definitely recommend Garuda Indonesia over other airlines simply because of the experience you get from them.

Route: Melbourne to Denpasar Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "delayed anywhere from 3 to 6 hours"

Review: JetBlue has to be the worst airline flying out of South Florida right now especially since the fort Lauderdale closure on April 12th JetBlue has canceled the late night fort Lauderdale to Las Vegas flight (flight 607) three times. One

flight was canceled on a Monday which 3 days after they actually opened up the airport. That also means that the people in Las Vegas waiting for flight 607 cannot get back to Fort Lauderdale because the flight never gets to Las Vegas! The ripple effects are disastrous. JetBlue also has four local flights such as Fort Lauderdale to Jacksonville and Jacksonville back to Fort Lauderdale and Fort Lauderdale to Cuba and Cuba back to Fort Lauderdale (flight numbers 17, 18, 1499 and 1500) and for the past 4 days each of them have been delayed anywhere from 3 to 6 hours with two of them being canceled all together and weather really has nothing to do with it since April 15th the weather has been fine down here we have had very little rain. But even the four local flights which are only about an hour and 20 minutes apart also been delayed 3 to 6 hours or have been canceled. About a year ago JetBlue stated to the public that they will have fewer frequency of flights which will allow them more flexibility when things go wrong but obviously that is not the case.

Route: Ft Lauderdale to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "A very pleasant experience"

Review: Manila to Davao. A very pleasant experience. The flight was so smooth and relaxing. We had a great time. The plane arrived ahead of schedule and we arrived at our destination almost 30 minutes earlier. True value for the money we have paid. I will be flying with this airline again.

Route: Manila to Davao

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Emirates

Title: "Best Gluten Free meals"

Review: The flight departed a little late. Boarding was organized. Had aisle seat 84C which chose and paid for At

booking. Gluten Free meal served early and cabin crew checked name and request for Gluten free. Best Gluten Free meals on any airline. The cabin crew on this flight worked nonstop. Water and soft drinks between meals which was good. One cabin crew stood out on this flight she was constantly attending passengers needs and had a bright energetic personality. My husband and i arrived slightly late into Brisbane but safely. First flight of 14 hours which i never felt jet lagged and flown this flight many times put it down to only drinking water with meals whole flight.

Route: Dubai to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SilkAir

Title: "need to step up their game"

Review: Colombo to Singapore. The check in at Colombo was extremely pleasant and the agent went above and beyond to ensure I had the seats I wanted, however this was the end of anything good about Silk Air. I found the crew to be robotic, unfriendly and rude. Meal service is mediocre. The worst part about Silk Air is that there is no entertainment, besides the app. Silk Air has disappointed me in the past but this trip with them is my final one. The cabin ambience is depressing and they need to step up their game.

Route: Colombo to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Aircalin

Title: "superb full course French meal"

Review: A perfect flight with Aircalin from Tokyo to Noumea. Departure on time. Cocktail served just after take off, followed by a superb full course French meal. Complimentary French wines are very good even if not grand cru. And most of all the crew are friendly, efficient and professional.

Route: NRT to NOU

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Dolomiti

Title: "really impressed with the service"

Review: Munich to Sofia. I'm really impressed with the service. Cabin crew - friendly and responsive. The aircraft (Embraer 190) was clean and with good legroom. Food and beverages were of a higher quality than those of Lufthansa (although it is a subsidiary). Would definitely recommend this airline.

Route: Munich to Sofia

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Transat

Title: "I would never repeat"

Review: Manchester to Vancouver via Toronto. Where do I start, first booked in 2019 direct flight business class to Vancouver, return from Calgary to Manchester, economy class. Due to covid had to rebook year by year till last year when it looked that our holiday would go ahead. After change of flight times resulting in a cancellation of a hotel, and a 17hr stop over in Toronto tried to speak to someone after several hours on the phone on hold gave up. Finally after a £30 phone call got through to a most unpleasant person who was no help at all. Then they informed me that the plane model has changed for our flight from Manchester and that we were moved to economy class not being happy tried to contact them again no success the web site is rubbish and their app a joke it doesn't even recognise our booking number (after they said several times it would be sorted) and we have less than 3 weeks to fly. How they get to be the best service? God only knows I would never repeat never recommend Air Transat to anybody.

Route: Manchester to Vancouver via Toronto

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Go First

Title: "caused significant discomfort"

Review: I booked a Go First flight for 9:40 pm on April 11, 2023 from Mumbai to New Delhi. However, the flight was rescheduled several times: first to 10:15 pm, then to 11:20 pm, then to 11:59 pm, and finally to 00:55 am on April 12, 2023. The boarding time was scheduled for 00:15 am, but boarding actually started at 01:10 am and the flight took off at 1:50 am. The repeated rescheduling of the flight caused significant discomfort as it resulted in a sleepless night and a disrupted schedule.

Route: Mumbai to New Delhi

Seat Type: Economy Class

Traveller Type: Business

Airline: Dragonair

Title: "seats are comfortable"

Review: Kolkata to Hong Kong. The look of the cabin is like a budget airline cabin with no entertainment, charging plug or Coat hook. However, they do provide blanket and pillow. Seats are comfortable with enough leg room. The food was served in a box, and contained a sandwich, a small bowl of fruit, packet of two cookies and small bar of chocolate. Though the flight starts at 01.15 AM but the quantity of the food served is very less and is not as per Cathay standard. Toilets were clean and fresh. Beverage cart service is not available in the flight but if you ask for any beverages they will give you what you want, subject to availability. Similarly while returning from Hong Kong, they served me whiskey on demand. Crew was very courteous. The flight would have been Cathay standard flight if they had added entertainment in their flight like other Cathay / Dragonair flights and improved the food. After all, we are paying more compared to the budget airlines for the services.

Route: CCU to HKG

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "couldnt find my baggage"

Review: Delhi to Hyderabad on 16 June 2019. The flight landed one hour late in the night and I couldnt find my baggage in the belt. When I checked with AirAsia customer support they told me that the bag doesnt come with the flight and I need to wait for the next flight for my baggage. Since its already late at night, I asked whether they could deliver it to my home. They said they cant do that because this facility not available for domestic flights. Then I had to sit near to their counter and continuously enquire about the status. I called the customer service to find alternate option and they suggested me to fill some feedback form from their website (I didnt understand how that will help to get my baggage). They are not even accepting that its their mistake.

Route: Delhi to Hyderabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "short staffed and unwilling to assist me"

Review: I missed my DUB to LAX flight due to the mismanagement and lack of staff at the Aer Lingus ticket counter at the Dublin Airport. I had allowed three hours between my incoming flight from Oslo and outgoing from Dublin. However, we got stuck at the gate for a half hour before ground crew could even wheel a staircase to the airline! After retrieving my suitcase, I headed to the Aer Lingus ticket counter only to discover I couldn't retrieve a boarding pass from the kiosk. I went to the "Ticket Assistance" counter and was told to stand in line with about 120 other people to check in and get a boarding pass. I attempted to check in online but never got through on the website. I was in line for at least an hour.

There were only three personnel handling the 100+ passengers who also could not check in. Consequently, by the time I got to the counter and handed over my passport, the assistant actually left the counter for a few minutes! She then told me there was no time for me to catch my 5:15 flight. I went to the "Ticket Assistance" counter again and was told that because I had booked my ticket through Alaska Airlines (which is incorrect), they couldn't help me. Apparently, if you purchase your ticket from any site other than Aer Lingus, you're screwed. When I inquired as to my options, I was told the next flight out would be the next day at the same time and it would cost me \$800 (one way). I paid \$800 for a round-trip ticket from LAX to DUB and that also meant I had to find a hotel room for the night, which cost me another 239 Euro. All because Aer Lingus was short staffed and unwilling to assist me.

Route: Dublin to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "I'll be changing airlines for future flights"

Review: I usually fly American, however this is the 3rd time my flight has been delayed. In a row, causing me to miss my connecting flights, all 3 times. Then, I was rebooked on flights the next day. Unacceptable, especially when I'm on a tight schedule. I'll be changing airlines for future flights until things get back up to standard.

Route: New Orleans to Florence

Seat Type: Economy Class

Traveller Type: Business

Airline: Asiana Airlines

Title: "They forgot to serve my bread"

Review: The passenger experience has worsened beyond imagination. Even though I was being seated in Business, had little expectation for Asiana's product as their fleet is aging without much refurbishment, but now it seems that the

flight crew is losing it. They forgot to serve my bread until the end of the meal in Business Class.

Route: Singapore to Seoul

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "flight to Boston cancelled"

Review: Terrible airline. Our flight from Ponta Delgada to Boston cancelled due to plane issues in Boston. We were told that we needed to stay in line until they wrote on names and phone number on a piece of paper then told to leave airport and they would contact us when our new flight would be booked. Waited 24hrs without a call had to return to airport to try to get answers and let them know that 2 of the 4 in my group were diabetic without any more medication due to cancellation. They didnt care at all, I had to plea with them to finally get on the plane Monday night from Saturday original flight. We were not given any compensation for hotels food etc. Cost us in 2 days of hotels additional \$400.00

Route: Ponta Delgada to Boston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "service was very good"

Review: Goa to Hyderabad. The service by the inflight attendants was very good. The flight was the smoothest of all I had ever experienced. Even though the take off was a bit delayed the captain saw that we reach our destination on time. And the landing was the smoothest I ever experienced. The food options in their menu was also awesome.

Route: Goa to Hyderabad

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "First flight late"

Review: Milan Malpensa to Birmingham via Prague. First flight late from Milan to Prague, second flight late from Prague to Birmingham, lost my luggage - something more? Yes! After 5 days I still don't have my luggage.

Route: Milan Malpensa to Birmingham via Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "the experience is a nightmare"

Review: This is my first time about to fly with Srilankan Airlines and so far before even flying with them the experience is a nightmare. On Monday night, I received an email about the airline cancelling my connection with them from Mumbai on Sunday the 12th. My original reservation included another airline which is supposed to fly me from MLE TO Mumbai where I connect to Srilankan with SEZ as final destination. In an attempt to resolve the issue, I called since Tuesday morning and spoke with this agent who promised to put me on their flight leaving MLE to SEZ via Sri Lanka on Saturday night, June 11, around 9PM to arrive in SEZ on Sunday June 12th at around 4AM. I was fine with that as their next flight to SEZ on June 18th would ruin the remainder of my travel back home to the USA with Emirates. She promised to reach out within 2 hours and never did. I emailed several times but all I ever receive are general email acknowledgement responses. I called the Male office yesterday to be told that the 1 person who can assist me was in a meeting. I called back several times afterwards to no avail. Finally, I was told to call at 5PM before their office closes at 5:30. Then, I spoke with the same agent who spoke to me on Tuesday just to be told to email as she is unable to help and rudely hung up. Desperate to know when I'm leaving this island, I went to the airport but Srilankan staff was not there then. Airport information gave me a number that I called and spoke with someone whom again wasn't able to help me. After chatting with him on whatsapp for hours. He finally told me to file a complaint, which I will do in addition to other things

but at this point, the priority to me is to continue with my travels planned 3 months ago.

Route: Mumbai to Colombo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "A disappointing experience"

Review: A disappointing experience from start to finish. Both outbound and inbound flights had delays. A 6 hour delay on the outbound and a 2 hour delay on the inbound. Both of which were poorly communicated and managed. We paid for extra space seats and although the extra leg room was average the seat pitches were very small. This is in comparison to budget airlines that we normally fly with. Where the planes normally have 6 seats a row, the TUI aircrafts had 8 seats per row and although I believe this was a significantly bigger plane it was not big enough to accommodate people comfortably.

Route: Manchester to Rhodes

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "cancelled the connecting flight"

Review: Beaumont to Billings via Dallas. The tickets were ridiculously expensive. The same day I booked, I had to change our flights to the next day. Even though the tickets were still same price for the next day as the ones I purchased, I was charged 150 dollars for the change. Then American Airlines pressured me into buying trip insurance, telling me that it would cover any airline changes and cancellations. As I boarded the plane going home, AA cancelled the connecting flight. When I landed in Dallas, I received text that AA re-booked connecting flight for the next day. Now they don't want to pay for the cancelled and re-booked flight (that I was unable to take & I had to rent a car to drive 6

hours home which cost me over 300 dollars). When they were pressuring me to buy the insurance, they NEVER told me the insurance only kicks in after a 12 hr delay. This delay was overnight. Meaning I originally had an evening connecting flight that was cancelled. So, my children & I were supposed to spend the night in DFW airport Isn't that why I bought trip insurance To cover the costs when this happens I know they cannot control the weather, but they could honor the insurance they pressure their customers to buy and not make ridiculous parameters that hinder customers from receiving relief from the insurance. Furthermore, ridiculous fees AA charges for changing flights (after booking the same day within a few hours) is even more reason why I love Southwest. American Airlines need to take lessons from SWA. I was very disappointed that Southwest Airlines do not fly to Billings, MT or I would have definitely flown SWA - No hidden fees, no baggage fees, no fees for changing flights, and amazing customer service!

Route: Beaumont to Billings via Dallas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "super disappointed at Flysafair"

Review: I have never had the experience ever like this evening. The flight was extremely full with seating uncomfortable, but this is not the main complaint. On landing they start disembarking from front and from back to front saying that the back passengers has to disembark to balance the plane. These passengers push past with luggage bumping and pushing to the front. I have in my entire lifetime of flying Never heard about this balancing and have never experienced it on any flight both local and international ever. This meant that passengers sitting on the wing were disembarked last and ended being pushed with the abuse of passengers and hand luggage on an already full plane sitting down. Yes so this at eye level. I am super disappointed at Flysafair tonight. Would not consider this as first choice next time flying

Route: Port Elizabeth to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Virgin America

Title: "really upset about my experience"

Review: Las Vegas to San Francisco. I am really upset about my experience with virgin America. I had a layover in Las Vegas and my first flight was delayed so I only had 35 minutes in between flights. I ran to my Virgin America flight and go there 25 min before the flight departed to be told that they gave away my ticket because I wasn't checked in 30 minutes ahead of time. I tried to ask what was going to happen and she just told me to sit down and wait because she needed to get the plane going. She then called people on standby before me even though I actually had a reservation. I missed my flight and don't know when they are going to put me on - never flying with them again.

Route: LAS to SFO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "Staff very attentive"

Review: Bangkok to Koh Samui. They call themselves a Boutique Airline and they certainly are. Staff very attentive, flight was on time. On a 50 mins flight they managed to serve a delicious Phad Tai followed by Coffee. Like the good old days, Bangkok Air treated us like appreciated customers.

Route: Bangkok to Koh Samui

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "experience at the front desk was very unpleasant"

Review: My experience at the front desk was very unpleasant. On our ticket it indicated Madrid T1 but the airport screens indicated T2. So we went to T2 where they told us that we had to board through T1. We went to T1 and there was no staff at the indicated number. So we went back to T2 indicating to the priority person that there were no personnel in the indicated place and once again the screen indicated that our check-in area was terminal 1. The priority person only went to check the airport screen when we took out the platinum for life card. What a shame really. Our first and only flight on Air Europa. Mi experiencia en el front desk fue muy desagradable. En nuestro ticket indicaba T1 pero las pantallas del aeropuerto indicaban T2. Asi que nos dirigimos al T2 donde nos indicaron que teniamos que abordar por el T1. Fuimos al T1 y no habia personal en la numero indicado. Asi que volvimos al T2 indicandole a la persona de priority que no habia personal en el lugar indicado y yna vez mas que la pantalla indicaba que nuestra area de cheking in era terminal 1. La persona de priority solamente fue a revisar la pantalla del aeropuerto cuando sacamos la tarjeta platinum for life. Que verguenza realmente. Nuestro primer y unico vuelo en Air Europa.

Route: Madrid to Gatwick

Seat Type: Economy Class

Traveller Type: Business

Airline: Air France

Title: "my advice is avoid Air France"

Review: Avoid AF if at all possible. Arrogant & rude cabin crew and the worst food Ive ever received in the class of flight. Starting point was the cabin wasnt fully ready even when the aircraft doors were closed ready for push back. Finally offered a welcome drink and I requested a Perrier Water but it never arrived and was later informed that, on the French national carrier, there wasnt any. Dinner arrived and was so poor in terms of quality that I opted for some packet biscuits & chocolate. Wouldnt have said no to some crisps but guess what - there were none. Took for ever to get a cup of mint tea after the dinner service as all bar one of the crew disappeared. The best that can be said about the breakfast meal is that at least the fruit was edible - just. At least the seat became a full flat bed but my advice is avoid Air France.

Route: Bogota to Paris

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Excellent service by the cabin crew"

Review: Excellent service by the cabin crew and the ground crew. They went1 beyond their responsibilities and helped me do the check in for another flight to EU country and communicate with another airport. They are kind and truly helpful! I have been using their service for several years now and I never had a negative experience with them.

Route: Heraklion to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "very pleased and impressed"

Review: Bangkok to Krabi. I had to cancel my flight because of the Coronavirus. The airline was very difficult to get in touch with by phone, so I tried the PG Live Chat. It took 2 days to be able to speak to someone, so I was imagining by the time I did speak to someone the quality of the service would be low and I would have to argue my way to a refund. But, the service was quick and accommodating. The representative spoke perfect English. She asked why I was getting in touch, asked for my flight information, and confirmed that she had cancelled my flight for a full refund, just moments later. She also found in my record that I had purchased travel insurance along with the tickets, and told me hold I could get that refunded too. Now, the refund will take 30 days because of the high volume of refund requests, so we'll see if I do in fact get my refund. But in terms of quality of customer service, I'm very pleased and impressed.

Route: Bangkok to Krabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "meal was fine for a short flight"

Review: I enjoyed the flight. Check in was very easy. The service on the plane was very friendly and helpful. The meal was fine for a short flight. The wine served was excellent. I hope REX is here to stay !

Route: Sydney to Melbourne

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "We had a great experience"

Review: Gold Coast to Melbourne. We had a great experience flying with Tigerair. The flight was comfortable, the staff were very friendly and we found it easy to check in and to adjust baggage requirements etc via the app. After reading some of the reviews we were apprehensive about flying with Tigerair but we were pleasantly surprised and will definitely fly with Tigerair in the future. It was my childrens first time on a plane so thanks for the positive experience Tigerair.

Route: Gold Coast to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: QantasLink

Title: "how they can justify nearly 4 times their normal price"

Review: We have just returned from a trip to Barcaldine. Myself, partner and stepson were charged nearly \$1500 per ticket for a return flight from Brisbane to Longreach. Due to a death in the family we had to change our return flight to attend the funeral. Qantas originally tried to charge an additional \$1300 to bring our flights forward by 2 days. After several phone calls to Qantas (in the Philippines) they reduced this to \$840. I have since checked pricing for the rest of

the year. Normally a return flight is about \$500. I just don't get how they can justify nearly 4 times their normal price, particularly when the plane wasn't full. Virgin would have changed the booking for free

Route: Brisbane to Longreach

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: HiSky

Title: "Had the very nice surprise of discovering this airline"

Review: Had the very nice surprise of discovering this airline for traveling to Bucharest-Brussels in December 2022. I hope the airline will continue to grow - as flights to Brussels have just been introduced by the company - and will keep up their good services. For both flights the boarding was extremely on-time and the flight smooth and a lot very on-time. Good luck to this young company and if things remain as they are, I will certainly replace my usual Tarom flights Brussels-Bucharest with HiSky.

Route: Bucharest-Brussels

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomas Cook Airlines

Title: "10 hours of agony"

Review: Manchester to Las Vegas return. Horrendous return flight. Broken seat back on so called premium seat meant 10 hours of agony. Basically no control over recline meant it shot back on take off and went back and forth throughout the flight. It caused a massive row with the people behind and yet Thomas Cook say nothing was wrong after waiting 3 months for them to respond. Premium seats are really no better than economy anyway and food is barely any different from what you normally get. Premium entertainment still extremely limited when compared to middle eastern airlines. Long way to go to call this premium! System doesn't accept a zero rating hence it gets a 1!

Route: Manchester to Las Vegas

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Sriwijaya Air

Title: "quite good value of money"

Review: Sriwijaya Air have quite good value of money for this flight from Silangit to Jakarta. There are other airlines with better amenities flying the same route, but Sriwijaya is one of the few who is doing the direct flight. The worst gripe is that some of the flight attendants are really not professional. The flight attendants generally is bugging the passengers to buy from the inflight shop, which costs lots of money. One of them even sit beside the passenger to ask the passenger to buy the item. While the passenger is also on fault for not rejecting this behavior, the actions of the FAs are not professional at all. The food is not good. The seats are pretty standard in Indonesia. The ground staff at DTB is quite nice and quite quick in checking us in.

Route: Silangit to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "Absolutely loved the airline"

Review: We traveled from Ft Lauderdale Florida to Oslo December 21-22, Absolutely loved the airline, great flight all the employees were super. My luggage was lost but was delivered to me in Sweden Christmas Eve which was 3 hours away from Oslo Airport. Can't say that about Southwest which is the airline we were supposed to get back to Arkansas the 29th.

Route: Fort Lauderdale to Oslo

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "Worst experience Ive had"

Review: Birmingham to Fort Smith via Dallas. Worst experience Ive ever had. Flights cancelled due to maintenance not weather - agents arent being told truth to tell us - either that or they are told to lie to us. Just tell me the truth and I can accept it. But to lie to us is unacceptable. Then no hotel - after we were told we would have a hotel at the location we were laying over in once we get there. 12:30am and we all have to fight to get them to give us a hotel like we were promised since it was a maintenance issue. Today get to airport early, flight cancelled due to maintenance, now setting on a plane waiting for fuel and a restroom that we were told doesnt work! Now we are told another maintenance issue exists and we are delayed again! Will never fly American again after my points are used!

Route: Birmingham to Fort Smith via Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "not choose them in the future"

Review: Brisbane to Adelaide. Today, I arrived before the luggage check-in was supposed to close. However, it was already closed when I scanned my boarding pass. I wanted to talk to a Tigerair staff who was on another machine next to me. I was waiting next to her but she was quite rude in her tone while addressing me. I waited for my turn after she dealt with 2 clients. I presented my ticket and she told me that she closed the check-in 5 minutes before. I explained to her that I arrived on time and that it was already closed and then I had to wait to talk to her, but she remained inflexible and of course didn't seem to care and to listen to what I was saying. I therefore had to pay for another flight for tomorrow. I saw three other people who had to pay for another ticket, because they were also "late" for the luggage check-in. Tigerair advertises the fact that they have cheaper fares but when you have to pay your ticket twice, it is not a

good bargain at all. I will certainly not choose them in the future.

Route: Brisbane to Adelaide

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "It was a sardine can for a flight"

Review: Avianca Airlines services are the worst. My husband and I paid for Premium Economy, with extra leg room, that was a joke, the seats are one on top of the other, my knee touched the seat in front of us, and when the passenger in front of us reclined his chair our leg were squeezed. The width of each seat is 14 1/2 inches max. I dont know what is the deal of selling extra leg room and charged their customers more for something that is not accurate. It was a sardine can for a flight of 11 hrs. The crew members werent great either. There is no TV on board, expecting the passengers to watch their own electronic devices, what about older people, some arent technology savvy. Awful The food offered was a bread with 1 sliced of ham and 1 sliced of cheese, wasnt free either. They sell those and even water, all that after charging one arm and a leg for the trip. My husband and I decided not to ever use Avianca again.

Route: Asunción, PY to JFK New York via Bogota, Colombia

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "substituted a smaller A320"

Review: We are very disappointed in Cathay Dragon. We booked a flight from Hong Kong to Phnom Penh on Oct 30, 2019 because they advertised it was on a roomy A330, but the airlines substituted a smaller A320. If we had been notified of the change and given the chance to change our flight date to an A330 we would have done so.

Route: Hong Kong to Phnom Penh

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "Total SCAM in my opinion"

Review: Charleston to St. Petersburg. Total SCAM in my opinion! We just spent over THREE HOURS ON HOLD with them today because we couldn't transact via their website. The 'help window' on the site referred us to their call center. However, NO ONE ANSWERS THE PHONE THERE FOR HOURS! This isn't the first time this has happened to us but it will be the last. We have other flights booked in December and I'll be switching to another airline. And they delay flights, which is why we had to cancel. They're not like the big guys. They admitted to us that they didn't know why the flight was delayed or if it would even take off today. Therefore we had to cancel all the legs today AND tomorrow. Our entire family vacation airfare just cost us double. We had to rebook in order to guarantee making it to the cruise on time tomorrow morning. And oh yeah, no luggage refunds either - even though this is all their fault. And it cost us \$50 cancel fee per ticket. Basically \$100 bucks per ticket. Never again with these guys. Can't believe they're still in business.

Route: Charleston to St. Petersburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "definitely not recommend"

Review: Dallas to Frankfurt via Keflavik. I had the worst travel experience with this airline. On a long distance flight there was nothing provided, not even a glass of water. The seats are very uncomfortable and you won't find any blankets and pillows. The prices are low but for long distances definitely not recommend. And I am used to very low standards of comfort while traveling!!

Route: Dallas to Frankfurt via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "avoid this seat on longer flights"

Review: Denpasar to Yogyakarta. Overall quite satisfied but seat comfort is the main issue. I can't deny that I went for the cheapest tickets. Online booking was easy. Online check-in opens 24 hours before the flight and I was able to already select seats for free which was nice. Check-in and baggage drop-off at Denpasar Bali airport was quick. We booked 15kg of baggage, one bag was slightly overweight and I didn't bother too much beforehand. The employee weighed the two bags together and it said 29.2kg so no problem at all. I printed online boarding passes but we got new ones at baggage drop-off. Flight boarded nicely on time, about 10 o'clock before the 10.25 departure time. Pushback was at about 10.30 and takeoff just shortly thereafter. According to schedule, flight-time would be only 55 minutes and landing would be at 10.20 (Java time is one hour before Bali), but we landed at about 10.40. Taxi took only a minute and 10.50 we were waiting inside on our luggage. That took about 15 minutes to appear on the belt, maybe a little long. The flight itself was boring. There is no service available. Flight attendants seemed professional though. The seat was the main letdown. A little filthy and legroom insufficient. Should have been the same 29 inch pitch as on AirAsia but felt tighter. Couldn't keep my legs straight with my 1.92m and had to bend them. Because of the short flight it was doable but I would try to avoid this seat on longer flights. I would fly Lion Air again on short flights. Our flight operated nicely on time but I hear that can also be an issue.

Route: Denpasar to Yogyakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "avoid Sri Lankan airlines"

Review: My flight from Mumbai to Colombo was cancelled by the airlines and then we had to replan our itinerary for the travel in Sri Lanka. Again while return, the airlines was delayed by 6 hrs. If you can pls avoid Sri Lankan airlines as they will cancel or delay at their own convenience and not even take responsibility.

Route: Colombo to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "economy seat with limited legroom"

Review: We flew out to the West Indies two weeks earlier and had an excellent flight; we were pleasantly surprised and before disembarking I told the cabin crew how much we had enjoyed the flight. The aircraft was clean and tidy and the crew were very friendly and efficient with the in-flight catering was more than acceptable. What helped, perhaps, was that we left at 1000 and had a daytime flight heading west. We also found subsequently that we were in 'extra legroom seats' and this made a huge difference. The homeward flight left Barbados at 1700 and effectively became a night flight heading east with breakfast served at 0330(UK Time) or 2330 (Barbados time). We were also in a standard economy seat with limited legroom. I am 1m82 and found it difficult to get comfortable. When i reclined my seat after dinner the passenger behind took offence. If one pays economy prices one does not expect frills but it might be worth obtaining one of the 'extra legroom seats' on any longer flight.

Route: Barbados to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Canada

Title: "Terrible customer service"

Review: We started our day with a delayed flight from Milan (through AC) due to a technical issue. This had us

sprinting through the Montreal airport to get through customs and to our gate in time for our connection flight (also through AC). We arrived just in time for boarding - phew! Just kidding because after we boarded the plane, the pilot made an announcement that we all needed to deplane due to another technical issue. After deplaning, there was no in-person communication at all. The woman at the gate provided no apology or information whatsoever. We just received several emails saying we were delayed again and again. We ended up leaving more than 2.5 hours late, and we were again harassed by the same woman checking us in (she actually took my boyfriends passport and wouldnt give it back to him because hed removed his gate check tag thinking hed receive a new one since our plane and gate had changed. She was just too annoyed and lazy to simply print out a new one. Terrible customer service. Not to mention we paid more than \$1800 RT for these flights, and the quality of service and their planes were subpar. Will not be flying this airline again (even though Im an Aeroplan member) nor will I be recommending to friends.

Route: Milan to Houston via Montreal

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "my bag did not make it"

Review: The airline changed my flight schedule on the way to Abu Dhabi, without notification. This way I didn't know that my time to change flights in Munich was shortened by 20 minutes, which meant that the new boarding time in Munich was before my arrival time from my first leg. Had I known, I would not have checked in my bag. Of course my bag did not make it, so I had to survive 2 full working days in business meetings in Abu Dhabi with the same clothes I wore since the moment I left my house (the shops did not open before I started to work and we had a social event that I had to attend, so no way to go out and buy fresh clothes). The airline was not able to provide my bag before I left the hotel again on the second day, because they dont deliver after 19:00 in the evening and were not quick enough to bring it before I had to check out on the second day, even though I wrote my exact times on the baggage claim. I came back to the airport and had to chase my bag, going in and out the security zone with their personnel. Once I got my bag I had to check it in again, because Etihad had zero understanding for me asking for access to a shower. They told me that I

can pay myself to get access to a hotel, where I can shower and change and to then make a claim or I could use the public toilets for changing or the public shower behind security. I tried the online-claim on the first day and did not make it past the ticket number, because I booked via Lufthansa and Etihad didn't accept their ticket number. Etihad even weighed my backpack and since my medicine, laptop, mobile phone, jumper, passport, wallet and jumper already had 8 kg, I could not take any clothes to change with me to the shower. I will never ever use this airline again.

Route: Abu Dhabi to Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: China Southern Airlines

Title: "very satisfied with their service"

Review: I am very grateful to China Southern Airlines for their check-in service staff who carefully checked my visa information and helped me to verify my visa. When there were problems in the system, they solved the problems. I am very satisfied with their service.

Route: Guangzhou to Manila

Seat Type: Economy Class

Traveller Type: Business

Airline: China Airlines

Title: "avoid traveling China Airlines again"

Review: Vancouver to Delhi via Taipei. My flight from Vancouver to Taipei was smooth, the service was good though the food in Business Class was just ok. A350 is a good aircraft. However, the plane on Taipei-Delhi route was old and the seats were not that comfortable. Moreover, the lounge at Taipei was undergoing some renovations and there was a notice to contact ground staff for a voucher. The ground staff was not available in that part of the terminal and showed up 45 minutes before departure. On both my inbound and outbound travels, they had no idea about any such offer nor

did they offer anything or apologize for not being able to provide lounge to business class traveler. For that reason alone, I will avoid traveling with China Airlines again.

Route: Vancouver to Delhi via Taipei

Seat Type: Business Class

Traveller Type: Business

Airline: AirAsia

Title: "What a waste of money!"

Review: AA has gone from bad to worse, if that is possible! Tried to change flights due to a visa issue but the only form of interaction is with AVA - an auto-bot with limited information. I have been trying to reschedule for over 2 hours now without any success. This is tantamount to fraud and scam - AirAsia is essentially robbing us of our money. I will never book through AirAsia again. If the airline is unable to provide an adequate customer service, the whole outfit should just close shop or sell to a party better able to run the airline. What a waste of money!

Route: Kuala Lumpur to Lombok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AnadoluJet

Title: "The seat was the worst part of the flight!"

Review: I bought this flight under Turkish Airlines name and I was totally disappointed when I saw the Anadolujet sign at the check-in desk. First of all, a delay without any updates: I had to check FR24 for updates. The seat was the worst part of the flight! I had a back pain right after the flight. Catering was awful. Lots and lots of unnecessary announcements made the flight even worse! They were not letting the passengers sleep at 5am due to their long and annoying announcements. Not recommended at all.

Route: Tehran to zmir

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Spirit Airlines

Title: "airline has been absolute garbage"

Review: This is the second time this airline has been absolute garbage but this time takes the cake. I have a family emergency I have to fly for. After over 10 hours of multiple delays filled with nonsense, everyone's emotions were triggered but everyone seemed to remain calm and cooperative. we ended up waiting forever in Orlando to get to a gate. Traffic jam. While one attendant was so very nice and kind during the entire flight, another had the audacity to yell at us over the intercom that we were the problem for going to the bathroom and the reason we were waiting. Guess what! The pilot came on before and right after her display of unprofessionalism and stated that we had nowhere to go.

Route: San Antonio to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "a positive environment"

Review: Absolute best experience Ive had flying. ThaiSmile was a positive environment, staff were very helpful, and we were even given a full meal even though the flight was less than 2 hours. They said the goal was to have us smiling the whole trip they definitely succeeded.

Route: Hanoi to Phuket via Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartWings

Title: "flights were always late"

Review: I fly from Prague to the UK and back every week. During last few months Smartwings flights were always late, always delayed by at least an hour. But the most annoying thing is that when you finally get on the plane it keeps waiting for its new departure slot, during this time the A/C is off, so it is too hot and very uncomfortable. Because of this I switched to EasyJet, they are more expensive, but on time.

Route: Prague to London

Seat Type: Economy Class

Traveller Type: Business

Airline: VivaAerobús

Title: "The most irresponsible airline"

Review: The most irresponsible airline Ive ever seen. The staff are rude. I had two tickets for me and my husband. They clearly sold tickets to more people than they could. Either for our first flight from Cancun to Mexico city and our return flight, we faced the same problem. They are so irresponsible and disrespectful.

Route: Mexico city to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "Friendly approach"

Review: Would like to pass a feedback to Antonio and all cabin crew who operated FAO-STN flight on 22nd of April. Grooming and customer service skills were met to a high standards. Friendly approach made a flight experience even more better and relaxed. Well done guys!

Route: Faro to Stansted

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "We will not fly with them again"

Review: I'm writing this review on behalf of my daughters who actually flew with Condor. The flight from Frankfurt to Minneapolis was delayed at departure so they missed a connecting flight to Seattle. We had to book them in the hotel overnight and purchase new tickets for the next day. When we asked Condor for the refund they told us to file an online claim and attach all receipts for their review. It has been over two months since then and we heard nothing back from the airline. When trying to contact them online we get only automated messages saying not to file any claims again. Getting through by phone is next to impossible. Be careful when booking with them. It's cheap but there is a reason for that. We will not fly with them again.

Route: Frankfurt to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "Aegean did not use to be like that"

Review: Accurate departure and arrival, Excellent check in process via the mobile app, clean plane. The new baggage policy has turned Aegean into what i would consider a low-cost carrier. Booking a Flex ticket in order to carry your luggage along with a laptop bag or a purse onboard is unacceptable. Aegean did not use to be like that. It was always a bit more expensive but the passenger was treated well, with good cabin service and with the ability to have a carry-on and a personal item onboard without having to pay anything extra.

Route: Heraklion to Thessaloniki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "Allen key not allowed on board"

Review: Mumbai to Goa. Did my check-in and proceeded to security check only to be told that I have an Allen Key in my back pack which is not allowed in hand baggage and will have to be put into the checked baggage which was not told to me at the time of check-in. So i went back to the check-in counter to get some help and assistance. I relayed the incident to the 'service' rep and told him that since my bags are already checked i would like to check my hand bag. He turns round to tell me that if I check the hand bag I will be over my baggage allowance and will have to pay excess baggage. Clearly the man doesn't know anything about the meaning of service. Instead of helping me out or finding a solution he wanted me to pay for their mistake of not informing me that the Allen key was not allowed on board. I had to leave the Allen Keys at the check in counter because if I asked them to bring my bags back I would have missed the flight which I'm sure they would've put down to me as well.

Route: Mumbai to Goa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "cancelled the flight at the last moment"

Review: They cancelled the flight at the last moment when I was about to board after all the checking process was done around 11:50 pm (Midnight). They didnt provide the accommodation and rescheduled our flight next day for the same time. Very unprofessional and left all the passengers by themselves on the airport. What should we do on airport by losing our sleep and 24 hours? Who will pay for our sleep and time as we need to show up for the work next day?

Route: Vancouver to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avianca

Title: "A total nightmare"

Review: A total nightmare. Very uncomfortable seats. No food, no blankets, no screens. They charge for every single thing. They wont even offer you a cup of water at no charge. Im not happy with their service. For a 6 hour flight they could do better, plus their fees are ridiculous. Avianca is the new spirit but 10 times worse.

Route: New York JFK to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Spirit Airlines

Title: "most uncomfortable flight"

Review: It cost \$100 to check a bag for the most uncomfortable flight Ive ever been on. I would have been further ahead to ship all my stuff or just fly with another airline. Actually would have saved money I think and any other flight would have given me a bigger better seat, a snack, and a beverage just for flying with them. What a joke

Route: Salt Lake City to Nashville

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "we will never ever fly Swoop"

Review: When I thought that I had a bad experience with Sunwings there comes Swoop. We started our vacation on 13 Mar 2023 flight WO0638 to Cancun. We waited after we boarded more than one hour on board without knowing why we

don't take off. It is true that the captain made an announcement , but in so low voice that was hard to understand. Asking the flight attendant why we don't proceed to take off she was annoyed, I guess, and said that the captain already mentioned that. I did not understand neither did my wife. Finally we got to Cancun late more than one hour but they ran out of Mexican immigration forms and we had to figure it out at our time expense, adding more time to be late in the resort. No complimentary anything was handed to us to compensate a bit all of this inconvenience. Now comes the part when we return from Cancun, 18 Mar 2023. Getting to the airport we noticed that our flight 641 has been delayed for more than 5 hours let alone the line up time for checking in. Please note that no email has been sent to us to let us know the flight is delayed. Then when we've got to the check in counter and we started to ask questions one of clerks took us on a side and issued us vouchers for the 3 of us worth 60\$. and we were told to check in around 21:00 since the flight was delayed till after midnight. But no plausible explanation has been given to us. Checked out the hotel at noon, got to the airport around 16:00 the flight was at 20 minutes past midnight so more than 12 hours wasted because some clerk in Canada did not do its due diligence to send out an email. When we landed in Toronto we spent more than 20 minutes for the ground crew to attach the ramp, because they did not have personnel. To conclude we will never ever fly Swoop, and there is no word of lie here.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "been rescheduled 5 times"

Review: Its been a while since i travelled with Garuda Indonesia. I was disappointed this time around due to my flight schedule been rescheduled 5 times before i called the CS to switch my flight to a more suitable time.

Route: Bali to Jakarta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "Again bad experience"

Review: Unfortunately again experiencing this airline, and its air-conditioning not working. We all are sitting and waiting for more than 40 minutes in plane without air-conditioning right away. Again bad experience.

Route: Chandigarh to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "wont fly with them again"

Review: London to Tel Aviv. Rude and hostile cabin crew who behaved differently depending on whether you are Jewish or not. As I am not they were quite nasty to me. I definitely wont fly with them again.

Route: London to Tel Aviv

Seat Type: Economy Class

Traveller Type: Business

Airline: Oman Air

Title: "tactics to confuse us and ignore us"

Review: Our flight was cancelled due to COVID-19 but we were never notified by the airline- I only found out because I called before the flight to check on my flight status. They told us to contact the 'Websalesrefund' email address requesting a refund but we have only received automated responses that are ambiguous, such as 'We offer to keep your flight open'. We believe that we are eligible for a refund however we have not received any clear guidance on if we can get a refund or how we can access credit. The call centre tells us to email, and the email responses tell us to call. It has been almost two months and I don't know if we will ever get our money back. All the other airlines that we had bookings

with in May and June (such as Vueling, Scoot and Easyjet) have given us refunds. Oman is the only airline that has used tactics to confuse us and ignore us. Unless we are given assurance that we will receive our refund or credit, I will never fly Oman Air and will not recommend it.

Route: Amman to Bangkok via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Regent Airways

Title: "the seats were uncomfortable"

Review: Singapore to Dhaka. This was my first trip in Regent Airways. Very disappointing as the seats were uncomfortable with no digital entertainment or even any magazines other than newspapers. 4 hours journey felt like a never ending one. Worse was when they gave us an meal option to choose between 2 dishes A and B. Me and my wife both chose the same type A. The steward said they ran short of the same type. When she went to the passengers right behind us she offered them both the meal types A & B. Have I not paid the same amount as all the other passengers of Business Class.

Route: Singapore to Dhaka

Seat Type: Business Class

Traveller Type: Business

Airline: Pegasus Airlines

Title: "Would never recommend it"

Review: Would never recommend it. No service no management just catastrophic from Sabiha Goecken Airport Istanbul. Very long queues no one supporting, very rude staff. No one knows where to go, what to do. Worst service ever.

Route: Stuttgart to Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Citilink

Title: " A very high standard"

Review: Denpasar to Kuala Lumpur via Surabaya. Landed a bit behind time, waiting at the bridge in Surabaya was a guy that took me down to the apron, radioed a car which took me to my flight on the other (international) side of the airport. Took me through check in, customs and immigration and told me to hurry along. Took all up 60 minutes, five minutes later through the gate onto my flight. Brilliant operation, would have missed it otherwise. Now compare that to my sister at Ho Chi Minh a day earlier trying to get to her flight to HaNoi. Pleaded to go to the front of the queue to get to her connecting flight, nothing doing, missed her flight and finally arriving there at midnight. This is a comparison of Citilink (caring) to Vietnam Airlines (miserable) A remarkable effort from a remarkable airline. Added to this was a nice little meal on this nice little trip. A very high standard. Hugely thankful.

Route: Denpasar to Kuala Lumpur via Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "aircraft is only economy seating"

Review: I purchased a Premium Economy seat and paid for a lie flat bed. Despite attempting to confirm my seats many times prior to departure, when checking in I was told that there are no lie flat beds on this flight. In fact the aircraft is only economy seating. I tried numerous times over a period of one week to contact their staff for a refund. Their chat bot is totally useless so I left messages, tried calling their overseas offices and always received just a voice message to leave a short message with email or phone number. Nothing! It's obvious that they cannot afford proper customer support service or are simply not interested and don't care. I have just checked online again for the same flights in September

and they offer economy seats at \$327 USD or premium economy at \$853 USD. This airline has only one objective, take your money and if you have a problem don't contact us.

Route: Bangkok to Sydney

Seat Type: Economy Class

Traveller Type: Business

Airline: SpiceJet

Title: "never had such a bad experience"

Review: I have never had such a bad experience with any Airline. I am a 6 month pregnant woman and on 10nd April their staff was just utterly ignorant. Me and my husband were trying to check in our luggage, my husband was in longer queue and I stood on the new counter, the lady who was checking in told me that I should wait while other guys check in, I am not in a condition to stand for long so I told her I am pregnant and first in queue, she made weird faces and tried to ignore that's where my husband had to intervene. There were no courtesy whatsoever. Second, while we were on flight, the hostess didn't give me any instruction even though I told her I was pregnant. I paid for the food and beverage for both me and my husband, and our name wasn't there on the list, there was a long hassle to prove that we paid for the same. Although the Airhostess offered us the same later but proving that you have paid wasn't really a 5* experience.

Route: Goa to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "hated whole flying experience"

Review: They canceled 1 hour before takeoff after checking to the airport. And they were so rude, replacing my seat 5 hours later and saying if you don't take it, you have to fly next day. So I had to accept it even though I had business

meeting that evening. They offered refund saying I won't be able to book another airline cause they are all booked. They said it is due to windy condition but there was no sign of wind. Soon I found ticket 1 hour earlier so booked on my phone and asking for refund .. they said they can not refund but give me credit cause it is the weather that got them canceled flight. Even though they offered me refund before, so I had to fight to get refund saying they keep changing their words however they like to. They were not sorry or did not compensate for 5 hour delay. They were rather threatening throughout the procedure. Most unkind customer service at service desk. I hated whole flying experience. Will never fly with them again if I can. And refund has not come through yet ... I will wait and see

Route: Sydney to Gold coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "Asiana refund finally clears"

Review: I bought my tickets via Expedia in February 2020, but started cancelation process in March and approved in April 2020 for full refund by Asiana's rep on the phone and Expedia. By Asiana's policy, I had canceled 92 days prior to flight so I was in the clear. Expedia couldn't get in contact with Asiana to clear the transfer of funds while I was on chat and by email, throughout the months. Finally called the Korean branch to see if someone would respond since their other branches weren't responding. The exchange was not pleasant when we got a rep, got blamed for not contacting sooner, they said no one will authorize the refund now because of the situation, many other excuses that didn't make any sense. Finally after 6 months of trying to contact Asiana refund finally clears. The bitter taste of how they are handling the process has left me never to fly them again.

Route: Seoul to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Niugini

Title: "bumped onto flight tomorrow"

Review: What a joke, i had just arrived from Perth via Brisbane to land in Port Moresby for my connection to Rabaul. When i arrived in Port Moresby i proceeded from the international terminal to the domestic to check in for my next flight to find out i had been bumped onto the flight tomorrow due to the plane being downsized from the Fokker 100 to a Dash 8. They were not willing to compensate my accommodation costs for a night in Port Moresby, even though they have now just cost me my transfer and first nights accommodation in Rabaul. So demanded to be placed on standby for the flight in case nobody showed up on the flight. The check in staff had the worst attitude i have ever come across in aviation. I got lucky and was able to board the flight for it then be diverted to Hoskins, we then had to wait at Hoskins for Air Nugini to organise accomodation for our flight, this took them nearly 2 hours. I wont fly this airline again unless absolutely required.

Route: Port Moresby to Rabaul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hi Fly

Title: Hi Fly customer review

Review: This flight was a replacement for a TAP flight that was cancelled the previous day. The aircraft was an and there was no inflight entertainment what so ever. The crew was young and pleasant. We enjoyed the experience.

Route: Natal to Lisbon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "showed no interest in helping me"

Review: The worst airline experience I have ever had. NEVER EVER use this airline, the staff were rude and unhelpful. I barely caught my flight, but if I had listened to Ryanair staff I would have missed it. I was travelling on my own with an infant and they showed no interest in helping me.

Route: London to Newquay

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "really uncomfortable"

Review: I have never experienced a such bad company for an airline. Such a low cost company should cover long routes. It was really uncomfortable! I had flight from Dubai to Naples for six hours on a small seat. The plane took off almost one hour late. Everything on-board was on coast (drinks, entertainment system, that is ridiculous!) The crew seemed to be under trained to deal with passengers and not patient at all. I won't dare had any problem on-board. I will never fly again with flydubai or Emirates. Be careful when you buy your tickets with Emirates. Half of the route could be on nice plane with a decent service and half route with flydubai. I have to come back to Bangkok and I'm really afraid to fly again with flydubai. Please improve your service! Don't just try to make big profits. Bad experience means a loss of customers.

Route: Dubai to Naples

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "Avoid this airline if possible."

Review: Stockholm to Tallinn via Riga. I have travelled three times with this airline on the Tallinn-Riga-Stockholm route. All three times the flight from Tallinn to Riga has been delayed, causing me to miss my flight from Riga to Stockholm. Air

Baltic put me on a later flight, but the wait is usually more than 3 hours. When I write to the airline asking for compensation, they always say no. This is in violation of the European Union's Flight Compensation Regulation 261/2004. So I write to the Consumer Agency in Latvia, they take my case and Air Baltic, reluctantly, pays me compensation. This is not a serious airline. Customer service is dismal; and the airline staff is rude and unfriendly. Avoid this airline if possible.

Route: Stockholm to Tallinn via Riga

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SereneAir

Title: "experience has been good"

Review: Karachi to Quetta. Had been travelling by SereneAir for over 2 years and the experience has been good. This time as well. Flight was on time. Breakfast was fine. Aircraft is more spacious than PIAs A320s. Staff was courteous.

Route: Karachi to Quetta

Seat Type: Economy Class

Traveller Type: Business

Airline: Icelandair

Title: "Flight was unsatisfactory in several ways"

Review: Flight 664 from Portland Oregon was unsatisfactory in several ways. My seat could not recline. The attendant tried it and said it was broken. Same with the foot rest. The food was unpalatable, a few hard, overcooked shrimps, and an entree of a few strips of dry turkey breast on a mountain of greens. Just awful. I asked for the turkey wrap served in coach. Flight 671 from Reykjavik was an improvement. Seat reclined, food was very good. Entertainment on both flights was unsatisfactory. Very limited selection. I tried to contact Icelandair via email sent to a name on their website but it came back as undeliverable. I wont choose Icelandair again.

Route: Portland to Reykjavik

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "initial flight was delayed"

Review: Absolutely the worst experience and customer service. Missed our connecting flight because initial flight was delayed which caused me to miss an event and spend an extra 10 hours and an extra flight before arriving to my destination. After speaking to the customer service desk, they offered 4 Euros for my inconvenience which couldnt even buy a coffee at the airport. I have sent 3 emails with no response, spoke to one customer service agent who hung up after I told him my dilemma and being on hold for 20 minutes. I have now tried calling again multiple times with no answer.

Route: New York JFK to Vienna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "each ticket will be credited separately"

Review: I booked a flight with American Airlines (first time) as it offered a good price although the operating airlines were known for their bad service. But we decided to trust American Airlines. Well, after a sudden change of plans, I called the not-so-American airlines to cancel the tickets, and was ready for penalties, etc. ... but they offered me a 12 months credit. Ok, sounds nice, United airlines does it, Air France does it. But here is the trick: the 12 months countdown starts the day of the booking. As if it wasn't enough, each ticket will be credited separately, and only the name on that ticket credited can use the credit. I will update my review when / If we use the credit they issued to each one of us, for the onboard service quality. Till then, American Airlines should live up to the name or fold.

Route: Newark to Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Nostrum

Title: "leg room was adequate"

Review: Alicante to Madrid. Short flight to connect to a long haul flight. Ground staff were efficient at Iberia desk. As usual you have to leave larger carry on bags on the ground next to the plane and then pick them up on arrival next to the plane. Seats are leather and on a 2 by 2 basis in both business and economy. Service was adequate, leg room was adequate even for two over six footers.

Route: ALC to MAD

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "service was impeccable"

Review: My flight in November from SCL to AMS was one of my best flights. The plane was rather new and well maintained. But the best part of the flight was the crew. Polite but chatty and made everybody feel welcome on board. The service was impeccable and nothing was too much for them. Wines, Champagne and food were extraordinary.

Route: Santiago de Chile to Frankfurt via Amsterdam

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "Worst airline ever"

Review: Worst airline ever. I flew with them a few times and every time they were delayed, and I wouldn't not recommend this airline. Bathrooms are so dirty.

Route: Nashville to Allentown

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corsair

Title: "airline is value for money"

Review: Old Boeing 747 aircraft, but clean and enough legroom. Entertainment is very average, but this airline is value for money - what you pay is what you get. I paid round trip 11 hours flight to the amazing island of Reunion 630\$, its very good price and cannot complain. Corsair offer solid product, the food is bad on board, but many airlines that offer higher rates, serve bad food as well. Clean plane, good and friendly service and offer enough drink during the flight include wine.

Route: Paris to Reunion

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LIAT

Title: "I was very pleasantly surprised"

Review: Trinidad to Barbados. I was planning a long weekend with friends in Trinidad. I live (mostly) in Barbados but also in London, UK. I'd been umming and aahing between LIAT and Caribbean Airlines and I checked out the reviews for LIAT which are definitely not good. I regularly fly between Barbados and Jamaica via Caribbean Airlines, which involves a stop/transit through Trinidad and my transit experiences have not been good. Delays, cancellations etc. One time arriving in Barbados at around 3.00a.m. instead of the scheduled 9.45m and anyone who knows Piarco airport

would agree that it has to be the most soulless airport ever, no information is given, few places to eat, get a coffee etc. Piarco departure lounge is BRUTAL. In the end, I decided on Caribbean Airlines for my outward bound flight and LIAT for my return. I rationalised that if the CA flight due to depart at around 8.45 was late, I could spend hours there, whereas if I took the afternoon LIAT fight, even with cancellations, that I stood a reasonably good chance of arriving in Barbados before midnight. As it happens, luck seemed to have been on my side. LIAT reviews are full of tales of delays cancellations, rude staff wtc. I'm happy to say that this was not my experience. The flight departed 5 minutes later than its scheduled 2.35 pm time slot,, which in aviation/airline term is not at all late, and got me into Barbados within the hour. All staff were pleasant and helpful as needed. We were served a beverage, which CA did not offer on the outward bound journey. Flight was pleasant, seats were reasonably comfortable, pilot/captain kept us informed, and I really liked their inflight magazine. Overall, I was very pleasantly surprised, because as I said LIAT has very poor reviews and everyone that I had consulted prior to booking had warned me off LIAT. As I say, I may just have been very fortunate, but for this flight at least, everything went well, and if LIAT could maintain this standard, I would happily fly LIAT again, even though I'm a confirmed CA fan!

Route: Trinidad to Barbados

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromar

Title: "very friendly staff"

Review: Fly 10 or 12 times a year Mexico City to Ciudad Victoria. Planes are small Fokker Turboprops. Always very friendly staff and have been on time. Seats are rather small, an excellent lounge with drinks and snacks at a number of airports. Service onboard with snacks and drinks are adequate.

Route: MEX to CVM

Seat Type: Economy Class

Traveller Type: Business

Airline: Porter Airlines

Title: "got delayed, so far, 3 times"

Review: Fredericton to Ottawa. A very bad experience for a first flight. I am currently waiting for the flight which got delayed, so far, 3 times for a total of 4 hours and 15 minutes. I tried to locate an agent to ask about the reason for the delay, none was available at their gate. No wonder why their tickets are cheaper than others.

Route: Fredericton to Ottawa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Salam Air

Title: "Dont ever fly with this airline"

Review: Disgrace. Dont ever fly with this airline. They didnt tell us our flight was cancelled, refused to provide an explanation. We showed up and they were incredibly rude. No refund for the cancelled ticket, no alternative route, no correspondence on their part. Absolute disgrace, avoid this airline at all costs.

Route: Dubai to Kathmandu via Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "eliminate the recline button"

Review: Chiang Mai to Hanoi. Over 6 foot tall, book an exit seat. Although cramped, the interior was fresh and bright, the cabin crew professional and polite, and even the lavatories were clean. If only they would eliminate the recline button on the seats. Unfortunately, there are still travelers that just dont consider fellow passengers when it comes to leg room.

Route: Chiang Mai to Hanoi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "same appalling service"

Review: Mauritius to Perth. Flight to Mauritius was delayed for 2 hours. No explanation, then was cancelled with no warning. A guy from Air Mauritius came out and yelled over the top of everyone saying flight has been cancelled come back tomorrow at the same time, then just walked off like that. No one knew what was going on or what to do. Then when we returned the next day the flight was delayed a further 4 hours with the same poor service. Now on my way home flight is delayed a further 2 hours with the same appalling service. What a joke of an airline and the staff need to work on their customer service too!

Route: MRU to PER

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "crew was rude"

Review: The crew was rude, they closed all the shades on a day flight from Rome to Boston - served lunch and we never saw them again. No water to be found after they all disappeared. The seats and window plastic were broken and falling apart. Sad but true the staff, except for 2 people in business class, were rude and arrogant. They charge the most for their flights and they are the worst. I would never fly them again and have canceled my return flight because I did not feel safe on such an old plane with a disappearing wait staff. Do not even mention the food - I was deplorable. The plane was dirty and broken down inside. The chairs did not move, our movie screens were broken and well, it was horrible.

Route: Boston to Rome

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: FlySafair

Title: "really disappointed in this type of service"

Review: Despite the fact that we were there as per the 90 minutes expectation and there was no end to the queues in sight, we were told that we cannot board the flight 10 minutes prior to its departure. Flysafair took no responsibility whatsoever for the long queue and we were sent from pillar to post trying to find assistance with almost none of their employees being able to give us the answers we need. Had they been competent and knowledgeable, we may have been able to board the flight in time but instead wasted so much money. That's exactly what they want it seems. We were told that we could be on the wait list for a non refundable R300 and couldn't even tell us how many people are on the list already. Paid the fee and it turned out that more than 13 were already on the wait list so not only does that just show how many people weren't able to make it in time but also how they get you to pay because you hope that you may be next on the wait list. I'm really disappointed in this type of service in this age

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomas Cook Airlines

Title: "couldn't have been more impressed"

Review: Having read lots of bad reviews for this airline, we booked with trepidation. There were very few direct flights from Cancun-London and prices were typically almost 3-times Thomas Cook's. We decided even if we encountered a nightmare delay or other problems other have had, we'd still be ahead. As it was, we were able to upgrade to Premium for £40 each. What a bargain! The new Terminal 4 at Cancun is much less chaotic than the others and for Thomas Cook there were two dedicated Premium check-in desks. Our cabin-baggage was slightly overweight but when I explained it contained my warm gear for the flight they let it go. No Fast-track, but security was fine. Premium passengers did board

first and this was smooth except that overhead bag space is unusually small. My "normal" sized bag which would usually go in length-wise had to be put in sideways to fit. Several other people had the same issue, so space was very tight. We were offered sparkling wine while waiting; then, once in the air, were soon offered another drink and then another. The service of our crew was excellent - I have flown business class on Virgin Australia, Singapore and Virgin Atlantic and service was up there with those! Not so the food, of course, but it was surprisingly good. Better than any economy class meal I've ever eaten, so I would say it's a cut above whatever is served in the rear. Even the wine was drinkable. I took a peak behind the curtain more than once as the front toilet was occupied for an extended period. The seat config was 2-4-2 rather than the 2-3-2 of premium. The extra width is noticeable and the leg-room was fine for me too (at 6'1"). Flight departed approximately on time and arrived half-an-hour early. Couldn't have been more impressed by the experience for the money.

Route: Cancun to London

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: PLAY

Title: "all the flights were on time"

Review: Everything was good, all the flights were on time, the space in the plane was very good. The service on board also good. The bags came out unharmed and the pilot handled the plane very well.

Route: Reykjavik to Tenerife Sud

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "would fly Korean Air again"

Review: Business class from Singapore to Seoul. We checked-in from terminal 4, there is an exclusive area in the

lounge for first class passengers,. Food was below average, flight service and smile was good, IFE was acceptable, camera onboard was acceptable, and the seat was extremely comfortable on this 6 hour flight. I was disappointed though that no amenity kit was provided on this red-eye flight. We arrived at terminal 2 in Incheon airport where the experience was extremely positive for us compared to terminal 1. I would definitely fly Korean Air again. However, unfortunately they do not have routes to the Middle East.

Route: Singapore to Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "inflight service was decent"

Review: Los Angeles to Hong Kong via Seoul. Los Angeles to Seoul Incheon was a solid experience. Since it was an red-eye flight the catering was below average. Everything was oily, however the tea selections after the meal was a delight. CAs need to learn how to behave in the galley when passengers are sleeping. I sat three rows in front of the galley and I literally thought there was a mariachi band behind me. Overall the inflight service was decent.

Route: Los Angeles to Hong Kong via Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "Terrible, terrible company"

Review: London Gatwick to Prague, and possibly the worst airline ever! Not only were we on the noisiest lager lout flight in history, but a couple weeks before we flew they changed the date of our return which meant missing out on organised outings while we were away. When I tried to get compensation for this I was completely ignored. I got the CAA involved and a year later they still have not been responded to either. Customer service - zero! Terrible, terrible company which I

will never use again - I'd rather walk.

Route: LGW to PRG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "felt totally humiliated"

Review: Bangkok to Krabi. My friend and I paid for return flights and hold luggage. We could not check in on-line for the return journey as their website was not working and when we got to the airport we were told we had not paid for hold luggage. Despite showing a receipt they made us pay THB 3900 and THB 3000 on our debit and credit cards or we could not fly. We both felt totally humiliated and it ruined a good holiday to end it that way. I will never fly with this airline again!

Route: Bangkok to Krabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "missed my international flight"

Review: The flight got delayed from Kalibo to Malina for almost 3 hours on Jan 1, 2019, for that I missed my international flight, when I asked them for a solution, they rebooked my flight which is 2 days later, they said that's the only flight with an available seat. I have to bear all the losses, my schedule has been shattered, I have to pay two days accommodation fee and extra costs, but those were not the worst part. At the check-in counter, I asked the check-in lady to provide me with a paper for the delay, so my hotel I was supposed to stay could redeem me, the lady reassured me that they would bring the paper at my next check in, that is Jan 2 10 pm, flight took off at 00:05 am, and I asked them to not forget the paper. On my next check-ins, no paper, the check-in lady was not willing to help anyway, she is very

reluctant, I asked her many times, she just said "wait", still nothing is done.

Route: Kalibo to Malina

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Firefly

Title: "great little airline"

Review: Subang to Penang and Firefly is a great little airline. No fuss but great value for money and frequency to its destinations.

Route: Subang to Penang

Seat Type: Economy Class

Traveller Type: Business

Airline: Ryanair

Title: "worst I have ever traveled with"

Review: On the 6th of November, Ryanair charged me 45 euros for a suitcase that supposedly did not meet the measures required for the trip. My suitcase was very small, undersized and fit under the seat. Even so, they made me pay for an extra suitcase. The biggest problem was that I was not given a receipt and payment was made over the phone. They forced me to give my card details to a supposed telephone employee. They gave me the phone and said I had to give my card details otherwise I would have to leave my suitcase there. In addition to not having received any receipt as proof of payment, they kept my card details which should have been confidential. This is illegal. The antipathy with which they give us information and the menacing air make this company the worst I have ever traveled with. No dia 6 de novembro a ryanair cobrou-me 45 euros por uma mala que supostamente não cumpria as medidas exigidas para a viagem. A minha mala era muito pequena, com o tamanho abaixo do standard e cabia de baixo do assento. Mesmo assim fizeram-me pagar uma mala extra. O problema maior foi que não me deram um recibo e o pagamento foi feito

por telefone. Obrigaram-me a dar os dados do meu cartão a uma suposta funcionaria por telefone. Passaram-me o telefone e disseram que tinha que dar os dados do meu cartão senão tinha que deixar ali a minha mala. Para além de não ter recebido nenhum recibo como prova de pagamento, ficaram com os dados do meu cartão que deveriam ser confidenciais. Isto é ilegal. A antipatia com que nos dão informações e o ar ameaçador tornam esta companhia a pior com a qual já viajei.

Route: Madrid to Faro

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Silver Airways

Title: "I would fly with Silver again"

Review: The other flights from MCO to EYW included long layovers and were expensive. My husband voted for giving Silver a try since it was only a little more than an hour flight. Still, I read the reviews before and after booking and was concerned. However, both legs of our trip were fantastic. The planes seemed newer and clean. The flight attendants were professional and polite. The flights themselves were as smooth as butter. This is a small airline, so it simply is not reasonable to expect big airline perks. There isn't a drink and/or snack service, but we were offered small bottles of water. Really, there wasn't even enough time on our flight. We were in the air a little over an hour and were spared a six-hour drive to Key West. The cost of our tickets was economical and probably not much more than we would have spent on a drive between gas, tolls and meals. I would fly with Silver again.

Route: Key West to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Edelweiss Air

Title: "Very disappointing lack of service care"

Review: Were not flown to our booked destination and I incurred out of pocket expenses in order to arrive at my booked destination. Customer after care when I wrote to the airline requesting reimbursement has been non existent. Not even a courtesy of we will review it. Very disappointing lack of service care.

Route: Zurich to Santa Cruz de la Palma

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "Excellent Inflight service"

Review: Excellent Inflight service. Wide leg room. Clean cabin. Flight 10-minutes early. Cabin crew gave attention to passenger - no rush feeling. So-so inflight food.

Route: Bangkok to Hat Yai

Seat Type: First Class

Traveller Type: Business

Airline: Condor Airlines

Title: "little information at the airport"

Review: I am disappointed with Condor's services. I was flying from Gran Canaria to Munich, the flight was delayed for two hours and I was still waiting for my luggage for 40 minutes. Therefore, I missed my next flight, had to stay in a hotel and buy expensive tickets the next day, and lose one day of work. On their website it is written that delays up to 3 o'clock are not compensated. How great, they were two hours late and it's not their fault, but I was 24 hours late home and lost 500Eur! There was little information at the airport, they didn't even offer any drinks, apparently this is a normal situation for this company. I notice that low-cost airlines like Ryanair or EasyJet are doing much better.

Route: Gran Canaria to Munic via Vilnius

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "separated our group"

Review: Our family of five (2 adults & 3 kids, aged 12, 11 & 7) recently flew Air Asia from Kuala Lumpur to Melbourne. Air Asia "auto assigned" seats at online check-in that separated our group, which placed our 7 year old seven rows behind the rest of the family even though there were plenty of seats of 5 together on the flight, leaving us no option but to purchase seats. Also, we hired their tablets for entertainment but one didn't work. The cabin crew advised us to contact their customer support who weren't interested.

Route: Kuala Lumpur to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Regional Express

Title: "very much appreciated this kind gesture"

Review: I attempted to book a ticket online to travel from Dubbo to Sydney late 2/9/2020, for a 3/9/2020 flight. It was indicated that there were no seats available for the 3/9/2020 flight, so I booked for 4/9/2020. My Sister was dying in the Martor Hospital in North Sydney, and her Family called me 3/9/2020 to say she was in a critical condition. I phoned Rex, and spoke to a lovely Customer Service person. This person could see that I had tried to book online 2/9/2020, and said even though she was not supposed to, that she would change my flight from 4/9/2020 to 3/9/2020. Thanks to this wonderful person, I was able to be with my Sister before she passed on 4/9/2020. If I had taken the 4/4/2020 flight, my Sister would have passed before I got to say goodbye. I very much appreciated this kind gesture.

Route: Dubbo to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kuwait Airways

Title: "disappointed with staff in Delhi"

Review: Delhi to Kuwait. I am very disappointed with staff in Delhi, they gave us a lot of trouble and made us wait unnecessarily saying that they do not know about the e-visa of Pakistan and saying that it's their first time flying that route. Hope it can be sorted out because this was my first time on the airline and its leaving me with a bad impression.

Thanks

Route: Delhi to Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Corendon Airlines

Title: "help you avoid this airline"

Review: Amsterdam to Ohrid. This company was a joke before I even got off the ground. I booked a flight/hotel deal from Amsterdam to Lake Ohrid, Macedonia. I have been there several times before and wanted to go to Albania. I booked a more expensive day (Friday versus a Saturday, and paid single supplement) because frankly there was no possible way to get back to my home from Schiphol at 4 AM. I realize it's a charter and know the game but they kept changing the return departure time, with no notice (I only accidentally noticed when I was booking a seat) and they eventually settled on the same time/date as it would have been if I had booked the Saturday flight. No notice, no refund and really no class. I called them and they said they were really unsure when the return flight would be. I decided to cut my losses at this totally defunct way of doing business and fear of what would happen to me if I actually went to Macedonia with them. Lesson learned at 40% penalty and hope I can help you avoid this airline as well.

Route: Amsterdam to Ohrid

Seat Type: Economy Class

Traveller Type: Business

Airline: British Airways

Title: "no boarding drinks provided"

Review: First time flying with BA business class, never again. There are no boarding drinks provided. My meal quality was below business class standards as was the quality of the wine. On arrival at Bodrum my bags were among the last to appear. Not looking forward to the same chaos on the return flight.

Route: Heathrow to Bodrum

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "we got more than we paid for"

Review: Krabi to Chiang Mai. we have flown with AirAsia multiple times recently and have had no issues. It is a budget airline so you can't expect anything crazy. The flight was on time, staff was nice and courteous and our bags arrived as expected. Yes leg room is small, yes we had to pay for checked bags and no there was no free snack or beverage but this was all known ahead of time so it shouldn't be a surprise and for a 2 hour flight it shouldn't be an issue. Plus we only paid \$250Cdn for 5 tickets. In our case we got more than we paid for.

Route: Krabi to Chiang Mai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "I will never fly with them again"

Review: My plane from Silver Airways was supposed to leave around 3:30 pm. First there was about a 2 hour delay,

then they just kept delaying for mechanical reasons. Once the plane finally got there, about 7:30 pm, they had to do more maintenance. Eventually they said the plane was inoperable so they were going to switch to a different plane so we waited until 9:45 pm when they plane landed to get us they decided to cancel the whole flight. I understand planes have mechanical problems and i definitely do not want to fly on a plane that does. I dont understand why they told us they were going to switch to the other plane then cancel. It was ridiculous the lack of communication. On top of all that they gave us \$12 food vouchers. We went to use them and the restaurants at the airport wouldnt take them because silver airlines doesn't reimburse them for the vouchers and in my opinion that says a lot about this airline. I will never fly with them again.

Route: Tampa to Charleston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Interjet

Title: "incredibly selfish and inflexible"

Review: This airline is incredibly selfish and inflexible during the Coronavirus outbreak. We bought our tickets to Peru from LAX months ago because the flights were cheap at the time. Peru has closed their borders so we cannot travel on our flight. The airline refuses to refund our flight and will only change it but we have to pay the difference in ticket price. They could not find a single date we could change the ticket to where we did not have to pay a 50% increase or more. It is unacceptable that we were not given another option to get at least some of our money back without paying more money. Do not consider flying this airline. You never know what could be happening and this airline will NOT try to help you.

Route: Los Angeles to Lima

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Georgian Airways

Title: "waiting for the refund for more than a year"

Review: Have been waiting for the refund for more than a year. My flight was supposed to be in September 2020. But it was canceled. I started to contact Georgian Airlines and in the first months, I did not receive a response from the airline at all. Then after continued pinging, they respond to me that they will refund my money and asked for my bank details. I provided this information on 11th September 2021 and then on the 15th of September, they promised that funds will be transferred within 15-20 business days. On the 22nd of October, I asked them by email about my refund. They answer that it will take a little more time. After 40 working days had passed I wrote them again on 9th of November. Since then they are not answering my emails with compliance. They are completely ignoring me. It is normal for Georgian Airlines representatives to ignore you or finish the conversation in the middle. They make promises on a regular basis and don't keep them. None of the provided dates are accurate. They are just holding up the money for no reason. I think that such actions are inappropriate. I don't recommend to anyone to buy tickets at this company. You will just lose your money and get a lot of problems.

Route: Tel-Aviv to Tbilisi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "a turbulence-free flight"

Review: The comments in the review of my outward journey about food and beverages (good), cabin crew (efficient but rather distant), and on-time performance also apply to this 12-hour overnight return flight from Mauritius. The biggest difference was a turbulence-free flight this time so that I was able to sleep soundly for 8 hours. The seats in the A330-900 are the same as used in the A350-900 so this confirmed that, for me, they do the job nicely! If I was being picky then I'd say that a more substantial pillow would have been welcome. I can't comment on the in-flight entertainment because I went sleep straight after dinner and just enjoyed the view out of the window from breakfast until landing, but my wife found some films to entertain her. It was interesting to compare Air Mauritius' A330neo with their

A350 and, to be honest, I didn't notice a difference. They are both comfortable, quiet aircraft with 28 seats in 1-2-1 configuration in business class so for this punter they were interchangeable.

Route: Mauritius to London Heathrow

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "Absolutely disgraceful attitude"

Review: Never again, our flight Tallinn-Milan had been rescheduled 3 times and delayed for 20hr in total. All 3 times reschedule happened at the gate for boarding. Absolutely disgusting. Our return flight got cancelled all together again at the gate where we were ready for boarding. They treat their passengers like a cattle. If they would bother to cancel a couple hours in advance we at least could make another travel arrangement. Absolutely disgraceful attitude, and failing to provide the service they signed up to provide. No communication whatsoever, no refund/compensation either. Wizz Air failed to perform its duties and should held responsible. We ended up wasting 3 days in total and spend fortune for another flight (trying to organise it last minute).

Route: Tallinn to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "take another plane"

Review: TAP Portugal stands for take another plane It was the worst experience of any flight Ive ever taken! From rude check in clerks to even ruder stewardess. If you think youre getting a good deal on the flight price, dont worry as they will beat you up on your luggage and you will pay dearly. Internet glitches so you cant check in online and your bags therefore cost \$50.00 more automatically. \$130.00 for each bag. Your carry ons better be tiny too. The worst flying

experience of all time. Seems like rules can be made up and changed at their whim! Bogus! Never again!!

Route: Boston to Lisbon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Lion Air

Title: "such a terrible service"

Review: Bangkok to Chiang Mai. One of the worst service from airline I ever had. The late evening flight was canceled recently, therefore they moved all flight to the evening flight. The change was made normally and I received notification as usual. But this time I received such a terrible service. Starting from mis-booking the flight by switching my departure flight and arrival flight, which making me unable to do the online check in. This problem occurs again on my return flight. I have contacted call center and the response I received is unacceptable. Firstly they started to ask me to check in online again in the morning, and of course, it did not work. So I kept calling again and received the response that this problem is unexplainable, especially to customer. Even he explained to me, I am not going to understand anyway. I had good service from this airline before, but this time could be the last one.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "worst airline of all time"

Review: Sydney to Moscow via Beijing. The worst airline of all time! Website and App are horrible, making online check in not possible. For example, on app, you cannot check in if you do not have a Chinese phone number. When you enter a code of a different country, it defaults back to Chinese. For long flights it is so crucial to be able to select a seat before all the good ones are taken. After 2 hours of trying and multiple customer care calls which brought zero result, I have

last row middle seats on both of my flights (24+ hours journey time). Unbelievable! Customer care is useless as well: they cannot do anything about not working online check in and are not even able to tell at what time airport check in closes. This is the very least they should be able to advise. On the flight there is very little leg room (even for me with 165 cm highly), the wine they serve is of very poor quality, the meals are rather small. I will never fly with them again!

Route: Sydney to Moscow via Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "following indications by the Japanese embassy"

Review: I was supposed to fly from Tokyo to Barcelona, via Paris CDG through international path (no need to get in French, EU, or Schengen territory at any point, as it was clearly stated when purchasing the flight), I had chosen precisely this airline and route, because it was one of the easiest in terms of transfer and Covid restrictions, since my final destination, Spain, had no requirement for vaccination or any type of test, and the French authorities, and CDG site stated that there were no conditions for transferring through the airport. On arrival at the checking counter at Narita airport, JAL staff asked me for my documents and my PCR test results, to what I replied, that they were not needed to get to Spain. They didn't know about the Spanish conditions and were confused from the beginning. After discussing among the team, and calling different people on the phone, they informed me that they were requiring the PCR in order to fly, because they knew of someone that got rejected to transfer in Paris without PCR. They proceeded to suggest that i changed my route to go through Helsinki and London, when I had to inform them myself, that the route was not possible since the UK was for sure requiring a PCR in order to transfer at their airports. I showed the manager the official French government and airport sites explaining that PCR was not needed for someone transferring in CDG, showed that Air France was not requiring PCR for me to fly to Spain. All these took approximately 4 hours, and the only response I got was that JAL was following indications by the Japanese embassy in France, and that on their site, they suggested that everyone had a PCR in order to transfer in France. I was offered to change my flight for the following day, under the condition of getting a PCR test. I did get my PCR test and returned to the airport the following day.

Hoping that with some time, they would have had time and the decency to at least check and apologize for the mistake. Nonetheless, I found myself with the same response, that the Japanese embassy in France was suggesting a PCR, so they were right to force me to get one. This whole situation generated a very bad experience and affected my trust in JAL.

Route: Tokyo to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "Qantas staff are so inconsiderate"

Review: Qantas vouchers are useless. Qantas had kindly given us a voucher to access the Singapore lounge in April 2022. After spending a few difficult days in Singapore, with their tight restrictions on everything and no internet connection, we were looking forward to chilling out in the Qantas Lounge before our flight home. Unfortunately, the voucher was only for myself and my wife, so Qantas staff refused to allow our two daughters into the lounge. Considering how few people were travelling last year, it was shocking that our kids couldn't come with us to relax in the lounge for a few hours. So how could we use the voucher? leave our kids outside? Qantas staff are so inconsiderate. I will choose any other airline first, even if it costs more, for the rest of my life.

Route: Melbourne to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Level

Title: "had 3 seats all to myself"

Review: Vienna to Gatwick. The plane was new, and very comfortable inside. I was very pleased to see that changing my seat at the last minute had worked, as I now had 3 seats all to myself. Once onboard, we were told that due to fog at

Gatwick, there will be a 2 hour slot delay. To their credit, the cabin crew came around handing out glasses of water, and started a round with the trolleys, coming round and offering us things to Purchase. I bought a packet of crisps and a glass of wine, and was very impressed with the relatively low price. Once we finally got airborne, they did another round of service. The crew were kind and professional. Another benefit is that they have USB charge points at every seat on the A321s. We landed at Gatwick just under 2 hours late, but that was not the fault of the airline. Many flights on Level are very cheap, and if the price is right, I would not hesitate to use them again.

Route: Vienna to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "return flight was then postponed by 3 days"

Review: Flight leaving Heathrow was delayed by an hour. This time was made up in the air. Flight leaving Kigali was delayed by 2 hours for unknown reasons, and then further delays during the refuel in Lusaka, causing me to miss my arranged transport in Johannesburg. The return flight was then postponed by 3 days for unstated reasons, causing me to miss work. Do not use Rwandair unless you have good travel insurance. Next time I shall pay the higher cost for a better airline.

Route: London to Johannesburg via Kigali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "Awful experience all around"

Review: Awful experience all around. 2 hour delay. Slow getting people on the plane. Rude. Why does this airline constantly do this. I had to reschedule all my arrival accommodations.

Route: Denver to Orlando

Seat Type: Economy Class

Traveller Type: Business

Airline: Eurowings

Title: "worst company we have ever used"

Review: This is the worst company we have ever used so far. There was a delay of more than 2,5 hours immediately in Tampa, then we lost the plane in Frankfurt that was going to Zagreb. No one wanted to help us in Frankfurt, it took us 2,5 hours to find right shelter to get a new plane tickets and then we have to wait almost 6 hours until the second flight and all this not our fault. There was not enough food on the plane especially drinks. You always had to ask and it took a long time to be served. They charged if someone wanted a blanket because it was cold. I will make sure that I never fly with this company again.

Route: Tampa to Zagreb via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air KBZ

Title: "Cabin crew were friendly"

Review: I took the flight K7-708 from Mandalay to Heho to get to Inle Lake as it is the quickest way to get there. This was my first time flying with Air KBZ and it was a pleasant flight. Check-in and boarding was very efficient. The flight left Mandalay about 10 minutes before the scheduled time and arrived about 15 minutes earlier. The cabin was very clean and seats were comfortable. Cabin crew were friendly. I will not hesitate to fly again with Air KBZ.

Route: Mandalay to Heho

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Dragon

Title: "smooth and flexible service"

Review: Shanghai to Hong Kong. The flight delayed about 70min due to air traffic control at HKIA and process out of order allocating boarding gates at Shanghai Hongqiao International Airport. But the crews tried to provide a smooth and flexible service. The meals, to be sure, were not enough when it comes to the portion, even as refreshment, and the chicken noodles looked less tasty (but after all tasted well). Due to turbulence on air, the service operated a bit slowly but enough.

Route: Shanghai to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "you get what you pay for"

Review: Flight was booked for a Thursday morning. 2 hours before the flight (when I was already at the airport) they emailed me, saying they postponed the flight to a Thursday night red-eye due to "an issue beyond anyone's control" with no further elaboration. So I re-booked my bus connection, which cost a fee to change last minute. That afternoon, Lynx emailed me again, changing the flight to Saturday - not the earlier flight on Friday morning, I had to find that one myself - and re-book my connecting bus yet again, which cost me more money. No reason was given this time, just an email. I got to the airport on Friday morning, and the flight was delayed yet again. Not even an email this time, I had to find out at the airport kiosk. I missed my connecting bus, and Lynx is now pretending they aren't responsible for any of it. I guess "you get what you pay for", but I've never had a problem with Flair or Swoop. If I had known I'd be out this much for the connection, I'd have taken a better airline.

Route: Vancouver to Montreal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "refuse to fly with them again"

Review: I am a long-time Delta customer and have been loyal for many years, but I am going to cancel my account and will refuse to fly with them again. This was an absolutely terrible experience. My flight was delayed, and we were told at the terminal that it would be "at least an hour," and that it would probably be longer. I went to eat something and came back in an hour, and the plane was gone and the terminal empty. At the Delta desk, I was told it had gone. They said other people missed it as well. Of course, they had announced the flight over the intercom and sent passengers an email, but where I was told it would be "at least" an hour, I ate without listening to the many constant announcements or checking my phone. Delta booked me on standby for a flight late that night, but unfortunately did not inform me that it was an overbooked flight. There was no room on that flight. I had to travel late and stay the night in a nearby town and wake up the next morning for another flight, traveling on little sleep. I had to reschedule one of the most exciting meetings of my life with a new mentor. We met that night much more briefly, with me totally frazzled and stressed. So essentially, I spent extra money on food and transportation, lost sleep, missed work, wasted many hours, had to travel late and stay overnight, had a panic attack in the empty terminal, and missed a once-in-a-lifetime meeting with a hero and new mentor of mine. I understand that these things happen and reached out professionally to Delta, and they emailed me apologizing and saying they would add 3,000 miles to my SkyMiles account. Turns out that 3,000 miles are worth about \$30. I have seen overbooked Delta flights offer people credit cards for \$500 or more, just like that. I lost so much time and money with this experience. I asked if I could talk to someone else, remaining friendly with the individual since I know it's a company policy and customer service staff are not to blame, but the email I got back said, "Thank you for writing us back. I've utilized all my resources and have been advice by my leadership team that no further compensation can be issued. Regrettably we're unable to honor your request. We realize this is a disappointment, and trust you understand our position. We do appreciate your persistence but we will have to agree that we cannot find the right solution this time. Any further communication would not be productive and we will not respond again regarding this incident. We hope in time we'll have the opportunity to restore your confidence in our service. Take care and have a

wonderful day!" "We will not respond again regarding this incident". Delta has completely lost its once-great customer service and has gone downhill with mileage benefits, cost, seating options, and the whole experience. They try to scrape money from travelers in any way they can and offer us nothing when they mess up. Delta has lost my trust.

Route: Salt Lake City to Utah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "not give a damn about it's customers"

Review: This company does not give a damn about it's customers! I was on a direct flight from Melbourne to Dallas and after Qantas delayed the flight by 6 hours they cancelled the flight. They kept everyone at the terminal for another 3 hours and just sent everyone home with a promise to try and re-book flights. They didn't bother getting in touch at all. I had to re-call and book my flights myself. They didn't even have a record to re-book my flights! It took 4 hours on the phone with them and constant call drop outs. Qantas will not offer any local support. You can never talk to an Australian representative. You can only deal with call centre workers in the Philippines that book flights. They can't and will not offer any customer care assistance. This airline is a complete joke. Absolutely the worst experience you can ever ask for.

Route: Melbourne to Dallas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair Australia

Title: "lived up to its reputation for unreliable service"

Review: Coolangatta to Melbourne. Tigerair is the most disorganised organisation I have dealt with. My Travel agent calls me following a notification they received 24 hours before my departure that my flight departure is no longer 3.35 pm

but is 6.05 pm. Because of car hire I have to return to the airport at 3.30 pm or incur additional fees. I check Tigerair website on the morning of my departure and it says I am departing at the original time of 3.35pm. Confused I call a Tigerair consultant you again tells me the departure time is 3.35 pm after checking the company website. When I query that and tell them of the alert I had received about my flight being delayed the consultant makes a deeper investigation and then confirms the update is correct the departure time is 6.05 pm. The fact the consultants depend on a website that is not properly maintained to give accurate information to travellers is maddening. Tigerair has lived up to its reputation for unreliable service and I will not be flying with them again.

Route: Coolangatta to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomas Cook Airlines Scandinavia

Title: "had to pay to get water"

Review: Was horrified to find I had to pay to get water with Thomas Cook Airlines Scandinavia flying from Stockholm to Cancun. I mean I understand you can pay for beverages such as alcohol and soft drinks but come on on a 12 hour flight to only supply coffee and tea on two occasions, its just inhuman and greedy to make people pay for water. As for paying for inflight entertainment once again just money hungry. Food was ok what little I had, I'm not an over weight person and eat normally but portion control is in full effect. Staff were ok but I got knocked twice with the drinks cart as the were coming through the aisle. Staff are more like sales people, only interested in sell sell sell.

Route: ARN to CUN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "one of the worst experience"

Review: Sharjah to Goa. This was one of the worst experience. Me my husband and my daughter were travelling from Sharjah to Goa in the month of June. They were supposed to check the baggage weight during the boarding process. No one asked us about the hand baggage weight. After the immigration was completed, the officer stopped us while going towards the gate and said they want to recheck our hand baggage. We had already weighed our luggage in the local office in Abu Dhabi and they had informed us that the hand luggage is within the limit as they would not check the laptop bags. The ground officer checked our hand baggage, laptop bag, yy Purse and my daughter's laptop bag. He said we have 12 KGs excess bag. Straight away he took the boarding pass and gave to the other officer where there was already a big rush of passengers negotiating on money the officers were asking them to pay in cash, we were asked to pay AED 400. I refused to pay anything for the 2 laptop bags and my vanity bag. They made me and my family stand there for about 1/2 an hour and finally, they negotiated to excuse us if we are paying 100 AED. The worst situation I would not want to travel through this airline again. They are only cheap in service and costly in price.

Route: Sharjah to Goa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LIAT

Title: "found out accidentally"

Review: I made a reservation with LIAT for January 2016 to fly from San Juan to Dominica. This was a direct flight The reservation was made in June 2015. Without telling me the flight was changed to an overnight flight via Antigua. I had called to check flight times and found out accidentally. I was offered a flight the next day that had 4 stops and took 8 hours. When I tried to cancel all I was offered was a credit!

Route: San Juan to Dominica

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Edelweiss Air

Title: "the food not so great"

Review: We had a return flight to Ho Chi Minh from Birmingham via Zurich with Edelweiss, never used them before so did not know what to expect. Could not choose your seat unless you had paid in advance or until 24 hours when you could check in online. Easy flight from Birmingham to Zurich with a very short changeover that we were concerned but there was no need at all. You were asked if you had the correct visa for Vietnam before boarding and checked. The plane itself was clean, reasonably spacious (as can be for economy!) and the crew very friendly and helpful. We found the food to be not so good though but the fresh bread that went round was a much better idea. Much the same on the return trip but the one thing we had a problem with was we could not check in on line, I did email Edelweiss and to their due they did mail me back within a couple of hours and report a fault. Again most ok but the food not so great but did enjoy their continental style breakfast!

Route: Birmingham to Ho Chi Minh via Zürich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "experience was really good"

Review: Athens to Rome. The flight was cheap so I was a little skeptic especially considering I didn't fly Alitalia since 3 years but the experience was really good and there was plenty of soft drinks and helpful cabin crew.

Route: Athens to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "I've been waiting 2 months. Avoid!"

Review: We arrived at Cancun airport for our flight to Mexico City. Once at the gate we became aware that there was a delay to the flight. There was no information, the screen just went blank. We got told we would be departing from a different gate in a hour, this led to several gate changes and what ended up being a 5 hour delay. We were going to miss our flight back to London so we didn't get on the flight. Mexican consumer law means we are entitled to a refund as the delay was more than 4 hours, VivaAerobús acknowledge that we are owed a refund however getting that refund is impossible. They don't reply to emails, the only way I can get a response is on Twitter where they tell me the refund is being processed and will take 10 days. I've been waiting 2 months. Avoid!

Route: Cancun to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Azerbaijan Airlines

Title: Azerbaijan Airlines customer review

Review: AZAL offers a great meal and good seats. Today's flight was on an A319. The seats were big. The plane landed at the new terminal. Overall a nice flight experience!

Route: Istanbul Sabiha Gokcen to Baku

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia Philippines

Title: "simple and straightforward"

Review: Cebu to Puerto Princesa. Upon our arrival an hour in advance at the pre-departure gate we found it crowded and full of other passengers from a different flight and seats were all full, we had to wait a bit farther away from our gate. Our aircraft arrived earlier than scheduled and the gate was opened for boarding 30mins than what was posted. Boarding in our plan was organized and peaceful as passengers were called in with respect to their seating

assignments. The aircraft turnaround time was quick and methodical. Our flight to Puerto Princesa began with no incident and we landed safely in the new Puerto Princesa Airport 30 minutes ahead of schedule. Overall the flight was simple and straightforward like any one hour domestic flight should be.

Route: Cebu to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Caraibes

Title: "Service onboard was very good"

Review: Air Caraibes direct flight from Paris Orly to Pointe-à-Pitre. Lounge access in Orly but not a great selection of food. The lounge was calm and not too crowded. Good service on board with a 2-2-2 configuration. As I was travelling on my own I opted for one of the aisle seats in the middle. That way I had direct access to the aisle and nobody will need to step over me to get to the aisle. The food served was good and the cabin spacious. The return flight was delayed but it didn't worry me too much as I had no connecting flight to catch. However the lounge in Pointe-à-Pitre was quite basic with not much to eat. Nevertheless the ambiance was calm and relaxing. Service onboard was again very good and the food delicious.

Route: Paris Orly to Pointe-à-Pitre

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "cost me hundreds of extra dollars"

Review: Dallas to Springfield. Initial flight time was 10:30 am, 30 minutes into the flight they decided there was something wrong with the plane so we had to return to Dallas. We were then sent to several different terminals because the workers didnt realize there is more than one town named Springfield. Finally, after an hour or so a replacement

plane arrived, they decided that the plane was also broken. Several hours later we were offered nasty stale sandwiches as an apology for their continued screw ups. We were then able to board the third plane. This plane was randomly picked for the pilots to manually figure the weight of the aircraft. Imagine my surprise when they decided the plane weighed too much. People were kicked off the plane and we had to wait an extra hour and a half to remove some fuel. This garbage airline company cost me hundreds of extra dollars (hotel, rental car, food) because I then missed the following connecting flights and had to stay the night in Missouri.

Route: Dallas to Springfield

Seat Type: Economy Class

Traveller Type: Business

Airline: American Eagle

Title: "I couldn't pick a seat"

Review: Albany to Chicago. This plane is clean and attendants pleasant. But I'm upset with the fact I couldn't pick a seat and I am assigned the last seat 18 that does recline. I have a health issues where I would have never chosen this seat. This plane is small and cramped. For where I'm destined I could have picked my usual airline but was suggested by the IT company that is flying me out to pick this one or another airline. I am sadly disappointed. If I can avoid this airline in the future I will. Seat comfort is zero. The lower part of the back indents in so I am hunched forward in this seat that can't recline.

Route: Albany to Chicago

Seat Type: Premium Economy

Traveller Type: Business

Airline: Air Canada

Title: "day three without my bag"

Review: We had three bags checked with Air Canada and they lost all three. Tried many times to contact customer

service but they kept me on hold for an average of 90 minutes, and the calls are farmed to another country, and it was sometimes impossible to understand the operators. I was able to go to the airport the next day and collect two of my three bags but the third one was lost. This was the important one with clothing and medications. I continued to call the lost baggage number four times (total hold time was 425 minutes) on July 5 and got different answers from each one as to the location of the bag. Tried calling Air Canada's front office, but they only respond to emails (I guess they are afraid to hear customers yell at them). So I sent them an email on the complaint form and got the following answer in my email: "Due to the higher number of current requests, it may take as long as 45 days for an Air Canada representative to get back to you." I am now starting day three without my bag and no answers or help from the airline. I never felt so helpless.

Route: Montreal to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aerolineas Argentinas

Title: " Asked to move to emergency row"

Review: Buenos Aires to Rio de Janeiro. Bad service. Asked to move to emergency row because the regular row is too tight for my size (1,93cm) and cause hurt to my legs. The answer was no because I have problems with my legs! Ridiculous. I frequently travel in the emergency row and I am fully capable. That discussion would not exist if they have normal space for legs.

Route: Buenos Aires to Rio de Janeiro

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Niugini

Title: "polite cabin crew"

Review: A smooth 2 hour flight with Air Niugini from Singapore to Port Moresby. Orderly boarding and very polite cabin crew. The plane was spotless. Varied selection of movies, music and television shows. Satisfactory meal and drink service. Would not hesitate to fly again or recommend.

Route: SIN to POM

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "I will be flying Qantas-Emirates next time"

Review: I have flown business class with many airlines over the years and Malaysian Airlines wins the prize for the overall worst experience. Late departure, no announcements, no notice of gate changes and all this before we took off. This is the only business class that has 1-2-2 seating meaning no aisle access if you are next to a window seat. Impossible to climb out of your flat bed seat when the stranger in the aisle seat next to you is also asleep. Touch screen was old and had to be hit hard to make it work. Meal offerings were standard - same with the service. I will be flying Qantas-Emirates next time.

Route: Kathmandu to Brisbane via Kuala Lumpur

Seat Type: Business Class

Traveller Type: Business

Airline: Airlink

Title: "no updates for stranded passengers"

Review: Unreliable flight information, no updates for stranded passengers. They treated the delayed flight like nothing. Random swap of aircraft, random breakdown of ferry buses, random announcement with nothing useful from the microphone. The only thing certain is, as a passenger, you will definitely get stranded and have your holiday plan ruined by Airlink.

Route: Johannesburg to George

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "This airline was disappointing"

Review: I flew out from Brisbane, stopover at Seoul, before continuing to my destination Japan Tokyo. During this 13 hour trip I found this airline to be the most disappointing so far in my travels. I have previously flown with Cathay, Thai and Malaysia and they've been pretty good (Cathay being the best in my opinion). This airline was disappointing because they always skimp on the water levels in their cups given out every time. I'm on a plane, that is the last thing that I need - to be even more dehydrated! To those people thinking of flying you are better off buying your own bottle of water before you go. Seats were uncomfortable and at a weird angle. For that reason I highly recommend choosing a different airline for long distance travel. Seats were also quite compact and not spacious. Inflight entertainment was average and on one of the planes its remote control was stuck to the screen with a wire. What I mean by that is that everytime your window seat buddy needed to go to the toilet and needed to pass me in the aisle seat, the wire was in the way making it a clumsy design. Food was very average. Never going to fly Korean Air again.

Route: Brisbane to Seoul via Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bamboo Airways

Title: "flights were fantastic"

Review: I travelled via Bamboo Airways to Ho Chi Minh on 3rd May 2023 and returned to the UK on 23rd May 2023. The flights were fantastic, the crew were very friendly and helpful. No complaints whatsoever. Would definitely fly Bamboo Airways again.

Route: Gatwick to Ho Chi Minh

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TUI Airways

Title: "told they had now closed the flight"

Review: Gatwick to Las Palmas. The customer experience made Ryanair look like a 5 star airline. Recently tried to fly with TUI to take my partner on holiday and get engaged. Unable to check in online for an unknown reason. Arrived at the airport check in area later than planned due to traffic, but on time according to the terms and conditions on the ticket. I was concerned about the length of the queue so sought assistance from a member of staff in Tui branding at the self check in desks, explained the situation and she checked flight times etc and told me we had plenty of time and to queue. After queuing I was told they had now closed the flight (while we were queuing) and we couldnt board. I then had to run around the airport to find another flight. TUIs customer services teams response, computer says no issues (effectively we cant be bothered to investigate because we dont want to have to compensate you) and the airport staff dont work for us so we do my care (despite then wearing our branding). We flew with Tui on the return flight so I can review the flight experience which was nothing special.

Route: Gatwick to Las Palmas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Rossiya Airlines

Title: "great service, nice food"

Review: From Prague to Saint Petersburg, great service, nice food, professional group, price of the ticket was higher than competitors but worth it, highly recommended.

Route: Prague to Saint Petersburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "This airline isnt competitive"

Review: My wife and I flew Business Class and this is our experience. We couldnt check in online because Air Europa required a negative Covid test be provided. That requirement was dropped on flights to the USA over a year ago. Consequently, we were unable to check in online. At the airport we needed a wheelchair. We sat in an uncomfortable holding area for over an hour and didnt reach the gate until fifteen minutes before boarding. Consequently, we didnt have lounge access prior to our flight. Those who needed to pre-board (my wife) or with Priority Status (myself) were left standing in a hot jetway for fifteen minutes before boarding the aircraft because the in flight staff werent ready for us. We could have remained comfortably seated at the gate until the aircraft was ready. The Business Class menu offered Selection of Appetizers of either Gazpacho or Light Potato Cream and Parsley Oil. Neither was offered. The menu offered Starters but they were served on the same tray as the entrée, along with a choice of chips or nuts. For a six hour flight why was the meal service rushed? Why wasnt it serve it as intended, in courses? The main course was pasta and it was inedible. The ravioli was over-baked in flight and crusty. A sauce added some moisture but it was tasteless. The menu offered a Cheeseboard but it wasnt served. The dessert on the menu was Granny style chocolate cake. It wasnt cake at all. It was more like cheesecake or mousse which was overly sweet and tasteless. Air Europa provided us two Wifi passes. I followed the instructions provided on my phone and laptop but it only worked for messaging. When I called this to the attention of the flight attendant she tried to assist me but then she took my computer away from me and stowed it in the compartment of my seat, as if to dismiss me. Had I paid \$30.00 for the plan Id have been more than a bit upset. Why provide this perk if it upsets your customers because it doesnt work? Speaking of flight attendants, one hadnt been through the cabin over an an hour since our dinner trays were cleared. They seemed to hide in the galley, hoping the passengers would go to sleep so they didnt have to deal with us. The good news is that we landed safely at JFK, but we were left sitting in the cabin for thirty more minutes because we had to be transported to the terminal by bus. A finishing touch to a terrible experience. This airline isnt competitive with the services of other carriers, including

many discount airlines. I understand Air Europa has been sold to Iberia Airlines for 500 million. This a fraction of the value of your aircraft. Its as though the airline has given up and said forget it. Well go through the motions of operating it until weve be taken over by someone actually capable of doing so. For the benefit of your customers, the sooner that occurs the better.

Route: Madrid to New York

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "rescheduled my flight"

Review: We purchased tickets from LATAM and they canceled and rescheduled my flight. I did not want 40+ hours of layovers on the new flight, they refused any refund and declined my dispute which was within hours of the purchase. They sold the tickets knowing they did not have the flight. They are still selling flights right now they do not have! I was forced to accept the new flight and the next #4 changes in itinerary with no say or consent and charged an additional fee for the changes which i paid to recoup my losses. No help or flights from latam what so ever.

Route: Miami to Sao Paulo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAM Airlines

Title: "consistent on domestic flights"

Review: Rio SDU to Brasilia on 13 November. Check in quick and breezed thru security. Boarding was delayed 45 minutes for a security issue on the plane. As I don't speak Portuguese it was hard to figure out what was the issue. The gate agents didn't speak much English but I figured out from talking to others what was going on. Friendly attendants on 1 hour 35 min flight. Snack served and drinks twice. Seats are tight but I'm 5'8 so managed ok. Landed 20 minutes late

and bag was off quickly. Decent flight, and TAM is pretty consistent on domestic flights in Brazil - delays but no cancellations at least.

Route: SDU to BSB

Seat Type: Economy Class

Traveller Type: Business

Airline: Spirit Airlines

Title: "the entire experience left much to be desired"

Review: Disappointing Experience with Spirit Airlines and Expedia.com. I recently booked a flight for my sound engineer on Spirit Airlines through Expedia.com, and unfortunately, the entire experience left much to be desired. I had planned a trip from San Antonio, Texas to Norfolk over the weekend, which involved four flights due to layovers. However, my disappointment began when Spirit Airlines abruptly canceled the trip on the day of departure at 5:30 am, citing a lack of staff. This lack of preparedness and consideration for their customers time and plans was extremely frustrating. One would expect that in such circumstances, the airline would provide a refund or alternative arrangements for affected passengers. Unfortunately, this was not the case for my return trip. Despite the cancellation being caused by Spirit Airlines, they refused to issue a refund. This kind of inflexibility and lack of accountability is certainly disappointing, especially during these trying times where every penny counts. One of the reasons I had chosen Spirit Airlines was its reputation for affordable fares, but the overall experience has made me question whether the potential savings are worth the frustration and inconvenience. Moreover, the lack of customer support and understanding from the airline only exacerbates the negative experience. Additionally, I want to express my dissatisfaction with Expedia.com, the platform through which I made the booking. While I understand that they act as a middleman between customers and airlines, I expected better assistance and support in such a situation. It would have been helpful if they had intervened on my behalf to secure a refund or explore alternative options. In conclusion, my experience with Spirit Airlines and Expedia.com was highly disappointing. The last-minute cancellation by Spirit Airlines due to staff shortages, coupled with their refusal to provide a refund for the return trip, demonstrates a lack of responsibility and customer-centric approach. I would caution others against booking flights with Spirit Airlines, and I hope that Expedia.com can improve

their customer support and advocacy for their users in such situations.

Route: San Antonio, TX to Norfolk, VA

Seat Type: Premium Economy

Traveller Type: Business

Airline: easyJet

Title: "Hats off to the team"

Review: Had a difficult boarding due to a mix up with luggage tagging by ground staff. There was also a young couple with 3 children who needed to be sitting together. The flight manager handled all these mishaps excellently and kept updating passengers in a calm and collected way. She also sorted out the family seating very efficiently. Hats off to the team for making our flight so comfortable.

Route: Tel Aviv to Manchester

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "really unacceptable"

Review: Flight on 18 August 2022 was cancelled as a result of technical problems. Various challenges to find a new flight. Flew on 19 August 2022 to Cape town. Luggage was reported as lost on 19 August 2022. All procedures followed. Various communicate used to contact KLM: WhatsApp, messenger, emails and telephonic calls. It is more than 4 months no compensation received not even for emergency purchases (all receipts were scanned and mailed). Promises of customer care call back not met. This is really unacceptable and KLM will not be used in future or recommended.

Route: Dublin to Cape Town via Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "already rebooked for next year"

Review: Manchester to New York JFK was operated by AirTanker. This aircraft had excellent seat pitch, thanks to slim line seating, a complimentary bottle of water was in the seat pocket on boarding. There was WiFi screening of entertainment via an app, which worked. There are no individual tv screens in the seat backs in this particular aircraft. Food was identical to the offerings you'd expect on BA, AA or UA, basic but ok. All beverages were chargeable, except tea/ coffee with meal. The return from New York was a Thomas Cook aircraft which had individual tv screens in the seat backs. On boarding water bottle, pillow and blanket were placed on seat. Leg room was excellent. On take off and cheese and tomato sandwich, followed by a drinks service were provided. Then crew dimmed the lights for three hours allowing passengers to attempt to sleep. An hour and half prior to landing in Manchester a hot breakfast of scrambled eggs etc was served. On both flights departed and arrived on time and had crew who were friendly and professional. The ticket was £400/500 cheaper than the other airlines (VS & UA) who fly the MAN NYC route. Would I recommend? Yes. Have already rebooked for June next year, but in premium economy.

Route: Manchester to New York JFK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Insel Air

Title: "don't use Insel Air"

Review: Curacao to Bonaire with Insel Air - this is a 15 min flight. My flight was at 7am. I needed to check in before 6am. At check-in they simply told me the flight was now at 9.15am and boarding at 8.45am. No reason, no sorry, nothing. I had to wait 2 hours and was too late for my business meeting. Great thing about CUR-BON is you receive your return ticket at departure check-in. This means you can usually walk in 15 min before flying and you're still in time. This usually works great, but I received a call from Insel Air at 6.40pm when just starting with my main course at my business

dinner. Your flight is leaving 1h15m earlier. I had to be in at 7.30pm instead of 9pm. Hurried my dinner and business meeting, turned in my car and was in at 7.29pm. This was stupid of me of course because Insel Air never do what they say. I flew at 9.20pm (5 min later than my normal flight). Meaning I hurried for nothing and lost a total of 5 hours of business in Bonaire on a round flight of only 30 min. I really hate this airline and don't understand that they can do this everytime. They cancel flights like it's nothing just to fill up 1 plane. If there is another alternative please use it and don't use Insel Air.

Route: CUR to BON

Seat Type: Economy Class

Traveller Type: Business

Airline: GoAir

Title: "never fly this airline again"

Review: Hyderabad to Guwahati via Kolkatta. Goair cancelled the flight just one week before the scheduled departure date. They didn't have any alternative flights on day day, previous day or next day. I had booked the flight 5 months in advance at a cheaper rate, now I had to take a refund, and book a new Indigo flight at the current flight rate which was more than double. Goair customer care is very pathetic, I called on their no, they played the waiting tone, no one received the phone for 8 minutes, after which the call for disconnected automatically. It happened for the second time, no one answered the call for 7 minutes, and then the call got disconnected. The call got connected only in third attempt, after a waiting of 5 minutes. I had already wasted 20 minutes of my time before I could get their executive on call. Then also in the middle of the conversation, the executive i think just kept the phone on side, I was not hearing anything from the other end, and I had to disconnect the call. After this pathetic experience, I have decided that I will never fly with this unprofessional airline again.

Route: Hyderabad to Guwahati via Kolkatta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Nostrum

Title: "did not speak Scandinavian language"

Review: Our direct SAS flight (to be operated by Cimber) from Vilnius to Copenhagen had been cancelled, so SAS re-routed us through Stockholm. The airlines between Vilnius and Stockholm turned out to be Air Nostrum. Seat pitch was the same as with SAS. Cabin staff did not speak any Scandinavian language nor Lithuanian, so announcements, including security instructions, were carried out in Spanish and English, and my wife and I didn't understand. Onboard we wanted to purchase some items, such as sparkling water and a sandwich. The purser then told that none of the goods from the menu card could be purchased. I thought that it was an SAS flight operated by another airline, and I actually expected SAS service. However, the only reaction to this was that they couldn't do anything, because this was Air Nostrum. I then argued that it said SAS on the ticket, and even the SAS logo was painted on the tail wing, but also this didn't seem to bother the purser at all. She said that all food/beverage services were only for business class. When my wife made it clear that if she actually did get sick during the flight, the cabin staff would have a problem, the purser got my wife sparkling water.

Route: VNO to CPH via ARN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eurowings

Title: "The worst flying experience"

Review: Worst airline ever flown I had booked a flight from Marseilles to Vienna with a stop at Düsseldorf. The first flight was almost an hour late, so I missed my connection. At Düsseldorf, I was given a new ticket for the flight to Vienna and told to report my check-in luggage missing. Now, four days later, I have still not heard anything from my luggage, despite having reported it immediately. There is zero customer service. Nobody will help you to locate your missing luggage. The worst flying experience I have ever had.

Route: Marseilles to Vienna via Düsseldorf

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "always pretty punctual and very good value for money"

Review: We travel with Thomas Cook most winters on long haul holidays, I find them a pretty good airline, long flights especially overnight are never the best but the crews are always helpful and attentive. We have had to use special assistance before when my partner had to travel to and from Barbados with a leg in cast - spot on, gave us extra leg room seats and looked after him well. The James Martin meals are always spot on too although inbound from USA and Cape Town you don't get the James Martin meals and can tell. The inflight entertainment is dire these days though unless you pay extra which we refuse to do and make do with a good book. Basically you get two adults films in economy and two kids films and they are the same ones out and in bound. We just came back from Cape Town which is 12 hours each way so 2 films for 24 hours of flying! Would happily fly with them again though overall, always pretty punctual and very good value for money when you compare ticket prices to other airlines.

Route: London Gatwick to Cape Town

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "aircraft's are clean and modern"

Review: Flew Singapore to Bangkok. I've used Tigerair many times during the last few years and never had a problem with anything. They are nearly always on time, the crew work hard and are polite. The aircraft's are clean and modern. Check-in staff are very efficient, much better than Emirates or Monarch. Very good airline.

Route: SIN to BKK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "Sensitivity training. Invest in it"

Review: I am usually not one to take the time to complete reviews or even the one to care about leaving a review. However this time I felt compelled. I was recently a passenger on a flight from Charlotte to New Bern, North Carolina. It had been a weekend. I was boarding the plane. With two bags strategically positioned but still somewhat awkwardly, on my person making my way to my seat. I was wearing new platform sneakers I treated myself to. It had been a year. I think we can all relate. The person in front of me stopped in his tracks to snatch up a spot to place his item in the overhead bin. So I had to stop mid step and took a step back. Of course, this happened to be right in front of someone of your staff sitting in one of the rows. He looked at me and said too much to drink? I felt instantly embarrassed. Because he wasnt quiet and discreet. No sir I said. but thank you. What I wanted to say was, I did have a glass of wine prior to boarding. But thank you for assuming that I was drunk. Not that Ive spent a last minute whirlwind weekend with my family in Massachusetts, after 14 months of not seeing them due to Covid. Not seeing my father with kidney failure for fear of bringing the pandemic to his door step, as I am a primary care nurse practitioner. It wasnt the weight of a weekend spent desperately making up for lost time and salvaging moments. Not being exhausted staying up with him because he was too afraid to asleep. You dont know me. I dont know you. In a world that is already struggling. Be kind. Do not assume the worst. As much as anyone, I know the importance of safety. Ask if I am ok. Or say nothing at all. When I really wanted to answer with, if only it was that simple. I am not sure what your company has identified as core values, but where I work, these interactions would be unacceptable. Sensitivity training. Invest in it.

Route: Chartlotte to New Bern

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "professional and empathetic"

Review: Our flight out of Milwaukee was delayed causing us to miss our connection at Nashville for Panama City Beach! I was traveling with my 92 yr old Mother and it was extremely late at night after a long day. Every single one of the Southwest employees we interacted with was professional and empathetic, and did everything they could to help get us rerouted to a flight the next day, hotel and shuttle in Nashville. They compensated us very nicely for the inconvenience. the next day our luggage was not routed on to PCB the way it would have been. The luggage manager, Josie, at PCB went above and beyond to help get it back for us as soon as possible! She was fantastic!

Route: Milwaukee to Panama City Beach via Nashville

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Adria Airways

Title: "staff friendly but unobtrusive"

Review: Excellent flights both ways with Adria Airways from Manchester to Ljubljana. Staff friendly but unobtrusive. Leg room far better than most economy flights, seats comfy and plenty of storage space. Flights on time, quick and efficient boarding and disembarking, smooth take offs and landings. All in all a very pleasant experience.

Route: Manchester to Ljubljana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "absolutely shameful and disgraceful"

Review: I'll start by saying I really want to like Copa. The staff is really friendly at airports and on board, and they have a wonderful new terminal at PTY now operational. Unfortunately Copa has a unique ability to fail to think through their processes related to the new terminal and completely ruin the passenger experience as a result. They've completely

snatched defeat from the jaws of victory, and my experience which I'll relay here is nothing short of Orwellian and bizarre. Having had several subpar experiences at the old terminal (T1), I was really looking forward to using the new terminal (T2) on this trip PTY-MDE-PTY. The outbound flight from PTY was a wonderful opportunity to experience it - the terminal is spacious, clean, modern and efficient - everything that the old terminal isn't. Everything worked well from check in to security, passport control and boarding and I was impressed. All Copa flights depart from the new terminal and everything functioned well. I should've cautioned my enthusiasm after my departure experience as I had no idea what awaited me on my return. On the MDE-PTY return for some odd reason that nobody could explain the Copa arrivals came into the old terminal, which struck me as odd. Why would you build a beautiful new terminal and not use it for all of your flights. Be that as it may, the flight arrived at the old terminal, and I went down to passport control and got through quickly but when I wound up in baggage claim to collect my bag I was astounded to hear that the Copa bags are all delivered to the new terminal. So there I was through passport control and in baggage claim and learned I was in the wrong place. I had to exit baggage claim, make my way to the new terminal via a severely under air-conditioned bus or walk in 30 degree heat and rain. I finally got to T2 but because the baggage claim area is secure, it was not possible to freely enter to collect my bag. Airport personnel insisted I solicit help from Copa to get me inside to get my bag. I spoke with about 6 different Copa employees and spent approximately 30 minutes gaining access. The Copa employees were helpful but not terribly sympathetic. They told me it was totally my fault (blame the customer) that I didn't know the bags were to be delivered and collected at T2 despite a T1 arrival. In my defense I heard no announcement on board, was sent no notification via email or text, was told nothing about this when I checked in for the flight, was given no piece of paper that explained this in Spanish or English, there were no Copa employees who met the plane at the old terminal to advise us to stay airside to go to T2 to collect our bags, and nobody in passport control or baggage claim to explain, no screens advising. In short there was no communication on behalf of the airline to assist passengers. Logically any passenger who arrives in one terminal would expect their bag to arrive in the same terminal. This logic was completely lost on all airport and airline personnel as I tried to collect my bag. I simply cannot understand nor accept that the airline and airport are not at fault by choosing to build a new terminal then not use it, force passengers to walk 1 km in the heat to collect their bags at another terminal and then implementing a scheme that provides zero information about this to passengers at any stage in the process. It's absolutely shameful and disgraceful in every possible way.

Route: Panama to Medellín

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "Think twice before you book"

Review: I had purchased my air ticket on Jet Airways flight 9W610 from Kolkata to Mumbai for 15/12/2018 more than six months ago so that I can catch an international flight from Mumbai at 11:45PM on the same day. The Jet Airways flight was originally scheduled to depart Kolkata at 6PM and arrive Mumbai at 9PM. On 12 December morning, I received a text message from Jet Airways that the flight 9W610 has been rescheduled due to operational reasons to leave Kolkata at 7:45PM and arrive Mumbai at 10:40PM. As with the rescheduling it was impossible to catch the international flight at 11:45PM, I approached Jet Airways to change my booking to an earlier flight. They made me to pay not only the fare difference, but also the cancellation charge. They told me it is Jet Airways policy to make the customer responsible if the flight is delayed by less than two hours even if the reason of the delay is on their part (in this case it was Operational Reasons). Later on, I came to know recently Jet Airways is in financial trouble. So, it may be an innovative business model on their part to generate extra money by rescheduling flights by just less than two hours so that they can squeeze extra money from some passengers. If couple of passengers per flight change their bookings, Jet Airways can pay their staff. Think twice before you book your next Jet Airways flight.

Route: Kolkata to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: fastjet

Title: "Terrible experience"

Review: I recently flew on fastjet from Johannesburg to Harare. The flight was delayed by almost an hour due to technical issues on the aircraft. They made us wait for almost one hour in the bus while they fixed the aircraft. I did not

feel safe at all while flying and I was extremely disappointed. While up in the air the aircraft was making a really strange squeaky noise which was very unsettling considering that the aircraft had some sort of technical issues. Terrible experience overall, would not recommend at all.

Route: Johannesburg to Harare

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "they gave me cash points"

Review: I had a flight cancelled during the pandemic and requested a refund and they gave me cash points instead. Now I have been informed they are no longer doing long haul flight. which now makes my cash points useless due to living in the US. Now they refuse to give refunds saying that I agreed when I was given the cash points I gave up the right to a refund. The fact is they turned my requested refund to cash points without my approval. Now I know why, they never intended for any of the US flights to be refunded based on what I am reading on other reviews.

Route: London to Tampa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "service provided is very bad"

Review: Never buy tickets with long haul flights being operated by a partner airlines. I was flying to Munich to Hyderabad via Abu Dhabi, the Munich to Abu Dhabi flight operated by Air Berlin. The service provided by Etihad is very bad if you book with their partner airlines. Etihad does not even care, very rude service. Any question asked to Etihad representatives is met by a rude answer 'ask Air Berlin'. I would have if the Air Berlin counters were present at the transfer desk.

Route: MUC to AUH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: "not happy"

Review: Not happy. Have just paid 75 for excess baggage. I believe the costs are too high in comparison to BA and many other credible airline companies. Croatia Airlines failed to offer a possibility of paying excess baggage online and reduce the costs, did not offer a possibility of upgrading into a higher flying class to avoid the charges. Additionally, they do not offer online check in and they could only issue me two boarding passes while I have to get the last one in Vienna to London, even though they're aware that there is a very limited amount of time between the two flights. I'll do my best to avoid Croatia Airlines in future.

Route: Split to London via Zagreb, Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cubana Airlines

Title: Cubana Airlines customer review

Review: We booked this flight because it was the only direct flight from Cancun to Havana, the flight should take about 1 hour. When we arrived at the airport the staff at the incheck-counter said we would have an delay of 5 hours because they overbooked the airplane and they need to fly in an other plane from Cuba (via Mexico City). Finally we departed 7.5 hours later, the only service they provided was a food voucher of 10\$. So for us, never again!

Route: Cancun to Havana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "not willing to help

Review:

Sao Paulo to Hong Kong via Johannesburg. I had a okay flight from São Paulo to Johannesburg even tho the food experience was not good at all. My flight from Johannesburg to Hong Kong was canceled after we waited 3 hours inside of the plane for technical problems fixing. Apparently the aircraft had less then 50% air pressure and it was insufficient to a flight over 12 hours. We had to wait inside of the airplane for 3 hours (without airconditioning) just so they end up telling us that the flight is cancelled and we would flight the next day. They provided hotel but my flight was over 24 hours after. They could have changed aircraft or being nicer to costumers that were in the delayed flight. Instead I had to keep calling them for information about when I would flight and got very rude attitude from the staff (I wanted to upgrade my flight from economy to business due to being 6 months pregnant). They were not willing to help and were very inefficient even tho I was paying for the upgrade. The last problem was that I had a connecting flight in HK and they said they were unable to check my luggage straight to the final destination so I would have to check out in HK get my luggage and check in again with the spare time of 1 hours between flights.

Route: Sao Paulo to Hong Kong via Johannesburg

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "went wrong with taking luggage"

Review: Kuala Lumpur to Singapore. The flight turns out perfectly and it went wrong with taking luggage at belt 17, frame and wheels slightly spoilt mean like it was a part of quotation letter or statutory declaration letter to submit in order to claim the bag from Jetstar.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Germania Airline

Title: "service was quite good"

Review: Tel Aviv to Hamburg with Germania. For a low cost, no frills airline service was quite good. Standard seats, reasonably comfortable, aircraft looked new. In flight entertainment limited to 1 movie, and you have to pay for earphones or bring your own - my standard earphones were not compatible with the system. Same movie inbound and outbound, from overhead screens. A so-called meal was served, which was a vegetarian pasta dish overloaded with basil - not a real substitute for lunch - but soft drinks were continuously offered. Overall, a pleasant flight. They have a 6kg weight limit for carry-on baggage, which wasn't checked outbound from TLV, but was checked at Hamburg, where only one check-in counter was operating. Seats do not recline.

Route: TLV to HAM

Seat Type: Economy Class

Traveller Type: Business

Airline: GoAir

Title: "not providing full refund"

Review: Me and my husband booked air ticket from Sharjah to Kannur and flight got cancelled. The airline is not providing full refund instead deducting around 300 AED For their fault.

Route: Sharjah to Kannur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "asked for compensation for damages goods"

Review: My bag disappeared from their internal tracking system while under their control. It was found over a week later after I called about 20 times and still took multiple days to return to me. I had to buy several articles of clothing during this time. Every attempt I have made to receive compensation for this has been extremely inconvenient. First their website wouldnt work for filling claims. Then I got hung up on twice trying to do it on the phone after having to go through a long phone tree and being transferred to an appropriate person. A couple times the phone tree got stuck in a loop where whatever I hit would be ignored and the menu would just repeat. Then after I filled a claim they canceled it because it had not been 21 days since my baggage was lost. This was not marked on their website. Then when I filed again they canceled that because I asked for compensation for damages goods in addition to purchases, saying they arent responsible for the damage because they werent the airline that they hired to send me my stuff after I changed locations. They never addressed the purchases I made while they still had my bag. Their system is unresponsive, and frustrating. It took weeks to get any reply.

Route: Amsterdam to Dusseldorf

Seat Type: Business Class

Traveller Type: Business

Airline: Peach Aviation

Title: "one of the worst I have seen"

Review: Osaka to Shanghai. They canceled our flight two times, without provide any accommodation or food. Last time they just gave us the chance of refund money, and the worst thing is the money will be in two months! Finally we had to buy tickets two times more expensive in another company, plus 5 days lost on our holiday. Customer service is one of the worst I have seen.

Route: Osaka to Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "a very dishonest company"

Review: I had a ticket for this flight to fly to Dubai to join a cruise so it was imperative that I fly in time for the cruise departure. On checking their web site I noticed the flight was no longer listed. I then called their office in Istanbul and they informed me the flight was cancelled. I then sent an email to flydubai in Dubai and they assured me that my flight will depart on that date. I explained to them that I must depart on that particular date because of the cruise. They again assured me the flight will depart, A week before departure I received a message the flight was cancelled and after some correspondence they agreed to give me a refund. Well that was a year ago and I am still waiting for that refund. I have written to them on a number of occasions and every time I am told they are working on my refund. flydubai is nothing but a bunch of thieves and liars, a very dishonest company. How is it possible for airline like this to get accreditation with IATA?

Route: Istanbul to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "avoid Manila and this airline"

Review: What a horrendous experience! But the worse parts: - transit service in Manila. Booked all my legs on the Philipines Airlines website. On arrival in Manila was put on a bus for 20 minutes waiting and then when we got to international terminal told to run. As going through the terminal told to run to gate - then get there and told not boarding yet! Compulsory masks as they claim for health purposes, but then they allocated seats in one block of an empty plane! Surely for health reasons would be better to spread us out!! Avoid Manila and this airline at all cost!

Route: Cebu to Phnom Penh via Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "200 riyals as fine for the baggage"

Review: I was flying from Hyderabad to Bahrain via Sharjah, while I was transit to Bahrain at Sharjah airport the ground staff of weighed hand bag & laptop was carrying on cabin then demanded to pay 200 riyals as fine for the baggage. I had no chance to debate with them because of their horrible attitude towards passengers. I suggest you don't waste your valuable time & money by flying with Air Arabia for their worst hospitality & cheap flight tickets.

Route: Hyderabad to Bahrain via Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "there is no free water served"

Review: Purchased internet on the flight. Connection is slow and unstable. There is no way for you to reconnect back once you disconnected from the WIFI. The price of USD15 for 80Mb means you check up email and finish all the 80Mb data in 5 minutes. For an 11-hour flight from Singapore to Athens there is no free water served. The concept of customer service is non-existent. Will not fly with Scoot again.

Route: Athens to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: FMI Air

Title: "it's worth the extra money"

Review: Yangon to Mandalay. I have flown FMI Air four times now. They provide one of the best customer experiences of any airline I have flown. Staff is professional and friendly. Lounges are well-equipped and comfortable. Aircraft are clean. In the often confusing and cattle-herding feel of domestic Myanmar flight, FMI stands out for the comparative serenity of the experience. Flights are roughly \$10-20USD/leg more than competitors. When you factor in lounge comfort and beverages, good internet, and the relaxed feel at both departure and arrival, it's worth the extra money.

Route: Yangon to Mandalay

Seat Type: Economy Class

Traveller Type: Business

Airline: Vietnam Airlines

Title: Vietnam Airlines customer review

Review: Hanoi to Bangkok. The airline just rescheduled my round trip flight and only sent me email a day before departure. Due this I need reschedule my trip as I traveling with pet. They cut the luggage for check in bag which I did not see during online reservation. They didn't give food on board only a bottle of water. Terrible service to me by check in staff.

Route: Hanoi to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Arabia

Title: "I dont recommend this airline"

Review: The worst airline i booked with ever, it is not comfortable and I booked flight from Delhi-Sharjah-Amman. Delay happened in Delhi but i arrived Sharjah 15 min before departure of Amman flight and it is same airline so they should wait for 10 min. Instead, Air Arabia employee took my ticket and change my flight to another flight after 6 hours and gave lunch and Breakfast vouchers which means nothing for me. I dont recommend this airline to anyone.

Route: Delhi to Amman via Sharjah

Seat Type: Economy Class

Traveller Type: Business

Airline: Rwandair

Title: "my ticket was changed multiple time"

Review: Dubai to Johannesburg with Rwandair. I had the longest flight ever, my ticket was changed multiple times, the ticket itself did not say we stopped in Lushaka as well. My luggage was lost with presents in for my family and have not heard anything about retrieval.

Route: Dubai to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "no concern for customer convenience"

Review: I had a booking from Muscat to Cairo via Bahrain. My flight from Muscat was scheduled to arrive at 4.35 pm in Bahrain, and the Bahrain to Cairo leg departs at 5.15 pm. About 48 hours before the travel time, I received a message from Gulf Air informing of the cancellation of the Bahrain to Cairo flight. I was re-booked on an earlier flight that same morning leaving Bahrain at 10.15 a.m, with no change in my Muscat to Bahrain flight. The Gulf Air call center offered to book me on another day, but that was not an option for me. They informed me a refund of my ticket requires 90 working days to process. I had no other choice but to re-book myself with another airline out of Muscat. I checked the status of previous 5.15 pm Gulf Air flights to Cairo, and the majority of these flights were cancelled. It seems Gulf Air sells tickets for flights they do not intend to operate unless fully booked, with no concern for customer convenience. I feel that instead of receiving the service I purchased from Gulf Air, I ended up providing the company with a 3-month interest-free loan equivalent to the value of the ticket I purchased.

Route: Muscat to Cairo via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "don't let you travel with hand luggage for free."

Review: This the worst airline ever. They don't care about passengers at all, flights delayed so much and you are not given right information. They don't let you travel with hand luggage for free. Please do not book with them, otherwise you will regret

Route: Tenerife to Dusseldorf

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "Be very wary of this Airline"

Review: I cannot believe this Airline is doing business legitimately. We had a return flight booked through United Airlines from Ft Lauderdale, FL to Tampa, FL in the afternoon. United apparently partners with Silver Airways. We were never sent a link or reminder to "Check In", so we had no way to do a mobile check-in. We called Silver Airlines and the Rep said "we can't tell you if it's going to leave or not" We then looked at the United App, it said "Delayed". The departure time now showed 4.5 hours later. We called United and the Agent said the flight WAS LEAVING AS SCHEDULED and didn't know why the SA Agent would tell us otherwise. But interestingly, United's App did show delayed. So then there's that. We called Silver Airways 3 times over the next few hours and they kept telling us they didn't know if the flight would leave or not but that we should just show up at the airport anyway. To quote her "just come to the airport and you'll be good to go. We don't know if the plane will leave or not. Sometimes they need to do an oil change." This is where I lost my head. Amongst other choice words, I told her I could rent a car and drive to my

destination in 3.5 hours. I wasn't going to make a trip to the airport and wait for a flight that "may or may not happen". I need to know now if the flight is on schedule so that I can make alternative plans. How can you tell your passengers you don't know if their flight will leave or not? She put me on hold to speak to her supervisor, then returned and said, yes the flight would leave on time. This caused us 6 hours of confusion and angst. It ruined our plans for the day in Miami, since we didn't know if or how we would leave. In all of my years, I've had delays, cancellations, interruptions...yes, even oil changes....but I've never been told maybe it will go and maybe it won't. I'll just have to wait and see? I suspect something else was going on here, but I'm not sure what or why they would string passengers on like that. Be very wary of this Airline. If United or Delta try to book you on it as a partner airline, I suggest you politely decline.

Route: Tampa to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "Unfriendly personnel"

Review: Unfriendly personnel on the boarding gate, my bag was randomly selected to take to luggage while it was the supposed regulations: of course nothing to prove it or fit it into, and was just taken out by flight assistant who threatened to not let you board the first chance she got when trying to argue.

Route: Vienna to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "the cabin crew were very attentive"

Review: Flew on GA-407 Denpasar to Jakarta. I was met at the departure gate curb side by Garuda Premier Class representative Qulan and he help and assisted me to check-in and then through security and on to the Garuda Lounge.

The lounge although small was clean and had sufficient snack and drinks available the team in the lounge were very helpful. When it came time for boarding Qulan escorted me through security and on to the plane. The flight was full as it was a long holiday weekend, however the cabin crew offered food and drinks, which we tasty and the cabin crew were very attentive especially Yanti and Vitara. Upon arrival in Jakarta, I was met at the gate by Vianda from the Garuda Premier Team and escorted to the baggage area. Thank you Vianda I really appreciate your help and assistance.

Route: Denpasar, Bali to Jakarta

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "no compensation would be given"

Review: Arrived in Abu Dhabi to discover a wheel missing on my, otherwise undamaged, suitcase. Raised complaint. Then had to fill in online feedback form and submit documents. After several weeks was asked for proof of purchase (Which I had already provided). Had to resubmit all previous documents as well as the receipt. Then told that no compensation would be given for baggage over 5 years old. So, if your bag is more than 5 years old they can smash a wheel off it and deny liability. Rubbish customer care (although they were grateful for giving them the opportunity to review my case. They look forward to welcoming me back on board - I think not. Now I have to buy a new suitcase at my own expense. The flight wasn't great either. Cramped. Lousy food.

Route: London to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Business

Airline: United Airlines

Title: "twice my flight was delayed"

Review: I tried flying to England from Newark twice, and twice my flight was delayed. The first time my flight was

canceled after 7 hours of prevaricating. I am still waiting to see what will become of my second flight, but I am not hopeful as boarding has been delayed 4 times and circumstances are repeating themselves with an almost eerie accuracy.

Route: Newark to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "I will not fly with them anymore"

Review: Awful service. They didnt give me any seat when I was doing the check in. I arrived to the airport 3 hours before the flight, I didnt have any luggage and they told me to go to the main door and they will give me the seat. My surprise was when I arrived there and they told me to wait until the end for them to give me a seat. Very rude staff. I will not fly with them anymore and I will not recommend anyone doing that.

Route: Madrid to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "such poor customer service"

Review: The worst airline service that I have never flown on. Their hidden fees are ridiculous. We were charged 104 per bag whether we chose to carry the bag on or check the bag. We still had to pay 104 dollars per bag. So we elected to check our bags and our childrens car seats. I was irritated that I was charged 104 per bag but at this point we had no option as it was approaching boarding time. Then we were in line to board our flight (no announcements made at any point that boarding had begun) boarding tickets in hand, when the woman in front of us for whatever reason boarding ticket wouldnt scan. The woman working for Frontier and scanning boarding tickets then proceeds to close the door to

the ramp to board the plane. She then proceeds to tell the woman in front of us and us that we would not be allowed on the plane because we did not arrive prior to their 15 minute boarding warning. Mind you we were in line with everyone else and the door to the ramp was still open. We had zero control over how quick or slow the line moved. She then tells us that the plane is full and our seats are no longer available. That we would need to rebook. I have called their supposed customer service line which doesnt even connect you to a Frontier agent. They have an option to file a complaint online, which I did, and I received an automated response that it could be up to 7 days before I receive a response. The staff were extremely rude. They did not care that I had a 3, 6, and 12 year old with me. That we had no luggage or car seats. They dismissed us like we were trash and they could have cared less. Never in my life have I ever experienced such poor customer service and overall service in general. I will never fly Frontier or recommend them to anyone. We ended up having to rent a car and drive almost 10 hours home. We purchased 5 airline tickets and never flew, paid 312 dollars in luggage fees, and 300 plus for the rental car and car seat rentals.

Route: Philadelphia to Charlotte

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Corsica

Title: "Excellent all round"

Review: Stansted to Ajaccio. Excellent all round. On time, drink and a snack served, no hassle to board or have onboard bags. Seats were comfy for a 2 hour flight - fare reasonable. Would recommend.

Route: Stansted to Ajaccio

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "liked the quality of the seat"

Review: São Paulo to Lisboa via Madrid. I liked the quality of the seat. Very good, very polite stewards. The food was not good on the way back but on the way it was good. Yes the very attentive ground staff (check-in). I recommend

Route: São Paulo to Lisboa via Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sunwing Airlines

Title: "only be getting a travel voucher"

Review: I had booked the flight to and from Nassau in November for travel for March 15 to 22. The government advised people of not travelling outside of Canada on March 13. Around this time airlines began to revise their refund policy. I had completed a online form for Sunwing at their request due to a high call volume when the government made a stronger advisory about not going outside of Canada. The form was notice of cancellation. When I contacted Sunwing after 2 days of trying to call Sunwing I was advised that I would only be getting a travel voucher for future use because the flight was on the 15 and not the 17th or later. The dates make no sense. I wanted and should have gotten a full refund. Sunwing is temporarily suspends all operations on March 23.

Route: Toronto to Nassau

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ITA Airways

Title: "Just terrible service unfortunately"

Review: Terrible. They lost my husbands luggage and have not even bothered to update our location address. We email - they do not reply. We call - they either change up after waiting 1-2 hours on hold, or, they say that its the wrong number. We have been given 15 different numbers, no one helps. Over 500 pieces of luggage lost and sitting there at Naples airport, but ITA Airways were chilling and laughing behind the counter. They also said if they find it they have to

open it to confirm its ours - what century do we live in? We have our tags on there, they have the flight codes and stickers on there. Lies. How terrible! They also did not allow us to sit together. They were running almost 2 hours late with departure due to lack of time to put luggage on board. I saw my husbands baggage on the floor outside and when speaking to a staff member, they laughed and said dont worry it will come on board. Clearly not. Just terrible service unfortunately.

Route: Venice to Naples via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: CSA Czech Airlines

Title: "worst flying experience"

Review: Prague to Moscow. One month ago I had the worst flying experience. It all became during the flight organization and check-in and continued onboard. Even though it was not the first time I used this carrier, but that time they exceeded all expectations. The personnel on board was rude and ignorant. When people were inquiring on either coffee they were serving was ground coffee or instant one, one of those stewardesses just answered in a way just leave me alone and the coffee is not for free. My previous trip I had with the company I had been sat by the emergency exit that is usually could be considered as an advantage, that time caused me lots of trouble and the chairs were even less comfortable than I could imagine. Just after that flight I carried over to Aeroflot and it was totally remarkable difference. Also, it took a while to get our luggage from a plane. I do not recommend anybody to use that company.

Route: Prague to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Laudamotion

Title: "charged extra for cabin bag"

Review: Eindhoven to Vienna. Was charged extra for cabin bag. It fit all the usual requirements (dimensions, weight) but the staff at the gate insisted that 1 small bag is something smaller. Rather than missing my flight I just paid the extra. Than my cabin bag was to be put in the storage so I only had what could fit in my hands with me. Quite a way to end a holiday. Never flying Laudamotion again.

Route: Eindhoven to Vienna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Batik Air

Title: "Do not recommend to anyone"

Review: The worst airline experience ever. I will never fly with them again. 2 hours of delay on first flights, as there was no engineer available to sign the approval for landing, very uncomfortable seats, they ran out of toilet paper in both flights, in the first they didn't have even tissues, you need to pay for everything, even for a glass of water. This is egregious as airport security usually don't allow water to be carried on-board on many international flights. They don't offer anything for free and even the options for purchase are very limited and expensive. Cup noodles to eat, and water, coffee, tea, Milo (with hot water) and two options of warm soda. One bag of tea is AU\$4. As it was a night flight and it got very cold, I asked for a blanket and had to pay AU\$9 for a piece of flannel. Needless to say that there was no entertainment system available. The absolute worst. Do not recommend to anyone.

Route: Brisbane to Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eurowings

Title: "In general a good airline"

Review: In general a good airline and I often use them. What upset me is the fact, that if I reserve a seat during booking

and pay for it, the fee for the seat reservation may be higher during check-in and I have to pay an uplift fee for it. And an additional input to increase the corporate identity could be to provide the cabin crew unique masks. Today, everybody wears their individual mask.

Route: Zürich to Düsseldorf

Seat Type: Economy Class

Traveller Type: Business

Airline: Lion Air

Title: "usual no-frills flight"

Review: Flight left only 40 mins late - on time by Lion's standards. It was the usual no-frills flight with no food, drinks or entertainment, except for one annoyance. Despite checking in early, I was given a seat in the very last row right by the toilet which was stinking of urine as many passengers didn't know how to flush it! On the first leg stewardess kindly offered that I could move elsewhere, but on the 2nd leg from Makassar they insisted the plane was full and I had to stay there, when in fact later I found entire rows of seats empty at the front.

Route: Jayapura to Jakarta via Makassar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "we lost a day of our Easter break"

Review: After we had checked in, given up our bag and gone through security we received a text from Jetstar: Flight cancelled due to engineering reasons. Better safe than sorry, I get it. But it was the Easter long weekend there were no other flights available until the next day. It took us an hour to get our bag back, and we lost a day of our Easter break. On the following day the automatic check-in was quick and easy. Service from the ground and cabin staff was good. The plane operated 40 mins late. It would have been sensible to leave passengers in the public area of the main terminal for

that time, so they could get food and go to the toilet. But Jetstar called us all down to the already crowded departure area, to spend the time milling about and trying to work out if there was a queue. Seats were comfortable if basic. The airline's take-on bag policy was not enforced -- the cabin crew were imploring passengers who had done the right thing to put their bags under the seat in front of them, in order to make room in the overhead racks for the suitcase-size bags that the airline had allowed on board.

Route: Melbourne to Hobart

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "Beware of this company"

Review: Flight EJU7628 FNC-LIS was originally scheduled to leave at 22:00 on 02.06.2023 but was considerably delayed until 00:00 on 03.06.2023. The boarding staff at Funchal then informed that the flight had been cancelled. All passengers had already shown their boarding card and identification document. The boarding staff did not give any reason for the cancellation, only that they had just been informed. easyJet did not volunteer to send any messages during this hiatus. Legitimately outraged passengers shouted insults and kicked the easyJet queue separators. easyJet had a crew strike scheduled for 03.06.2023 from 00:00 but claims the "delay" [cancellation], was due to problems with the control tower, which is highly dubious because the TAP, Ryanair and SATA flights landed after the easyJet plane from Lisbon at 23:10 on 02.06.2023, without any disruptions. It was reported that easyJet had been transferring planes from European bases to Portugal with non-Portuguese crew, this combined with the strike in Portugal I believe was the real reason for the cancelation or delay, so the crew exceeded flight times. Despite appearing on the movement panel of Funchal airport as a cancelled flight, having in my possession and that I attach, photo with date and time watermark, besides the visible time on the panel itself, that the flight was cancelled. At this moment, abandoned at Funchal airport, I am forced to rebook a flight to Lisbon as soon as possible, which cost me an extra expense, inherent to easyJet's lack of professionalism, of 312.99 euros. Everything lead me to believe, with no room for doubt, that the flight was cancelled. Only at 01:30 of 03.06.2023, when I had already been forced to reschedule my trip due to easyJet's total lack of

diligence, does easyJet send an SMS that the flight was rescheduled for 12:00 of 03.06.2023, 14 hours after the scheduled and original departure of the flight. easyJet did not provide the possibility to accept or refuse the rerouting, they only changed the booking and checked in by myself, without any consent, whether I accepted the new flight, wanted a cash or voucher refund. Under the terms of Articles 6 and 7 of Regulation (EC) No 261/2004, of 11 February 2004, I am entitled to compensation for the 14-hour delay I suffered - if it is not correctly considered that this was an effective cancellation - to the value of at least 250.00 euros plus the expenses incurred with the need to rebook on the nearest flight (312.99 euros), since easyJet had not informed passengers until 1.30 am on 3 June 2023. This makes a minimum total of 562.99, which I will never give up. Beware of this company.

Route: Funchal to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "always lots of helpful staff"

Review: Koh samui to Bangkok. I have flown three times with Bangkok Airways, always lots of helpful staff and every time they serve a good meal with real cutlery. The last time I flew with Bangkok Airways we missed the flight due to traffic but the operators bent over backwards to get on the next flight. I love Bangkok Airways.

Route: Koh samui to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "it was a good flight"

Review: The on-line check-in went fine but it was impossible to change my seat, which should be possible. Contacting the customer service was a very time consuming effort but eventually I could reach them and they could change my

seat. The check-in at Brussels was somewhat cumbersome, as the check-in staff was overzealous in checking and double checking Corona requirements. There were about 25 people in line when I arrived but it took a good hour to get checked-in. The boarding went smoothly. The flight was ontime. Also in Helsinki, the boarding went smoothly and was on time. The flight went fine, flight attendants were attentive. The meal was very minimalistic, and I am being polite... the fact that it was served with wooden cutlery did not add to the culinary experience either. Drinks were ok and soft drinks available throughout the whole flight. All in all, it was a good flight, timely without any stress.

Route: Brussels to Bangkok via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "my baggage did not arrive"

Review: I arrived in Athens the 20th of June from Johannesburg / Addis Ababa on Ethiopian Airlines, connecting on Aegean Airlines from Cairo to Athens and my baggage did not arrive with me. When I went to report the loss there was no one at the counter and a person had to be phoned to come. My holiday in Greece is nearly over and my baggage has still not been located after 11 days. The customer care phone line is never answered.

Route: Cairo to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "Very small portion of food served"

Review: 1. Very small portion of food served during the flight. 2. Long queue at check-in counter. I waited for 1.5 hours despite of not over crowded. 3. Partnership with several airlines and credit cards are discontinued. 4. Poor customer service to solve the missing mileage due to the termination of partnership airlines

Route: Bangkok to Milan via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAG Airlines

Title: "overall a nice little airline"

Review: Day trip from Guatemala City to see the Mayan temples at Tikal. Closest airport is Flores (which actually is not where the airport is located - it is in Santa Elena a couple miles from Flores) and then an hour drive to Tikal. Check in at the small domestic terminal at GUA at 5:15am for a 6:30am departure. TAG flies from GUA to a few cities in Guatemala, then to Honduras, Nicaragua, Costa Rica and Belize, and all flights are on smaller prop planes from this little terminal. Check in quick and agents very friendly. You get a plastic boarding pass that is colored based on your destination (like the old Southwest Airlines used to do in the 70s and 80s) and then they call "blue" or "orange" and you board when your color is called. Flight was on a Saab 340A in decent condition and totally full. Nice flight attendant and friendly greetings from the cockpit. Delayed take off with inbound traffic, and a bumpy cloudy 10-15 minutes after take-off but then smoothed out. A drink and snack were served on the 45-minute flight. Quick landing over beautiful Flores (which itself is just a tiny island in lake Peten Itza) and taxi to the terminal. Only carry-on so thru to the exit and off to Tikal. The return was the same (6:30pm departure) except to pay the departure fee of QZ20 (about 3 US dollars) and then go through "international screening security" to the gate. It was a domestic flight so was kinda funny to be told "go thru international screening". Snack bar and air conditioning so that was good. Full flight back with the same crew as we had flying in that morning - again friendly smiles. Take off and landing on time. Overall a nice little airline but expensive (\$250 roundtrip for a 45 minute flight) but beats a 9-hour one way bus ride.

Route: GUA to FRS

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "wouldn't allow a refund"

Review: They scammed me out of my airline ticket, lost over 1k. They marketed my flight as direct on google and on their website, then they delay the flight 30 minutes. I filed asking for a refund given they changed my flight itinerary and were not honest. Took my ticket and wouldn't allow a refund.

Route: Toronto to San Jose

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "very bad to no customer service"

Review: Before our flight on Sept. 21, 2021 we checked in online, and since we were Transit passengers in Reykjavik, we did not pre-register, because as per Icelandair E-mail of Sept. 18, 2021 to us: "If you are on a transiting flight via Iceland, without leaving the airport in Keflavik, you do not need to pre-register". Both of were also fully vaccinated and had negative Covid-19 test results. When we arrived at the Portland airport for check-in, a representative of Icelandair stopped and prevented us to even get to the check-in counter because he demanded a pre-registration Code from us. Even though we showed him that according to the E-mail from Icelandair, we did not need to pre-register, he still refused to let us go to the check-in counter and would not help us in any way. Had it not been for a Portland airport employee who helped us with entering detailed information in our Smartphones, we would have missed our flights. This procedure took over one hour and left us terribly frustrated at the beginning of our international flight. Based on this as well as our in-flight and Keflavik airport experiences we can only rate Icelandair as having very bad to no customer service.

Route: Portland to Copenhagen via Rejkjavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Meridiana

Title: Meridiana customer review

Review: I've flown Meridiana a few times now, and have always had a great experience. They're certainly no-frills, but for almost what it costs to fly from New York to LA, I can fly to Naples non-stop and have a free checked bag. Food is good, and airport/in-flight staff are always pleasant. Any kind of online or phone customer service is basically nonexistent, so I only book if I'm sure of where I want to go and am ready to eat the cost if something goes wrong, but with prices this low I won't complain.

Route: JFK to NAP

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "smooth transitions on both ends"

Review: My wife and I flew from Toronto to Ponta Delgada on Mar 22 2017 and the flight and service provided by SATA was nothing but excellent. The flight left on time, food was great. Boarding and retrieving baggage was without a hitch, can't say enough good about this airline. We took a SATA prop plane from Ponta Delgada on March 30 to Funchal, again smooth transitions on both ends. Great experience.

Route: Toronto to Ponta Delgata

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "there was mismanagement all over"

Review: The staff didn't respond to call button even though there were passing by. At Jeddah Airport, there was mismanagement all over, there were no proper queuing system and enough staff to handle the pressure. Airport was in

poor condition, toilets were dirty. The flight from Jeddah to LKO was even worse. They even did not provide the pillow and blankets to everyone. Upon arrival on my final destination i got to know that my baggage have mishandled at Jeddah. I am trying to call baggage support but they is no one pick the phone.

Route: Munich to Lucknow via Jeddah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "I wanted to get a refund"

Review: I wanted to get a refund for a flight that I didn't take in January. Informed Air Astana in advance that I won't be able to travel. Asked to transfer my money back to another bank account as the old one was already closed. After three months of slow feedback, collecting all necessary papers by myself, contacting my previous bank in Asia, this company stopped answering my emails. But the strangest thing happened when they transferred my money to Cambodia, though I live in Ukraine. Though they said that "your refund is in process", now they just don't answer at all.

Route: Bangkok to Kyiv via Almaty

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malawian Airlines

Title: "now probably the worst in the world"

Review: The flight from LLW to JNB was uneventful, boring, full (no covid spacing), the aircraft was dirty but at least my seat back was locked into position, last time the seat back fell backwards by itself all the time which was very disturbing. When it came time for the return flight we found that the flight had all been cancelled, no reason given, just cancelled. As we are staying in our own apartment its no problem to stay the extra week until the next flight was scheduled so we said no problem. Then the replacement flight got cancelled and another week delay added! All this with no explanation or

compensation. What about poor people who have to stay in hotels. Air Malawi was such a good airline in its day, its c,
just very poor management.

Route: Lilongwe to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "Upsetting to have to sit next to random people"

Review: Would probably never recommend this airline to anyone. While their staff are nice and did tried to
accommodate us, it made absolutely no sense that we are put on two separate seats again. Twice! First time, they were
able to change our seats and this time they just say "sorry it's full". We even checked in 23 hours ahead and were
unable to grab any seats together. Upsetting to have to sit next to random people.

Route: Tokyo to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Namibia

Title: "overall a nice flight"

Review: Frankfurt to Windhoek with Air Namibia. Overall a nice flight, friendliness of staff above average. Food / drinks
above average. Selection from 3 different meals, quick service, drinks (also with alcohol) before and after the meals.
Age of the aircrafts under 3 years - means almost new. Entertainment system with high-res 10" adjustable screen and
some new movies at every seat. Seat legroom average. Newspapers / magazines only for business class.

Route: FRA to WDH

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia India

Title: "Rs 4000 for 2kgs extra hand luggage"

Review: Mumbai to Bengaluru. The staff at check in told me about the extra hand luggage, but did not inform me about the exact cost that could be charged during boarding. For check in, they charged me even for 1kg extra. Zero tolerance. At the time of boarding they demanded Rs 4000 for 2kgs extra hand luggage. They said that they would not let me take the flight without paying 4k. Untrained and mannerless staff.

Route: Mumbai to Bengaluru

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "what a disappointment"

Review: First time traveling in Copa and what a disappointment, first they changed the schedule in the departure times from New York to Quito with the difference of 4 hours, of course now two people in the group can't make it and when I tried to change the dates for this people it took me two weeks to be able to change the flights for these passengers. Two weeks calling almost every day with different options for different dates to only find out that my requests were denied by Copa Airlines because it was their convenience not to accept my requests and make this process last as long as possible, to finally said that now it is high season and charged me an extra \$1315. What a shame, what a scam.

Route: New York to Quito via Ansonia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "I wont travel with them anymore"

Review: Fly on you own risk. I was on holiday in Catania and today morning woke up at 3:30 and got to the airport on 4 a clock for the flight. Sudden it was a fire on the airport of Catania, luckily nobody was hurt but every flight was cancelled and all the the flight companies where picking up their passenger to accommodate them on the hotels near by or re-route them to the closest airport so they can fly back home, only from Wizz air no one was present. We waited but we just got an sms that the flight was cancelled and you can get refund and that's it. No help from the company, nothing, 200 people left alone in a city with no where to go thanks to Wizz air. I wont travel with them anymore and I suggest no one does and hope they go broke.

Route: Catania to Tirana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Astana

Title: "Service attentive"

Review: St Petersburg to Oskemen via Almaty. Clean new cabin, perfect meal each way, especially from Astana. Wide choice of beverages. Even for the day flight they give you trip suite. Good schedule : short connection in Astana on the way back to LED. TV app very useful and its good thing for flights no longer than 5 or 6 hours and cabin not equipped with personal entertainment system. Service attentive. Absolutely recommended.

Route: St Petersburg to Oskemen via Almaty

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "rely on the consistent service"

Review: I have to sing my praises for the ground crew at Korean Air as they really bent the rules to get me on this

flight. I misjudged the travel time to the airport as ICN is super far from the city and arrived only 25 minutes prior to departure, which should of precluded the staff to allow me onboard my flight (other airlines would usually turn a blind eye). The gentlemen at the counter worked with earnest to process my documents and speedily get me through security. This positive experience continued at the boarding gate where the gate agents greeted me with a warm welcome and forgiveness despite my late arrival possibly causing the flight to be on the brink of delay. The onboard experience was predictable in a good way as I was able to rely on the consistent service that Korean Air offers irrespective of which route or plane I fly - friendly and accommodating flight attendants, good food, mediocre entertainment and time efficiency. I watched a few flicks, requested an onslaught of snacks and beverages and felt gratitude for the generosity in the ground service I received from start to finish while I looked at the dusk of day through my window seat.

Route: Seoul to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Caribbean Airlines

Title: "Staff was very welcoming"

Review: I traveled with Caribbean airlines flying out of Toronto Canada into Trinidad and Tobago. I haven't flown with this airline in about twenty years. I must say I was totally happy with the service they provided. Staff was very welcoming. The pilot was amazing with the way he took off and landed . I was very hesitant about flying with them because of what negative reviews and experiences I heard. Thanks for making my trip a great one to the team and staff at Caribbean airlines.

Route: Toronto to Port of Spain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomson Airways

Title: "service was not bad"

Review: Flight out on Thomson Airways from London to Jamaica was OK despite being delayed on the aircraft for an hour by a passenger who was throwing a strop because he wanted a window seat. Service was not bad, free drink and wine with the usual standard meal. Unfortunately on the way back, despite having paid for a seat, my partner had to move due to the excessively large person sitting next to her taking up most of her seat as well as his own. Airlines really need to address this growing problem, if you are too big to fit in one seat, pay for two.

Route: LGW to MBJ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "no respect what so ever"

Review: I booked them through Chase Travel Portal. Unfortunately, I missed my initial flight from LAX to Mexico City due to a check in error. I checked in on the Aeromexico app, and received my seats AND the boarding passes. I get to the airport and Aeromexico said I didn't check in and explained that I had seats 11D and 11E, but was unable to pull up the boarding passes on the app because it was too late already. An Aeromexico employee put my girlfriend and I on a standby list and after 8 hours, we were able to get on a flight to Mexico City. Upon speaking with numerous amounts of Aeromexico agents and Chase Travel agents, I was guaranteed a flight back since I did take a standby flight from Aeromexico. I wanted to confirm once I landed whether this was true, and unfortunately, Aeromexico said it wasn't the case and that I would have to buy a whole new ticket. I contacted their customer support and I haven't received anything regarding that. I had to pay \$800+ just to get a last minute flight back to LAX. Aeromexico is absolute trash and I saw this with no respect what so ever. I review places on Yelp all the time and I NEVER give a bad review, but Aeromexico wants me to be stranded in Mexico City without giving me a flight back home.

Route: Los Angeles to Mexico City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "aircraft interior was starting to show its age"

Review: Chiang Mai to Bangkok, flight PG228 onboard an older Airbus A319. Flight was slightly delayed due to the late incoming aircraft. The lounge at Chiang Mai airport was fairly basic (sandwiches, juices, and a popcorn machine!) but definitely set the airline aside from its competitors. The aircraft interior was starting to show its age, seats were wide and spacious yet the appearance was subpar even to low cost carriers such as AirAsia. Flight was approximately at 90% capacity with some empty middle seats. Cabin crew were professional and enthusiastic from boarding to disembarking. A full meal was distributed yet left a lot to be desired. Metal cutlery was provided, definitely a nice touch as some other full service carriers don't provide them. Touched down in Bangkok 5 minutes later than scheduled and ferried by bus back to the terminal. Bags were a little slower to arrive due to the far proximity of the area from where the aircraft was parked upon arrival. Overall, for the price I paid for this flight (40USD), I had an enjoyable experience and I wouldn't hesitate to use them again.

Route: Chiang Mai to Bangkok Suvarnabhumi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUIfly

Title: "it was a good experience"

Review: Amsterdam to Curacao on December 7th with TUI fly Netherlands, operated by a Boeing 787-8. Check-in was quite chaotic at Amsterdam, with multiple TUI departures at the same time and only one staff member trying to sent passengers to the right check-in row (check-in or bag drop-off). Boarding on the other hand was very smooth and efficient. I prebooked Economy comfort (34 inch leg space), seat 12A, which was quite comfortable. The seat was quite narrow though. The seat was equipped with an PTV with a pretty small selection of movies. A free headset and pillow

were distributed. After take off the crew came around with a drink service (alcohol was charged), follow by a hot (small) meal with a drink and coffee or tea. During the flight it was possible to order paid snacks or drinks, but there were also two complementary drink rounds. Two hours before landing a sandwich with a slice of cake were handed out, which was really tasteful. The flight itself was uneventful, and the crew was really friendly and professional. Overall, it was a good experience for a typical holiday airline.

Route: Amsterdam to Curaçao

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SATA Air Azores

Title: "worst airline I have ever flown"

Review: Lisbon to Toronto via Ponta Delgada. This was the worst airline I have ever flown. It must have low priority as the taxi rides and bus rides to the runways are long and times do not seem to be factored into the flight schedule. All flights were late. There was zero communication from staff. Upon asking we were told different answers by different staff. From the time of booking (four months early) we attempted to be seated together, and then each subsequent time, without success. There is ZERO entertainment on board - not even a screen to monitor the flight progress (and no announcements). The entire crew sat in the back row and chatted for the full 6 hours. At the connection we were kept in a small security room with far too many people for longer than was expected without access to any services. I had been told I could not bring duty free from Lisbon to Ponta Delgada but that I could purchase it there. Upon arrival there I was told the kiosk would open. It did not and we were stuck without any entertainment for the 2++ hour wait and the 6 hour flight. There were many children on board and they were allowed to join their friends and share seats (even when the seatbelt sign was on) Best of all, the dinner "service" was one hour into the flight. They ran out of wine before it completed (not even available to purchase). In Portugal! Mickey Mouse Air.

Route: Lisbon to Toronto via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "reasonable regional business class"

Review: Shanghai to Hong Kong. A reasonable regional business class offering. Seats are nothing special in a 2x2x2 layout with minimal recline and space, but are sufficient for a short range business class flight. Generally, Cathay Dragon aircraft are old and this was no exception with this particular A330 being 21 years old. Crew were friendly and attentive and food selection was ok. I feel that Cathay Dragon is very middle of the road in terms of what it offers at the front end of the cabin.

Route: Shanghai to Hong Kong

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Blue Panorama Airlines

Title: "three hours delay with no assistance"

Review: Mykonos to Rome. Three hours delay with no assistance, no crew, no screen at the gate. The call center is clueless, claiming that the plane is on time when it is in fact already delayed. Don't fly with this company, and if you do, take into account at least 90' dead every trip.

Route: JMK to FCO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "ticket at a very cheap price"

Review: Bought my ticket at a very cheap price. I love flying on this kind of plane. Simple and not much passenger due

to limited number of seats. Our flight departed 30 minutes early. It was a flight nothing to write home about but the price was the game changer. Overall it was a good flight considering the situation we are all in.

Route: Legazpit to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "Absolutely terrible airline"

Review: Melbourne to Goldcoast. Absolutely terrible airline, don't waste your money flying with them. Delayed flight big time with no time of departure given, due to antiquated planes with mechanical faults. When finally allowed to depart after 3 hrs flight to Goldcoast changed to brisbane, with a 1 hr bus trip to gold coast. Poor lazy staff Never ever ever again Tigerair Not worth the money Virgin or qantas from now on.

Route: Melbourne to Goldcoast

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "Wonderful service"

Review: Wonderful service onboard this early morning flight to Lusaka. Really enjoyed spending time in the new Pride Lounge (which is in another league in terms of ambience compared to the Simba Lounge - although I imagine the former could get quite busy), and appreciated the hassle free check-in and immigration process (although the Covid test check outside in the booth is quite strange). The only negative was the chaotic boarding processes, with no Premier World priority and a free for all to get final verification checks completed. Once onboard, treated to fabulous service from the purser who just couldn't do enough - from offering both business class breakfast options due to a quiet Premier World cabin. The warm fresh croissants and coffee were highlights. I bid to upgrade the ticket which cost \$210 but it was really

worth the splurge to arrive well refreshed for a day at work. Well done KQ.

Route: Nairobi to Lusaka

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "4 times rescheduled"

Review: I booked this flight on August and AirAsia cancelled it so I had to reschedule. Then when finally came the travel time and I arrived at 7am at the Jakarta station, they told me that the flight to Medan has been rescheduled again this morning for 6pm so around 9 hours later. This was already bad because I booked a trip in Medan so I couldn't make it on time. And I didn't even receive any email or notification about rescheduling. Then around 3pm I got another email saying that the flight has been rescheduled for 1am of the next day. 5 min later I got another message saying the flight has been rescheduled for 1:50am. So 4 times rescheduled, together 16 hours of delay. They gave us ridiculously low amount of money as an excuse. When I started to think about a refund and I tried to book another flight at the same day with another company, AirAsia said that I won't get any refund because I rejected it. Which I did not, they told me about the refund and I said that I have to think about it.

Route: Jakarta to Medan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "absolutely unacceptable"

Review: I fly Pegasus for work reasons and do this often, primarily my route is Ankara - Amman (Jordan). This is a night flight PC 1712, which always (!) gets delayed, most often by 1,5 hours. If Pegasus is unable to fly on time why under the Sun they do not change the flight departure time? And if it is always delayed why they would not warn the passengers

beforehand? This is absolutely unacceptable. Yes OK Pegasus is a low-coster, but it does not mean they should behave like that.

Route: Ankara to Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "Line to bag drop was astronomically long"

Review: Paid for check in luggage, showed up to the airport already checked in with an hour to spare. Line to bag drop was astronomically long, couldnt get an attendants attention. Eventually when I spoke to someone they said bag drop had closed and to go straight to the gate. Was charged an extra 90 euros at the gate to check my luggage. After multiple attempts I did not receive a refund for the original checked luggage payment or the fine at the gate.

Route: Athens to Warsaw

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Seychelles

Title: "not a good experience"

Review: Not a good experience with Air Seychelles from Durban to Mumbai via Seychelles. Flight to Mumbai cancelled once we landed at Seychelles airport. Staff very unfriendly. stranded overnight. On return, staff had to be called several times to ask for blankets. No choice as to meal as meat was finished. TV screen never worked. Despite sending an online complaint, I still wait for a response. Their service seems to be very bad. No apology for the cancellation of the flight which affected our entire itinerary. I have completed the online survey and send a personal email but no acknowledgement or response. Will never use this airline or recommend it to anyone. I will stick with Emirates despite the longer route

Route: Durban to Mumbai via Seychelles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: EVA Air

Title: "no apology or compensation given"

Review: We are flying back to Taiwan and I unfortunately got covid, which resulted in a 300 pound change fee. Just before our next flight my wife got covid and this time we were charged almost 800 pounds. I understand there may be a change fee, but they added the cost of the flight at that time, rather than what we originally paid. The customer service team were neither helpful or sympathetic to our situation. They simply said they could waive the change fee of 75 pounds with a positive PCR test. As we know a PCR fit to fly costs well over 100 pounds. The logic and competence shown was awful. We have now paid over 1,100 extra with no apology or compensation given. Also, as they are only flying once a week, we have had to delay work for two weeks. Never will I fly with this airline again. I would have been fine with paying the flight change fee, but to add an additional cost of 800 pounds is an insult.

Route: Taipei to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "Had a delay of more than 9 hours"

Review: Had a delay of more than 9 hours. Completely understandable that weather conditions made this happen. But the irony is that for 5 hours in a row they made delay announcement for 1 hour only. So they kept the entire crew next to the gate. And by 4 o'clock in the morning they offered refreshments to us and told us flight wont happen at a minimum until 8am in the morning.

Route: stanbul to Pristina

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromar

Title: "such bad customer service"

Review: Oaxaca to Mexico City . I have never experienced such bad customer service. People had been in line for over 2 hours. Only 1 desk agent. Instead of calling people up front for the flight that was going to depart he checked in people for the flight after. Then gave us boarding tickets when the plane was already gone. People waited for 2 hours to find out what to do next. This airline is a joke! We got booked on a flight the next morning resulting in a loss of paid hotel in Mexico city. When we arrived the next morning there were again 50 angry people in line waiting for a flight that Aeromar cancelled and didn't tell anyone. When we finally got on the plane multiple people had the same seat number. It was ridiculous and unprofessional.

Route: Oaxaca to Mexico City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeroflot Russian Airlines

Title: "Not a single goodwill action"

Review: Irkutsk to Moscow on SU1443. They re-scheduled a flight 3h30 later than it was supposed to be. Aeroflot tends to forget that people pay to get on a certain schedule, to arrive at a certain time. In my case, I had further connections to take and I reached the gate on time. Delays happen to every companies. However, Aeroflot did not offer to change the booking as such a delay may cause me to miss connections, and with an expiring visa, being trapped in Russia is the last thing I hope at the end of my holiday. No refreshments at the airport provided by Aeroflot, no information about the updated check-in time. Not a single goodwill action. I won't travel by Aeroflot anymore.

Route: Irkutsk to Moscow svo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "seats that are comically narrow"

Review: The seats that are comically narrow for an average-sized person. I made the mistake of purchasing two round-trip tickets from Orlando to Montréal, hoping for a comfortable flight next to my wife in a two-seat row. Unfortunately, the seats proved to be too small by 2 to 4 inches for most people, and for me, almost six inches. While I am 6 feet 2 inches tall and weigh 280 lbs, I am not excessively large. As soon as the seatbelt sign was turned off, I had to stand for the entire flight until it was back on, as there was no comfort in those seats for either me or my wife. The flight attendants were indifferent to our plight. In particular, one of them kept knocking into my wife whenever she passed by. Although it was probably not intentional, my wife eventually had to change seats to avoid her. Moreover, the crew at the Orlando airport was making overlapping announcements, making it impossible to comprehend their boarding process and group numbers.

Route: Orlando to Montreal

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "Premium Plus seat was comfortable"

Review: I booked this flight anticipating to fly on United 787-10. However, it was swapped to a 777-200. As it was a retrofitted 777 with proper Premium Plus seats, it was not bad. LAX is certainly not the best airport, as the boarding area was tiny, thus very crowded. The Premium Plus seat was comfortable. We had the first row with huge legroom, more like 55-in rather than the normal 38-in pitch. In-flight meals were fine, and they served a full meal plus a light meal (by choice). That was quite good for a 4.5 hour domestic flight in premium economy. The flight departed on time and arrived

early, which was good.

Route: Los Angeles to Newark

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Flair Airlines

Title: "The worst experience"

Review: The worst experience I have had in my whole life. Customer service is below average, please dont fall for the cheaper price ticket- the luggage bag price is higher than the international checked bag not only higher double than international checked bag. No any update for change of flights schedule had to run to catch a flight at last min. Will never ever recommend to anyone. I wish I had read the reviews before booking.

Route: Vancouver to Calgary

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alaska Airlines

Title: "not allow me to use the restroom"

Review: My husband and I paid \$2,500 for premium seats to fly from Seattle to Ohio. During the flight, I needed to use the restroom badly. We were seated approximately 2 to 3 rows from first class. Therefore, the first class restroom was much closer than the main cabin restrooms. I was willing to use the main cabin restroom, and I had used the main cabin restroom previously. This one time, though, there was an excessive line. I have a bladder issue, unfortunately, and waiting in line to use the restroom would have been difficult as I was in pain. So, I went to try to use the first class restroom. When I attempted to use the first class restroom, I was met with resistance by the stewardesses in that the stewardesses would not allow me to use the restroom. The flight attendant stood in front of me and stated the bathroom is in the back. I explained to both how I have a bladder issue and I am in need to use the bathroom. They both stated I

am not in first class and that I need to go use the bathroom in the back. I explained that there is a long time and I was unable to wait due to my pain. She shrugged her shoulders and stated I was not in first class and I cannot use that bathroom. They had no empathy and put arbitrary rules above a passengers physical well being.

Route: Ohio to Seattle

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "2 days before the flight they denied the dog"

Review: If anyone ever wants or needs to transport a pet with Iberia airlines dont do it! T I verified the day I booked with them that the dog was good to come back and have multiple emails regarding the dog and 2 days before the flight they denied the dog. They changed the reasoning several times. Different responses each time. So long story short I had to repurchase new tickets to return home. They refused to help me at all. I even got hung up on 2 times once by a supervisor.

Route: Porto to Boston via madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Flair Airlines

Title: "Customer service isn't there"

Review: The condition of their aircraft is embarrassing. Trim falling out, seats stained and absolutely filthy, cracked windows, the list goes on. If they think these conditions are acceptable even for an ULCC (it's not btw) then I'm worried what corners they cut behind the scenes. Secondly, their staff is terrible. As many have noted before they'll charge you \$25 per person to check-in at the airport, no problem for most, but an unfair policy that makes them a good penny I'm sure. I had asked one of the agents at the entry of check-in, where I was to be going if I have already checked-in online,

she proceeded to tell me to go in the same line with everyone else to get a tag put on my carry-on. Nice scam to get me a \$25 fee. After I refused, she finally pointed to the security entry. But again at the gate while waiting to board another agent walks up to me and asks me to go up to the counter, I asked why for to which she told me for my carry-on, but this time they wanted me to check my bag as the flight is full. I'm sorry? Don't they sell carry-on's as an add-on? Shouldn't they know if they'll have room in the plane? Again another sign of greed, and poor management. The agent very rudely asked to see my boarding pass, as I wanted to keep my carry-on with me, if I wanted to check my baggage then I would've, obviously. I was given my green tag for my carry-on in the end, a useless policy, in which btw on my trip from Calgary to Toronto also on Flair, nobody gave me a green tag for my carry-on, so this was all a surprise for me coming home. I wish it ended there but unfortunately Flair does actually suck as bad as many say. They double booked my seat, how that's possible is beyond me, clearly an actual agent messed up, because I paid for my ticket which included my seat selection May 28th, and flew June 11th I had paid for seat 2F (1st row on the Max-8) but yet sure enough another passenger had seat 2F but instead of it being handled properly I got yelled at and told I wouldn't be flying today if I didn't move, whoever that gate agent was needs to be fired, they mess up and treat the passengers like that? I had my email proof showing I had paid for my seat well before check-in and yet they told me to move back to 14F. I refused to which point the pilot got involved after the flight attendants got him because of the gate agents behavior towards me. Once I showed my proof of purchase showing my name on seat 2F he told the other passenger to please move back to the other seat, which she did because after 10 minutes we all just wanted to get home. Customer service isn't there, cleanliness isn't there, urgency isn't there, do not fly with Flair. It's not worth the pennies you end up saving after you pay for the upgrades. Soon they'll charge you for the seatbelt.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "Dont waste your money booking seats"

Review: My sister and I flew from Singapore to Manchester. Although the booking was made through lastminute.com I

chose my return seats direct with Etihad. I paid for them and both on row 44 yet when I got on the plane someone was sat in my seats and refused to move. When I looked at my boarding card I'd been given different seats to the ones I'd pre booked. I was very unhappy with this confusion and it would definitely put me off booking with Etihad again. Please see below. What's worse is no one from the airline cares at all that they've stolen my money. No one has replied to the 6 emails I've sent. It's £45 ! I don't care about the money it's just disgusting, arrogant and theft. I flew 7 weeks ago now. I will always look to fly with other airlines from now on. Don't waste your money booking seats.

Route: Singapore to Manchester via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Business

Airline: Alitalia

Title: "dissatisfied with my luggage"

Review: Brussels to Seoul via Rome. Staff on board was friendly, basic entertainment. My experience was quite satisfactory. I was very dissatisfied with my luggage. It had severe damage and inside many of my goods were damaged. They wouldn't compensate me for this issue. The customer agent says it needs to be reported after you claimed the damage at the airport itself. I think this will be my last flight with Alitalia.

Route: Brussels to Seoul via Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "it was a great journey for me"

Review: It was my first flight journey from Mumbai to Bangalore. Thank you Akasa air teams for smooth check in , enjoyed my first flight. Overall it was a great journey for me.

Route: Mumbai to Bangalore

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "no airline staff were available"

Review: Our ticket was from Beijing to Delhi, flt no MU563 dated 28 April 19. We checked in at Beijing, counter staff couldn't tell us whether flt to Delhi via Shanghai was on the same aircraft or a change at Shanghai was needed. Single Boarding pass was given from Beijing to Delhi with seat nos. My seat no was 38H. Aircraft at Beijing itself was delayed by 2 hours, however, no proper intimation given to passengers. Language was another problem at Beijing airport. On boarding, none of the cabin crew could clarify whether we remain in the same aircraft on landing at Shanghai or deboard and change the aircraft. At Shanghai when aircraft was almost empty, we were asked to deboard without further directions. On arrival at Shanghai terminal, we were at loss for some time as no airline staff were available to direct Delhi passengers. Wheelchair passengers and senior citizens faced special problem. After 30 minutes, seeing large number of people asking about Delhi flight, one airline staff appeared, probably on pressure from airport security. The staff herded us to various counters of immigration and full security checks (again). We had to run at every counter to catch the flight. Things could have been well handled airline by making proper announcements at Beijing airport, in aircraft and at Shanghai airport. China Eastern Airlines should take corrective measures in future.

Route: Beijing to Delhi via Shanghai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: bmi Regional

Title: "without any issues"

Review: East Midlands to Brussels. Flight to and from Brussels without any issues. Check in relatively quick and no queues at airport on way there. Onboard, seating was fine with a 1-2 cabin layout. Free refreshments and a small snack.

Essentially ok for a short flight. Aircraft themselves are on the older side showing some wear and tear but being able to fly from local airport is a huge bonus. Only downside is being if you need to drop a bag off this only opens 90 minutes before departure, and in Brussels on the return the queue through security was massive (longest I have queued in years). This meant once through was almost straight to the gate for boarding.

Route: East Midlands to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: Pegasus Airlines

Title: "the young cabin crew started screaming"

Review: Flight from Istanbul to Amsterdam. Flight number: WZ72JB - PC1253. I was after surgery, I tried to pay for water with my Netherlands card. Of course it is a problem if you don't have a visa. I needed to drink my pills after surgery but I couldn't pay so I didn't get any water. I thought I get could get one cup for free (I saw the cabin crew drinking from big bottles) but no. I felt very bad during the flight but nobody came to me. On landing people started to pick up their stuff, the young cabin crew started screaming that they must sit. It was not professional! Terrible service! I flight all the time and have never met people like on this flight. Also baggage! Before my flight I bought extra baggage - 20 kg - 15e but I didn't get any confirmation to my email or to my electronic ticket. Of course I had paid but there was a problem between the bank and Pegasus so I paid double because I had to buy my 20kg again at the airport.

Route: stanbul to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ultra Air

Title: "Cheap prices, comfortable seats"

Review: Cheap prices, comfortable seats, decent legroom (30 inches) on the former IndiGo airplane. Check in at

Bogota was done online but tourist pass for San Andres and bags had to be dropped off at the check in counter, which was pretty easy. Boarding was a breeze. After take off many people switched seats since most didnt pay for an assigned one. Flight was 30 minutes late but otherwise good. The only problem were kids running up and down the aisle like wild animals and nobody from the crew stopping them. Unfortunately due to Colombias COVID rules there was no inflight service but you are able to bring your own drinks and snacks.

Route: Bogota to San Andres

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "quite good except the food"

Review: Paris to Bangkok via Taipei. Overall is quite good except the food. I did not find many meat in EVA air meal.

Taste is quite lite. For wifi, there is complimentary 30 MB, but it was quite slow.

Route: Paris to Bangkok via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "Changed the date of my flight"

Review: Changed the date of my flight without even asking or warning me. There's no way to add luggage. It keeps telling me it's not possible nobody talks to you. The email people are rude. The text people are rude. I'm inconvenienced I have to take a day off of work. I have to find a way to the airport now because my friend that was taking me to the airport can't take me and I can't just cancel my flight as my daughter's having surgery and I have to be in South Carolina. I will never use this airline ever again nor will I go through Priceline you both are useless and it's against the law for you to change my itinerary without my permission or being compensated for it.

Route: Tampa to Charleston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "flight attendants are very nice"

Review: Beijing to Boston. Their flight attendants are very nice. they kept the airplane super clean, they clean the rest room when people use it. They offer snacks to us frequently and didn't disturb others.

Route: Beijing to Boston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "the rudest staff"

Review: Montenegro to Cairo via Rome. Worst airline I've ever taken and the rudest staff on and off the plane. I heard so many bad things about Alitalia before but never thought it would be this bad. After a 6 hour delay, they didn't even bother to do anything about it, no one cares. My grandma needs to be on a wheelchair and there was no assistance what so ever, in fact, after they got her a wheelchair they left her at the rome airport at a random gate without even checking where she wanted to go and they took the wheelchair away from her after we explained she couldnt move without it! They were extremely rude and impolite, and couldn't care less. Not recommended even if it is the cheapest flight available, you will be frustrated the whole time, it's not worth it at all. Huge disappointment, never flying Alitalia again.

Route: Montenegro to Cairo via Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Express Airlines

Title: "have been trying to get our tickets refunded since June"

Review: We have been trying to get our tickets refunded since June, always told to call back or wait for a call. Now were told no refunds, only credit. Ok, but guess what? Same story! Wait for us to call you or call back in a week. Never ever hear from them and literally no progress. Anyone else in this situation? We cant be the only ones.

Route: Athens to Chania

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Etihad Airways

Title: "very uncomfortable"

Review: Travelled 30 years of my life. Can rate Etihad as the worst airline ever. I paid a very high ticket price for just 1 way from Mumbai to Toronto. Cabin crew forever sleeping behind closed curtains. They do not have food to offer for the long flight of 15 hours in business class. Being a diabetic was very uncomfortable. Not even a bottle of water was offered until asked. Uncooperative staff, guys please do not travel Etihad.

Route: Mumbai to Toronto via Abu Dhabi

Seat Type: Business Class

Traveller Type: Business

Airline: Tame Línea Aérea Del Ecuador

Title: "Would avoid if you can"

Review: Cuenca to Quito. Second flight cancelled in the space of a week after checking in at the airport. First one resulted in a 3 hour delay after re-routing from Guayaquil to Cuenca via Quito. This one is an 8 hour delay, leaving us no

choice but to remain in Cuenca airport. Just an 8-dollar lunch voucher offered as compensation. Staff were friendly but information given was haphazard. Seats on other flights have been old and ragged, food very poor. Would avoid if you can find another carrier.

Route: Cuenca to Quito

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "One of the worst flights"

Review: Bangalore to Delhi. One of the worst flights ever! The customer service is terrible and the flight is never on time. No announcements or communication given out properly. They close the gates in a short period of time even when you go there on time and are never accommodating to peoples needs. They overcharge customers with hefty penalties and blame the customers for their poor service.

Route: Bangalore to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: United Airlines

Title: "such a ridiculous policy"

Review: I grew up when airline travel was far more sophisticated and enjoyable, not to mention affordable. Unfortunately, united is now on the do not fly list that I created today. I am newly married, and on both legs of our trip, even though I booked the airline tickets at the same time, my wife and I had to sit in separate rows. apparently, their policy is that unless you pay to buy your tickets, the computer will just put you wherever it can even though youre married and flying together. This is such a ridiculous policy and one that has cost them two new customers. The lady in Denver at the United counter was so rude to us when we asked her if she could accommodate placing us together. She

looked at my wife and said well its a short flight and youre only one row apart and I think you can handle it.

Route: Denver to Salt Lake City

Seat Type: Economy Class

Traveller Type: Business

Airline: Austrian Airlines

Title: "lost my 4 luggage in Vienna"

Review: It's not the first time I have a luggage lost, but Austrian is by far the worst company I have to deal with. They lost my 4 luggage in Vienna and after 8 days, they are still lost. No information, No excuses, impossible to join by any means. The worst airline company ever.

Route: Brussels to Athens via Vienna

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flyadeal

Title: "a list of the worst 10 airlines"

Review: I've used many many airlines, but as bad as flyadeal I have truly never seen or experienced before. If I were to make a list of the worst 10 airlines. You definitely would take the first five slots.

Route: Jeddah to Dammam

Seat Type: Economy Class

Traveller Type: Business

Airline: Qatar Airways

Title: "the most pleasant experience"

Review: We had the most pleasant experience with the crew onboard this flight. They were very helpful and friendly. Akshaya was the most perfect host on this flight .We shall definitely recommend Qatar Airways because of our experience with this professional lady. Very well done.

Route: Doha to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wingo

Title: "would not refund or reschedule me"

Review: Terrible. First and last flight with them. They had airplane maintenance issues which caused my first leg to be 3.5 hours late. Which cause me to miss my 2nd flight with them! And they would not schedule me on the next flight which was 2 days later. They said I had to buy a new ticket. So they caused me to miss the 2nd flight and would not refund or reschedule me.

Route: Cartagena to Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Airlines

Title: "American Airlines was somewhat impressive"

Review: Los Angeles to Dallas Fort-Worth onboard AA2833 on their A321-200. My flight departed from the rather small-sized Terminal 4, and with the amount of layover I had plus the quick service in Los Angeles, I had plenty of time to kill in the Admirals Club lounge which was very cozy and comfortable. The staff in Los Angeles were just okay. Boarding started on schedule and it was very disciplined, and I was welcomed in quite a friendly way by the crews. Take-off was only 10 minutes late, but eventually, we landed half an hour ahead of schedule. Their A321 had slightly larger overhead bins and strip LED lighting, but sadly no personal TVs. The seat was cozy and comfortable, easy to use,

and adequately spacious for a 2.5-hour flight like this. Throughout the flight, the flight attendants were friendly, courteous, and attentive, although they could've been better if they were not just meddling with their phones and re-ensure that everyone is doing okay. once the service is complete. The Biscoff biscuit was exquisite and tasty. The real positive thing about this flight was the Wi-Fi. It allowed me to browse anything, open social media apps, and watch videos on the ground for around 20 minutes. Once I took off, the social media apps and browsing feature no longer existed, but live TV shows, videos, movies, and games were provided through the American Airlines portal. The signal strength was quite poor, but the contents and the layout of the portal were incredibly good. Despite landing 30 minutes ahead of schedule, the baggage delivery at Dallas Fort Worth was ridiculously slow, causing me to wait around 45-60 minutes. Overall, my experience and first impression onboard American Airlines was somewhat impressive. Also, if you're asking for help, contact them via Twitter or use the Live Chat feature. They can sometimes be faster than the phone team.

Route: Los Angeles to Dallas Fort-Worth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "Catching hype on Russian tourists"

Review: The dates and times of departure were changed three times on direct and return tickets. As a result, daytime flights were canceled and night flights were left, which initially cost less. Don't buy expensive day tickets, it's a lure, they will cancel them anyway and you will be forced to change tickets for night flights. They will make you do it. Lost baggage containing life-saving medication for a child with epilepsy. The baggage arrived at the airport the next day. They refused to promptly bring baggage from the airport. I had to pay for prompt delivery by taxi. In flight, they did not give free water to either children or the elderly. Bottle of water 200gr. - 2 euros. The senior of team of flight attendants answered - show in the rules where it says about free water.. On the return flight, they checked in a stroller for a 2-year-old child as transit baggage, despite the fact that we warned at check-in that a stroller is needed when transferring. The child was forced to sleep in arms during a 9-hour layover in Antalya. Representatives of the airline do not decide anything. The staff is low

qualified. No service. Airplanes are packed. Catching hype on Russian tourists in the current situation.

Route: Moscow to Nicosia via Antalya

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "Worst airline to exist"

Review: Worst airline to exist. Delayed over 1 hour during departure, on our arrival into Chicago we didnt have enough fuel to perform a holding pattern. Diverted to Milwaukee. Sat in the hot plane for hours waiting for them to refuel which took longer than they promised. Said it was a short flight to Chicago. Flew another hour in the air and still wasnt in Chicago. Caused me to miss my event and intended purpose of travel. Zero excuses, zero compensation. Such a terrible company.

Route: Las Vegas to Chicago

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "one of the worst airlines"

Review: Overpriced and underwhelming Expensive tickets, rigid inflexible staff at the gate, no service on board, horrible hotline customer service. I had no other choice than LATAM for several flights on my Latin America tour but you can see that the airline doesn't care about their customers at all. Surely one of the worst airlines for me together with Avianca.

Route: Quito to Lima

Seat Type: Premium Economy

Traveller Type: Business

Airline: Jazeera Airways

Title: "I'll never fly them again"

Review: Flight to Cairo yesterday was delayed by 5 hours. Flight to Kuwait today was delayed by 6 hours. They never inform you of the delays, despite having my email and mobile. Flew one leg with my mother, who is 90. They made me pay for a wheelchair for her, and then I had to push it myself because their employee never showed up. My business class seat was broken and wouldn't recline. My attempts to express my concerns to the airline officials fell on deaf ears, they simply couldn't care less. Based on my first hand experience, I would advise any self respecting traveller to avoid this airline. I'll never fly them again.

Route: Kuwait to Cairo

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "I will never use them again"

Review: Kuala Lumpur to Denpasar. I had a suspicion that this airline was going to be terrible from the outset. No more so than the fact I couldn't even book a ticket online. Tried several cards and browsers and no luck. Couldn't get through to the call centre after waiting ages on a few occasions. In the end I was about to give up and book another airline, but the flight times happened to work well for me, with Malindo. In the end I had to go to a local booking office to get the ticket. In this day in age you should be able to book a flight ticket with an international credit card, which I gathered was the reason why my booking wouldn't work online. Probably not a good idea to book the flight using a 3rd party (expedia etc). Yes, you will get about the same fare and be able to book online. However it won't include luggage and you won't be able to go onto Malindo afterwards and add it, as they won't accept your foreign card. Then you are unlikely to also get through to do it over the phone. So you will be stuck with doing it at the airport. Which I gather from other reviews, will cost you a whole bundle of money. Perhaps this is their scam and why they don't take foreign cards. Thankfully I paid for

20kg of baggage in advance at the local airline office. Although this was almost the same as the flight price, but way cheaper than at airport. So, the flight itself was delayed out of KL. Got on the plane and the entertainment system was down for the whole flight. Then I found that you didnt even get any form of complimentary beverage. Not even water! Now, being a budget airline, I expected to pay for food and snacks and certain drinks. However. to not even come around on a 3 plus hour flight with a drink of water or tea etc, is inhumane. You can buy a soft drink/water, but guess what??? They only accept cash! So for someone who is transiting through KL airport, there was no cause to have any local currency and I didnt have any other currency on me apart from Sri Lankan rupees (where my origin was from), which they dont accept! The airline delays me, the entertainment doesn't work and they dont even give me some water? Even for those reasons alone, they should just offer something. Anyway, they didn't and so if they dont accept credit cards for drinks purchases and I had no cash, then I guess I was going thirsty for 3 hours. The extra catch to this whole thing. At KL, you cant even bring your own water on board, as it's not allowed into the gate area, due to liquid restrictions and they have the scanners etc at the gate. Even if you buy water in the airport, you cant take it past the gate. This is a whole separate issue I guess and with KL airport itself. However, it still makes the Malindo policy worse in terms of the availability of water (that should be free) and thier lack of payment options to get it. Wake up Malindo. Sort out all of these issues. I will never use them again and people should avoid if you dont want to have major hassles from the start to finish of the whole experience

Route: Kuala Lumpur to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Omni Air International

Title: "on the tarmac waiting and waiting"

Review: Vancouver to Phoenix. We sat on the tarmac waiting and waiting for passengers to make their connection. The flight attendant already announced that everyone was on board and the captain comes up and says we are waiting for 3 more passengers. What is fair? To give us an on time arrival or wait for passengers and get everyone delayed? No brainer.

Route: Vancouver to Phoenix

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sky Airline

Title: "changed the time of our flight"

Review: Sky Airline changed the time of our flight from Santiago to São Paulo flight without any warning. I now have to wait 12 hours in the airport. I have attempted several time to talk with someone but they have no supervisor available during the night and the only information given was "send a email to help / support". I have sent the email but the reply apparently takes a few days. Nobody speaks English, after 8 hours sleeping on the floor I managed to talk with a supervisor who told me that she could not give me a breakfast voucher. I am very disappointed with this company.

Route: Santiago to São Paulo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Go First

Title: "Worst Service ever"

Review: Worst Service ever. They already delayed the journey twice and still we haven't left Mumbai. We were supposed to reach Delhi by 11.30pm and we are leaving Mumbai at 1.23am the next day.

Route: Mumbai to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Myanmar National Airlines

Title: "staff was friendly"

Review: Singapore to Yangon. I didn't know what to expect when I booked this flight, but I don't regret. The airplane was clean, staff was friendly and food was good. Also a lot of space for the legs, good entertainment and opportunity to charge phone/tablet. In the Emirates/Garuda league in my opinion.

Route: Singapore to Yangon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "Great service beginning to end"

Review: Great service beginning to end. Recognition as per One World Emerald. Polite crew. On time. Easy - its a good job by Malaysia Airlines on this sector. The 737 is probably one due for a cabin refit.

Route: Kuala Lumpur to Manila

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "they reimburse only hotels in Abu Dhabi"

Review: Me and my wife booked a flight from Melbourne to Greece with Etihad for November 11, 2022. After spending several hours in the plane, the flight was finally cancelled and at 3AM they told us to look for a hotel ourselves, something we did. The next day we went to the Etihad desk at Melbourne airport and they told us that we will get reimbursed for our hotel expenses (two tickets stayed in one room). They told us to submit the papers through their website. One the 12th we flew to Greece with Emirates and arrived on the 13th. I have been trying to find the forms and the site to submit the necessary paperwork but after two days I was not able to discover anything. Today I called their customer service in Greece and in Emirate and the amazing answer they gave me is that they reimburse only hotels in

Abu Dhabi! I told them this was not fair since I am not asking any compensation for the over 24-hour delay involving two passengers but only to pay for my hotel. The answer was still the same no compensation for hotels outside Abu Dhabi. Conclusion: Etihad lied to me in Melbourne about hotel compensation. They did absolutely nothing for the long delay. While waiting in the airplane for several hours they offered us water and some salty pretzels. Completely unacceptable.

Route: Melbourne to Athens via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "fly another airline"

Review: Bangkok to Vancouver via Xiamen. Took a chance on a bargain fare and you get what you pay for. If over 6 Foot and 195 Lbs, you best get an Isle seat safety door or youll have no room to move. If you get stuck in a window seat youll never get out of your seat. Being a bargain flight they pack you in worse than a sardine tin! If you want to change your flight date be aware the airline charges \$159.00 US plus, plus to change. My partner wished to change her flight to an alternate day and it was cheaper to buy a ticket with another carrier. Xiamen Airport is hideous and they charge almost \$20 US fee to exchange any money and only 2 food stores take credit cards. A bowl of soup and a bottle of water costs about \$25.00 US This airline is good for backpackers only. Spend a little more and fly another airline.

Route: Bangkok to Vancouver via Xiamen

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wingo

Title: "This is a poor airline"

Review: Medellin to Panama with Wingo. This is a poor airline. Although most airlines and especially budget airlines will

charge small fees to get more money out of you, this airline has it perfected. They charged us \$25 dollars at the counter to print our boarding pass! I have never heard of that before. I take over 60 flights a year. You don't want to sit on the back half of the airplane? More money. You actually want to check a bag? More money. You don't want to go crazy long line takes forever?. More money. Snack? More money Exit row? More money. Actually, it was the charging \$25 to print the boarding pass while counter agent laughed about it that really hurt. I was surprised there was not a coin slot on the toilet on the plane. Uh-oh, maybe they will read this and do that.

Route: Medellin to Panama

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Astana

Title: "billed R1800 for my hand luggage bag"

Review: Beijing to Almaty. Airline billed me R1800 for my hand luggage bag, while was within its weight limit. According to their statement hand luggage and a laptop bag is 2 items, hence the reason I needed to check in my hand luggage, knowing only on bag is allowed. They than ask me to pay via my debit card. We were a team and I was asked to pay, my team was allowed to take hand luggage and a laptop bag. I demand my money to be refunded.

Route: Beijing to Almaty

Seat Type: Economy Class

Traveller Type: Business

Airline: Canadian North

Title: "efficient and very pleasant"

Review: My husband and I traveled to Yellowknife for a day. The main reason was that we wanted to visit Buffalo Airways. Canadian North were fantastic. Both services on time and on the way back to Edmonton we were lucky enough to travel on a 737-200 Combi which was fantastic. The crew on the way home made us feel so welcome. They were

efficient and very pleasant. Great breakfast on the way up and a good dinner on the way back. If only they were a bit closer to our home in Australia. We would be more than happy to travel with Canadian North any time. A great experience.

Route: Edmonton to Yellowknife

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: World2Fly

Title: "terrible customer support"

Review: The flight was alright, on time and service during the flight was good. However, afterwards, communication with their customer support was the worst experience ever! Simply the customer team brings shame to the company and I don't know if they have any supervisor over their team. I asked for simple request but they refer each time new email or refuse to work via phone call and simply don't get the work done. So I'd not recommend anyone to use this airline as you are highly likely to engage with this terrible customer support team!

Route: Madrid to Cancun

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "my experience was terrible"

Review: Flight was delayed. Airplane was dirty. Staff wasn't efficient. Landing was horrible. Overall, my experience was terrible and I would not recommend this airline to anyone.

Route: Barcelona to Manchester

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Macau

Title: "highly not recommended"

Review: Macau to Chengdu. My debut with this carrier, check-in at 1000 for noon flight, staff said flight will be delayed but didn't know exact departure time, and said will notify me once confirm. Wait until 1500, receive SMS that flight departs 1700. Finally I decided to cancel my trip. I like to say I book through their site, air fare is standard fare which is not value for money, for a national carrier their ground staff and services seems like budget airline. The staff are not initiated and not intended to compensate or apology. Regret to choose this carrier and highly not recommended!

Route: MFM to CTU

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "a sad excuse for an airline"

Review: Aer Lingus is a sad excuse for an airline. Not a single of our four flights was on time. We were almost twelve hours late to Paris and had to sit in the Dublin airport all day. There were no employees available to discuss flight details or compensation for delays. The flights also either said they had Wi-Fi but didnt, or just said flat out they dont have Wi-Fi. Disastrous airline and I will never fly with them again. Steer clear.

Route: Paris to New York via Dublin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Nok Air

Title: "the last time I book this company"

Review: Phuket to Bangkok. This company is a disaster. When I booked my flight I added an extra luggage of 15kg, which i paid with my booking. When I arrived at the airport, I found out that we all have the right to bring 1 free 15kg luggage. Mine was 21 kg so I told them to make some simple additions : 15 free + 15 paid = 30 kg. They refused to do the maths and asked me to pay 2100 baths (70 dollars) if I wanted to board. This is the last time I book this company.

Route: Phuket to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Somon Air

Title: "airline is a complete disaster"

Review: Pay a bit extra and fly with a more reputable and decent airline. I had a flight from Dushanbe to St. Petersburg with Somon Air, departure time 06:30, in the morning. I arrived at the airport more than two hours ahead, just to realise that my flight had been put off. The new departure time would be 16.5 hours later! Well, such things can happen, generally speaking. When it comes to Somon Air, these problems look more like a rule than an exception. Just a quick glance at board of departures tells the alarming truth: most flights are either cancelled or delayed. Their representatives at the airport helped me to reschedule my connecting flights at St. Petersburg. I will give them well deserved them credit. The rest of this story is far from satisfying. Usually, stranded passengers will have access to a decent hotel room, while waiting. They brought me to a rundown Intourist Hotel where I got a dormitory bed. They gave me four US-dollars cash, to cover breakfast, lunch and dinner! The money did not even cover my breakfast! I succeeded in getting home, one day later. However, I lost one day of income and had some extra expenditures. At home I specified my claims to the airline. They just ignored my claims, with compact silence. This airline is a complete disaster. The services on board were also of inferior quality. For your own convenience and pleasure, please pay a bit extra and get the services you can expect. You get what you pay for.

Route: Dushanbe to St. Petersburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Boutique Air

Title: "whole fiasco cost me much more"

Review: Flew from Altoona to BWI to catch a flight to LAX. Very quick and convenient. Imagine my surprise when 3 days before our return trip I was notified that our flight was moved ahead 2 hours, making it impossible to make the connecting flight back from LAX. The glib suggestion of rescheduling for the next day was impossible due to work commitments. The request that they wait 1/2 hour so that we could get on the flight was also quickly dismissed, even though on an 8 seat plane we would have been 25% of the passengers. The cost to reschedule our cross country flight would have been over 1000. Luckily we were able to get a credit from southwest and schedule a flight into state college instead. After spending about 3 hours on hold with various entities, we were told that we would be refunded what amounted to 25% of the cost of the flight (which I still haven't seen) This whole fiasco cost me much more, a whole morning of a weekend visit to my son who lives across the country to try to figure it out!

Route: Altoona to Baltimore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alliance Airlines

Title: "air hostesses were rude and busy in their own gossiping"

Review: The airplane was supposed to take off at 15.35 but we flew late. During the entire journey the arcs in the cabin were not working, with such hot weather outside and no AC in the cabin all the passengers were agitated and were sweating. The air hostess did not care and kept saying that it will work in 15-20min. The air hostesses were rude and busy in their own gossiping. Worst flight ever.

Route: New Delhi to Chandigarh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "this was the first on Iberia - and the last"

Review: I have flown business class to Europe regularly from Panama and return over the last 10 years, using all the European airlines that cover the trip, all the American and even South American this was the first on Iberia - and the last. The plane was 5.5 years old. Seat, very little storage, very thin padding, I had to sit on my pillow to make it comfortable. Service, no menu, no pre dinner drinks, food served all on one tray covered in foil and plastic wrap. No real explanation of what the food was. No after dinner drinks. I asked for a scotch and I was told that they weren't sure whether it was available. IFE was poor. Offered 30 mins of complimentary WiFi, it did not work. Sleep was impossible due to crew constantly using the toilet at the rear of the BC cabin. Although the toilet was not cleaned until just before we landed and deteriorated during the 10 hour flight. No toiletries available in WC apart from soap. Cabin too warm even for my partner who like me has lived in the tropics for 10 years. No hot towels, no cold towels. Breakfast was lukewarm at best and it consisted of an inedible omelet thing, 3 bread rolls same as for dinner, no butter, a pot of jam, fruit and yogurt, the latter being at least edible. Overall the staff seemed non-interested in the customers and I do not think I have been more disappointed in an expensive business class ticket. I would have been disappointed if it had been economy, but for overall value, very poor.

Route: Panama City to Madrid

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Aer Lingus

Title: "I was denied the full refund"

Review: Scheduled to fly to Rome on September 13, 2022, with my wife in business class. unfortunately, on September 8, 2022, I was diagnosed with COVID. I notified the airline and was told I could either obtain a voucher or get a credit refund. I opted for a credit refund. however, even after submitting a claim with my covid results, I was denied the

full refund of \$8300. Their reason of course was that i did not cancel prior to the 14 days requirement. Obviously if I knew I would come down with COVID I would have cancelled with the 14day requirement being met. However, I could not have known I would contract covid less than 1 week before the flight. I find the very quick response denying my full refund to be an absolute bureaucratic decision, without any thought process being given to the extreme circumstances. I returned their email asking the person, if they would prefer that I travelled on their aircraft knowing that i had covid. to date I have not had a response. Terrible customer service skills and a terrible decision. They will now refund the \$8300 minus 15% admin fees. Guess who will never use Aer Lingus again.

Route: Orlando to Rome via Dublin

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "It was a very good trip"

Review: BR211 TPE-BKK on 04/28, third leg of SE Asia trip with Hubby. EVA uses a 77W for this trip, the same metal we were on just a few hours ago from LAX. Boarding was done by group and they announced the group names clearly and where we can line up so it was quite organized. The flight attendants were again very polite and helpful but efficient in helping people with their luggage and seating. Service was very good, quick and friendly done by cheerful cabin crew. The captain made announcements at the beginning of the trip and information on Bangkok airport condition just before our descent. We landed just slightly ahead of plan. It was a very good trip.

Route: Taipei to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Viva Air

Title: "A complete ripoff especially if you are a tourist"

Review: I hope this helps anyone buying a ticket from this airline. Don't, they will rip you off. They charge a hidden fee at check-in. I got charged \$240 for four tickets, because I missed the web check-in time. I told them I never received a email notification. They said it was in the fine print. Horrible service, they sat us all separate even though the flight wasn't packed. They charged for my carry-on although people had bigger ones. A complete ripoff especially if you are a tourist.

Route: Lima to Cusco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "uncomfy old planes"

Review: Terrible. I have traveled twice with them this year via business class and they have been significantly delayed or cancellations with connecting flights. The customer service or complete lack of it is appalling and has forced me to change credit cards as I no longer intend to use BA for any further flights. Terrible uncomfy old planes and miserable staff.

Route: Tokyo to Manchester via Heathrow

Seat Type: Business Class

Traveller Type: Business

Airline: Thai Airways

Title: "This is no customer service and low quality of cabin crew"

Review: Thai Airways did better than this last time. I have asked cabin crew for window seat because the check in staff did mentioned to check with the crew, after I have spoken to one of the lady crew she promised that she will get back to me but nothing was said. Another male cabin crew was supposed to pass my bf the chicken rice, after the food was served my bf waited for a long time until another side of the crew was asking and passed to my bf instead. He did not apologise and ignored at least for any follow up and empathy for passengers. This is no customer service and low

quality of cabin crew.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jazeera Airways

Title: Jazeera Airways customer review

Review: Most pathetic airline ever. My flight was from Dammam to Lahore via Kuwait. My flight got delayed 5hrs and when I reach Kuwait, they told me that there is no flight from Kuwait to Lahore. I am stuck at airport and don't know what to do - they are giving lame excuses.

Route: Dammam to Lahore via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "The plane was not clean"

Review: The plane was not clean and the crew threw the garbage (used and dirty tissue paper that was on the seat, under the seat, being rude when alerted. One of the crew members mentioned that she didn't even want to be there working, she wanted to be at home but they called her at the last minute. Avião não estava limpo e a tripulação atirou o lixo (lenço de papel usado e sujo que estava no banco, para debaixo do banco sendo rudes quando alertados. Uma das tripulantes mencionou que nem queria eatar ali a trabalhar, queria estar em casa mas chamaram-na à última da hora.

Route: Paris to Porto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Corendon Airlines

Title: "about 7 hours on the plane instead of 4"

Review: My wife and I had booked a direct flight from Cologne to Tenerife on Corendon Airlines. A few weeks before the flight, we were informed that the departure time was moved forward from 10:00h to 07:20h, because the flight had been merged with the one to Gran Canaria and therefore now had a stopover there, with a similar arrival time. So we had to book a hotel near the airport at our own expense to be able to be there at the earlier time. Corendon refused compensation for this upon request. On the day of departure, it then became clear that due to the merging of the two flights without adjusting the pre-reserved seats, some seats were now double-booked when boarding at the gate - the clarification of this error, for which Corendon is responsible, caused about 90 minutes of delay. Thus, we had a total of about 7 hours on the plane instead of 4, without the airline offering passengers at least one free drink. We had booked the premium fare for a significant extra charge, which according to the website includes a meal - one would assume it would be something to eat and a drink. But in fact you only get one of each and have to pay for the other! Then on the return trip, there was no Priority or Bag Drop desk available, even though we booked and paid for it. Our online check in done the day before was deleted and we got different seats at the counter than reserved, apparently still due to double assigned seats due to the merging of flights. Conclusion: Corendon offers a direct flight with a pleasant departure time as a loss leader, but then, when the load factor is too low, combines two flights, which results in both a significantly longer travel time and an unfavorable departure time. Paid and booked additional services are not provided. We are happy to forgo another flight with this airline.

Route: Cologne to Tenerife South via Las Palmas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: South African Airways

Title: "a very pleasant flight"

Review: Cape Town to Johannesburg. Once again a very pleasant flight on SAA. The cabin crew was extremely professional and friendly. I fly many different airlines regularly and SAA ranks in my top 3 due to their excellent service. Their hard product may not be very competitive (still very comfortable though) anymore, but they surely make up for it in service and catering.

Route: Cape Town to Johannesburg

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "maintain high standards of service"

Review: While airlines all over the world are considering how to reduce costs, Hainan Airlines can maintain high standards of service under the epidemic. I took a flight from Toronto to Xian on January 24. In fact, I am a Gold Card member of China Eastern Airline, I have not taken a lot with Hainan Air in recent years. However, when I am boarding this time, every flight attendant I met with practical action proves that Hainan Airlines offers the best service in mainland China. I appreciate the two flight attendants in the front cabin. My mobile phone accidentally dropped while I was sleeping, a flight attendant in the front cabin calmed my emotions and called his colleague to help me find it together. I have now returned to China, and I believe that Hainan Airlines will be my priority when I travel next time.

Route: Toronto to Beijing via Xi'an

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "They rearranged the flight"

Review: They rearranged the flight, 2 hours delay but didn't send any notifications (of course we submit e mail and phone number for notifications). We went at the airport, waited 4 hours. No support at all, they gave us a number,

working hours only. Ehat a terrible way to begin your journey. Never again

Route: Heraklion to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Meridiana

Title: "never use this airline again"

Review: JFK New York to Naples, Italy return, operated by Air Italy. Let's start with our departure from JFK. No online check in available. I sent an email, no response. I called in, and a woman said I had to check in at the airport. At JFK, Meridiana had one little line and no signs to help travelers. We paid for the extra comfort seating and the guy told us we didn't have to pay for the extra bag we brought. That was nice, as we hadn't anticipated that. He told us it was because we paid for the extra comfort seat. Now here's the sketchy part, we go to find our gate. Yellow paper signs were hung up with our flight info on it, but other than that nothing. We didn't actually HAVE a gate. None of the attendants in the airport knew anything about where we're supposed to go. OUR flight was scheduled to depart at 7pm, and we were supposed to board at 6:45. We didn't board until 9:45. No one told us anything. We weren't given any reason, despite the fact that the plane was sitting outside in our view. The plane was a was a rickety old thing from the 90s. No televisions (they had the large general ones and they were cloudy so you couldn't see them), seats were small. Staff was reasonably accommodating, but they rarely brought something to drink, they were catering mostly to those in business. We had one disgusting meal. That flight left 3.5 hours late and landed in Naples. For our return, I wanted to try to upgrade to business. I sent an email asking - no response. I sent an email in Italian (luckily I'm fluent), and interestingly enough I got a response. No availability. So coming back, we had so much fun! Turns out we did have to pay for that extra bag, 90 euros, despite the extra comfort seats, and they wouldn't let us take our carry on bags, we had to check those as well. This wasn't even because they were overweight - the woman in Naples insisted they be checked. Once again, sketchy Meridiana had paper signs hanging up for their "special" line for security in the Naples airport. The gate changed three times. We had B10 written on our tickets, I walked a few feet looked up and it changed to B12, got to B12 and there was another passport control. I told the woman it kept changing and she said "no it didn't," and I told her the flight and she

said, "oh yes it did." I understand that that's not the airline's fault, but one thing after another. Coming back to JFK, we left about a half hour late, which is not bad. Again, the flight was very uncomfortable. Staff wasn't that great. Bottom line - you get what you pay for. If you want to fly direct from JFK to Naples, it may be worth it. I will personally never use this airline again.

Route: JFK to NAP

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: XL Airways France

Title: "They lost my luggage"

Review: New York to Paris. They lost my luggage and didnt return it for 3 days. Try being in Paris without all your meds and clothes! There isnt a worse customer service on the planet. Rude and unhelpful. The most they will reimburse is 22 Euro per day but be prepared to be put through the ringer for it. So far 14 emails and no money. I have sent them more receipts and evidence than you can imagine. I cannot recommend nor will I ever fly them again. Horrible company.

Route: New York to Paris

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Berlin

Title: "outraged by Air Berlin"

Review: New York to Bologna via Dusseldorf, July 3rd 2017. The departure time at JFK was 9:40pm (Flight No. 7481). I was at the check-in point with plenty of time (7:00pm.) The flight attendant told me "there is a 3-hour delay because a baby got sick on the plane and they had to land." She told me not to worry my connecting flight layover was 3.5 hours so I would have made it and they would have made up some time during the flight. At the gate I was told they had to change my connecting flight to Bologna to a later flight at 8:30pm instead of 2:55pm (a serious problem for me), but they

told me that they only did that as a precaution in case I cannot make it to the original flight (at 2:55pm) which is what I had booked. The attendant at the gate told me that once in Dusseldorf I would have been able to take the Flight 8686 at 2:55pm. We boarded at 12:45am with more than 3 hours delay. We finally took off and on board I asked what I should do once in Dusseldorf. They said as soon as outside the aircraft look for the information point with Air Berlin attendants and they would have told me where to go to get to the original flight 8686. The flight attendant sent me to Gate B56 and warned me to "hurry" because the flight was departing in less than an hour. I ran to Gate B56 only to find no one there. I went to another attendant who told me that Flight AB 8686 was at Gate 44 two floors down. I ran again with a heavy backpack and a carry-on. I had to stop to catch my breath and I felt dizzy. Two police officers saw me and asked me if I was OK. I had to explain what happened to them because they were concern about my health. I finally made it to Gate B44. The Flight 8686 also departed with about 15 minutes delay. On board, I had to pay for coffee 2.50 for a regular coffee. At that point I only wanted to get to my final destination. We landed in Bologna BLQ about 10 minutes late. There I had the final humiliation: my baggage was missing. I went to Baggage claim and was told that probably my suitcase was moved to a later flight which will land at night around 10:30pm. I filed a complaint form there and they told me they should call me if the baggage arrives and I would have to go back to the airport to pick it up. It is now 9:30pm and on the Air Berlin website there still no information about my baggage. This has been a horrible experience. I will now have to go back to the airport to hopefully pick up my luggage tonight. I'm exhausted and outraged by Air Berlin.

Route: New York to Bologna via Dusseldorf

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Azerbaijan Airlines

Title: "expected us to wait in Baku airport for 2 days"

Review: We had a flight from Dubai to London Heathrow with a 2-hour transit in Baku. Due to the over 7-hour delay from Azerbaijan Airlines in providing the flight to Baku, we missed our next flight which was from Baku to London, and their next available flight from Baku to London was in two days. After 30 minutes of the departure time, the Dubai Airport staff at the boarding gate informed us that there is a delay but they do not know how long the delay would take

and so we should purchase another ticket at the airport. As the next flight from Baku to London was in two days, we had to purchase another super expensive ticket at the airport just to arrive at our destination to be at our work on time. Now, not only they do not refund our first tickets which they could not provide the services for, but they also do not refund the full cost of the new tickets.

Route: Dubai to London via Baku

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cathay Dragon

Title: "seat was quite standard"

Review: Shanghai to Hong Kong. I was arranged to an earlier flight on that day. The ground staff was very efficient. The seat was quite standard. The IFE had a wide range of movies selection. Food and drinks was great, better than Cathay Pacific ones. Crew is friendly.

Route: Shanghai to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "it is taking too long"

Review: I bought a premium flex ticket so should have no reason not to get a full refund for a cancelled flight. I was expecting to fly on July 8, 2020 but cancelled due to Covid. I am still not getting refunded and called 3 times already and filed a claim with the airline but still not receiving my refund. They keep telling me to wait but it is taking too long.

Route: Los Angeles to Barcelona

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "No service recovery"

Review: Singapore to Danang. On 8Dec my Jetstar flight 3k541 was supposed to depart Singapore at 6:50pm. However upon push out, the captain mentioned there is some technical issue with the plane so we have to return to the gate to let ground staff to check. After the checks, the captain mentioned to us Good news, the issue is resolve and we will be able to fly in 20 minutes. However the captain mentioned once again they have to do further checks and sign some documents so we have to return to the gate again, from the start when announced there was a delay, no service recovery was given to us, no drinks or nuts or anything was given to us while waiting . So after about another 30 minutes wait we were told that due to company policy they have to arrange a replacement aircraft for us at gate C17. If there is a need for us to change aircraft at the start, why do you let us have false hope saying we will be at the sky within 20 mins and let us just wait in the aircraft like some idiots, Furthermore, from E24 to C17 was so far apart and very long distance, why cant the replacement aircraft be parked nearer, it have cause much inconvenience to my grandparents. We finally boarded the plane at about 9:50 and took the skies at 10:45pm. From 6:50 to 10:45 it is a more than 3 hours delay! No refreshment voucher was given to us. No service recovery, letting passengers just wait and stranded.

Route: Singapore to Danang

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia India

Title: "really cheap tricks"

Review: Vishakhapatnam to Bangalore. Me and my young daughter were travelling. We were given seats in different parts of the aircraft and ground staff said if we want to sit next to each other we need to pay for the seat. This is really cheap tricks. if they want us to pay for this, why don't they include in the ticket price? I will never travel AirAsia again.

Pathetic

Route: Vishakhapatnam to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "Check-in at Manchester was horrible"

Review: Manchester to Hurghada. Check-in at Manchester was horrible, line was massive. Our flight was around 1 hour delayed and was not informed about the reason although requested. The flight had no IFE, and therefore was boring. Was instructed by cabin crew to fill in a form for when we arrived in Egypt, no pen was handed out so had to ask other passengers to borrow one, which we thought was not acceptable. Would only fly shorter routes with TUI in the future, unless we were on a Boeing 787.

Route: Manchester to Hurghada

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India Express

Title: "no one cares to reply"

Review: I booked my return ticket from Dubai to Delhi and at the time of booking the attendant mentioned that i can cancel the ticket within one week. But when I cancelled my ticket I got a confirmation for cancellation but my refund did not come back until 20 days. I called several times to customer care but no one cares to reply via email or anything.

Route: Delhi to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Airnorth

Title: "excellent value for money"

Review: Darwin to Dili. The Embraer 170 seats 76 passengers, all in economy. Airnorth (the Australian, not the Canadian company!) runs regional services across northern Australia, including one international flight to Dili, the capital of Timor Leste (East Timor). It is the shortest international route flown out of Australia at 1 hr 20 minutes! Apart from magazines there is no IFE, but refreshments are served. Outwards from Darwin to Dili in the late afternoon it was a chicken wrap and soft drink; coming back at 8 am it was a light breakfast with tea or coffee. Leg room is fine (I am 178 cm tall) and the seats are comfortable for a short flight. Ground crew in Darwin and the cabin crew were cheerful and efficient. The check-in counter staff in Dili were efficient but not particularly cheerful - a minor point. This flight was booked on a special sale fare and was excellent value for money - normally the flights are a bit expensive.

Route: Darwin to Dili

Seat Type: Economy Class

Traveller Type: Business

Airline: Pobeda Airlines

Title: "judgment is more than awful"

Review: Moscow Vnukovo to Milano Bergamo. I flew with Pobeda today. I bought an access to business lounge at Vnukovo Airport and this lounge was not existing (or nobody at the airport know something about it). Priority boarding was not called and a great confusion was generated at the boarding desk. The inflight experience was less than a standard low cost, the cabin was dirty and the seat doesn't have any pocket to stow a book. A terrible experience, in the end my final judgment is more than awful.

Route: Moscow Vnukovo to Milano Bergamo

Seat Type: Economy Class

Traveller Type: Business

Airline: Wizz Air

Title: "advise to avoid such companies"

Review: Was happy that I found this direct flight Timisoara-Rome with WizzAir back in May. Unfortunately my happiness transformed to a distaste soon enough. Had to cancel my trip due to the fact my wife was diagnosed this week with a medical problem that needed immediate attention making us cancel our whole Euro trip due to various doctors visits. Anyway calling WizzAir told us the cancellation fee is 80% or the cost of the tickets, if I have to change dates is about 65% of the original ticket costs. They have no travel voucher to offer to be used later as I asked I need no money back. They offered to negotiate the cancellation cost of the ticket if we can provide doctors records resulting that my wife cannot travel, this is outrageous as medical records are confidential. Seems that letter from my family doctor was not good enough. Anyway I remained with very bad taste of the inhuman experience this company offered basically taking advantage of peoples unfortunate situation to make some money. Would advise to avoid such companies in the future.

Route: Timisoara to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Peach Aviation

Title: "no follow-up service"

Review: Worst ever flight, never again. Just a few hours before taking-off for the flight from Shanghai to Tokyo, I was informed that my Peach flight was cancelled. Cancellation is not too rare during travel, but there was no follow-up service, nobody took care of us at all except of a note in the worst ever copying quality. We had to run in the airport near midnight to find out available flight, because we scheduled to join a travel group in Tokyo the next day. The result was that we paid five time of the price for the one-way tickets to be able to reach Tokyo. The next day after we arrived Japan I sent email to contact the company, because we was told we have to apply for refund within a limited time, also I had to get confirmation for booked return ticket, no response until I asked my travel guide to call there directly. Six days later when I left Japan, I still had not received my refund, but I had a chance to experience my return travel to see what the

Peach like. This company used an independent boarding building in Osaka airport, there was a long way to reach the check-in gate through display desks of duty-free store without a directional sign, a long way to reach boarding gate, and a distance to reach the flight in the middle of airport. Inflight, I found that there was no entertainment equipment on the sear, I could feel the knees of the traveller behind me through the soft chair back, I heard some travellers shouting because of luggage issues. We were able to calm down when we finally returned to Shanghai. Even until now, I still can hardly believe how a business with such a quality of service could exist, I lost my money and my vacation fun.

Route: Shanghai to Toyko

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "poor communication skills"

Review: My flight was booked half economy and half way was business class. This experience reflect economy class. Washington to Jeddah, flight entertainment system not working, and wi-Fi not working. I expressed my concerns and they were not very helpful. Staff was giving me excuses after excuses that are trying their level best. This is 12-14 hours flight and you can imagine how difficult it was for us. Food quality is mediocre, Chicjen Biryani had no taste, chick peas salad was stale, unhealthy options. Later they served chicken salad sandwich as a snack , it was wrapped in plastic wrap with 3 pcs of bread, it was more bread then sandwich. In the economy, people are treated very different and poorly. Ground staff poor communication skills and appears rude when you approach them for a question.

Route: Washington to Islamabad via Jeddah

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "The seats are quite spacious, very good"

Review: China Eastern Airlines is the best service company among the three major airlines (Air China, China Eastern and China Southern). In the airport, China Eastern has a lot of automatic check-in machines, and there are special tutors, which is very good. There are also few people queuing at the check-in counter. After boarding, the flight attendant service was very good. When I saw that I was sweating, I took the initiative to pour ice water for me. I already took the paper towel (yes, I was in economy class). The cabin entertainment system had a small TV, but there was no WiFi. This is not good. The distance between the seats is large enough, and the seats can be adjusted at a large angle. The seats are quite spacious, very good. The bathroom is clean. The most important thing is that the air ticket is cheap. The air ticket from Beijing to Luoyang is only 200 yuan! In addition, due to the epidemic, the meal is only a small bottle of mineral water. Before that, there was dinner (fried rice).

Route: Beijing to Luoyang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VLM Airlines

Title: VLM Airlines customer review

Review: Why do we always want to fly the big airlines? VLM has the efficiency of a budget airline, the service of a high value airline and the punctuality of a German airline. They have friendly staff and after landing you are out of the airport in 5 minutes. Moreover book well in advance and you have a very attractive fare.

Route: Hamburg to Antwerpen

Seat Type: Economy Class

Traveller Type: Business

Airline: Jazeera Airways

Title: "never on time"

Review: The worst airline. Always always late and never on time. A 5 hour layover is now delayed to a 9 hour layover.

Also the lounge, its like 4 tables and doesnt even have a bathroom.

Route: Hyderabad to Tbilisi via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "Don't be scammed into booking with them"

Review: Air Europa is probably the worst airline in Europe. Do not use them. My elderly mother booked a business class return flight for a wedding in Madrid in May 2023. She was emailed a week before the flight to say that there were strikes over the dates of the flights she had booked. She called customer Air Europa services to get some more information, however they couldn't confirm whether or not the strike would affect her flights. Not wanting to risk missing the wedding, she booked other flights with a separate airline. When she tried to cancel the flights with Air Europa, she was told the strikes no longer impacted her flight and she could not cancel. The customer service representative also talked over her for the entire conversation. Pathetic, thoughtless and obstructive service. I have experienced better communication from small national carriers in Africa and the subcontinent. Don't be scammed into booking with them.

Route: London to Madrid

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Buddha Air

Title: "flights has been delayed"

Review: Each and every time this airlines flights has been delayed by minimum of 30 minutes. If thats the case then they must early inform all the passenger either by email or by a text to their respective mobile so that we dont have to wait inside an airport for over more than 2 hours. I had a flight in 01 feb 2023 at 1045 and now the flight has been merged with 1145. At least they could early inform. What a shame to Buddha Air. Customer satisfaction is in negative

level.

Route: Pokhara to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "EVA Air has a good product."

Review: Brisbane to London via Taipei. Overall, EVA Air has a good product. The aircraft are clean and modern, food of reasonable standard, and Flight Attendants efficient. As Australians, and hence English speaking, communication was at a minimum with us. Announcements were very difficult for me to hear on all flights. Premium Economy seats were good, but passengers in front reclined seats for full journey, making our seats and activity in flight very uncomfortable. TPEL airport is not customer friendly when you need to transfer, and seems to be focused on Asian passengers. EVA Air scheduled a day layover on return leg from Paris to Taipei, but this was not a easy process for viewing the city, with delays at security.

Route: Brisbane to London via Taipei

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: " have a free upgrade"

Review: Hong Kong to Taipei. Check in was efficient with almost no queue. I was informed to have a free upgrade to business class from the economy because of overbooking. No lounge access was given though. The product was a very typical regional business class with no flatbed, and the storage space in the seat was not enough and I must put my small backpack in the overhead compartment. Also, the phone pocket was too small which I couldn't even put my iPhone 7 in. However, PTV was also available in this very short sector single-aisle plane. The 70 minutes flight was

operated by a very cheerful team. Cabin crew was efficient and friendly with a very positive attitude. For food, welcoming drinks were available and a full English breakfast was served with juice and wine after take off, with fresh fruits and freshly heated bread. The movie selection in the IFE system was very up to date with hundreds of movies available, though I had no time to finish one in the short flight. Can't believe they still offered a full service within 70 minutes.

Route: Hong Kong to Taipei

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "good experience with Alitalia"

Review: I flew with Alitalia from Milan Linate to New York via Rome Fiumicino; the experience was not bad. The flight from Linate to Rome was a normal national flight (nothing to say) and landed on time. The flight to NY was on time too, the crew was friendly, the food ok and the airbus clean. The flight back to Rome landed 1 hour early and, as usual, food, crew and aircraft ok! To cut a long story short, good experience with Alitalia.

Route: Milano to New york via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "FA's were fantastic, attentive and proactive"

Review: KUL-NRT-IAD, Premium Economy service. There were multiple emails from ANA prior to travelling leaving instructions on what to do during travel in the Covid era. Some of these instructions are hard to follow and complicating. At KLIA, no dedicated check-in counter but joint check-in with Economy. Check-in staff were good, efficient and handled things without too many issues, lounge access at MH golden lounge which was fine. The ANA lounge at Narita was very busy and had inadequate toilets and seating areas. On boarding, no preferential boarding with PE unlike when I

travelled with them 3 years ago. ANA board in groups and the boarding process in KLIA is poor with instructions from the gate staff which cannot be understood. On board, FA's were fantastic, they were attentive and proactive. No noise cancelling headphones on KL-NRT sector but they were offered on NRT-IAD flight. Where ANA falls short is in the meal service. Their meals are small in size and for a 12 hour flight between NRT-IAD, the quantity of food served is inadequate. The food is reasonable tasty but generally noting to shout home about. The cabin was kept clean throughout and toilets were immaculate. The IFA was mediocre. No TV shows, just movies. The seats are starting to show their age but they were comfortable. The leg rest was useless as it didn't offer much support and the buttons used to operate the recline and leg rest were stiff and hard to press. Overall, the flight is good value for money but catering needs to be improved.

Route: Kuala Lumpur to Washington DC via Narita

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "Would never take again for a long flight"

Review: Lisbon to Geneva via Brussels with Brussels Airlines. Flight attendants were strict and unhappy. No snacks or water served on 3 hour flight. Everything served was extremely expensive and unreasonable. Had to personally go to cabin to get cup of water. Would never take again for a long flight. Landing was very unsatisfactory, very bumpy and wing tipped.

Route: Lisbon to Geneva via Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: US Airways Express. We arrived very early for an afternoon flight and asked if possible to change to earlier flight. Customer service lady very kind and helpful - changed it to 11.15 am flight no extra charge. Boarding smoothly, small plane. Allocated 2 seats and prefer that configuration. Only 1 flight attendant with a good sense of humour. We were unaware that flight from Philadelphia to New York was only 19 minutes so quickest flight we have ever been on. Only negative is we prefer life jackets in case of emergency not flotation cushions on bottom of seats. The main thing is we arrived safely.

Route: Philadelphia to New York LGA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "Terrible experience"

Review: Terrible experience. We arrived at the airport more than 3 hours earlier than our flight departure time. Before we arrived at the airport, we were constantly checking the Delta app, and it always showed that the flight was on time. When we checked in (3 hours before our flight) the counter person let us know there was a "slight" delay. We were in the airport from 5 p.m. until 11 p.m. At 11 p.m. Delta announced that the flight would be delayed until 11 a.m. the next morning. We went back to the counter, and the counter person took quite a while to find a solution that would allow us to arrive at our final destination, Phoenix. We were somewhat confused because other airlines (JetBlue) still had flights that were flying out that night to JFK. The counter person finally found a solution for us. The solution involved sending us to a hotel, where we would spend one night. Then from the hotel, a taxi would pick us up and drive us 5 hours to a completely different airport (Punta Cana.) We did make it to the Punta Cana airport on time and were able to get on a flight to Dallas and connect on to Phoenix. One of the stresses that occurred was that the hotel that the Delta ticket counter person sent us to was full. When we arrived at the hotel at 11 p.m., the hotel manager said that there were no more rooms available. After more than 30 minutes, they were able to squeeze us all in 1 room, with my daughter sleeping on a cot on the floor. The following morning, the taxi driver (that Delta provided) was a very unsafe driver. We were in the taxi with him for 5 hours. He drove all over the road, cars and buses honking at him, he talked on his cell

phone, stopped to buy street food, asked us for gum, and when he dropped us off at the airport he asked us for a tip 3 times. We gave him \$10 but he truly scared us the whole trip.

Route: Punta Cana to Phoenix via Dallas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hainan Airlines

Title: "gave us a perfect and impressive travel"

Review: The first time I took my one-year old baby on a long journey (Oct 31, 2020 Beijing-Toronto) we met many difficulties. Fortunately, the flight attendants of Hainan Airlines gave us a lot of help. They took care of me and my baby all the way and provided very considerate service. I was deeply moved by their warm, patient behavior. They watched over the baby's various needs along the way and played with him when he was upset and crying. Here I would like to express my special thanks to the HU7975 crew of Hainan Airlines, who gave us a perfect and impressive travel.

Route: Beijing to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Transat

Title: "wouldnt even wish that on my enemies"

Review: What Air Transat did to me, I wouldnt even wish that on my enemies. I was supposed to fly to Manchester on December 24 2022 for departure at 9 50 pm but my issues started with them at 5 50 pm. When they were checking me in, the whole process was sketchy where they were piling suit cases for all destinations in one area. I said how will you even find the correct luggage. Was told sir do not worry about it. Moving on, checked in all was fine when at 9 50 pm passengers were told the incoming flight from Montreal is delayed and well take off at 11 30. Post midnight we finally boarded and now announcements started one after the other by the captain that were still waiting for luggage to arrive.

Long story short 3 hours later , luggage still didnt arrive and the crews time had expired, and now they couldnt fly anymore. At 3 30 am, we were told to disembark with a departure time of 8 20 am provided. I decided to wait and at 8 15 am, we were told that the crew has not arrived yet and we will be taking off at 10 am. Now, We were told that the crew is on its way but somehow in the middle, the crew got lost and the pilot never showed up for the time specified. Maybe between the time he left his house to the airport, he called in sick. So what now ? Departure is at 9 50 pm at night of the following day. At this point I said give me back my luggage and Im happy to leave. Theyre like we need time locating it and the staff escorted me out to a domestic arrival area where easily 1000 bags were piled and I was now on my own to look for it. 2 hours of searching I somehow located my bag and called it a day on the worst Christmas ever! (It took me 18 hours to get out of there) I hope I can call tomorrow and get a refund! Im sure that is going be another nightmare. This Is a combination of poor airline decisions combined with the worst airport crew in the history of North America. On top of it all, they gave out \$15 meal vouchers when everything at Pearson is 20 dollars and up.

Route: Toronto to Manchester

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "treated rudely in security"

Review: We had a slight delay at the beginning, which our pilot explained was due to air traffic control. On the flight my wife became extremely sick. We pressed the button to call for an attendant, no one ever came to check on us. When we landed we had a substantial delay, which our pilot explained was due to air traffic control. We were late to our connecting flight. While in security the first person yelled at us for being late. We were treated rudely in security. We got to our gate 10 minutes before departure. None of the attendants at the gate would talk to us, we waited several minutes and then left to find customer service instead. The customer service clerk was helpful and quickly scheduled us to the next flight to our city.

Route: Athens to Washington via Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "in all good value for money"

Review: Flight on time, arrival on time, the only downside is the parking at the remote stand in Madrid, it takes a lot of time to deboard the plane and is not nice because it was raining, the crew was nice, the plane was new, in all good value for money

Route: Lisbon to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "It is stressful and tiresome"

Review: I had a bad experience with RJ travelling from Chicago to Saudi Arabia via Amman. I feel the service lacks respect and consideration for the passengers' requirements. No consideration was given even when I flew business class and was in a wheelchair. I haven't come across any airlines where wheelchair bound passengers are the last to board the flight and the last to leave the flight. All economy class passengers were given priority to board the flight while I paid to upgrade by ticket to business class. When I confronted this I was told a lie that they are going down and not boarding while they all boarded the flight and I was last to go in and couldn't find the place to put my hand carry. The food was terrible and staff service was very negligent. Even when I requested for water to take my medication nobody paid any attention to it. Seats are terrible in economy class. My stopover was over 12 hrs and I was not given a hotel even after my request. I felt I wasted my money upgrading the ticket and could have used that money to stay at a hotel. No customer service phone number to communicate. Through email they just forward you the general info to all your inquiries. Lost baggage tracking is zero. So if your baggage is lost it is lost forever. I lost my baggage of Zam Zam water and couldn't contact airlines for almost a week now and have not received any response from them either. I would not

recommend anybody to use this airline. It is stressful and tiresome on a long journey of 13 to 14 hr flight. I hope my comments will be taken seriously and action will be taken to give better service and to live up to its name of ROYAL.

Route: Jeddah to Chicago via Amman

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Etihad Airways

Title: "Most disappointing experience"

Review: Most disappointing experience. My flight has been changed 4 times, made me stay in Abu Dhabi without any prior notice. Manager on the counter didnt care about my issue. I dont recommend to fly with Etihad.

Route: Melbourne to Istanbul via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "yet another delayed flight"

Review: Waiting for yet another delayed flight. During our holiday we flew several times with Lion Air and almost every flight was delayed, rescheduled or altered. No problem, price is right youd think but the annoying part is that they dont communicate. You are kept guessing and waiting. No fun if you have a connecting flight ahead of you. Indonesian nickname is lying air. Locals usually are very laidback but if you care to see furious Indonesians, Lion Air can provide. Yep, once but never again.

Route: Banda Aceh to Batam via Medan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Japan

Title: "no staff indicating the status"

Review: Kansai to Tokyo Narita. Flight was already delayed two days before. I am sitting here at 6.30pm waiting for a flight that was supposed to be at 1.55pm. If Jetstar cannot sustain their credibility they should not be operating flights in Japan. There are no staff here indicating the status.

Route: Kansai to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kulula

Title: "Won't be using them again"

Review: Zero social distancing, sitting like sardines. Badly damaged my bag that was booked in, had to buy a new one before returning on a different airline. Won't be using them again.

Route: Lanseria to Capetown

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "Icelandair was very disingenuous with me"

Review: My wife and I was supposed to fly in September 2020 for my 70th birthday to Ireland and Scotland. We all know what occurred starting in March 2020. Covid-19. Due to health and safety issues I continually checked to see if Icelandair was going to cancel our flights. It seemed to me that Icelandair was playing chicken with our flights so that instead of letting me know that they were cancelling the flights and that I could get a refund, they kept me in the dark as to the status of our flights thereby forcing me to cancel my flight and take a travel voucher instead or potentially losing

\$1600.00+ dollars. I am also aware that I was not the only traveler to experience this problem. So I got a travel voucher only to find out later, when speaking to an Icelandair representative that my flights had been cancelled. So to put it succinctly, Icelandair was very disingenuous with me. I should have received information that Icelandair had cancelled my flights and I should have received a refund. Now they refuse to give me a refund because I got a travel voucher. Another way to look at this is that, at the expense of the traveler, Icelandair keeps your money to keep them afloat. Simply horrible.

Route: Chicago O'Hare to Dublin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "supervisor was unhelpful"

Review: On June 24th I was booked on the first flight from Nadi to Labasa via Nausori international airport. The check in was supposed to open at 4.30am, we get to the airport around 4.45am and no one shows up till 5am for a flight that was scheduled to leave at 6.00am. Once at the check-in, instead of checking us right through to Labasa the agent only checked us to Suva's airport only. Upon insisting that we only have a 30 minute transit time which contradicts with their check-in policy which states check-in closes 30 minutes prior departure. The same plane from Nadi to Suva goes from Suva to Labasa. On asking for a reason she said "oh don't worry you have ample time" so I chose not to argue any further. Fast forward to Nausori, once we get there we collect our bags with 15 minutes to departure and boarding call made. Once we get to the Nausori the staff were unhelpful and said "the flight is full go on the 10am one" I obviously said "you can't tell me that because we are booked on that flight and our seat should be there". The supervisor was unhelpful, and she walked inside and came out after 10 minutes and then checked us for the flight. This caused a delay of 20 minutes of the next flight. Upon complaining to the airline they took so much time in responding I chose to go and confront the check in agent myself and she was giving me lame excuses. The only reason this airline is getting even a 5 from is because the inflight staff were very friendly, and the check-in agents on my return were helpful and friendly. The flight attendant on the return leg from Suva to Nadi is the best FA I have ever come across.

Route: NAN to LBS via SUV

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Airlines

Title: "special meal of a good quality"

Review: Tokyo to Taipei. Priority check-in at Narita was quick and easy. I was able to change my seat at the counter. Boeing 777 has a beautifully designed cabin and offers lots of choices on the inflight entertainment system. The cabin manager on this flight was kind and helpful. I was welcomed on board and addressed by name. The vegetarian special meal was of a good quality. There was a selection of drinks available, I tried Kumquat Lemonade and Formosa green tea. On arrival, my luggage was first off the belt as it was marked Priority. I am a SkyTeam Elite Plus member and I never experienced such attention to detail and personal service.

Route: Tokyo to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "Thank you for providing a great service"

Review: Flew on Garuda Indonesia on the GA 408 flight from Jakarta to Denpasar, Bali. During check in I was meet by Garuda First Class and she help and assisted me through the check in process and through security to the Garuda lounge where I was put in a VIP room, although small was it was more than adequate. There was a good selection of food available in the lounge including breakfast and the lounge team were on hand to take my order. Assisted me when boarding and escorted me to the plane, the Garuda Cabin crew were on hand to welcome me and direct me to my seat. After take-off, a choice of 3 meals was offered and I chose to go with a steak, however there was a full 3 course meal presented all tasted good including the starter. The flight took just over 1 hour and 35 minutes and after landing and

when the plane door was opened, I was meet by the Denpasar Garuda First Class team who escorted me to the baggage hall and assisted in getting my luggage. He then escorted me outside the terminal building to meet my hotel contacted. In fact, they had contacted the hotel representative in advance to advise them I had landed, therefore I was on my way to the hotel within 15 minutes after landing. Thank you for providing a great service.

Route: Jakarta to Bali

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "cabin was 16 degrees Celsius"

Review: The temperature in the passenger cabin was 16 degrees Celsius from the beginning. We were struggling to resist like in a fridge. After takeoff, I asked two stewards to do something. Many passengers search for extra clothes, hats, and hooded sweaters. After a while, the temperature increased to 18 degrees C, but after two hours of flight, my portable thermometer indicated 16 degrees Celsius again. I asked a steward again to do something; our kids were sneezing and coughing. Nothing happened this time. I asked for a hot tea, and I received it after 25 minutes. After 4 hours and 40 minutes, we arrived at our destination chilled and shivering from the cold. If you are asking about the rest: garbage food, anytime delays at takeoff, no priority boarding if you travel with children. I see no good future for this flight company if they continue like that.

Route: Dubai to Bucharest

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "worst service Ive ever had"

Review: It was the worst service Ive ever had! First they delayed my flight for 6 hours. Then at the airport the delayed a

flight again for 1 more hour and said that our plain is coming from Vegas. Very nice and good to know, do they give trouble to plan a time? Others flight to Hawaii with other airlines didnt get canceled! So disrespectful! I will never buy them again.

Route: Los Angeles to Honolulu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "a good experience"

Review: Frankfurt to Shanghai via Taipei. Check-in was extremely quick and the staff very friendly. The departure was on time. The seat spacing is average in an international comparison. The on-board catering is very good and very extensive. The beverage service leaves nothing to be desired. Aircraft cleanliness contributed to well-being. Overall a good experience. The Inflight Entertainment offered relatively new and a lot of films.

Route: Frankfurt to Shanghai via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "cabin crew are pleasant on this route"

Review: SV 0834: JED-KUL. I only flew this airline because the date of my travel was changed. I thought it can't be that bad. Extremely rude and arrogant ground crew at check-in at Jeddah International Airport with privileged attitude that made us feel as if we begged to fly their airlines. Fellow friends get shouted at. However, cabin crew are pleasant on this route. Get their job done well accompanied by a genuine smile. Seat and food are pretty standard. Never again.

Route: Jeddah to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shanghai Airlines

Title: "they don't seem to care"

Review: We booked a flight from Kuala Lumpur to Amsterdam via Shanghai with China Eastern Airlines. The part from Kuala Lumpur to Shanghai was operated by Shanghai Airlines. Departure time was 2.10am out of Kuala Lumpur and expected arrival in Shanghai at 7.20am. The inbound flight already arrived 30 minutes late so we boarded the plane at 2.30. The seatpitch at seat 33A and B was okay and after showing the safety instruction video on the screens we expected to depart. To our surprise the cabin attendant announced a delay of 3 hours due to ATC-restrictions by ATC Singapore. The gate was already disconnected and the boarding door was closed so we had to stay in the plane for over 3 hours. A cup of water and a meal were being served at 3am. After that, we had to stay in the plane and we were told to stay in our seats. There was no information from our captain and the flight attendants hid in the galley. Out of the blue the plane was pushed back from the gate at 6.05am. Without information we departed out of Kuala Lumpur. No idea how long the flight was going to take and what the arrival time in PVG would be. During the flight they served one croissant (which originally would be served during the dinner we received at 3am) and half a cup of Chinese tea. Our bags never made it to our final destination and are still in China. Today, 3 days after the flight with Shanghai Airlines/China Eastern, we still haven't received them back nor did we get any info about our bags. My advice is not to fly with Shanghai Airlines. They don't seem to care about passengers and their bags and leave you without any information.

Route: KUL to PVG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "definitely the last time"

Review: New York to Shanghai. We re-booked on China Eastern as our original flight with United Airlines was

cancelled due to the ongoing issue in China. We paid extra about 90USD / seat to get an emergency exit seat. Once boarded the aircraft I found that the seat was broken. I changed to another one as our row was not fully booked. No blankets and no pillows available even on request. Once airborne I found that the screen could not be turn out from the seat. But even if it would be there were no ear sets provided at all. My wife was watching movies reading the subtitles. For the food I can't give any comments as neither I nor my wife have tried it but I found it very funny that they serve breakfast at afternoon time in Shanghai. Drink selection was also not so nice, just standard soft drinks, Chinese Qingdao beer or Chinese red wine. The aircraft was pretty new however for the seats I had the feeling that they are really old. The head rest could not be pulled up enough, the seat itself was quite thin and after almost 15 hrs. of flight it was really hard to stay inside this seat. I have flown China Eastern quite a lot for domestic but for international flight it was the first time and definitely the last time.

Route: New York to Shanghai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "Our Tuesday wasted completely"

Review: Ryanair - only for masochists. We booked early. So we could have the whole Tuesday in London. Then the flight was moved to the evening. I tried to cancel, but with little luck. Waited 30 minutes for help on the phone. The instructions I was given didn't work. Gave up and decided to use the late flight. And then the flight was delayed by 1 hour. Arrived so late in London - all the restaurants were closed! Our Tuesday wasted completely. So - will try to avoid Ryanair in the future. There are other companies.

Route: Oslo to Stansted

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "after 6 months haven't refunded me"

Review: I bought a round trip ticket with this airline from Bali to Kathmandu via Kuala Lumpur, 5 days later the airline cancelled a part of the itinerary. I called the customer service which refused to provide an alternative flight in a flexible time frame of over a month. Therefore I asked for my refund which I was informed it could take up to 6 months. 6 months past now and still haven't seen my 900 usd spent with this company. I paid my ticket, the airline cancel it, refuses to find an alternative with a very flexible timeframe, say will hold the money for 6 months, which is already ridiculous, but still even after 6 months haven't refunded me.

Route: Bali to Kathmandu via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "Impressed with the service"

Review: Impressed with the service from the staff from ground to in flight. There is 20 kg baggage allowance with no extra charge. Light snack served is delicious.

Route: Khon Kan to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Dolomiti

Title: "the dirtiest plane"

Review: Frankfurt to Florence. The aircraft could be a newish plane but it was so dirty and very grubby inside. The dirtiest plane I have ever been on. I don't know who cleans them or the last time it was done. It's a shame as that is the only problem I found with Air Dolomiti.

Route: Frankfurt to Florence

Seat Type: Economy Class

Traveller Type: Business

Airline: Allegiant Air

Title: "This is the worst airline"

Review: This is the worst airline. They cancelled my flight without notification. "The pilot was too tired". While I am pleased the pilot didn't attempt to fly, the airline did not offer any other option. They sent a link for \$175 for our inconvenience but the link does not work and in fact, expires! The very next day, the new itinerary, was moved from 8:00 am to 6:00 pm in the evening. Again, no notice and this time it was "the airport delay". For the pleasure of flying with Allegiant, I incurred over \$1200 in additional travel expenses. Not one professional apology or effort to make the travel better. It doesn't matter that individuals had deadlines and places to be and they could care less. The final straw, we had rebook the flight because the second flight was cancelled. They had the nerve to recharge us! Unbelievable. Trust me, you get what you pay for with this airline. Just pay Delta; get to your destination without worrying about this BS.

Route: Mesa to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "Zero empathy for customers"

Review: Abu Dhabi to Chandigarh via Delhi. Jet Airways cancelled the 9W 211 flight from Abu Dhabi to Delhi on March 1st 2019, didn't inform me till I got to the airport. I was stranded in Abu Dhabi. They told me that they can't rebook me or put me in a hotel. So I have to pay triple amount for a new ticket on a different airline and the hotel stay, i.e almost an additional \$1000. Zero empathy for customers. The Jet Airways staff in Abu Dhabi reflected the culture prevalent in the airline, i.e useless, smiling and enjoying while the customers suffered.

Route: Abu Dhabi to Chandigarh via Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAM Airlines

Title: "I was impressed"

Review: TAM airlines is the only form of transportation I have come across in Brasil that is on time. I was impressed when I checked in and was transferred to an earlier flight that was already boarding. I was impressed at the efficiency. I boarded the earlier flight and was surprised that my luggage came on the same flight. They also had an English speaker so I didn't have to struggle with my Portuguese in explaining the situation.

Route: Curitiba to Rio De Janeiro

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "terrible customer service"

Review: Terrible customer service with Peach! Arrived to the airport over an hour before the flight and no signs showing where the Peach counter was. Had to ask security to find the bus/shuttle to take us to the terminal that was 15 minutes away in a strange warehouse set up. Once at the counter, we still had 30 mins before our flight but were unable to check in because check ins must be made 50 mins before the flight. Even though we had one carry on each and no checked bags, the staff would not work with us at all to make the flight. No refund or flight transfer funds were offered. We even tried to fly to Osaka instead but by the time we asked we were only 48 minutes before the next flight and were unable to check in. We asked for the supervisor and were first told no, then told he wouldn't be there until after an hour. And by the way, in the thirty minutes we tried to talk to the representatives, over 3 other groups of four people were turned away at the counter as well for not making the 50 minute check in window. Peach clearly sells cheap tickets and banks on the

fact that people will not make the flight in time to check in. Worst customer service I've ever experienced. Be warned.

Route: Okinawa to Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Olympic Air

Title: "flight itself was fine"

Review: Rhodes to Athens with Olympic Air. The flight itself was fine. The A320 was clean, with those typical hard-cushioned thinner type seats albeit with good legroom. You also get a free sugar kick via a paper cup of coke, a cookie and a candy in a swift non-dentist-friendly service which is not much, yet already 3x more than what you get on an LCC. Engaged FAs with a certain flair also add to the appeal. The problem was that the flight was delayed for over an hour yet no one considered it a good idea to inform people already queing up at the gate. It was only 5 mins after the original departure time (still on the gate screen) that a ground handling lady showed up to inform passengers that the plane hadn't taken off yet from Athens, so she couldn't really say when we would fly. Why on earth would A3 just let people go airside at what is easily one of the busiest airports per square ft, just to try to find a spot to seat for hours with no info? And even if the airport staff at Rhodes is overwhelmed, why don't you use the app to inform passengers? As I type this, I see that the Sunday flight was also an hour and 15 mins late. Is that a pattern? Bottom line, if you are booking your flights independently, allow plenty of slack for your connecting flights as high season ramps up.

Route: Rhodes to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "just an unpleasant flight"

Review: Berlin to Abu Dhabi. XL seats are good, great leg room and I found the seat very comfortable to sit on.

Everything else was quite sad! Crew was cold and except for one flight attendant there were no smiles. None of them seemed happy or enjoying their job. Food was very disappointing, actually shocking how little it can be, and I am not a big eater. It was just an unpleasant flight.

Route: Berlin to Abu Dhabi

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "wait for a year to get my money back"

Review: I have made a business class booking last July 1, 2020 as they were still selling tickets via their website despite their borders being closed. After several cancelations, I have made a refund request and with no options on the table, I have agreed to wait for a year to get my money back. It's been more than 12 months now and I have emailed them last June and still waiting for their reply

Route: Dubai to Manila via Muscat

Seat Type: Business Class

Traveller Type: Business

Airline: AirAsia

Title: "Rescheduled my flight at short notice"

Review: Rescheduled my flight at short notice. Sent an email saying the flight was rescheduled. Had a Flight Rescheduled Refund policy, refused to refund the flight because according to them 'the flight was not rescheduled on their end'.

Route: Singapore to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Croatia Airlines

Title: "Avoid at all costs"

Review: Split to Munich. Avoid at all costs. My boyfriend and I had ONE checked luggage under his name (you are allowed one free checked bag per person). We each had a carry on as well that we had no issues with when we travelled to our destination. However, on our way home, my boyfriend was hauled aside and forced to check in his carry on for a whopping \$400!! Because they claimed it was too big was a normal size) now, they could have checked it in under my name free of charge since I had no checked bag under my name (Im entitled to one free one) but they refused, and instead scammed my boyfriend for \$400. The only reason he paid was because we were close to missing our flight. The representative at the Munich airport (this happened in split) was appalled at what had happened to us and assured us that we were treated wrongly and to issue a complaint against Croatia airlines. They still refuse to refund his money and claim they cant do anything since he already paid.

Route: Split to Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "such a poorly run company"

Review: Lost our bags on the second leg of our trip from Cairo to JFK. we got 2 that found their way home but 3 are still missing and we are going on a week now with no assistance from EgyptAir. We filed a missing bag report with them on the 29th at the JFK airport and the gentleman there gave me a number to call 718-360-8927 that number goes to VM and the mailbox is full, been that way for over 3 days now. I have spent 8 hours a day for the past 3 days trying to get someone at Egypt air to even acknowledge that they lost our bags. At one point, they blamed it on another airline and denied our claim, literally the only response we got was them telling us that it wasnt their responsibility. I have never in my life seem such a poorly run company in my life. When you have the bag tag info and everything is scanned and

tracked, how do not help find my bags!

Route: Cairo to New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "the worst airline ever"

Review: Easyjet is the worst airline ever, flight EZY6582 16/05/23 from Rijeka to London Gatwick was canceled after checking in and waiting for the plane at the gate. It is not possible to get information about accommodation or alternative flights for that day, another flight after 4 days was offered - it sounds like a mockery. I do not recommend EasyJet to anyone and avoid this airline if you can.

Route: Rijeka to Gatwick

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "very comfortable flight"

Review: Kuwait to Bangkok. It was a very comfortable flight. The flight was on time, aircraft was almost new. Cabin crew was ok attentive, food & beverage above average though no alcoholic beverage available. The toilets were not that clean. The seat, leg room was ok. Would fly again with Kuwait airways.

Route: Kuwait to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "made me wait forever"

Review: Scoot is not the airline for those who has mobility issues and needs a wheel chair. They made me wait forever, because i did not want to miss my flight, i had to walk to the far away gate.

Route: Singapore to Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "Nice smooth flight"

Review: Newcastle to Corfu. Flight left around 10-15 mins late due to air traffic control restriction. Quick ascent, seatbelt signs turned off very quickly. Seat were ok, a little cramped if you are tall but the seat itself was comfortable. Like the fact they have made the backs rigid plastic so if people go into the pockets on the back the person in front shouldn't really feel it. There was overhead screens which initially showed the route map and later turned into a children's film. One drink and snack round before meal was served about 1hr 30mins into flight. Could have been a little quicker as the flight set off at 5.30am and everyone was ready for breakfast. Nice smooth flight, a few announcements from captain when we flew over the stunning alps. Flight was uneventful. Meal was good, I enjoyed the breakfast and it was served with tea coffee or juice. Flight home was great as well, food was good although if I was being picky the portions were small but you do get crackers, cheese, a bread roll and a small pudding to make up for the hot meal being small. Drinks and snacks are expensive just like any other airline. Usual sales pitch on duty free goods, not many takers on our flight. Toilets were clean and functioning. I find Thomas cook fine for these short journeys. We have gone with them long haul on the larger planes to Vegas and we found them fine for the price. We would fly with them again.

Route: Newcastle to Corfu

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "made the stupidest mistake"

Review: Los Angeles to Copenhagen via Reykjavik. Ive made the stupidest mistake of booking with Wow for the second time - first time I booked, made a mistake, called 1 minute later and even though i just wanted to change the flight to another wow air flight, I had to purchase an entirely new ticket. This time, Im supposed to fly on the 20th December with a two hour layover in Reykjavik. I get a text 3 days before my flight saying that theyve had unforeseen circumstances and that im going to fly on the 19th of December instead. This means that i will have 16 hours of layover instead. I can see that there is a flight from Reykjavik to Copenhagen on the 20th of December that would allow me fewer hours of layover but because my flight is from Lax to Copenhagen, with a layover in Reykjavik, they cant just change my second flight to reduce my layover. It is absolutely insane how inflexible the customer service for this airline is. Oh and you thought that i would get some type of compensation for this inconvenience? \$0. Actually i have to pay for this mistake because i am missing an extra day of work.

Route: Los Angeles to Copenhagen via Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aircalin

Title: "Excellent onboard service"

Review: Fantastic flight. Despite a delay departing Narita due to weather, I really enjoyed my flight on Air Calin. The crew were fantastic - very friendly and helpful. Excellent onboard service, great food, a very comfortable seat and the cabin was clean. I would fly them again.

Route: Tokyo to Noumea

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "I've found decent service"

Review: Milan to Cagliari. Wasn't taking an Alitalia flight for years, and was expecting the worse. Funny enough, I've found decent service and reasonably clean aircraft, with good knee space. Flight attendants looked stressed, but didn't disappoint. Surely will choose Alitalia again, at least for short range flights.

Route: Milan to Cagliari

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Smile Airways

Title: "Excellent in flight"

Review: Excellent in flight, brilliant crews, yummy food and beverages, also clean seat. Attentive staff who were well trained. I recommend to fly this airline even though a short flight. Please make the reservation in advance, you will find the very good deal or lower than budget airlines.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Berlin

Title: "Reserved seat was ignored"

Review: Frankfurt to Palma de Mallorca. Reserved seat was ignored, it looks not unusual. My family booked 4 seat together beforehand in website. But boarding pass we got in airport forced us to seat far location each other. One lady kindly changed her seat for my son 8 years old to my next seat. She was forced to seat separately with her husband instead. My wife and daughter 11 years old are forced to seat one by one separately.

Route: Frankfurt to Palma de Mallorca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "flight issues on a single Trip"

Review: In this trip, Delta had accomplished more flight issues on a single trip than I've personally experienced on a few hundred flights in past over various carriers. Delayed bag for over 24 hours New bicycle bag that while saving the bike, was sacrificed with an extreme puncture that broke rivets and reinforcement bars. In one trip, the bag as well over a dozen notable marks and the final blow being fatal. Inability to maintain a schedule due to lack of available pilots. Wifi system had been non functional over most of the four flights where it was expected to be. Unnecessary automatic rebooking which had to be reverted due to their inability to maintain a schedule. Delivery service provided to deliver bags unprofessional. Storing customer baggage on personal property when having delivery issues when they had not contacted me for delivery, leave a message in voicemail or text, or email. Bathroom door on A321neo had alignment issues making door closure very difficult. It resulted in myself accidentally opening the door on a woman, to which the flight attendant stated it was a user issue. They have not initiated a communications on the process ongoing. When I called just about two weeks post report, they stated a general manager was in communications with the delivery service.

Route: New York to Kona via Los Angeles

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India Express

Title: "refund system is very bad"

Review: Sharjah to Cochin. My review is not against flight services, its about finance team. Their refund system is very

bad, I have been sending emails for refund since 2 month, and customer service is responding to emails. Unfortunately finance department never replied. I did not receive any single rupee as refund yet.

Route: Sharjah to Cochin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "Thats how Austrian Airlines treats business class clients"

Review: Quick update to my last review of Austrian Airlines. So after waiting for my luggage for half my holidays, Austrian told me they would deliver my luggage today. As you can imagine they failed to honor that as well! When I contacted them I was told I was to take a taxi at my own expense to come retrieve the luggage in the warehouse of the local agency in the middle of nowhere in a foreign country! There you have it guys. Thats how Austrian Airlines treats business class clients. Dont say that nobody warned you.

Route: Paris to Larnaca via Vienna

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: bmi Regional

Title: "most unreliable airline"

Review: I fly regularly with BMI to places in Germany. But every time there are changes in flight times. I had booked a return flight to Hamburg from Bristol. My flight to Hamburg was booked for Thursday 25th May and ETD was 16.50. When I checked in online the day before, I found out that my ETD had changed to 18.15. I hadn't received any info about this. My return flight to Bristol was originally booked for Monday 29th May at 10.30. A few weeks after my booking, the return flight in the morning was cancelled and the new departure time was 19.55. A week before my flight this time was changed to 21.20, so this was the 3rd change for a flight on the Monday. And then of course there was a delay and

the ETD of my flight back to Bristol 23.00 At the end of March I had another return flight booked from Bristol to Dusseldorf. While in Germany, I received a text message that my return flight had changed from the Monday evening to the Tuesday morning so I had to stay another night in Germany with extra costs. I have emailed and phoned BMI, but until today no results. Two years ago a flight from Munich to Bristol was cancelled the night before, however nobody was informed. My return flight to Bristol was scheduled for 06.45 in the morning. After a ride of 2.5 hours I arrived at the airport at 05.00 in the morning, only to find out that the flight was cancelled and nobody knew why. I have tried to get compensation of BMI with no result. That flight times change is not the first time with BMI. Unfortunately, I already booked several flights with BMI for the whole year. I now am going to look for flight with a stop as they are more reliable then flying with BMI. The most unreliable airline in my point of view.

Route: Bristol to Hamburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peruvian Airlines

Title: "never fly Peruvian Airlines again"

Review: I was a victim of Peruvian Airlines too. On March 20, 2016 there was an aborted takeoff of a Peruvian Airlines flight 218 in Cuzco. All flights in and out where cancelled. Peruvian Airlines did not communicate anything to us. Peruvian Airlines checked is in and took our baggage for our flight late in the afternoon despite having "delayed" most previous flights that day. Our flight never made it to any departure board or gate sign. All announcements were in Spanish only and very few Peruvian Airlines customer service reps spoke enough English to answer questions. When we were able to find someone to communicate with, we received incorrect information. We were basically left on our own to follow masses of people running from one place to another as instructed in Spanish. To make a 21 hour long story shorter, after waiting a day in the Lima airport, Peruvian Airlines ended up sending people to hotels for a couple hours with instructions to be back at the airport at 2:30, 3:00 or 3:30am depending upon which Peruvian Airlines representative you talked to. Peruvian airlines could not find our luggage so we had to make due (Most people did manage to get their bags). Peruvian Airlines promised two additional flights for a 4:30am departure. We stood in line for

another 5.5 hours and finally had a boarding pass with a departure time in the past (you can imagine my scepticism). We finally make it to Cuzco in the afternoon of the second day. One might give Peruvian Airlines a pass for poor contingency planning in the event of an aborted takeoff, but five days later, we had a similar experience with Peruvian Airlines on the return trip. Another day spent in the airport, flights delayed multiple times, poor communication from Peruvian airlines. Our connecting flight on another carrier was missed after 3 delays of our Peruvian Airlines flight. I am now in waiting in an airport lounge on Easter Sunday, my family back in the US. Thank you Peruvian Airlines! Fortunately United Airlines was able to change my return flight without any additional penalty. Unfortunately there isn't anything anyone can do to compensate me for lost time and stress. I will never fly Peruvian Airlines again. If you do, consider yourself fairly warned and plan for an additional day on each end of your travel dates.

Route: LIM to CUZ
Seat Type: Economy Class
Traveller Type: Family Leisure

Airline: Akasa Air
Title: "recommend more than 100%"

Review: I can not thank Akasa Air enough. They helped me as I was travelling with an infant and I forgot my laptop and mobile bag check as my kid is a handful and I remembered when it was take-off time, entire crew worked as one and ensured I received my laptop and mobile and also ensured I don't have to miss the flight. Though it got delayed a bit because of me they waited and on the top of that they also landed the flight in BLR before time. So kudos. I will recommend more than 100%.

Route: Lucknow to Bangalore
Seat Type: Economy Class
Traveller Type: Family Leisure

Airline: Sky Airline

Title: "ended up paying for my flight three times over"

Review: I booked a roundtrip flight from Lima to Cusco with Sky Airline on March 14. This flight was booked on Sky's website, NOT through a third party. The return flight was to leave Cusco at 8:10pm. On April 25, Sky Airline sent an email to say that they have moved the flight to 12:50pm. I wasn't going to arrive in Cusco on my way back from Machu Picchu Pueblo until 2:32pm via Inca Rail. Therefore, moving the flight seven hours earlier meant that I would be unable to catch this flight. Their email gave a link to apply for a full refund which would be processed within 30 days of application. I submitted that on April 26 and got a confirmation email of receipt sent to my inbox. However, one month later and multiple attempts to get in touch with the airline via follow-up emails and live chat have been unsuccessful. I ended up having to book a new last-minute flight with LATAM, so I ended up paying for my flight three times over.

Disgusting and unprofessional!

Route: Lima to Cusco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SpiceJet

Title: "Beware of taking this airline"

Review: At the time of writing this, the 6.40 am flight is yet to depart and the ETD is given as 15.00 hrs. Delhi has no bad weather, yet the reason given is bad weather. One of the worst airlines to travel. Beware of taking this airline.

Route: Delhi to Jabalpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "basics provided more than enough"

Review: Fukuoka to Okinawa with Peach. Smooth Check-in and bag drop, the shuttle to the LCC Airline terminal was

frequent and efficient. The flight was short so I found that the basics that the aircraft provided were more than enough.

Japan's first LCC was incredibly lovely and would fly with them again for my flights within Japan and to and from Korea

Route: FUK to OKA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Mahan Air

Title: "seats large and comfortable"

Review: Copenhagen to Tehran with Mahan Air. I used to travel with low cost carries like Pegasus and Norwegian and Air Asia. I'm a small size person but still had problem with the seats as they are very closed and small. The trip with Mahan Air from Copenhagen to Tehran was a great experience. The seats are very large and comfortable and the distance between seats are also good enough to be comfortable during long distance flights. Also, my one year old girl had bassinet which made the flight very nice.

Route: CPH to IKA

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet Airways

Title: "lost my luggage for two days"

Review: Toronto to Amsterdam. For me to say this airline is bad, I mean it. I waited 2 hours in line just to check in. They only had two people working the check in counter in Toronto for over 200 people. The service was rude and impatient not just with me but with the other passengers during the flight. Then when I landed they had lost my luggage for two days. Please do not waste your time with these guys. They have no idea what customer service is about.

Route: Toronto to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "Impossible to reach customer service"

Review: Impossible to reach customer service. Ive called, left messages on their fb page, WhatsApp and no response. Also, while I purchased Economy ticket (and not Economy saver) and had a checked in bag included from Sarajevo to JFK, on my way back from JFK to Sarajevo I was told I had to pay extra for my bag. This has never happened before. No transparency at all.

Route: New York JFK to Sarajevo via Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "Will never book their flights again"

Review: Wishes I could give it a zero. I had to make a connection in Dallas from New Orleans to San Diego but the first flight was delayed so I had to change the second flight to the latest one. The first flight was delayed 3 times until suddenly were informed its cancelled. The app automatically canceled my second flight so I had to rebook both. I eventually could take another flight to Dallas (which was delayed too) while the last flight to San Diego was still boarding (delayed by an hour as well). However since my flight (with a reserved seat) was cancelled and no seat available, I had to stay at the airport. Theres a long long line waiting at the customer assistance and the line was almost not moving in more than an hou. The staff appeared not caring and helpful, not sure what theyre doing behind the computers. Will never book their flights again.

Route: New Orleans to San Diego via Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "Excellent service"

Review: We would like to thank the Airport crew and flight MS995 crew from Cairo to Toronto for helping us clear our vaccine issue. Many thanks. Excellent service

Route: Cairo to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Firefly

Title: "Bad weather resulting delay departure"

Review: Flight itself was full. Sitting inside the cabin 20mins for waiting another plane to land so we have had to hold short at the runway longer time. Bad weather resulting delay departure, powerful turbo plane. A small packs of cookies, nuts and drinking water was provided as a refreshment .

Route: Seletar to Subang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "Not worth the stress"

Review: Got bumped because flight was overbooked. Travelling with 5 children I asked them to offer compensation to others as we wanted to fly. Very unhelpful staff. Second time this happens. We now have a 8 hour wait and will arrive at destination after midnight. Wait time at priority line was more than one hour. Never again will i fly them with my kids. Not worth the stress not knowing if you get on despite their setvice inflight is ok.

Route: Mexico City to New York

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: Monarch Airlines customer review

Review: I booked flights for my family online in early March 2015. I specifically selected and paid for 5 extra legroom seats. Upon getting onto the plane it became apparent that it did not have any extra legroom seats. I was then told that the original plane had been changed in March to the one we were now on. This was four months before we were due to fly and at no stage did Monarch inform me of this change to my scheduled flight which would have enabled me to seek alternative transport. I complained to Monarch by email whilst on holiday as I was concerned about the return flight. I got no response. Since arriving back in the UK I have again contacted them and been told my complaint is in a queue and will be dealt with in due course. Still no response to date.

Route: Birmingham to Dalman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "I am very unhappy with this flight"

Review: I am very unhappy with this flight, I paid almost 2000 DHS for a short trip. They served the food until the middle of the plane and after that they said there was no option to choose a meal and also they served coffee to the first 5 or 6 rows and stopped and they said it is for your safety. This is not comparable with Emirates.

Route: Dubai to Isfahan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iran Air

Title: "cabin crew were very professional"

Review: Tehran to Paris CDG with Iran Air. Their new and well maintained aircraft are being being used on this route so I had a pleasant experience with them. Food was amazing, cabin crew were very professional, and the flight was extremely smooth.

Route: Tehran to Paris CDG

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "Cabin Crew were attentive"

Review: Pleasant flight although it was an older aircraft and the trip was a little bit bumpy. Take-off was on time with no issues at all. Food was nothing special but it was okay for breakfast. Cabin Crew were attentive.

Route: Bahrain to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Korean Air

Title: "it's so hard to book with them"

Review: Seoul to Bangkok. Generally, staff at Korean Air are good, food is pretty tasty and the onboard entertainment is varied but unfortunately gets interrupted all the time in 3 different languages. Strangely for a "technologically advanced" nation, they fall down on their website and general technology. Their website in Korea accepts Korean or International cards. If you're an expatriate, your Korean card won't work and if you use an International card you're likely

to be singled out for fraud because (quite rightly) the credit card company won't share information with a vendor. The process to overcome this is to type your entire credit card number into their system to unlock your booking. The option not to do this is unavailable and no mention is made of what happens to this very private data once it's been entered into their system. Additionally, the company air miles system regularly doesn't recognise you've flown with Korean Air and the claims system makes absolutely no sense so I'd be surprised if I ever manage to claim. It's hard to give them a great rating when it's so hard to book with them and they're overpriced because the whole economy here is one big monopoly, but I've increased my score because their staff are goods.

Route: Seoul to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hi Fly

Title: "a very good experience"

Review: Gatwick to New York. I had a ticket with Norwegian and I got a series of SMSs telling me that the company that will actually fly the plane was Hi-Fly, that there will be only limited entertainment, etc. I read reviews on this site before and was worried about this flight. I was in for a surprise. The A380 was super, clean and in very good shape, the food was very good, drinks offered, the staff was attentive, nice, smiling and welcoming. What passes for limited entertainment these days is that they offered only 16 movies on the screen in front of you and you had to bring your own headphones. It was a very good experience, in fact, one of the best in some time on a regular airline. Here is a photo of the plane as we were boarding.

Route: Gatwick to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bassaka Air

Title: "awesome flight attendants"

Review: Phnom Penh to Siem Reap. The cabin crew on our flight were amazing. They were smiling and managed to provide every passenger with a beverage on this very short 30 minute flight. We will definitely be using Bassaka Air in the future due to the affordable prices, cleanliness, awesome flight attendants, and speedy service!

Route: Phnom Penh to Siem Reap

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "Good flight for the price"

Review: Good flight for the price, when I could actually get on the airplane. Reaching someone is impossible. BDL - JAX : Before I even traveled I experiences problems with Breeze Airway. The day before I was to depart, my flight was cancelled in the middle of the night due to "Staff Unavailability." I had to reach out to Breeze via the APP to schedule another flight, which was the next day. My first day's trip was totally wasted. The next day, the flight went without any problems. Airport staff at check in were helpful and polite. JAX - BDL: On my way back, we arrived 2 hours early. However, Breeze Airway arbitrarily decided to depart nearly an hour early than scheduled (I received NO notification of this change). I realized the Breeze Airway baggage check in were not available to check my bags, so I had to rush through security and have someone put my bags under the plane right at the terminal. I'm lucky they had enough basic communication to tell their staff my bag was a last minute addition under the plane, but thanks to zero confirmation my bag was physically handled, I worried my bag was going to be left in JAX during the whole flight. I got my bag, though, no problems. Overall: The only reason I'm giving a 6/10 is the flight itself was adequate, and affordable. Acceptable spacing, and the flight got me where I needed to go safely. However, the sudden changes are a nightmare, making me wonder if I should routinely risk the potential of my travel plans on Breeze Airway's sudden whims? I was NOT happy with the lack of available people at baggage check in, as well as through online, phone, or even at the terminal (until boarding started). I had no phone number to call someone in-person, so much of my plans were just leaps of faith. I sent an email, and days later I receive an automated message which directed me towards a different automated solution. I

need a physical person to talk to! Some problems can't be solved by yes or no answers. Advice: 1. Constantly check the status of your flight for sudden changes. 2. Arrive 3 hours early, just in case Breeze arbitrarily decides to change the departure time. 3. Arrive two hours before scheduled flight takeoff to ensure you get your baggage checked in. If you miss check in (you'll know when no one is at the counter and it's within 1 1/2 hours before your flight leaves), just go directly to your terminal and have it checked under the plane right at the terminal. Hope they actually do it. 4. Your only way to contact someone (reliably) is either through email where you'll have to wait, OR at baggage check in/boarding - because other than that, you will not get a hold of anyone at Breeze. It's like they're a ghost, a mirage. 5. If you're using Breeze for a business trip, make sure your flight is at least 2 days before you need to be at your destination. This is just in case Breeze decides to cancel your flight last minute, and you're forced to schedule the next day. Then, hope that second flight actually takes off.

Route: Bradley to Jacksonville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "I will never go back with Austrian"

Review: Bad service, uninterested crew. It was a flight from Amsterdam to Vienna to Sofia May 22nd 2022. The first flight was delayed with 1,5 hour. No information given. During the flight we heard that the connection to Sofia already left. In Vienna no help at all, they didn't care that you missed your flight. No one to help or to guide you. "go there, go there" that was it. At all the desks I was accused I was too late. Eventually they rebooked me on a flight from 04.00 PM. After boarding there were some computer problems. Waited for one hour - no information given - then they told us the flight is cancelled and we had to get off the plane again. And the crew had the nerve to tell us to have a nice day and see you back soon! Back at the airport uninterested staff told us that there were no flights anymore that night. They could give me a hotel and the next day with Lufthansa to Paris, and from Paris to Sofia. I checked the internet there were also direct flights to Sofia. In the end I could go with a flight from 09.00 PM that night because they put me on a waiting list, but only after I did not accept their offer for a hotel. I had a 16 hour journey instead of a 5 hour journey that

day because of the incompetence of Austrian. And again the worst thing was their lack of interest; they gave me a feeling they didn't want me as a customer, they only want my money. No service or compassion at all. Needless to say I will never go back with Austrian.

Route: Amsterdam to Sofia via Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Titan Airways

Title: "they were fabulous"

Review: Went on holiday in May, flights where changed by TUI so we ended up flying with Titan Airways. I must say they were fabulous, beautiful planes and the staff were friendly and great with my little girl who is 5 years. Would love to fly with them again.

Route: Gatwick to Lanzarote

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bulgaria Air

Title: "there is no leg room"

Review: Flew Bulgaria Air from Amsterdam to Sofia. Endless boarding due to too much hand luggage, 1.5 hours delayed of course due to weather and this airline believes its passengers dont have legs as there is no leg room at 30c and I am 1.87m. Price reasonable and can not collect points with other frequent flyer cards, booking on internet no AMEX accepted.

Route: Amsterdam to Sofia

Seat Type: Economy Class

Traveller Type: Business

Airline: Pegasus Airlines

Title: "No social distancing during Covid"

Review: Had a bad experience with customer service, the guy didnt understand me and I ended up giving up and being charged for seats when I shouldnt have been charged. Flight from Stansted to Antalya was terrible. No social distancing and flight attendants were not doing anything to help. We had a family all gathering around our chair and I had to complain before anything was done about it. Flight attendants were miserable and the flight was packed. No social distancing during Covid and so many people were not wearing masks and the attendants were not telling people to put them on. However flight on way back was good. Flight attendants were good, encouraged social distancing, told people to wear their masks and were always cleaning.

Route: Stansted to Antalya

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sichuan Airlines

Title: "do not take Sichuan Airlines"

Review: Terrible experience. Just 4 days upon reaching Chengdu from Singapore, we were notified that our return flight was delayed for a day. We went to the airport to ask for statement of prove that our flight was delayed so as to submit our travel insurance claim. The customer service lady was totally unpleasant, not only was she reluctant to give us the statement, she also put down "company plans" as the reason for the delay. When we tried to clarify with her what is "company plans", she rudely retorted us with a "You have no right to know!" Upon returning to Singapore we were notified by the insurance company that our claim was rejected because "company plans" is not considered a valid reason and were prompted contact the airline for clarification. I called the customer service hotline, bad attitude as expected. We were again denied the statement of proof as our flight was delayed for "company plans" hence they will not provide any proof. I wonder if this refusal to provide prove is just a ploy to hide their blatant disregard for their

customers in their manipulation of flight schedules to maximise profits. Complete disregard for the rights of consumers and no actual intention of providing any good service. If you value your time, do not take Sichuan Airlines.

Route: CTU to SIN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "Plane was quite busy"

Review: Just flown Dublin to Bodrum direct. Plane was quite busy and I'm delighted Ryanair are doing this flight all year round. 2 minor complaints. We were herded like cattle on the stairs leading out to the plane for quite a time. Hard going when you are old and ill. And we were 40 minutes late taking off so incurred extra expense regarding our booked taxi. Other than that, attentive crew and lots of smiling faces. Ryanair are the best.

Route: Dublin to Bodrum

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ITA Airways

Title: "restrooms were absolutely filthy"

Review: Worst trip of my life. The airline has 0 organization. First, going to Tokyo was very uncomfortable. The seats are terrible. I understand we flight in economy, but we still paid quite a lot of money for a trip to be comfortable. In 13 hours of flight we were served food ONCE. Several hours later they gave us a snack that won't even satisfy a 2 years old. Then coming back from Tokyo was even worse. Again in 14 hours food was served twice, the quality even worse than before. The restrooms were absolutely filthy right starting the journey (which means they didn't clean them at all) And what made me write this review is not all the previous said but the fact that our flight was delayed by 1:20'. That means that we wouldn't make it to Rome before the next flight leaves. In Tokyo we were told that the flight will wait for

us, and they did, but we had to run and rush through all the airport of FCO, a woman even fell down and had an injury, we had to go to a whole different terminal because ITA Airways couldn't think about leaving us closer or plan better the trip. We made it but at what cost. We even had to go through a security check (which is ridiculous, we are in a connecting flight). We had such a terrible time I'll be traumatized by this company for the rest of my life.

Route: Tokyo to Madrid via Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vanilla Air

Title: "recommend this airline for short trips"

Review: We chose Vanilla Air from Narita to Osaka due to the fact that the timing fits our landing schedule in NRT. The airline operates from terminal 3 NRT which happens to be the Low Cost Carrier terminal. One thing we noticed was that there is only a few counters (we counted around 8) for check in for all domestic flights by Vanilla Air. Due to the limited counters, there are set check in times for different flights. Since our flight was at 10.25 am departure, we are strictly only allowed to check in at 8.55. We came early and were told to wait at the corner. The flight itself was normal as how budget goes. The seat pitch was very narrow. F&B was purchasable from the cart. The plane looked quite old and seat was a bit hard. I recommend this airline for short trips.

Route: Narita to Osaka

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "not recommend this airline"

Review: I booked a changeable ticket with this airline for my daughter on a 4 leg return ticket. When I sought to change the first leg the change fee was exorbitant. I checked to see how much buying a new ticket for this first leg would be and

for the same class of ticket it was less than half of the requested change fee. I then spoke to their customer services who agreed it would be ok that I did this and they would just 'suspend' the first leg of the original ticket leaving the remainder of the ticket available for use. When I came to check in for the second leg I found that they had cancelled the whole ticket. I phoned again and they said I could pay a fee of 250EUR to cover what they now claimed was a 'no-show' and I could then use the rest of the ticket. However, they then said there were no seats available. I then booked separately a ticket for the same flight and when my daughter boarded we found the flight to be over half empty. When I later sought a refund they refused. I would not recommend this airline to anyone and will avoid from now on.

Route: London to Maputo via Lisbon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avelo Airlines

Title: "Delays that are hours long"

Review: Cancel, delay, delay last minute every time we book with this airline. Delays that are hours long. Never a free ticket or offer. Im tired getting in after midnight and who knows on the way to the airport Im sure I will get a text there is another delay. I know its not weather related its just incompetence. Last time when we left out of New Haven they charged us five dollars to print our ticket. When we got home I after a delay I found the text that the plane was delayed 15 minutes after takeoff. So how could I have gotten my ticket on my phone when I was already on the plane. They are so cheap plus the lady at the ticket desk was rude.

Route: Sarasota to New Haven

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Moldova

Title: "I will never book them again"

Review:

Prior to flight it was a struggle to book mobility assistance for my half blind mum. Eventually I booked it and received confirmation. No assistance was provided in Chisinau for her to catch connecting flight with only 40 min to do it. She struggled on her own. I will never book them again.

Route: Stansted to Moscow via Chisinau

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "Pay the extra for Air Canada"

Review: Horrible. The departure was scheduled to 8pm. It got delayed to 8h30. At 8h30 no-one had opened the gate so we asked and they said that it was opening soon. It opened at 9pm At 9h30 they start the engine. At 9h30 they said it had a problem with the AC and they would give more information once the engineer said something. At 11h30 pm they said that they were going to run tests and say an answer in 15 minutes. 30 minutes later they come and say that they won't be flying. We get out and they said we would receive an email in 15 minutes. It's 2h04 am and we are still at the airport waiting with no signs of email or hotel. Pay the extra for Air Canada, this is not worth it.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "Travel and Book on your own risk"

Review: I had booked my ticket online through the Wizz Air website in the month of April to go from Dammam to Abu Dhabi and return as below flights: Dammam to Abu Dhabi for 23/6/2023, Abu Dhabi to Dammam for 30/6/2023. Experience for Dammam to Abu Dhabi for 23/6/2023 - Check-in was over the counter at the airport. Flight got delayed

by almost 2 hrs and nobody knew what was the reason. No complimentary refreshment was given even after this huge time delay. I missed my connecting bus and reached my hotel very late at midnight due to this delay. Experience for Abu Dhabi to Dammam for 30/6/2023 - Now this is the real deal. When we reached the airport for check-in we were informed that we have online check-in option during booking. So they will charge to do check-in at the airport. That charge is almost 2 times of the cost of ticket. Wow! By the way, they will put every details like food choice, weight limits along with all useless info in ticket but they will never mention compulsory web check-in option in ticket and charges for not complying it. Also they are so caring to send you useless mail before departure to remind you to check about destination visa but never remind you to do web check-in which is only option as per their understanding and its penalty. This strategy was used to loot almost 10 more passengers who were there on the same flight. They were also cheated in the same manner and they seemed really upset which spoiled their vacation. In short, highly unreliable and really "cheap" tactics to take your money.

Route: Dammam to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "One of the worst airlines I have flown with"

Review: One of the worst airlines I have flown with. It was my first trip to Europe and I was ecstatic, that is until I had to deal with this airline. Their airline tickets were cheap but dont be fooled, they will get their money from you one way or another. They weigh your carry on bags and personal items before you can board the plane. I was over the 10kg or 22lbs allowed and they charged \$120 to check the bag (one way). They do not feed nor give complimentary drinks including water! You might as well pay for the air you are breathing. Other airlines charge a bit more for their plane tickets but at least youre treated like a living human! How do they expect you to be on a 10hr flight without any food or water. Ive learned my experience and will never fly Norwegian again.

Route: Los Angeles to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: Ground staff in MUC was ok. Aircraft MUC-PHL was an A330-200, clean, nice leather seats. IFE was very good. Catering for Y class also excellent. Crew lacked happiness, rarely smiled but did their job. Flight touched down in PHL 3 minutes ahead of ETA given by crew on take off. PHL-CLT on A330-300. Aircraft showed its age, but crew was very friendly.

Route: MUC to CLT via PHL

Seat Type: Economy Class

Traveller Type: Business

Airline: Luxair

Title: "I didn't receive my luggage"

Review: Luxembourg to Lisbon. On arrival I didn't receive my luggage. And I received no information on the whereabouts of my luggage for 3 days. The flight duration is less than 3 hours. I was forced to buy new clothes and toiletries since my situation was precarious. I don't understand how a luggage can be lost on a direct flight of less than 3 hours duration. When I received my luggage 3 days later, I was horrified by the condition of my Luggage. My Luggage was left opened and exposed for several days and was left damaged, not being able to close completely. I was missing a white shirt and tooth brush. My luggage was searched extensively and they could not put back my affairs correctly in the right order. And could not close my luggage. No information was provided to me during these 3 days to inform me that my luggage will be opened and will be treated so horribly. The way my luggage was treated is simply not respectful of a customer. I started my Christmas holiday in an horrible way with this horrible incident. And they did not seem to be concerned at all. They never called me. they didn't put any effort on finding my luggage quickly. Very bad after service customer interaction.

Route: Luxembourg to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CityJet

Title: "a lot of technical delays"

Review: Cityjet is a no nonsense airline with an ageing fleet. Their Avro RJ85's are really showing their age now with a lot of technical delays recently. My flight (WX197) was delayed for almost two hours (02/DEC) on a multitude of reasons. Initially the scheduled plane had a technical fault. They flew a spare part in from Dublin, but then the mechanics did not make it on time and a CityJet night stopper was re-scheduled. This plane then had to be evacuated on a security issue and was no longer available for taking the flight back to Amsterdam. CityJet took some effort and flew a spare plane from Dublin which first had to be completely catered and cleaned. Once we were ready to go after 1hr 55 on the ground the flight was a normal and eventless flight of 42 minutes. These Avro's are really showing their age, not just in reliability but also the cabin and other interior.

Route: LCY to AMS

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Europa

Title: "horrible experience"

Review: Horrible organization. 0 control of people and 0 monitoring of biosecurity measures and protocols. The fleet is handing out alcohol-free cleaning wipes that aren't even antibacterial. The plane looks like a jungle, passengers are moving everywhere and are talking in the aisle, being that it was clearly said at the beginning of the flight that crowds are not allowed in the aisles. People wear the masks without covering their nose, the fleet never distributed any alcohol in gel for sanitizing hands nor masks every 4 hours as it widely known and must be 100% known to airlines. There is no

knowledge or transparency as to cleanliness, the Boarding was horrible, all the people piled up and the fleet of the plane controlled nothing. There are like 15 Air Europa workers on board (perhaps more) and none of them are doing anything. I paid to reserve my seat two days before my flight and upon arrival, I was printed the Boarding pass with the seat I booked. When I went to my seat there was a person with the same seat as me, no one in the fleet knew anything and they sent me to sit somewhere else, without giving me a solution. If you have claustrophobia or any reason for not being in a specific seat, never fly with this airline. The food felt like it was made for animals. The drink selection was horrible. Overall horrible experience, people being noisy, breaking every possible rule of biosecurity and the crew was doing nothing all day. I was forced to travel with this airline, but if I can choose again, I will never come with them again. It can be seen they have horrible communication and the crew onboard was useless.

Route: Madrid to Asuncion

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "horrendous experience"

Review: Johannesburg to Durban. When arriving at Durban on the 6th of April 2022, my luggage never arrived. I was directed to the Swissport counter to report the missing luggage and was told that they will locate my luggage and have it delivered to my hotel. It is now the 9th of April and I have since returned to Johannesburg and still no bag, no answers and no way of following up or receiving feedback. I have tried the Flysafair customer careline, where I've just been looped from one automated response to the next, with no options relating to missing luggage. I've have chatted to at least 3 agents on the WhatsApp line, but as soon I describe my problem the agents logged and sends a message that my query has been resolved, which it certainly has not. I have no spent my entire Saturday at a small office in OR Tambo trying to get someone to assist me with finding my luggage. Absolutely horrendous experience!

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetairfly

Title: "last flight with Jetairfly"

Review: Jetairfly from Brussels to Boavista (Cape-Verde) and return via Sal. Boeing 767, not the newest one, with zero legroom and minimal seat reclining - the six-hours flight was all but pleasant! I arrived with all bones aching, and I'm just average height! No decent IFE either (unless they consider the small screens showing nonstop your flight route to be an entertainment!) In the end the 6 hrs felt like they were 10hrs! One warm meal, basic standard - you feel the charter company cutting corners everywhere! Jetairfly may be okay for the short range charter destinations in southern Europe, but I could not recommend flying it for mid to long-Range! For me it definitely was the last flight with Jetairfly.

Route: BRU to Boavista

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "her diligent and quick efforts"

Review: Mellisa from American Airlines is the one who saved a summer vacation for her diligent and quick efforts to save our flight which was cancelled at the last minute. Shes the hero to 3 kids who will have a blast and will experience memories that will last a lifetime. Thats sometimes all it takes. Doing the part that were meant to do and doing it with heart. She was on the check in counter 7/20-2023 at 6am.

Route: Charleston to Toronto via Dallas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qatar Airways

Title: "the plane class changed"

Review: Flew Barcelona to Goa via Doha. We booked seats but the plane class changed, meaning we did not have seats in place where we booked. The entertainment system was good with excellent choice. The food was the same for each leg of flight and was poor quality.

Route: Barcelona to Goa via Doha

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "the service cannot be faulted"

Review: Delhi to Seattle via Tokyo. Awesome airline! Great service and very courteous and helpful staff. The seat pitch in economy was surprisingly quite comfortable for a long distance adventure like Delhi to Seattle, which without the Tokyo halt was almost 18 hours plus of flying time and even economy class turned out to be reasonably comfortable during this long route. Channel programming was also good and there were some great Hollywood new release movies to watch from, however I would have liked more movie content. We opted for Hindu Meal, Veg Meal and Jain Meal amongst us hoping to secure at least one good assortment in any of them. Although all of them were laid out well with fresh and high quality ingredients, unfortunately all of the lacked taste. The best amongst them was Hindu Veg Meal (if Indian food is your forte) although that too was served well but tasteless. They need to change their Indian chefs. Apart from the let down of getting a tasteless meal, the rest of the service cannot be faulted.

Route: Delhi to Seattle via Tokyo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "night at the airport on a bench"

Review: When I first arrived the employees were rude. I arrived terminal 4 around 1 pm. My flight to San Francisco wasnt until 7:40. I had a long wait. Then it was delayed 2 hrs. So around 11pm we boarded the plane. The pilot said due to weather we had to wait inside for clearance. We waited in that hot smelly aircraft for two hours. Every 30 mins he said we would depart. The steward stayed behind the curtain as we all moaned for air due to low air quality on the plane. A few of us mentioned we felt like passing out. Then they brought out hot water. So what seemed like 3 hrs later they cancelled our flight and many flights. So hundreds of people had to stay overnight. Everyone wanted updates and a new flight. They told us no new flights. We waited in hours for phone as service that offered flights the next day. All the airport agents ran off it was too overwhelming. So I stayed the night at the airport on a bench. Canceled work the next day. All the next day I was walking and talking and checking my phone for updates. A few agents were nearby and set up new flights for me. But every time I checked on my flight it was always at a new gate. And my name was never in the system or the flight dont exist in their system. It was so weird. So going around in circles. Some agents flat out ignored me. I grab lunch at this blue square blue restaurant. I also ate at this Parisian style breakfast place. Meet a waitress who connected me with the right people to finally get an actual ticket for me out of sfo. So the next day I boarded a plane at 5pm. Again it was another delay. At the end of it the gave me a \$15 food card but it was hard to order it online so I didnt use it.

Route: New York to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cyprus Airways

Title: "ever fly Cyprus Airlines again"

Review: Contrary to almost all airlines in this Covid-19 situation, who allow rebooking at no fee or a voucher, Cyprus Airways have decided they will give NO voucher or rebooking for next year. Hence you either fly - even if your family includes people at risk (my partner who was traveling with me - or you lose 80% of your (expensive) flight. We werent even asking for a reimbursement and we would have accepted to pay a change fee. But Spring/Summer 2021 timetables are not published and they dont do vouchers (only airport taxes). Even if we lose our full ticket, we will never

fly Cyprus Airlines again. All airlines are in difficult situations but it is in these moments that service and « fair rules » make all the difference in the world. Never again with them - even if I pay more or make a stopover. Shame on them.

Route: Geneva to Larnaca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: Tigerair customer review

Review: That was the first time I'd flown with a low-cost airline and I felt a bit worried at first but everything ended up okay. The flight was smooth and nearly punctual. Staff was a bit cold but I had no problem about that. No food and beverages was served for free so better prepare your own. Overall I had a decent round trip SGN-SIN. I will consider flying with them again if possible.

Route: Ho Chi Minh City to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "really help a lot to get it clear"

Review: I was coming from USA and having connecting flight to Lucknow. At the time of baggage checking the staff Shakshi helped me a lot as there was one bag extra and I have already paid for that, but somehow its was not showing in their website. This girl really help a lot to get it clear.

Route: Delhi to Lucknow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "priority booking absolutely non sensical"

Review: We are extremely disappointed in the way and manner we were treated in boarding flight FA305 to Cape Town. First the priority line and normal queues were allowed to embark at the same time which makes the priority booking absolutely non sensical. When I raised what I believe was a valid complaint the ground staff merely stated my complaint will be noted. I believe this treatment meted out by you to your priority clients call for a reimbursement as this conduct is incongruous to say the least. I am on my way to Cape Town for an urgent medical procedure and my wife also had cancer which makes standing in the sun a most unpleasant experience. We were allowed to leave the terminal building but then had to stand in the sun for an extended period before being allowed to embark. The excuse was the number of wheelchair passengers delaying embarkation. But why are we not retained in the terminal building till those passengers have been seated. We have started to support Safair but I will have to rethink after this incident as it never happened with any airline and I have been flying since the early 70s .We book on your business class package and are then treated as second class citizens.

Route: Lanseria to Cape town

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Regent Airways

Title: it was so hot on board"

Review: Kolkata to Dhaka. Yesterday we traveled with regent airways but it was so hot on board that it was unbelievable. On an airplane it is not clean and service is not good. We think next time we're not flying with Regent Airways.

Route: Kolkata to Dhaka

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Porter Airlines

Title: "it feels like a grind"

Review: Flight was cancelled due to weather, rebooked to more than 24h later. Only option is a credit that has to be used within less than a year or you lose your money and they dont communicate with you at all about their decision, you need to magically look under your user ID with them. Porter used to feel fresh, now it feels like a grind. Will travel by train next time.

Route: Toronto to Montreal

Seat Type: Economy Class

Traveller Type: Business

Airline: Blue Panorama Airlines

Title: "Worst experience Ive had"

Review: Santorini to Rome. Worst experience Ive had, what a money grab, was early to the airport after checking in online and my flight was delayed and then I finally was ready to board and they made me go back through security just to change my name because you have to pay to put your middle name on your ticket so I almost missed my flight and had to pay 50 euros to change my name. Absolutely ridiculous will never fly with blue panorama again. This is a money grab.

Route: Santorini to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: Sunwing Airlines customer review

Review: Cancun to Vancouver. I booked a Sunwing vacation package, for a 2-week trip December 11-25, 2019. This was a last minute trip, booked on the Monday and departing that Wednesday to a vacation in the Mayan Riviera. I upgraded to the Premium Elite Plus package. Ample leg room, although the seat support brackets for the row in front meant that my aisle seat had a more narrow area under the seat in front of me for leg room and fitting a purse. Seemed like a newer plane on the return flight but same set up for space under the seat in front of me. I found the flight crew on both the departing flight and returning flight to be extremely professional and friendly. Bathrooms kept clean and well stocked. Inflight entertainment a joke, but I knew that ahead of the trip. Brought a book to read instead. Flight departing arrived on time. Flight returning to YVR arrived almost an hour ahead of schedule. Flight crew offered beverages and food for purchase twice each during the flight. The snacks on the Bistro menu for onboard purchase are good. However, I do not recommend the Tex Mex Chicken wrap. Mine was dismal, tortilla shell mushy, and the cold taste of the wrap itself unappetizing. After two bites, I put it in a garbage bag. One of the flight crew noticed it when collecting garbage, and later informed her flight supervisor and he immediately processed me a refund. I wasn't expecting a refund, it was only \$10.99, but was a very nice gesture. I just wrote it off to airplane food. I have to wonder that if this wrap was served warm if it may have tasted better. I heard the pizza was tasty. Found the return flight super hot and stuffy. The 2 Elite plus seats next to me on the return flight were not occupied. The flight attendant noticed that and moved two young kids (his words) to them as they were in the exit row middle of the plane. Luckily they were teenagers but the girl in the middle seat didn't seem to have any regard for being on a plane and me being next to her, and spread out so much and leaning on her tray table to rest she kept flipping her hair all over my tray table and in my drink. Or when sitting up, at times she was well over the arm rest space and in my area. She appeared to be maybe 13 and the friend moved with her was 15. I later learned their moms are friends and they were all travelling together. If moving young kids as the flight attendant mentioned, it may have been more pleasant to consider not placing two young kids within the Elite Plus seats. I am sure a few adults near their original seats could have swapped. And why were they assigned seats in the exit row in the first place if they were not an adult and allowed to sit there???? Just saying. My Sunwing package included airport/resort transfers. The transfer from Cancun airport to the resort took a while for the last few passengers and then departed. Only a 15 person van so nice not to have numerous drop offs. My return transfer from Grand Sunset Princess Resort to the airport was excellent. Pick up was a few minutes early and we were dropped off at the airport 20 minutes prior to being allowed to check in for our flights. Pick up at the resort was almost 4 hours before the flight departed. Only

10 people in our transfer to the airport, and no additional stops after I was picked up. Overall another happy experience with Sunwing. I know what I am getting up front and for this experience (I don't expect an Air France experience), overall they exceeded my expectations.

Route: Cancun to Vancouver

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Excellent flight overall"

Review: Boarding slow, waited on the stairs to board the bus. Flight was within the schedule, cabin crew friendly and willing to help. Seat comfortable, with lot of space (emergency exit). We travelled light, so exit in Basel was very fast.

Excellent flight overall.

Route: Cluj to Basel

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "Poor service, poorer customer service"

Review: If I could give any airline a 0/10, this would be it. I'm a very frequent traveller and my only advice for this would be don't even bother with this airline, regardless of the price. Poor service, poorer customer service and truly an example of how a company acts in bad faith. I submitted a request for refund in accordance with the terms and conditions stated on their website after my flights were cancelled and tried to call their customer service hotline to no success. One month later I am informed that they are issuing me my refund in the form of a voucher in accordance with their refund policy which was changed recently without notifying customers. Had to wait another 2 weeks to get any response from them on my further questions and the staff were completely unhelpful. Be warned, this is truly a scam

airlines and their terms are so badly drafted you're forced to go into details to build your argument (also I note that they sneakily fail to include the effective date of their terms on the website so you can't tell when they update - thank heavens for screenshots and pdfs). Not worth any price if you asked me.

Route: Singapore to Nepal via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "I am extremely impressed by their work"

Review: We boarded at Trivandrum airport. Flight attendants were extremely helpful, they helped us consolidate our weight and also helped us fly without any bags. Both of them helped with my husband to get him a wheelchair and also kept on asking if he needs a doctor, as my husband was not feeling well. I am extremely impressed by their work and very thankful to both of them and others who kept helping throughout our flight. I will definitely fly again with Vistara and also recommend to others.

Route: Trivandrum to New Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "Flight Attendants looked tired and disorganized"

Review: First time with Saudia Airlines, totally different between the first leg Amsterdam-Jeddah with the second Jeddah- Lahore. I fly with Saudia because I belong to Skyteam Alliance and I'm a Platinum pax so I have a lot of benefits. Amsterdam-Jeddah with B787 in ECO: Ground staff very kind in Schipol and she put us in the exit seats, that means a lot of leg-room. The service was good, doesn't stand out especially if you compare with other Middle Eastern airlines. But a little better than American or European airlines. Seat ok with foot-rest, entertainment ok, food ok, a little

plus with amenity bag with earplugs, eyes mask and socks. Of course no alcoholic drinks. Flight Attendants were kind and ok. In Jeddah transfer: nice and new airport, very clean and everything is new. For connecting flights you should pass other security control, that was a little bit messy between the line for normal pax and the SkyPriority line. Luckily had a lot of time to transfer. Jedddah-Lahore with B777, was totally different. We upgraded (biding system) Aircraft looks old. Flight Attendants looked tired and disorganized but very kind (because C class?). The most important was that I could sleep a couple hours. Food on demand but was not really special. Will I fly again with them - probably yes if the price is ok and of course will still be in the Alliance.

Route: Amsterdam to Lahore via Jeddah

Seat Type: Economy Class

Traveller Type: Business

Airline: Citilink

Title: "cabin crew were attentive"

Review: Surabaya to Kuala Lumpur. I can't wait for my trip back to KUL on Citilink. As per schedule, the plane took off fro, Juanda International Airport and landed safely at KLIA. The nasi lemak presented to me was delicious. The plane felt new and the cabin crew were attentive. I would certainly like to fly with Citilink again in the near future.

Route: Surabaya to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qantas Airways

Title: "I regret choosing Qantas"

Review: 1hr+ delays both to and from, no complimentary kids pack and ipads don't work. This was my sons first plane trip and I picked window seats for him on both flights, these were changed without warning. This is a premium price tag for a worse experience than a budget airline. I usually go Jetstar or Virgin, and I regret choosing Qantas.

Route: Melbourne to Perth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "they didn't accept the proof of vaccine"

Review: They didn't let me board because they didn't accept the proof of vaccine on paper instead of the NHS. I was promised by three staff members that they were gonna take my bag out since it was a connecting flight, yet they didn't, and sent it to London. There was no apology or anything like that, , they sent me to their main office, which sent me to a different office, which sent me to baggage claims. Had to book another flight and an hotel for the night, the whole thing costed me almost £500. If you can avoid them at all costs.

Route: Mexico City to Gatwick via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "it was an absolute nightmare"

Review: I recently had the unfortunate experience of booking a flight with Lynx air, and it was an absolute nightmare from start to finish. I cannot stress enough how disappointed and frustrated I am with their service. On the way to Toronto, the flight was delayed multiple times and I ended up spending six hours in the airport waiting. When I finally arrived, they lost my baggage and it took an additional 3 hours for them to locate it. Then, on the way home, the flight was plagued by endless delays, yet again. As if that wasn't bad enough, the ultimate blow came when my flight was abruptly canceled at 2am, leaving me stranded with no viable options. To add insult to injury, the airline's representative, who seemed indifferent to my predicament, advised me to wait for an email containing a hotel voucher. She promised me it would come soon. Unfortunately, that email never arrived, leaving me with no choice but to endure a grueling

11-hour stay at the airport. This kind of disregard for their passengers' well-being is simply unacceptable. The most infuriating part of this ordeal was dealing with Lynx air's customer service. Getting through to them was a herculean task, as I spent hours on hold, only to be met with an unhelpful and rude attitude. Their lack of empathy and unwillingness to assist me in any meaningful way deepened my frustration and solidified my decision to never fly with this airline again. I strongly urge anyone considering booking a flight with Lynx air to think twice. Their unreliability, poor communication, and utter disregard for customer satisfaction make them a company not worthy of your time or money. Don't let their enticing prices deceive you; the headache and stress they will subject you to are simply not worth it.

Route: Toronto to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volaris

Title: "charged my family over 600 dollars for the luggage"

Review: Worst airline possible. They are rude and dont care. They charged my family over 600 dollars for the luggage that they already had paid for. And not only that they charged my dads card 400\$. Do not fly with them, they dont care about anyone.

Route: New York to El Salvador

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "seats were rock hard"

Review: Melbourne to Nadi with Fiji Airways. My first time to Fiji and my first flight with Fiji Airways. Although it won't be my last visit to Fiji, I think I may consider other options for flights to get there. I wouldn't say they were terrible but there were a few things that have affected my decision. Firstly, the flights to Nadi from Melbourne only depart late evening and

arrive early morning in Nadi so it's often hard to find accommodation or hotels that will accept such an early arrival. Secondly, the 737-800 is woefully too small of an aircraft to be flying such a route. Thirdly, the food was very ordinary to say the least, a choice of vegetarian or chicken on noodles which was a miniscule piece of chicken on average noodles. I didn't eat on the return flight as I knew what was coming and couldn't stomach it. The inflight service was OK, on the way there, one male FA was a little passive aggressive but they were friendly and smiling on the return flight. Seats were rock hard, I had back pain and could not get comfortable on the return flight. I think I might take the option of Virgin next time I visit Fiji unless Fiji Airways improve their service in the future.

Route: MEL to NAN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "shockingly poor experience"

Review: Really shockingly poor experience! Our flight out of Maui was delayed and we ended up missing our connection to Lihue. There was no text notification (like we routinely get with Delta), and the PA announcements don't reach outside the immediate gate area so we didn't hear the page. They got us on another flight, assuring us that the last flight of the day usually waits on folks connecting. We relied on that, but our flight to Lihue did not wait the extra 10 minutes and we were left in Honolulu. They put us up in a seedy "hotel" I wouldn't board my dog in (room smelled like a dirty bathroom). Staff on board and in Honolulu could not have cared less, and frankly, I'll take less smiling and "mahalo" for efficient customer service.

Route: Maui to Lihue via Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "kind to me and my family"

Review: Los Angeles to Nadi . Getting from Toronto to LAX was very time consuming and almost resulted in us missing our Fiji Airways flight to Nadi. We were quite upset but the wonderful treatment of the Fiji airways staff alleviated the stress. They were so kind to me and my family and seem very genuine. Coming back from Nadi was a breeze with no delays. Fiji Air had a wide variety of drinks, delicious meals and the IFE was substantial in the range of movies, games and music selections offered. Indeed the level of service, professionalism, and attention to passenger needs was indicative of a 5 star airline. These ticket prices are very, very competitive and they are adding A350s to the LAX route in a few months.

Route: Los Angeles to Nadi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Niugini

Title: "bump passengers off because of overbooking"

Review: You can wait in a line to checkin, for hours, and get little to no customer service because the airline overbooked. They process executive priorities, and leave ordinary people to wait. In queues with no social distancing. There is no communication by Customer Service staff to help explain the situation. Sometimes they leave the desk, and disappear. Leaving us looking at each other, wondering what is happening. There is no empathy. These are trying times to say the least with Delta on the rise, but these situations can be avoided if airlines operated with compassion. It is unethical to overbook. It is unethical to rebook for flights knowing the airplane is undergoing maintenance. It is unethical then to provide no water or refreshments onboard a later plane - after passengers have been waiting 8 hours. We arrived in Port Moresby, exhausted, hungry, thirsty and traumatised - 9 hours later. Customers deserve better service. I was later told that this is the new normal for Air Niugini and that has been occurring for the past three weeks and is expected to continue right up until Christmas as the airport gets redeveloped. This practice, on early bird flights to bump passengers off because of overbooking will continue. Air Niugini's Dash-8 fleet are old and in desperate need of repair.

Route: Lae to Port Moresby

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "customer support team was pathetic"

Review: Belgrade to New Delhi via Rome. 7th October, 2019 was my birthday. And it was the worst birthday of my life. Thanks to Alitalia's customer service support staffs. I was supposed to travel from Belgrade (AZ591) to New Delhi (AZ770) via Rome. The first flight was delayed by almost an hour as a result missed the next flight to Delhi. Nobody in Rome was willing to help. After running from pillar to post finally found someone who took all the time in the world (at least 2 hours) to inform that next flight is after 24 hours. No facility was provided except for two meal coupons. No accommodation, no visa, no lounge access. Stranded with no facilities and no luggage and was suggested to sleep on seats and survive 24 hours in cold. Surprised to see this service especially when name of Etihad is associated. I had a connecting train from Delhi next morning which I missed. I am still figuring out how to do further journey as I am not able to secure any ticket now. Their customer support team was pathetic in Rome. Sorry to use such strong word. But they cannot communicate. Their knowledge is limited. And on top of everything I did not find them humane. Especially in hospitality sectors these features are so much needed. I never thought this is the way they will compensate their customers by adding more misery to their suffering for which they are responsible in the first place.

Route: Belgrade to New Delhi via Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Xiamen Airlines

Title: "stay clear of Xiamen Airlines"

Review: Hong Kong to Xian via Xiamen. I had to book Xiamen Airlines because I would have to have an extra day in Hong Kong, so decided to stay in Xiamen over night. The flight was first delayed 1 hour then 2 and the 3:55 that's almost

4 hours and another airlines flight to Xiamen went through so it was not the weather that caused the delay, by the time the third delay appeared on the board it was too late to cancel my hotel booking and get a refund, once I got out at Xiamen airport I had only two hours between my flight and next flight check-in, I first asked for a compensation, they said sorry, then later I asked for a hotel refund since clearly this was their mess up that led me to the mess up, also denied, then was told that the airport free hotel had no place and the lounges wouldnt open for another two hours, will have to take my next flight soon and will have to have a sit down with a manager of some sort, of this is how they run their business I would stay clear of Xiamen Airlines and be careful considering to booking a ticket with them especially involving a non direct location.

Route: Hong Kong to Xian via Xiamen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "greatly disappointed"

Review: Cairo to Doha via Amman. I was greatly disappointed with the rude, unprofessional approach of the staff. I politely asked a staff who has issues the Boarding pass to me, that I need a permission to say goodbye to my wife. The staff rudely replied to me that give me your boarding pass and I will cancel your flight . Through the flight, I thought I was the only customer who experienced such rudeness. At Amman, they delayed a flight, changed the one gate to another and the customers are angry and screaming to manifest their anger. By the way, the gate to board is not mentioned on the Boarding pass, you have to check on the screen by yourself. A worse experience, I will never book Royal Jordanian Airlines.

Route: Cairo to Doha via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: United Airlines

Title: "lacking in empathy and extremely aggressive"

Review: I am one of the unlucky souls who booked a flight with United in late June 2023. I had to end my vacation in the Caribbean to return to Canada for a family emergency. What was supposed to be an 9h trip turned into a four day nightmare that cost me upwards of \$2800 USD in out of pocket expenses, in addition to the original ticket price. I was shocked to find some United employees incredibly lacking in empathy and extremely aggressive. On day three of the ordeal, a customer service rep at Newark took a cursory look at my booking, claimed I was rebooked on an air Canada flight and was no longer a United passenger. I told her, the booking was not complete and Air Canada had explained (after I had gone back and forth between the two long queues) that United had not actually booked me, it was more of a temporary hold. The United staff refused to even speak to me, even as I begged tears streaming down my face explaining I had a family emergency. A manager then aggressively threatened to call security if I didnt step aside because I had already used up 30 minutes of their time, which she knew was a blatant lie. I then had to go back to Air Canada and then called United on the phone, all of which was useless. I finally booked myself on a new ticket, via the United app, travelled to another terminal (C) and waited for 8 hours only to have that trip cancelled as well. I was now approaching day 4 so feeling utterly defeated, I booked myself a business class ticket home from Newark with Air Canada. It cost me \$2300 USD and was a red eye with a long layover in Quebec City, but that flight DID make it and Im now home. I think United deserves to be sued for its failure to support and look after the wellbeing of its customers. Shame on them and on lawmakers who allow this level of negligence and disregard for passengers wellbeing (see reports of the atrocious conditions in some terminals especially Newark terminal C). I will never travel with United or through the US again for that matter.

Route: Nassau to Montreal via Newark

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "Amazing customer service"

Review: Amazing customer service at the gate. I missed my original flight though my own error and the gentleman at the gate couldnt have been nicer put me on the next flight to London with no hesitation and no judgement. Im so appreciative to have been treated this way. Thank you Aer Lingus.

Route: Dublin to London

Seat Type: Economy Class

Traveller Type: Business

Airline: Bangkok Airways

Title: "Time to refresh Bangkok Airways?"

Review: My previous flights with Bangkok Airways have been good, however this trip was not up to the 'boutique' standard. While the service onboard was efficient, a couple of the female flight attendants appeared to be less than happy and did not seem to be able smile. Sure, we all have bad days, but when your job is in the service industry, then act pleasant. I also thought that the aircraft appeared to look a little tired. Time to refresh Bangkok Airways?

Route: Mandalay to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SA Express

Title: "excellent customer service"

Review: Johannesburg to Bloemfontein. This review is more for compliment for one of your service staff at domestic departures. I had a connecting flight from CPT to Bloemfontein via JHB. I flew Mango to JHB and SAA Express to BFN. There was only 1 hour between arrival in JHB and departure to BFN. The baggage claims for Mango took way too long and I was going to miss my flight. Without my bag I ran up to the SAA express check-in counters for assistance. Staff really went over and beyond to assist me and make sure I didnt miss my flight. He assisted to check me in and help to carry my bag from baggage claim up to the check-in counter and safely on the correct plane. All in time. Without is quick

response and help I would have surely missed my flight. Well done for excellent customer service. Thank you.

Route: Johannesburg to Bloemfontein

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Edelweiss Air

Title: Edelweiss Air customer review

Review: Flew from Tampa to Zurich. Found the flight attendants to be very professional and attentive. Many good entertainment options, which made the 10 hour flight go by quickly. Plain interior was very clean and looked updated. The cabin temp was oddly warm for the Tampa-Zurich flight until about the last hour, which made sleeping a bit difficult. Flight back, though, was much more comfortable. To get a seat assignment, we had to pay \$40 each way per person, which I thought was a bit steep, but glad we did so we were guaranteed to sit together as the flights were rather full. Would definitely use them again when traveling to Zurich or beyond.

Route: Tampa to Zurich via Tampa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "the worst customer service"

Review: I booked my wife's birthday trip well in advance. I transferred points so we could elevate our flying experience. We also booked her best friend with us separately. I booked all 3 in premium economy together from SFO to AMS. Upon check-in (24 hours prior), the system split all 3 of us up. I had to call customer service to fix the issue. However, they were unable to sit our friend with us. We were excited about our journey so decided to just go with it. On our return flight, we were yet again split up and also downgraded. I had to spend another 3 hours on the phone trying to find solutions. No customer service reps wanted to help. I had to find the solution myself and we were still unable to get our friend with

us. I was told to do the reimbursement online for the downgrade. So I did and it was rejected. More phone calls to customer service. I asked for supervisors but was told the reps do not have supervisors. No managers to assist them. I was told it was rejected because I didn't submit proof. Is information not stored at KLM? I asked for the reps email so I can send proof. Apparently reps do not have company emails so I cant email the rep now. I submitted proof and was told I would get some points back. I was given 68k points for my troubles. 68k?! Can I even book a premium economy flight for 2 for that? During this process I have spent approximately 8 hours on the phone and been "disconnected" four times without a return call. It seems KLM just ignores the customer in hopes they go away. They put all the work on the customer rather than take charge. This has been the worst customer service I have ever seen. I hope KIM provides further training for their employees.

Route: San Francisco to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartLynx Airlines

Title: "worst flight I've ever been on"

Review: I can honestly say, this was the worst flight I've ever been on. To start, it was impossible to check in online. Annoying but whatever. Then, it was also impossible to find out which terminal it was. If anyone has been to Dubai airport you will know how big it is (a 20 minute taxi journey from terminal 2 to terminal 1). Their help times are Monday to Friday 09:00 to 17:00 pretty useless since I imagine most their flights operate at unusual times. The flight was delayed by 3 hours. We sat on the runway for hours, no water or snacks or anything offered, just a captain who kept saying "don't worry, it will just be another 2 minutes" every time he spoke people laughed as it was always just a lie / treating us like fools. The plane was cramped. Lesson learnt from me - don't fly so budget if the flight is more than 4 hours. I'm happy to fly super cheap, but when you are on a flight for 9 hours (3 of those sat on tarmac or refeuling) then it becomes painful. The food looked terrible so I just had one water and one snickers for 5. Overall, a negative way to finish you holiday and I would never fly with them again. I'd recommend anyone flying back from Dubai to avoid this carrier like the plague.

Route: Dubai to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "This company is terrible"

Review: This company is terrible. From the customer service to the hidden fees, to the inconsistent fees, to blaming everyone else. Our flight was delayed 6 hours- received an email saying my flight was updated, but no change to flight departure. Sat in the airport in Toronto from 6 am until 1 pm. Then we were taxied around for about 35 minutes to the plane, where we sat for another 1 hour. Seat assignment was only for some people - the lady sitting beside me did not have an assigned seat, but upon check in my fiancé and I were told we must have an assigned seat. Be consistent. We checked a bag- they lost the bag. The guy checking it in did not care at all about us checking in (he also knew about the delay but didnt say anything). When we found out where the bag was lost, turns out he didnt put it in place to actually be delivered to be on the plane. It didnt leave Toronto. He also could not figure out how to check it in, so just said its free, rather than following steps. No wonder it was lost. Upon arriving, we couldnt find anyone from Lynx to find out where our bag was. Staff left. We dealt with someone from another airline. Upon checking in to come home: spent 2 hours on hold, to only give up assuming they were not staffed (a 15 minute wait time was a bit ridiculous to be 2 hours and counting). We called the next morning, within 2 minutes of opening- took 45 minutes to speak to an agent, who told us we didnt have a return flight and wouldnt look into it. He literally said, Im not sure figure it out. Upon getting boarding passes, we had to pay to check in our carry on - we did not on the way here? Flight was delayed again. We had a layover in Calgary coming back. A 30-45 min delay was over 2.5 hours (potentially more, gave up on time tracking). No meal voucher provided- but Lynxs website says they will provide. If I could give a negative stars review I would.

Route: Kelowna to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Swoop

Title: "The worst customer service"

Review: The worst customer service and only automated responses. I made an error in booking last week in distress and immediately tried to rectify this (wrong airport code). Was told Swoop would not assist as once booked, regardless of the situation they will not assist under any circumstance. I just wanted to change the destination (Airport Code which was similar to the incorrect one I accidentally entered). They told me I would have to rebook a new flight. So I had to eat \$550+ and rebook which I did on another airline. I am a frequent flyer and this was my first encounter with SWOOP! Will never recommend!

Route: Toronto to Las Vegas

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "One of the most dysfunctional organisations"

Review: Flew Aerolineas from Buenos Aires to Iguazu. One of the most dysfunctional organisations I've ever had to deal with. There is clearly no one who is capable of running a customer focused business who works at this airline. The call centre staff were rude and continuously put me through to a disconnect line. The website forms say 72 hour turnaround times, and no replies are received. I have flown countless airlines worldwide, this is by a very long way, the worst. I would not recommend this airline to people I didn't like, let alone anyone I did.

Route: Buenos Aires to Iguazu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "an absolute nightmare from start to finish"

Review: I recently had the unfortunate experience of dealing with Sri Lankan Airlines, and I must say it was an absolute nightmare from start to finish. Not only did they notify me of a 2-hour flight delay via email, but their subsequent customer service interactions were nothing short of a disaster. Upon receiving the email about the delay, I decided to contact their customer care line in hopes of obtaining some clarification and potentially rearranging my plans. Little did I know that this would turn into a frustrating exercise in patience and disappointment. The first time I called, I patiently waited on hold for a staggering 30 minutes. Just as I thought I was about to speak with a representative, the call was abruptly disconnected, leaving me bewildered and frustrated. Determined to resolve the issue, I called again, only to be met with a similar experience. After waiting for 20 minutes, the call was forwarded to a voicemail, leaving me without any means of communication. Refusing to give up, I made one final attempt to reach their customer care line. After yet another excruciating 30-minute wait, I finally managed to connect with a representative. However, my hopes were quickly dashed as they pretended to be unable to hear my voice and disconnected the call. This level of incompetence and disregard for customer service is simply unacceptable. The experience left me deeply disappointed and has led me to the conclusion that I will never fly with Sri Lankan Airlines again. As a customer, I value transparency, reliability, and efficient communication, none of which were demonstrated by this airline. The lack of accountability and professionalism displayed by their customer care team only further solidified my decision. Air travel can be stressful enough, and it is crucial for airlines to provide reliable and timely information, as well as responsive customer service to address any concerns or issues that may arise. Unfortunately, Sri Lankan Airlines failed to meet even the most basic standards in these areas. I strongly advise anyone considering flying with Sri Lankan Airlines to think twice and explore other options. There are numerous reputable airlines that prioritize customer satisfaction and provide a much better overall experience. Spare yourself the frustration and disappointment I endured and choose an airline that values its customers and their time. My experience with Sri Lankan Airlines was nothing short of a nightmare, and I hope this review serves as a cautionary tale for others.

Route: Colombo to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "food was fantastic"

Review: Sydney to Fuzhou. The service in flight was good. The food was fantastic compare to Air China. Too many peoples onboard during the flight. We had to wait when we arrived Xiamen.

Route: Sydney to Fuzhou

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qantas Airways

Title: "the plane was so dirty"

Review: Disgusting! They said Qantas is the Australia's best airline, however my experiences said differently from what people rate. My husband and I flew from Perth to Japan by Singapore return in April 2023. Luckily only 5,5 hours to Singapore otherwise I will make a complaint right away but I need to write this review down and wishing the Airplane make improvement on their services and cleanest like other best airlines in the world. I don't have a problem on check in area, but the plane was so dirty!! I don't think they're even clean the plane after the flight, the seat hasnt been cleaned from the last flight. I found rubbish in the seat pocket, there's dirt on the blanket even though it was wrap inside the plastic, the pillow was slightly yellow and dusty, and the service on board wasn't great either. The worst part was the seat! How can the seat so hard and uncomfortable, really close each other made me couldn't breath because the seat were to close, especially when the passenger in front of me put their seat back, maybe only 15 cm right to my face! Comparing the price, Air Asia have better seat and cleaner than Qantas. We doesn't have choice to pay more after Covid, we understand that but we also wish that the Air Plane have or keep their "standard" not only make profit. We pay the service and you better priorities customers comfort and cleanliness otherwise you will lose your loyal customers.

Route: Perth to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "service has deteriorated catastrophically"

Review: I upgraded my flight to business class and that simple action created so much trouble. I no longer could check-in in advance. So I had to arrive to the airport earlier, even though I didn't have a bag to check in. When I got to the check in, they said they can't find my booking, they only see the economy but they see that has been cancelled but they don't see the business one. Ten minutes of angry conversation with the person at check in and at the end I had to go to Finnair's website, queue in the chat feature, while everybody is waiting behind, and the person in the chat did something and suddenly my reservation popped up and they could check me in. So much drama and hassle and waste of everyone's time just because their system broke down from a simple business class upgrade. And then the meal in business class. Since I had marked 'vegetarian', I got few slices of raw tofu on a salad leaf (breakfast meal). Raw tofu slices! Just plain old unseasoned, but oh so vegetarian tofu. Like, who eats raw tofu and for breakfast. Anyway, I've been flying Finnair a long long time, and if I'd write about every bad experience I'd be contributing a lot here. The service has deteriorated catastrophically. In recent years I refer to Finnair as 'premium priced for no apparent reason' or 'low cost airline with premium pricing'. I see others have started to refer to it in similar ways too. Very sad.

Route: Helsinki to Amsterdam

Seat Type: Business Class

Traveller Type: Business

Airline: Aerolineas Argentinas

Title: "not fly Aerolineas Argentinas again"

Review: Buenos Aires to Ushuaia. Aerolineas Argentinas workforce went on strike on 19DEC and suspended activities in the morning until midday; this was not the airline's fault but the airline did not do anything at all to assist the passengers manage the situation before, within or after the event. Just the night before this strike, the airline sent an

email confirming flight departure date/time, knowing that the flight would be cancelled due to the strike. At the airport the airline did not provide any support at all to the thousands of passengers affected. All the information provided was that we needed to wait until 1pm to find out what was going to happen with our flights. The airport was a mess of people everywhere. At 1pm when the staff returned to work, all passengers were told to call a toll-free number to get support, no staff at the airport offered to help passengers at all; the toll-free number was congested with calls and there was an automated message asking people to call again the next day - how is that possible when people had flights to take to get back home or to reach a destination where hotels or other items had already been paid. The only reason why we were helped was that we complain so much and remained at the check-in window requesting somebody to help us with our flights, we had to ignore the negative treatment by some of the staff and their management and just held our position until someone decided to help us and put us on a flight - we arrived to our destinations after losing 1 day on our holiday; and upon our return discovered that after that whole situation Aerolineas Argentinas cancelled our return flights which had nothing to do with the original flights impacted by the strike. Once again we found ourselves at the Ushuaia airport being told we had no flights, having to deal with very poor attitude from the airline staff at the check-in counters, but repeated our behaviour as on the first flight and told the staff we would not move until somebody helped us as we had nothing to do with the cancellation of our flights. Finally, a manager agreed to put us on a waitlist and we were lucky to fly back to Buenos Aires. I would not fly Aerolineas Argentinas ever again if I can avoid it; and I have recommended all my relatives and friends to do the same.

Route: EZE to USH

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "I am still waiting"

Review: The communication and coordination of the Tigerair ground staff leaves a lot to be desired. Leaving from Bali to Singapore we were told a certain gate number (Gate 6) by the board and check in counter. Sometime during the 30mins before the flight is supposed to depart, some passengers found out the Gate number has changed to Gate 5 thru the

information board. About 150 passengers got up to relocate. At the time of departure (we have not boarded the plane) there was no one manning Gate 5. Instead we hear over the speaker that the plane will be delayed by 5 mins. Approximately another 20 mins passed and once again TigerAir got its passengers to play musical chairs. The info board sneakily updated the Gate number back to 6. No communication from the ground staff still at this point. All passengers dragged themselves to Gate 6. So this time, after we have been waiting patiently for 35 mins after the plane was meant to depart, we suddenly were informed the plane will be further delayed by 1 hour. No explanation was given whatsoever. As yet, I am still waiting. I haven't even boarded the plane and I'm already regretting "flying" with Tiger Air. It's a good thing Bali airport has free wifi so I can spend my time writing this review. I will send another review if the flight itself has any redeeming factors. Otherwise, I would recommend not flying with Tiger Air.

Route: Bali to Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Canadian North

Title: "is a nice airline"

Review: Family trip from Montréal to Edmonton, Boeing 737-200. Canadian North is a nice airline. Food great. No inflight Entertainment. Beverages and Cabin Service nice. It was a calm, non-turbulent flight.

Route: Montreal to Edmonton

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "pathetic staff service"

Review: Cape Town to Johannesburg. Absolutely pathetic staff service at baggage check. First the staff were arguing amongst each other as none wanted to help me. Then the lady looked me in the eye and mumbled stuff in her own

language twice during the process. Never smiled once and did not exchange any pleasantries. I will next time pay more just to avoid this type of service

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Aer Lingus

Title: "staff are very rude and unprofessional"

Review: The staff at Dublin airport are very rude and unprofessional. I was 3 hours early for my flight from Dublin to New York. I needed help at the Dublin airport. I asked 5 different Aer Lingus staff for help and was told 5 different answers. I even spoke to a supervisor who was the worst of all the staff. In the end I missed my flight and had to reschedule. For Dublin to be the home hub for this airline they were the worst people to deal with. The hub in New York at JFK airport was must nicer and professional. The WIFI did not work in the plane and only half of the screens worked. The plane staff even made an announcement about the screens freezing up while watching a movie. The lady in the seat in front of us had a broken seat. It only reclined.

Route: Dublin to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "Unprofessional and unaware staff"

Review: Worst airline. Don't opt for it. Airline delays by 1 hour minimum. Unprofessional and unaware staff. Advise never to opt got it and book other airlines instead.

Route: Goa to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "Well worth for the money"

Review: Kuala Lumpur to Gold Coast. My pre-book meal delivered without any mistakes. Food is acceptable , clean and tidy. Staff are very polite professional. When fasten seat belt sign come, They follow strict rules. Toilets are kept clean throughout the journey. Must better than some full paid airlines. There are no television which is good you can sleep without disturbances. Well worth for the money.

Route: Kuala Lumpur to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Copa Airlines

Title: "no meals served during the flight"

Review: Copa has to be the world's worst airline! The plane arrived in Panama City from San Francisco without time to make my flight to Chiclayo, so I had to re-route to Ecuador! No taxi or hotel vouchers or any assistance was offered had I wanted to wait until Friday for the next flight. There were no meals served during the flights. The 737 Max is a horrible plane! Crowded, and the customary video screens are missing. On the return flight to SF, a meal was served. But I could not order a special meal. They charge an atrocious \$4.20 surcharge (or more) on the ridiculous \$35 bag fee. This is because they force you to pay with a credit card! The returning flight from Quito arrives at midnight, so BART is not running! Avoid this airline at all costs!

Route: San Francisco to Quito via Panama City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "change those seat, paying 12 Euros"

Review: We booked a full price Economy class ticket from Lufthansa, at a price where seat selection is guaranteed. ATH-MUC flight was an Aegean flight. After purchasing, seats reservation on ATH-MUC flight was not allowed. We wrote and call Aegean, no answer. 48 hours before that specific flight Aegean automatically booked 2 separate seats in the back of the aircraft. We were allowed to change those seat, paying 12 Euros.

Route: Athens to Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "personable, efficient, and highly competent"

Review: I want to strongly recommend the Disabled Persons Services employee, Kevin, who helped transport me across three terminals at LAX this week. He is personable, efficient, and highly competent at his job. We really needed someone like him that morning.

Route: El Paso to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Go First

Title: "don't know the meaning of hospitality"

Review: Worst flight ever. Zero service. Flight was delayed by 5 hours. No notification was received plus when I was asking there staff about the reason for delay in flight no one was answering and were running here and there from 8 in the morning. I was sitting there till 4pm, no lunch was offered to us then your inflight staff who have no manners how to

Speak to the guest. Staff don't know the meaning of hospitality

Route: Jammu to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sun Country Airlines

Title: "they say we can't and won't rebook you"

Review: We got 14 people ready to go on this flight with 3 kids and one toddler. Took 5 hours to leave house with kiddos. Plus another 2.5 hour delay at DFW. Then flights cancelled because "the pilot went over hours". That's not the worst part, then they say we can't and won't rebook you at the gate or the check-in terminal with Sun Country or any other airline, you have to call a number. 8 people in our group called, on hold for over 2 hours, gave up and went home. Lost 9 hours, a trip to Mexico, 21 total wasted days of paid time off, and couldn't get to Mexico because of their absolutely terrible service. I talked to the manager at DFW airport myself and he said what do you expect from a low-budget airline. I told him at least help us rebook and he said they don't do that.

Route: Dallas Ft Worth to Cozumel

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "wouldn't refund our charges"

Review: My wife and I booked and paid for exit row seats 70 days before departure for the 15-hour flight from JFK to South Africa. We were notified at the gate that we were not in exit rows and not even in the same row. We both had middle seats. When we complained we were told there was nothing to be done. They wouldn't refund our charges and we are still jumping through hoops. There is absolutely no customer service.

Route: New York JFK to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "a bag was not included"

Review: Phuket to Bangkok. They charged me \$170 US dollars for my bag because it was in the fine print that a bag was not included. This was more than the cost of the flight. Once I was on the plane, I put my bag in my overhead compartment as I was in an emergency row, turned my devices off, and went to sleep. I was woken up 3 times by flight attendants asking me to put my seat up straight, while it was already all the way up, making it clear that the drinks were there, and asking me if my bag was under my seat - it is not, because I put it in my overhead bin like you told me.

Route: Phuket to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Cathay Pacific Airways

Title: "£300 each to cancel our booking"

Review: London to Tokyo via Hong Kong. We booked our holiday with separate flights 16 days ago for 7 months time. Unfortunately due to the coronavirus our cruise around Japan and China was cancelled by our cruise company. Eventually after persisting for just under an hour we got through to a very unhelpful representative who told us that it was company policy to charge £300 each to cancel our booking. We tried to explain that the cancellation was not in our control but all they could say was company policy.

Route: London to Tokyo via Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Uzbekistan Airways

Title: "don't expect much"

Review: New York to Tashkent. Uzbekistan Airways offers direct flights from JFK. The fleet has some relatively new Boeing 787, but don't expect much beyond knowing you'll get there relatively quickly. There's no online check-in on the website, so arrive at least 3 hours early for international flights and expect to queue. Food is ok coming from NYC, very mediocre coming from Tashkent. Lots of screaming kids running laps in the aisles, so bring earplugs or music. Entertainment system has lots of Russian/Uzbek movies, but the worst dubbing I've ever encountered. Rather than removing the Russian soundtrack, they simply put the English translation over it so that both play simultaneously. The English translation is just that: one guy reading all the male character parts with a Russian accent, and a woman doing all the female parts.

Route: New York to Tashkent

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "Terrible rude staff"

Review: Terrible airline. The airplane was dirty and very small for a Colombo-Dubai flight. The crew was rude. They served all the food at start so they wouldnt have to bother doing anything later. They announced landing one hour before it actually took place, closed the toilets so they wouldnt have to clean them. Terrible rude staff, avoid at all costs.

Route: Colombo to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: HOP!

Title: "they fail to see the problem"

Review: Brussels to Pau via Lyon. Upon arriving at my layover I was immediately notified that I was rebooked on another flight taking me to Toulouse and a driver there would meet me and drive me to Pau that evening. There was bad weather in Pau and the flights were cancelled. I was a bit hesitant but I was assured that "getting me to Pau that night was their top priority" (possibly because of my status with Delta and sky team). So I flew to Toulouse and had to wait a few minutes for most of the people to get off the plane before I could retrieve my baggage which was all the way in the back. I walked downstairs and didn't see anyone. I walked out to the taxi area to see if someone was holding a sign, and there was nobody. I walked back inside to see if I missed somebody but I didn't even see the other 6 people that also were placed on this flight and driven to Pau. I was stranded, approaching 11pm on a Sunday with no means of any customer support what so ever. After doing a quick internet search I also realized HOP! purposely does not even have a customer service number to call. All they have is a poor form to fill out and you get a response over a week later or in my case I am on my 4th correspondence with these people and they still fail to see the problem. I missed my 8am appointment the following morning and had to eat the additional hotel bill for the night in Toulouse and in Tarbes (because notifying them at midnight that I was not going to be there was not good enough). I contacted Air France but after 45 minutes on the phone even they were unable to access any information within HOPs system.

Route: Brussels to Pau via Lyon

Seat Type: Economy Class

Traveller Type: Business

Airline: WOW air

Title: "point A to point B for cheap"

Review: Paris to Chicago via Keflavik. I have used wow twice and they have not failed me. Seats can be uncomfortable but I paid \$430 for a Trans Atlantic flight. What can I expect? The service is actually pretty good. I always check in from my phone. Flight attendants are nice. I order food onboard when I'm hungry and it's not bad (+\$10). Flight seats have chargers so I download Netflix movies on my phone and I'm good. WOW air is not the most comfortable airline but they take me from point A to point B for cheap (and so far on time). I recommend for students/cheap light

travelers!

Route: Paris to Chicago via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "more than 45 minutes for baggage check"

Review: Reached 3 hours prior to departure time. Took more than 45 minutes for baggage check in due to less staff at the check in counters Even after repeated feedback, nothing was done Disappointed!

Route: Mumbai to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: Thai AirAsia customer review

Review: FD 3112 outgoing flight delayed for over 45 minutes without prior notice, only display 20 minutes delay on screen before scheduled departure time. Aircraft clean enough but looked old with wear and tear. Seat tight and not so comfortable. FD 3111 return flight boarded punctually but delayed with passenger's carry on problem, seemed as though everybody could bring on what they wanted. Their policy is not enforced whatsoever and that is very problematic. Cabin crew are polite, efficient and try their best. Food sold on board was fairly priced. Generally a fair experience and acceptable standard.

Route: Bangkok to Had Yai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "efforts have not gone unnoticed"

Review: Flight out of Sydney and I was unable to board the plane. My family went ahead but I was left at Sydney. On checkin we had a good chat to David Scanlon, who was shocked when I later returned and was unable to board. David tried to change my booking but was unable to do so and advised I call the airline to amend my booking. On my way home David called me and told me he sent a page out to get my phone number. He told me he was able to change my booking free of charge , under the stressful situation I was in, having to leave my children. The way David went above and beyond was exceptional. This is our first time flying with Scoot, and thanks to David we will be returning. I will also be referring Scoot to all of my friends and family. Thank you David. Your efforts have not gone unnoticed. You are an example of what outstanding customer service is .

Route: Sydney to Phuket via Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "Highly recommended"

Review: Amazing airline. Highly recommended. I fly from Newark International to Casablanca International Airport on the 787-9 Dreamliner. We got good Legroom, Inflight entertainment with countless movies and many more! The food was the usual chicken, fish or beef, I got the standard beef. There was rice dessert and some drinks so it was like any other airline. Too me it didn't feel different and felt normal and it was pretty clean. Again recommended if your flying to Morocco or from Morocco choose Royal Air Maroc. There's also a really nice Business class but I wasn't in it I just saw it.

Route: Newark Airport to Casablanca

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AB Aviation

Title: "pretty decent airline"

Review: Moroni to Moheli. Turned out to be a pretty decent airline. Online booking worked well, checkin and boarding was fine and the plane looked well maintained. Its a very short flight - just 20 minutes or so so i didn't expect much but they still managed to hand our a bottle of water and some biscuits which i though was very nice. Both flights on time.

Route: Moroni to Moheli

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "One of the worst airlines"

Review: One of the worst airlines I have fly with. For direct fly from New York to Vienna the width of seats been 39cm. This kind of aircraft could be used for short flights but not for 8-9 hours direct flights. Another think is, if you are seated in the last rows of aircraft you will have to eat only what remains crew will just told you that there is only last option even the other passengers have more options. From my point of view this is very unprofessional if you pay same cost as another passengers and you are just unlucky where youve been seated. If you have a chance look for another flight and not use Austrian.

Route: New York to Vienna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "excess luggage expensive"

Review: Chiang Mai to Bangkok. Horrible experience with the worse check-in experience I have had, waiting one hour and forty minutes. BKK airport is very modern: I used it tens of times before and never had to wait more than normal. The excess luggage was frightfully expensive (on a domestic flight I paid nearly 3 times my air fare), staff was of no help. Onboard it was decent.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Transavia

Title: "One of the worst airlines"

Review: One of the worst airlines I've travelled with when it comes to service and onboard safety and comfort. I always have difficulty breathing while on their flight. I never have this problem with other airline. This time, since I'm 5 months pregnant, I asked for oxygen and they refused to give it to me, repeatedly. Me and my husband asked them for oxygen over 5 times and they told us that, unless I'm passing out or visually suffering, they will not give me oxygen. Then they proceeded in giving cold towels claiming I'm just over heating.

Route: Tel Aviv to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "my worst flying experience"

Review: Shanghai to San Francisco. This was my worst flying experience. On our way to Thailand, our flight was delayed in San Francisco causing us to miss our connecting flight in Shanghai. No big deal we thought, until we got to the ticket counter and the guy working was trying to blame us for missing our flight. I tried explaining that our flight was delayed causing us to arrive late and miss the flight. Never did he say sorry or show any sympathy. I explained to him

how we were missing a day in our already paid for resort, an excursion, and our pre paid car. He said 'so what, were getting you free tickets'. No, we already paid and missing this flight was their fault not ours. Whatever, we made it work, rerouted to Bangkok and then Phuket. Lost out on over \$400. On our way home, leaving Shanghai our flight was once again delayed. They sent us an email two hours before in Chinese. This once again caused us to miss our connecting flight back home to Denver from San Francisco. I understand things happen, but they showed no sympathy and instead of offering us compensation for our lost time and money, they made us feel uncomfortable the whole time. The extra money to fly with another airline is worth it.

Route: Shanghai to San Francisco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "the worst airline"

Review: Casablanca to Lisbon. Our trip started in Miami with a final destination in Portugal, we had a stop in Casablanca where we changed planes and the luggage never got to Portugal. Instead, it stayed in Casablanca because of an airport strike from the employees of Royal Air Maroc. My bags along with the bags of many other people were left in Casablanca and I did not received my luggage until two days after. I had to go shopping for clothing and other things to be able to continue with my vacation. The customer service counter assured me that the money I spent would be reimbursed by the company. I tried to submit the papers the airline the day I left at the Royal Air Maroc counter in Portugal and they told me it had to be done in Casablanca because none in the Portugal counter could do it. When I tried to submit the papers to the counter in Casablanca they told me I needed to get outside the terminal and go to a special office because they could not do it either. I could not do it because I had to take the connecting flight to Miami and there was no time. When I arrived in Miami the counter for Royal Air Maroc there told me that they could not do it and that I needed to do it online. I had to call customer service multiple times and they never return my emails. At the end, after six months of wait time, they tell me I submitted the documents to late. All of that after they were the ones who did not answer owe despite me calling multiple times to check on the status of the claim. The only thing they said was

that they had the documents and I needed to wait. At the end when I pressured to talk with the supervisor I received a day later a letter stating that I submitted the documents to late. This has been all around the worst airline I have traveled with in my life.

Route: Casablanca to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "no customer service for Saudia"

Review: I was transiting in Istanbul from Nur Sultan via Saudi Air to get to Bangkok. My Saudi Arabian Airlines flight in Istanbul was cancelled. This was one of the worst airline experience I have had as a frequent flier with over 400,000 miles flown. I had to spend 25 hours in transit (15 hours in Istanbul and 10 hours Riyadh) instead of 4 hours as per my original itinerary without any compensation, accommodation or food. When I first arrived at the transit desk in Istanbul, the ground staff told me that the flight was cancelled and that I should call my travel agent. My travel agent then told me to contact the ground staff for accomodation. On returning to the transit desk, I was told that there was a shift change and new staff will be there in 5 minutes. Instead, I waited for 1 hour, and was told by a staff that the flight was cancelled and he could not do anything about it. After much discussion, a staff told me that their system shows that I am rebooked on a flight on July 9, 10 days from my current flight. He said I should head out of the airport to check with the Saudia office and that someone would be there (there was no one after I went out). This was at 2am and I called four offices for Saudia and had no response. I ended up traveling downtown and booked my own hotel after calling the travel agent and he informed me that I was rebooked on a flight 15 hours later. For our next connection, we had a 10 hour layover. The airline staff told us to contact customer service for Saudia when we arrived regarding accomodation. But there is no customer service for Saudia in Riyadh! The information desk kept redirecting us to non-existent customer service desks. The lounge staff for Saudia claimed that they manage the lounge and don't have any relationship to Saudia. I am hoping to get accomodation compensation and damages for my two overnight long layovers (I had to cancel hotels/onward flights as a result of these and had to book hotel stays and taxi in my layovers).

Route: Istanbul to Bangkok via Riyadh

Seat Type: Economy Class

Traveller Type: Business

Airline: flydubai

Title: "worst airline I've ever flown"

Review: The worst airline I've ever flown. 7-hour flight, all paid movies, headphones for monitors, paid water, service not nice, 7 hours of sauna on the plane, non-working air conditioning, I do not recommend. I would like to add that the flight was bought with emirates and I had the worst flight.

Route: Dubai to Warsaw

Seat Type: Economy Class

Traveller Type: Business

Airline: Airlink

Title: "forced them to buy new tickets"

Review: I had to change my childrens ticket because of changing COVID gov changed regulations and then when they were due to fly I had to change the tickets again as riots broke out in South Africa. South African Airlink profited from the above by forcing us to pay for new tickets. Then when an international airline had a late arrival and my children missed the Airlink domestic flight, Airlink forced them to buy new tickets.

Route: Johannesburg to Pietermaritzburg

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "smoothly and without incident"

Review: Luton to Rome-Fiumicino. This is my first experience of flying so prepare for potential ignorance. We arrived extremely early to London Luton to ensure no delays in our flight to Rome. A departure gate was given about an hour before the flight was due to depart which was when we first encountered the staff for Monarch. We had chosen to travel carry on only and had checked in digitally. At present, Monarch does not provide the function to use an electronic boarding pass on your phone so we had to use printed boarding passes. The staff at the gate were pleasant enough, if a little distant. It was apparent they had strict time deadlines and so politeness was kept to a minimum. We spent about 20 minutes waiting in a stairwell for us to be able to board the aircraft; Luton doesn't have the facilities of the larger airports and so boarding was done via stairs fore and aft. The plane in question is an A321-100 which was fully booked. Though clean and tidy, it had the appearance inside of being a little bit "old" but then I have no real experience elsewhere. I am fully appreciative it's a budget airline as well. Boarding took an age as the flight was jampacked but we still managed to leave roughly on time. The cabin staff were all friendly enough. The captain gave us a thorough commentary of the flight which is a nice touch. After take off, the refreshments run was made. Prices are steep but I expect nothing less on an airline; sadly, no refreshment provided with booking due to the short flight. Still, food was presentable and reasonably tasty with both warm and cold options. Monarch did have a "shopping round" with some duty free goods available on the plane but unsurprisingly no one partook. We arrived in Rome very slightly ahead of schedule and disembarked quickly. In all, the staff remained courteous and professional throughout. No one took issue with my hold luggage which I was expecting and the flight was conducted smoothly and without incident.

Route: Luton to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "a very good experience"

Review: Because of the threat of severe weather, UA allowed me to change flights and upgraded me to first class to boot. Everything about the flight was excellent. Cabin service was very friendly and efficient. The meal was surprisingly

tasty, given past experiences on United, especially. Although we took off a bit late, we landed in DC early. I liked the service oriented attitude of the crew. Even the pilot's announcements were timely and informative. All in all, a very good experience.

Route: Sab Francisco to Washington

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "I asked for a refund"

Review: Melbourne to Sydney. I chose extra leg room for my flight and based on the seating map. The map showed a big gap in front of row 14 as this is misleading to customers. But real life thats not the case its misleading. Why would we move to the a different seating if there arent any extra space. I asked for a refund but the customer service declined.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Asiana Airlines

Title: "quite happy with my flight"

Review: Singapore to Seoul Incheon. First time flying with Asiana Airlines. Overall quite happy with my flight with them. Quite attentive service with the rare soft skill that many airline crews (Western) are lacking. One of the friendliest and most courteous stewardesses I've seen. Plane seemed a bit old, not completely certain though. Their screen is not a touch-screen. The visuals at first were rather poor, but later it got better. Not sure if it was because of the angle, sun light, or perhaps another reason that at the beginning I barely could see anything at the screen. Food quality is at par with other major Asian airliners. Where OZ stands out is at their on-board service. Definitely flying with them again.

Route: Singapore to Seoul Incheon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "remember not to fly with this airline again"

Review: Booked flight Da Nang in Vietnam to Singapore, direct. Received an email two days prior to departure to say it's being rerouted and, instead of a 2-hour direct flight, I'm now getting a two-legged, 6-hour trip to Singapore via Ho Chi Minh. Get to the airport in HCMC after my first flight and explain I'd please like to spend the 2.5 hours wait in their lounge as my direct flight from Da Nang was replaced. I was told they don't do a direct flight from Da Nang and the booking confirmation I presented to them was my original booking! At this point there were four members of staff stood opposite me telling me the information I was giving them if incorrect. This obviously wasn't the case, and I showed them my original direct ticket. As SG isn't my final destination, the check in staff asked to see my tickets to my final destination, Thailand, then stated to me that I cannot fly there as I would need to be flying to Bangkok, not Phuket, under current regulations. I was almost laughing out of sheer disbelief, as I've entered Thailand three times already this year, and informed them they are reading out old regulations to me which changed at the start of April. They told me it's likely I'll miss my next flight due to the short changeover time left available to me, and gave me a waiver to sign declaring it's not their fault if I miss the flight - even though they are the reason I now have 45 minutes to exit the plane, clear immigration and check in for my final flight, instead of 90 minutes as per my original booking. I stood for almost 30 minutes at the check in counter in HCMC arguing with their staff about a very simple issue: their changing of my booking will cause me to miss a flight and cause me added expense. I'll try to remember not to fly with this airline again.

Route: Danang to Singapore via Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Arik Air

Title: "had absolutely no interest in my case"

Review: My colleague and I were booked on an Arik Air flight from Lagos to Warri, supposed to depart at 07.40 in the morning. I received a message two days prior to the flight, informing me that "due to operational requirements" the flight will operate at 11.00. The morning of the flight, I received another message informing me that again "due to operational requirements" the flight will operate at 12.00. Once at the airport, waiting to board, we were informed the flight was delayed 20 minutes. Twenty minutes came and went and we eventually boarded and only took off at 13.00, arriving in Warri by 14.00, only getting to the hospital where we were to have 2 full days of work at 15.30. An entire day wasted by an incompetent airline. It does however get worse, it is now 2 days later and we are supposed to fly from Warri to Lagos, booked on the 09.20 flight. We have a connecting flight to Accra, Ghana at 17.10, so plenty of time to make this connection. Or so you think. I received a message from Arik 2 days ago informing me that "due to operational requirements, the flight will now operate at 12.40. I'm still not too worried, as we will still make the connection. Don't hold your breath. I received another message from Arik this morning at 09.38 informing me that even this amended time has now changed to 16.40. So, to summarize - a flight supposed to have left at 09.20 has now been delayed and yet again delayed to 16.40. I phoned the Arik Air call centre, explained that I will now miss my connection to Ghana. She had absolutely no interest in my case, no offer of assistance. Her single line was "Arik apologises". I would not recommend this airline to anyone - despite selling tickets at certain times, they have clearly no intention of sticking to any schedule, making up flying times as it suits their "operational requirements". There is nothing positive I can say about this airline.

Route: Lagos to Warri

Seat Type: Economy Class

Traveller Type: Business

Airline: easyJet

Title: "follow their rules"

Review: EasyJet is a solid reliable airline in Europe as long as you follow their rules. The app is the best APP Ive utilised, making flight changes simple. The airport experience is automated as much as is possible, but staff are around to assist and ensure you follow EasyJets rules on bags, sizes and boarding. Boarding is simple with 2 queues, one

queue for those who pre-booked a large cabin bag, and a second queue for those who only have a small rucksack/handbag. The flight experience is comfortable and predictable, the crew are polite. The food available to purchase is excellent. Bags arrived quickly. Overall this is a low cost airline, but well organised and rules it clearly presents during the booking process. For cheap point to point in Europe its excellent. I would always strongly advise downloading the app as any flight disruption is best managed using the app.

Route: Luton to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: Nok Air

Title: " hasn't disappointed yet"

Review: Nok Air has online Checkin 24 hours before to print out your boarding pass and can go directly to security and gate if one isn't checking a bag. Also you can change your flight for an extra charge online. Everytime I ever needed to call Nok Air they answered promptly. If one has a bag to check like I did there is a special line at Don Muang Airport for those who checked in online. My flight was full during the busy New Year and many people brought on roller bags with other carry ons even though only one small 7 kilo carry on is permitted at the cheapest fare and one must pay a higher fare to check roller bags. The cabin attendant didn't object to these passengers bring on so much but amazingly worked hard to get all the bags into the overhead bins in time for take off. I noticed that nearly everyone did not put small things under the seat in front of them but instead taking up needed space of the overhead bins. The plane departed on time and arrived on time and my checked bag was soon on the carousel. Nok Air hasn't disappointed yet.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "flight no longer exists"

Review: Don't book tickets here as they have the poorest airline customer service I've ever experience. We booked tickets from Bangkok to Phuket 2 months prior and they confirmed the flight. We arrived in the said airport and surprisingly flight no longer exists as the flight we booked was under summer promo (or whatever they called it) and why the heck did they confirm it in the first place? They claimed that they sent an update about our flight 4 days before our departure (which we didn't receive) and they didn't even bother that there was no acknowledgement from the passengers about this changes. The only thing they can offer was a "full refund" and book another ticket with another airline if you really wanted to be in Phuket to follow your itinerary (which will cost you double from original price). They won't be bothered if your running behind from your itinerary, they won't give you any assistance or even small compensation for the inconvenience they caused.

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Germana Airline

Title: "isn't a great airline"

Review: Keflavik to Dresden. Germana isn't a great airline. I barely fit in the seat(Im 6'2). Check in starts 2 hours before departure- which sucked because all the shops were after security. Online Check-in didn't work. But the staff was nice and the ticket was cheap. I recommend if you are under 6 feet tall and plan accordingly.

Route: Keflavik to Dresden

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "unable to say where the bags are"

Review: Had a very good flight to Bangkok and back with friendly hostesses and adequate food. When we landed in Cape Town from Bangkok none of our luggage arrived with us with no one able to say where it is or when it would arrive (25-30 passengers had the same problem on this flight). Had to spend lots of money on locksmiths and toiletries as all ours were in our travel luggage. Ethiopian Airways contact center is very difficult to reach, they keep you on hold for almost an hour then it just hangs up. After eventually making contact with the call center a day later they are unable to say where the bags are or if they even have the bags and that they will only offer compensation if they haven't been able to locate the bags after 25 days. This means we have to buy new clothes and shoes as most of ours were in our luggage with absolutely no assurance or compensation from the airline. It seems like lost luggage is a regular problem on the airline with very poor communication or restorative measures I wouldn't recommend using the airline

Route: Bangkok to Cape Town via Addis Ababa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: bmi Regional

Title: "Your Flight is cancelled"

Review: We were due to fly out from Stansted to Derry on 28th May. We woke at 05:00 to find we had received a text cancelling our flight. No explanation or excuse was given, just a one liner "Your Flight is cancelled". When checking the website, the same was seen, no link, to what to do next, no sorry, no refund information, nothing, a big fat zero. And now some 14 days later, having emailed asking for a refund, which I must assume is due, we've heard nothing. We managed to book for the next day with Easyjet, at a cheaper rate for 5 of us. However we are out of pocket, as an addition to getting no refund to date, we've also not been offered any compensation, like the cancellation fee for our car hire, the cost of hiring another car and travelling a greater distance into an alternative airport, to say nothing of the inconvenience of taking time to make another booking for flights, car hire etc. BMI Regional's customer care is appalling, I will not be using them again, and suggest if you are considering it, don't!

Route: Stansted to Derry

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "customer service is terrible"

Review: Bangkok to Tokyo. Ive flown many low cost airlines before, but they still served meals, offered beverages, and just had more general information. The flight attendants were there for no reason because they dont even go down the aisle once even for water. Theres less than ten movies to choose from for a 8 hr flight. The customer service is absolutely terrible, not even a phone number on their website, and they never got back to any emails. On our way home from Thailand, we were denied boarding because they couldnt complete the transfer due to the check in counter because outside the terminal in Japan. We couldnt make our flight and had to buy another flight with a completely different airline. Lost over 1000\$ due to this discrepancy and inability to transfer in Japan, and misinformation.

Route: Bangkok to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: La Compagnie

Title: "it's a good product"

Review: We were fortunate to be able to take advantage of the Summer offer to New York and back, £800 each. (On the day of flying I checked with BA, their (admittedly fully flexible) Economy seat was £1,200). Check in at Luton was simple and very friendly, the newly refurbished Aspire lounge is good. Welcomed on board by a very smart crew, only 30 of the 74 seats taken. The seats are, well, oldish style Business class, only angle flat - La Compagnie advertising please note. The food was very good; on the return, overnight flight, a simple light supper was served, which was perfect - other airlines please note. The entertainment was limited, but not bad for just a 7 hour flight. We had problems outbound with seats not reclining properly, inbound was, I think, a newer refurbishment, and the seats were fine. OK, it's not Emirates or Singapore, but neither are the prices and it's certainly far better than Economy or that con perpetrated by other

airlines, 'Premium' Economy. I just hope that La Compagnie can do the business, I remember that the other Luton based business airlines, Silverjet and EOS, didn't make it. La Compagnie deserves to - it's a good product and for us was a great and inexpensive way to start a holiday in great comfort.

Route: New York to London Luton

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "given 3 seats on all flights"

Review: Travelled Kigali via Nairobi to Johannesburg and back within 2 days mid-March 2020. Aircraft were E190 on short leg and Boeing 787-8 on long legs. All flights on time. No luggage issues. Checked in online. Had to wait 1 hour in airport as they only open check in 2 hours before departure. Upgraded 1st leg KGL-NBO by a modest, but successful online bid. Granted lounge access by courtesy in Nairobi as my Gold Card was just earned during the same trip (but of course not processed in their system). In Kigali they use Pearl lounge which is deteriorating since Rwandair opened a new lounge opposite. Kenya Airways Pride Lounge in Nairobi is wonderful. Food served onboard was substandard and particular breakfasts were a disgrace. However, drink supplies were fine. I like the Happy Hours approach they use on regional routes like to Dubai and JNB where you order a drink or wine and they often double up the order without asking. I have only received this double up service before on Gulf Air and the now deceased Jet Airways. That is generous, positive approach and make one feel very appreciated and cared for in economy class where benefits otherwise are sparse. FAs are very good though advised an FA to avoid chewing gum as it is cause feeling of disrespect to some passengers. Champagne on business class is good and offered also before departure. No IFE on short legs but on long legs plenty of films to watch. No WiFi onboard. I was given 3 seats on all flights were not full thanks to corona virus fear and close downs.

Route: Kigali to Johannesburg via Nairobi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Moldova

Title: "airline is so abysmally bad"

Review: Frankfurt to Chisinau. This airline is so abysmally bad that I cant believe that it exists! I have a high tolerance for poor service and run-down planes, having flown in many third world countries, but Air Moldova takes the cake. Rude service - I was late in arriving at the gate thanks to a delay (not my fault) at Frankfurt security. The gate agent - apparently incensed that she had to hold the plane for me - literally started shouting at me when I approached and refused to even let me quickly pack my bags (which I had to grab of the belt at security without repacking In order to run to the gate) before I had to go down the stairs to the bus. When I say shouting, I mean it. She went beyond just poor customer service to literally hostile customer service as she was yelling Boarding pass. Run down planes - The plane seats were torn and the plastic was actually yellowing. The plane was a 737-500 and thus had to be at least 20 years old. Poor safety measures - There was no safety card in English. Forget that, it was not even in Romanian (the native language) or Russian. It was in Armenian. Why? Because they apparently leased the plane from an Armenian carrier and couldnt even be bothered to swap out the safety cards. This strikes me as a major breach in safety protocol.

Route: Frankfurt to Chisinau

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "cabin baggage excess"

Review: Bangalore to Bangkok. Do not book AirAsia assuming it provides cheap fair It is a trap. They show low fare without check in baggage, and while boarding they will charge you 5k INR if cabin baggage excess by half kg or more. They keep extra people to deal with you and go any extent.

Route: Bangalore to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "were delayed for two hours"

Review: The planes from Luxor were delayed for two hours, once you ask the airline people they say an hour, then you figure out it is two. People were on the floor as no where to sit. People missed their connection flights, They canceled my plane to Amman, we were asked to go to customer once in Cairo, no one was there it was 2 am I had a young daughter with me. It is horrible

Route: Cairo to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "isn't going to help you"

Review: I made a booking with Fiji Airways online service on Tuesday 7/3 for my mum to travel from Fiji to Adelaide in April. Unfortunately I did a typing error in spelling my mums family name. I typed 's' instead of an 'a'. I called Fiji airways customer service on Thursday to get my error corrected. I was told they had to get approval from their coordinator and it would take 24hrs. 5 days and 120hrs later I call customer service only to be told they can only change the name on their flight. And because there was a connecting flight through Jetstar airways I had to call them myself and get the name change done. I just can't understand why provide a service when you can't deal with simple issues as such. Customer service is so pathetic am still waiting for a call back. Surprisingly their email system gets down as well so things cannot happen. Just warning other customers please triple check your booking as if things go wrong Fiji airways isn't going to help you at all. I feel embarrassed to write this review for my very own national carrier.

Route: Nadi to Adelaide via Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "good thing was the staff were friendly"

Review: Auckland to Shenzhen. The only good thing was the staff were friendly, airline food normally isn't the best but my food was uneatable on my return trip and they ran out of my choice for breakfast. I went to change my booking this was a very slow process and difficult. I wouldn't use again. No charging point for devices in economy.

Route: Auckland to Shenzhen

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Airways

Title: "no sense of remorse or care"

Review: After 8 hrs waiting in airport flight was cancelled with no attempt to assist and no point in flying on the available replacement flight. This has become a regular occurrence. No reimbursement available for lost accommodation and no ability to cancel return flight on line. 300 people trying to be processed at a single service desk and no sense of remorse or care. 8 dollar voucher offered while waiting which doesn't pay for water. Would not trust them again but unfortunately have another more expensive holiday booked with them. Cross my fingers.

Route: Perth to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "cancelled flight"

Review: Adelaide to Melbourne. Virgin cancelled flight after asking passengers to wait in the lounge for over two hours. They announced the flight would be boarding 15 minutes before the flight was cancelled. They stated the reason for the cancellation was due to weather conditions but it appears the pilots had exceeded their flying hours. If it was the latter, they could have notified passengers earlier, enabling them to fly with other carriers (which still flew that evening).

Route: Adelaide to Melbourne

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "The flight was reasonable"

Review: Arrived and prompt check in. Aware of 30 minute delay at check in, this was 2 hours by the time we departed. Basic cabin so no pre departure lounge etc. Aircraft flown in from Manchester Quick turnaround, boarding ok. Staff attentive and friendly. Good announcements from pilot. After take off, drinks round which was fine. Meal service was ok (chicken and pasta). Overall I thought this was all fine. IFE, music not allowed due to Covid which seemed odd. Films were fine. The flight was reasonable, toilets were their let down. There were 4 for an economy cabin and these were not policed often enough. In their defence though, the cabin crew were busy throughout.

Route: Bristol to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SmartWings

Title: "both flights were exactly what I expected"

Review: We flew from Prague to Valencia (A319) and back (B737-800) with Smartwings and both flights were exactly what I expected from a low cost EU airline. Both flights were on time with no delay, staff were kind and professional. The planes were clean, although of course there wasnt much legroom between seat rows (but totally acceptable for short 2-3

hour hops between European cities).

Route: Prague to Valencia

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Namibia

Title: "very good airline for the budget"

Review: Frankfurt to Windhoek. I was surprised by Air Namibia. The airline offered a super service and you could watch many movies, the service of the cabin crew was great, the stewardesses have skilful English and German which helped. Generally a very good airline for the budget.

Route: FRA to WDH

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Lion Air

Title: "no intention of providing refunds"

Review: I had a flight booked in April 2020, which was obviously cancelled. I have emailed and called many times to request some sort of update on my refund, and the response is always the same: "In regards to your email, your refund is still in process. it takes an unusually long time to process the refunds. Sorry for your inconvenience". The response never changes and never provides any clear information. I definitely understand the last year has been challenging. However, I also had reservations with two other Thai airlines - one has processed the refund, and the other is at least providing updates and regular communication. At this point, it feels like there is no intention of providing refunds. I recommend booking with any other airline.

Route: Dhaka to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "the most horrible airline"

Review: Weve been traveling around Thailand for nearly 2 weeks - from Chiang Mai, Bangkok, Koh Sumai, Krabi and now heading to Bali, Indonesia for our honeymoon. And I had to take some time at the airport to leave this review because Thai Lion is by far the most horrible airline weve ever flown, period. They have no app and their website is complete crap. Always down. So accessing flight details or making changes is a nightmare, which makes the luggage bullet below even more frustrating. We had our flight cancelled and rescheduled 3 times within 48 - 24 hours from our flight which really cut into our plans in Bali. No explanation, simply an email sent. So we basically had to wake up at 3:00am to make our rescheduled flight, which still gets us there LATER than anticipated because of the layover. - We get to the airline and they dropped our luggage from our original tickets and would not let us check in without paying for luggage again. My husband (being the typical man, though hes fairly good at this stuff) didnt have a receipt so we had to repay for luggage. When you pay for luggage, you have to run to a separate counter and come BACK to the check-in area because they cant process payments at the check-in area. What?! What century are you living in? Because we have a transfer in Bangkok, we have to pick up our own luggage from baggage claim and re-check it into our next flight. The hassle just keeps getting worse! We finally get on the plane and notice my husband and Is seats have been separated by an entire row. Which isnt a huge deal, but just a cherry on top of all the chaos. We finally get on and the plane is dirty. Still trash from the last flight. Another cherry on top. We almost missed our triple delayed flight to Bali all because of the incompetence of Thai Lion. And we werent even the most unlucky ones. Some people got dropped completely during the flight changes and were left stranded at the airport! Just dont do it. Do yourself the favor and pay a little more for a separate airline - avoid the frustration, hassle, and risk. Wish we head know beforehand because we definitely would have.

Route: Krabi to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "only offered a rebooking for 1 year"

Review: We flew with Oman Air before the pandemic and the trip was satisfactory. So I had no qualms about booking with them again for my trip to Europe in 2020. Unfortunately this coincided with the covid pandemic, and both flights to and from Europe were cancelled. I was hoping for a refund but was only offered a rebooking for 1 year. Obviously did not expect the pandemic to last this long. At the end of 2020 I felt that this had gone on long enough, and even though they extended the rebooking for 2 years, it was just too hard to make any kind of travel plans. I requested a refund via their website and was met with an email offering rebooking or a travel voucher that could be turned into a refund after 1 year. This is unacceptable to me given the current circumstances, and obviously Oman Air is just trying to buy itself time and hoping customers will give up trying to get a refund. For my Europe trip I had two other flights, one with Air France (refunded immediately) and one with Easyjet (offered a voucher). The fact that A flag carrier like Oman Air is acting more like a budget airline surely affects its prestige. When the world goes back to normal I suspect I will think twice before taking Oman Air ever again.

Route: Manila to Paris via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India Express

Title: "staff ran away"

Review: I booked my Air India Express flight from Kuala Lumpur to Chennai on 3rd Feb 2016 at 11.30 pm and I was informed at 6 pm that flight was late by one hour. Later when I reached airport, they informed the flight is delayed by 4 hours. Since I had connected flight from Chennai to Coimbatore at 6.30 on 4th Feb, I requested for assistance of staff in Kuala Lumpur - they took my data of connecting flights and promised me that alternative connecting flights will be

arranged and informed to Officials in Chennai. But flight took only at 5 am on 4th Feb and it landed at 6.30 am in Chennai airport. My connecting flight had already departed the airport. When I required the Air India staff, they ran away as their duty is over and no one was there in the airport. Never seen such an experience in my life. I have to book a new connecting flight and flew to Coimbatore.

Route: KUL to MAA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Panorama Airlines

Title: "fly a different airline"

Review: Rome to Tirana. Worst airline I have known. Checked in and when time to board came nothing happened. Flight got delayed by 6 hours and then 6 hours later boarding got delayed again. Everything is bad about this airline. Do yourselves a favour and fly a different airline even if it's a bit more expensive.

Route: FCO to TIA

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: Flight from Augusta, GA to Omaha, NE with a 39 minute layover in Charlotte, NC. First flight out of Augusta was delayed 45 minutes for maintenance. Arrived 5 minutes late to the gate in Charlotte and missed the connection. Have been standing in the "customer service" line for 90 minutes, and just reached the halfway point. There are 7 available computers at customer service, but only 2 are ever being used at once. There have been a max of 4 Representatives, who seem to have coordinated it so that only two are ever available. I have already called customer service to try and expedite my time in this line, but they can only help with rescheduling the flight and not with the hotel. This has been the

worst example of customer service I have ever experienced. Every interaction has left me with the feeling that this was somehow my fault, and I'm inconveniencing these workers by having to be dealt with.

Route: Augusta, GA to Omaha, NE

Seat Type: Economy Class

Traveller Type: Business

Airline: Malaysia Airlines

Title: "Inflight service is sub-standard"

Review: Flying from Melbourne to Bangkok via KL. A midnight flight. No pre-check in fast track service. Staff at check in rude. Flight delay for more than an hour with no explanation. Aircraft is there, must be some technical issue. The crews was not very warm welcoming. On arrival to KL, told the connecting flight was cancelled. I was never told about the cancellation. Has to wait in the KL airport for extra 3.5 hours. Was told by agent the flight was cancelled 3 weeks ago. I was never contacted. I would have ask for refund and go for another airline as I need to be in BK at 2pm for the meeting. Compliant but no reply as usual. Inflight service is sub-standard, crew not interested to the passengers. Food is ordinary. I don't think I will use it the airline again.

Route: Melbourne to Bangkok via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "cancelled without any reason"

Review: I was travelling to Kolkata to Aizwal, first they delayed flight without any reasons and while returning they cancelled it on 1st March without any reason. Customer support in no where, and staff is no so much cooperative. However other flights like air India and Indigo operated from same place. I would suggest avoid fly with this airline, had a bad experience

Route: Kolkata to Aizwal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "I will not use this carrier again"

Review: This review is of the extremely poor customer service. It all began in January 2023 when I purchased two RT tickets from Denver to Athens, Greece. The first leg of the the trip, Denver to Munich was a Lufthansa flight for which I paid \$185 for seat assignments Row 18 H/K. Fast forward to flight check in on April 29, 2023 and my seat assignments are not what I reserved. An hour and half later, and finally speaking to a Lufthansa rep and she cannot help me or refund my purchased seats. I am instructed to apply for a refund on-line after travel has been completed. It is now one week since I have returned from Athens and I have not been able to receive a refund. The on-line system won't recognize my booking code even though it shows "verified", and I receive error messages. I have made six calls to customer service with no service at all. I have been disconnected two times, and on other calls I am told that the "system is down", "you have to do this on-line", "supervisors are unavailable to assist", and "due to the high call volume, I can't get you assistance". The last call ended with the representative telling me to "call back in 15 minutes". I wish for this review to focus only on the customer service center. My actual flight experience is another review and equally poor. Lufthansa should be ashamed of all aspects of their service. I will not use this carrier again.

Route: Denver to Athens via Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Level

Title: "worst trip I ever had"

Review: Buenos Aires to Brussels via Barcelona. This was the worst trip I ever had. I booked a 940 single flight with

Iberia and when I check in I see that the flight is operated by level. Turns out Economy means no inflight catering (unless ordered online with extra payment - which I wasn't informed of) and almost no inflight entertainment. The chairs were not leather, extremely hard and no leg space. This was a 12,5hr long flight. How is this possible or even legitimate? This is a total rip-off. If I had known I would have never booked that flight.

Route: Buenos Aires to Brussels via Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "rate the overall service as excellent"

Review: Flew on Garuda Indonesia on GA088 from Jakarta to Amsterdam. Garuda has their ground support team arrange a car to pick up from my home. The Check in process was fast and efficient and I was escorted through security and immigration and into the Garuda first class lounge.. Boarding was on schedule and was efficient. After takeoff I was tried and went straight to sleep in the privacy of the Garuda First Class suites. Prior to arriving in Amsterdam I was provided with a good selection of food for breakfast. I chose an omelet and the Chef onboard prepared an excellent meal. The cabin crew were every attentive and nothing was any bother for them. The Garuda Cabin crew are really outstanding together with the warming smile that makes you feel special. I would rate the overall service as excellent and would like to thank the cabin crew for their help and assistance to me and my family, they certainly made us feel at home. Upon arrival in Amsterdam I meet at the gate and taken to the Schiphol VIP and the service at the VIP lounge was excellent.

Route: Jakarta to Amsterdam

Seat Type: First Class

Traveller Type: Business

Airline: Gulf Air

Title: "not allowed to board the flight"

Review: London to New Delhi via Bahrain. Highly disappointed. We were not allowed to board the flight inspite of being 55 minutes before departure from London. We did not get any assistance and they said we cannot let you travel. The help desk at the airport also said we have to purchase another ticket from Gulf Air as our return ticket would be canceled if we board some other carrier to India. So we had to purchase another ticket and will travel tomorrow and pay charges for rescheduling and ticket price difference.

Route: London to New Delhi via Bahrain

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "SilkAir is shockingly bad"

Review: Kuala Lumpur to Singapore. SilkAir flight departed late due to late arrival of incoming flight. When it was time to board, a hoard of people rushed to the gate. The announcement said business class and gold members first but the hoard was clearly neither. Staff did not bother to enforce the boarding process and didnt even check the boarding passes of most passengers. Boarding of SilkAir is like a bogan fest of people without manners. On board, the seats are old. My seat has basically outworn its upholstery. The toilet is tiny and disgusting. Even upon boarding, the toilet smelled like it was full of stale pee. In flight, the plane was blowing hot air until the plane had enough altitude. One drink service of coffee, tea or juice. Overall, SilkAir is shockingly bad. I am glad to hear Singapore Airlines replacing SilkAir.

Route: Kuala Lumpur to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: Vietnam Airlines

Title: "they need to get their act together"

Review: From Melbourne to Ho Chi Minh City the plane was an hour late. That started a chain reaction that culminated in missing our connecting flight to Da Nang. The re-scheduled flight was also late amounting to 3 hours overall late. The Premium economy seat was okay to start with but became more uncomfortable as the journey progressed. The foot rest would not stay up and so I had to wedge my shoe under it to keep it from falling onto my ankle. The recline was difficult to use and I found others struggling to get it to move. The earphones were terrible. The movie selection was also terrible and very limited. There was nothing I wanted to watch. The food was also a bit of a disappointment given Vietnam's reputation for food. As I am into wine again a big let down, there was only one white and one red and of very dubious quality. The crew were good. All of these issues are easily solvable, it appears cost cutting and some poor management decisions have culminated at the customer end. Vietnam Airlines could be great as they have a great crew but they need to get their act together. My first A350 and a big disappointment

Route: Ho Chi Minh City to Melbourne

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Malawian Airlines

Title: Malawian Airlines customer review

Review: Service between Lusaka and Lilongwe was superb. While it was a short flight, the meal service, snack was a pleasant surprise. Cabin was impeccable. There was a short delay due to weather.

Route: Lusaka to Lilongwe

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "both times it was torture"

Review: Worst planes I have ever been in while taking an international flight. I took same flight from Melbourne to Delhi

with in a span of two weeks and both times flight was same. Flight entertainment didn't work both times even though it is direct flight for 12.5hours, Mobile charging USB plugs didn't work and Flight crew went to sleep after serving breakfast. You can imagine the torture of sitting on tiny seat with no entertainment, no mobile phone and no service. When I raised concern with customer care, they first promised to fix it by giving me 200 FFF points but then I said I prefer better service and I am happy to donate my points, then they offered me 25% of of the total flights I took. But no, nothing was given. I sent emails twice to see progress but after 3 months, nothing has been done. I paid almost double coz it was a direct flight and both times it was torture.

Route: Melbourne to Delhi

Seat Type: Economy Class

Traveller Type: Business

Airline: Egyptair

Title: "training to improve the entire Egyptair service package"

Review: I travelled on holiday to Egypt with 3 family members the bad service started with our arrival at Cairo airport on Saturday morning 25 June 2022 as it took over an hour and a half for our luggage to arrive. Two weeks later we were booked to fly from Hurghada to Cairo on Friday 8 July 2022 our flight leaving at 8:40 pm, no announcements were made save for information displayed on the television in the departure lounge regarding the delay of all flights. As our connecting flight out of Cairo was scheduled for 2:20 am Saturday morning you can understand our stress. The local Egyptair representative also had no idea of the terms regarding the tri party alliance which exists as we found out that we could book our flight from Hurghada through Cairo onto Ethiopia and then to RSA. He did allow us to change our boarding passes and also changed the information on our luggage to be booked through to RSA. Once in the air we asked the steward to please announce once we arrive at Cairo to allow all passengers with connecting flights to be allowed to disembark first. Needless to say this didn't happen and on arrival a free for all ensued which meant this priority did not take place. When questioned the steward rudely snapped that her script didn't allow for our request to be made and justified her stance stating that she 'doesn't own the runway.' Once on the bus a lady collapsed to the floor causing great concern amongst fellow passengers, logic would suggest the bus driver should get the patient to the

terminal as quickly as possible to receive medical attention. However the driver obviously didn't see the urgency of the matter and rather chose to get out the bus and go and chat to his friend while chaos rained, he then got back into the bus and we thought he might now have realised the severity of the situation but then decided he hadn't finished his chat and got out again to carry on his conversation with his friend on the tarmac. The plane had landed at 01:05 am thanks to no other bus being available we were eventually dropped off at domestic arrivals 55 minutes later at 02:00am. The pressure to make our flight at 02:20 am was immense however I am relieved to say by mere minutes we made the flight to Ethiopia. No surprise that our luggage wasn't on the flight and it took a agent in RSA to trace and return our luggage. Our experience could be taken on board and used for training to improve the entire Egyptair service package. Given that the globe is trying to recover post Covid and the fact that tourism was probably the hardest hit airports and flying is the first impression tourists encounter.

Route: Hurghada to Cairo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Pegasus

Title: "forced to change my travel date"

Review: Air Pegasus cancelled my flight two times and I was forced to change my travel date at last minute. I booked flight OP103 BLR-TRV departing 18:30. Few weeks before the departure date they informed me that they are cancelling the flight due to operational reasons. So they modified my booking and provided seats in OP101 BLR-TRV departing at 06:30. The evening before the departure they cancelled OP101 stating operational reasons. I called their customer care number. I could not speak to anyone until 21:30. When I asked them for alternate arrangement they said they dont have any flights and asked me to reschedule my trip for 1 day later. They refused to provide a seat in other airlines. Only option they gave were to cancel the booking or to fly at the later date. The last minute fares were so high that I could not afford to cancel and book on another airline. So I was forced to change my travel date. This is a very common practice of Air Pegasus. There are many issues related to last minute cancellation reported by passengers. Beware of Air Pegasus. Anytime they can cancel the flights stating operational reasons.

Route: BLR to TRV

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "I am really displeased"

Review: Prague to Stockholm. I am really displeased with the way Czech Airlines mismanaged my flight today and denied me a seat I had booked and paid for almost a month ago. I had my boarding pass in hand and just before my amazed eyes, I was asked very rudely to step aside while two other passengers were given way and let on the plane. My calls for help - and later cries of frustration - got nowhere. Instead I was asked to take a flight the next day! I tried to explain that I had to be at work the next day to no avail. The people from your airlines kept me waiting for almost two hours before sending me to the residence next to airport with food vouchers! I am now feeling desperate and upset and experiencing serious panic attacks as I am not sure what is going to happen tomorrow. It seems to me that I have been trapped here in Prague and there is absolutely nothing I can do. Who is going to compensate for all the emotional distress and professional as well as financial loss I am bearing?

Route: Prague to Stockholm

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India

Title: "Worst experience ever"

Review: There was a 2hr baggage clearance at Mumbai connection. This caused us to miss the flight, and reschedule it for next day. The hotel and food are horrible. Next day again the rescheduled flight was delayed for couple of hours due to technical issues. Worst experience ever, and I will not recommend anyone to board an Air India flight. The staffs and support center has no experience handling these situations.

Route: San Francisco to Coimbatore via Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Caribbean Airlines

Title: "This is disrespectful and fraudulent"

Review: A ticket was purchased for January 2, 2021 to leave from Havana, Cuba. Unfortunately the government of Cuba shut down all flights. In May of 2021 we requested a refund since it was apparent that only flights financially benefiting the Cuban government would be leaving Cuba. Caribbean Airlines did advise it would take up to 5-6 months to process the refund. We are now almost to a year with no refund. When I contact the refund department of Caribbean Airlines they send an auto email that someone will call within 48 hours. Of course no one calls. When I call the customer service line then I get put on hold multiple times then always eventually a disconnected line every single time. This is disrespectful and fraudulent. I want my money returned!

Route: Havana to Georgetown

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "good amount of space"

Review: Tokyo to Seoul. Comfortable seat and good amount of space. However needed to ask for drink before take off and was told that the champagne was frozen so that we could not have any! Got some eventually, Korean menu was good quality bimibap, but wine selection was atrocious. FAs seemed to disappear and not very attentive. Was okay as a short 2.5 hour flight but expected better.

Route: Tokyo to Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Titan Airways

Title: "have nothing but praise for the cabin crew"

Review: My sister and I flew from LGW to Banjul. I have nothing but praise for the cabin crew. We flew out on 19th Nov at 8.30. The crew were amazing, we have flown many times and although some passengers were difficult they never wavered from the job in hand and seemed to be happy, genuinely. I wish I took the crews names, as they were on the go the whole 6 hrs.

Route: London Gatwick to Banjul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "such an incompetent airline"

Review: Flight was 2 1/2 hours delayed, so Copa knew well in advance there were tons of missed connections in Panama City. They didn't have any employee at the gate to help passengers, not even a sign telling passengers where to rebook. They have TWO customer "service" people rebooking a huge line of people. Stood in line for 4 hours after being told on 3 different phone calls that Copa couldn't rebook us over the phone, and we had to stand in line. Waited for 4 hours with no food or water only to be told to go to a hotel for 4 days until we could take the next flight out. What a nightmare and I've never seen such an incompetent airline.

Route: Medellin to Brasilia via Panama

Seat Type: Business Class

Traveller Type: Business

Airline: El Al Israel Airlines

Title: "it's miserly. Awful"

Review: New York JFK to Tel Aviv. Worst airline I have ever flown. Terrible food, and good luck getting drinks because the airline is cheap and only offered drinks twice on an over 10 hour flight. And the airline staff? They are the rudest people I have ever encountered! Shame on them! When the plane landed, some passengers got out of their seats while we were still moving on the tarmac. The Captain came on over the intercom and told people to remain in their seats, but they didn't listen and continued to remove their luggage from the overhead compartments while we were heading to the gate. Where was the flight staff? Absolutely nowhere to be found. This is my second time visiting Israel. The last time I flew United. Same price, wonderful airline. I thought it might be fun to fly on an Israeli airline this time. Big mistake. Bad food, broken down, archaic airline, rude staff and I am so embarrassed I flew this airline with my friend. I could have flown United and had a wonderful flight. This airline isn't just cheap, it's miserly. Awful.

Route: New York JFK to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Qantas Airways

Title: "no accountability due to their delay"

Review: Our flight scheduled to depart at 11.50 pm was delayed twice by more than 1 day. We called customer service more than 5 times to change our connecting flights and none of them could help us. Some of the customer service people either just cancelled our call mid way thru or just couldn't reschedule our flights. It was so frustrating that we were trying to contact customer service for more than 5 hours and could not get someone to help us. It was just a simple request yet we are puzzled why customer service can't get this right with one call. Such a horrible experience and never want to fly this airline again. Not with this experience. As a result of this delay all my subsequent connecting flights and other plans had to be deferred at extra cost and Qantas refuse to pay them. They take no accountability due to their delay.

Route: Singapore to London

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "Misleading upgrading process"

Review: Frankfurt to Cancun. Misleading upgrading process from economy to premium economy through their website, resulting in a couple separated in a 11 hours flight. It gives the option to upgrade in step number one. It shows a premium economy box next to both names in the second step making you believe that you can pay for both and get upgraded. It charges only one upgraded seat in the payment step, because only one was available, although at the second step it sets the premium box sign next to both names. Thus a couple is separated in two different sections of the aircraft just because the algorithm tries to sell anything available by tricking the customers. Indifferent flight attendants that ignore an issue that occurs by the airline.

Route: Frankfurt to Cancun

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Tigerair

Title: "poor quality of ground staff service"

Review: Unorganized ground staff at check-in counter flight Don Muang to Taipei for 11/07/2022 @11 pm. Information was not cleared indicating regarding Japan Covid restrictions. Did not provide alternate options for rescheduling or cancellation due to unknown circumstances. Taipei airport, poor quality of ground staff service especially guidelines for passengers.

Route: Don Muang to Taipei via Tokyo

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Malta

Title: Air Malta customer review

Review: I fly this route from Malta to Amsterdam almost every week and try to avoid Air Malta as much as possible but sometimes this is not possible, even prefer an indirect flight over a direct Air Malta flight. Recently additional surprises occurred. For months now when flying Air Malta you get a Latvian old lease Boeing, no room, fully booked.

Route: Malta to Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "it felt like a low cost carrier"

Review: On January 3rd, my flight with Etihad Airways from Brussels to Abu Dhabi was extremely uncomfortable. Boarding process at Brussels Airport was extremely disorganised as no one paid attention to the boarding announcements as it was a full flight. The flight was not peaceful at all, as most children kept screaming and crying on the flight and I couldn't get any sleep at all. My tray table was broken, they never served any good food on the flight, it felt like a low cost carrier like Scoot, AirAsia, others. Etihad Airways has atrocious service, rude flight attendants, poor communication, not impressed. Lots of room for improvement!

Route: Brussels to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "seated separately from my pregnant partner"

Review: Non existent customer service. Had flight changed with misleading email titled seat change not flight change emails. Original flight was couple of hours layover in Incheon from Auckland, changed to 23 hour layover with no accommodation given just the lounge, seated separately from my pregnant partner on the flight, worse customer service. Better look for better airlines if youre flying around Asia, better off with Air NZ or Singapore Air.

Route: Auckland to Cebu via Incheon

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia X

Title: "used to love this airline, but not anymore"

Review: Melbourne to Taipei via Kuala Lumpur. The worst online chat that I have used. I have an AirAsia X voucher that was automatically given to me even though I wanted a full refund. When I finally went ahead to book a D7 flight as per the terms and conditions, my voucher code did not work. I read through the whole T&C and deduced that it should work. Staff could not offer any alternative and kept asking me to refer back to the terms and conditions or alter the flight date/route. The problem is not the flight, it is the voucher. He did not seem to get it. I used to love this airline, but not anymore.

Route: Melbourne to Taipei via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Philippines

Title: "book with a different airline"

Review: If you want to wait 2-3 extra hours due to delayed flights, AirAsia Philippines is the airline for you. Along with my boyfriend, we experienced at least a two hour delay each way from Manila to Puerto Princesa and back. The flight attendants are kind, however, all of the check in staff from Puerto Princesa airport were rude and careless. Even though

you save a couple bucks with this airline, save yourself and book with a different airline even if it costs a few extra dollars.

Route: Manila to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "not worth the anger and frustration"

Review: Please never book a flight with this airline. I got stuck in Madrid with a group of 15 people that had all been overbooked. We were promised monetary compensation which I never received after months of dealing with customer support who simply sends out pre-written automatic emails. The few bucks saved are not worth the anger and frustration having to deal with their unprofessional service. I never write reviews, but after this experience I hope I can help somebody else not make my mistake again.

Route: Madrid to Paris Orly

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Madagasikara Airways

Title: "what an absolute pleasure"

Review: Saint Marie to Antananarivo. What an absolute pleasure flying with this new airline, Madagasikara Airways. Finally competition to Air Madagascar, with prices half the price of the national airline, reliable on-time departure, convenient schedules, and complimentary drink and snacks onboard with an extremely friendly cabin attendant who made announcements in 3 languages! Planes are serviced in South Africa. Sad to see that despite all this, the plane was only half full - hopefully more will hear of it as it really deserves to succeed!

Route: SMS to TNR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "Etihad just overbooks flights"

Review: Etihad just overbooks flights, 9 people could not board! My flight was over booked by 9people, even if we had a Ticket 3months ago bought. We didn't get a seat and had to watch the plane leaving without us.

Route: Zurich to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Business

Airline: Condor Airlines

Title: "seats we paid for were taken"

Review: We paid premium with Alltours to fly with Condor as it were supposedly to be premium. The only premium we could see was the price. We even paid an additional fee for the XL seats and for the family to be close to each-other. When checked in, we noticed different seats on our tickets but were waived of as "sort it out on the plane" once we boarded, the seats we paid for were taken and we were highly annoyed! There was no legroom 1m89 tall and the table in front of my seat was broken even. We contacted the service desk, every response takes about 2-3 days (which is abysmal!) and we were granted a refund. We then tried to book the seats for the return flight, but the App failed as did the Web version. Customer service responded two days later with "Oh, we can't help, all looks good here. No idea why it does not work", we waited until we could check-in and were able to get seats in one row but all XL seats were of course taken. Upgrading to business was not an option as why would someone upgrade... right? We went the lounge where we enjoyed a drink and some food (Thank you American Express! You know what service is) and waited for the plan to come. It was delayed of course. When boarding started, the chaos started. No logic in order and stewardesses were

clueless and rude. At some point, the purser said "we are closing the doors in 30 secs.. we MUST LEAVE NOW!" which tells me... screw safety, grab a seat and STFU!.. since that obviously doesn't work when you announce it in German and 50% are not German, we seemed to have missed the slot and a rather annoying voice then announced we would need to wait 50 more minutes for the next slot.

Route: Dusseldorf to Gran Canaria

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet2.com

Title: "can't fault them"

Review: I cannot believe some of the reviews on here. We have flown with Jet2 on a flight only basis also the last time on a package to Menorca, can't fault them. Service excellent, plane good and the amount of staff to see you through check in etc was brilliant and very helpful. Recently returned from Turkey with TUI hotel very good, however TUI changed our flight to a Smartlynx flight that was rubbish, it was so cramped, I am 5 foot and was so glad had an aisle seat, the 2 TUI staff on board were not the best for customer service, would I go with TUI again, no would I fly with Jet2 again, yes. In fact flying with them again in November.

Route: East Midlands to Menorca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Loganair

Title: "moved our flight to the following day"

Review: Has this airline ever ran a flight at the date/time that it is supposed to? Me and a my partner had a flight booked to Exeter and my girlfriend also had a flight book for a return 2 days later. A few weeks later, Loganair called and informed her that the return flight had been cancelled, so she had to rebook with another company. On the date of me

writing this review, the flight is supposed to be leaving but upon checking the flight status I have found out that they moved our flight to the following day without informing us. Turns out because someone had phoned my partner to confirm the return cancellation, they left a note on the system saying that they had already contacted us so they never informed us of the change in date for the flight there. To sum up, we have had two flights booked with this company, one cancelled, one moved date. That cannot be just bad luck. We will be asking for a refund, as well as compensation for the flight booked that we no longer require due to their incompetence.

Route: Manchester to Exeter

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "check in now by kiosk"

Review: Bangkok Airways no longer has staff to help check in at Bangkok airport for domestic flights. All check in now by kiosk which dont work well. No options for changing flights.

Route: Bangkok to Ko Samui

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "extra legroom seats 32 euros each"

Review: Gatwick to Faro return. Having flown Monarch many times and not had a problem, we were surprised to be delayed firstly when boarding and then again whilst waiting for our slot. Not only that but upon arrival at Faro, an ambulance arrived to take a disabled person off the back. Instead of opening the front and letting us all go out that way, we had to sit yet again - why? Coming back from Faro we were shocked to be told that extra legroom seats were 32 euros each! We declined but were happy to find that our return flight was on a new plane with the slimmer seats, this

means there is extra legroom anyway. I would be interested to know why they don't restock with sandwiches for the return leg? We had our own food, but there were a lot of unhappy golfers on board because there were no sandwiches to be had at all.

Route: LGW to FAO

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia Philippines

Title: "This airline ruined my long-planned vacation"

Review: This airline ruined my long-planned vacation after canceling my flight from Boracay to Cebu which left me with only 2 choices, travel fund or reschedule a month after the original flight booked because they canceled the route. I asked them to fly me from Caticlan to Cebu via Manila because they still operate those flights under AirAsia Philippines, but to no avail. After spending almost 1000 dollars on advanced bookings, my only option is to purchase new tickets which costs almost 8 times more than it was before with another airline. AirAsia is selling fake flights to grab your money and keep it with them as much as they could, limiting your options to impossible and doesn't care ruining your holiday. I've been reading several comments on their Facebook page even way back to 2018 postings, this is a common practice for this airline as ranted by thousands of people who had similar issues as mine. I wonder when the government would revoke their franchise for fooling a lot of people already. The major swindler of the airline, probably in the whole world. My only wish is for this airline's closure.

Route: Caticlan to Cebu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Macau

Title: "had a great experience"

Review: I had a great experience flying with Air Macau yesterday. Was surprised that other reviewers have rated them so low. In particular, their reservations team were really helpful when we had problems with our travel agent, travelgenio. Our original flight was cancelled by Air Macau 2 weeks before departure, which was annoying but they offered us a selection of four alternative flights (via our travel agent). Our travel agent then gave us the wrong rebooked flight details. We therefore didn't turn up to the airport for the flight and we looked like a no show to Air Macau. Travel agent took no responsibility for their error and we were worried we would have to pay for a new ticket. However, a quick call to Air Macau customer services and they rebooked us onto a flight the following day for no extra charge. Brilliant! Departure experience: There was a bit of a queue at check in but not abnormally long. 1.5hr flight included a pork roll, cookie and water which was a nice touch. All the staff were friendly too. I suppose one downside was that there was no inflight entertainment and electrical sockets, but that didn't bother us on such a short flight. I would definitely fly with them again.

Route: Macau to Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kulula

Title: "without any notifications from Kulula"

Review: Lanseria to Durban. We celebrated our 41st anniversary and our Son paid for the Airline Tickets to Durban and back. We were delayed by this grounding of the planes on 22 October 2019. First message 05:35 - flight MN502 due to depart 13:00 - delayed to 16:35. Second message 09:21 - Flight delayed to 17:35. We have to be out of our Hotel by 11:00 and the Hire Car must be back at 13:00 - so we just had to go to the Airport and sit and wait. Next message - 10:23 - flight delayed to 18:35 - next message 19:35 and at 15:36 the next message to depart at 22:05. Seven hours on the Airport without any notifications from Kulula. I went to the Counter and the Lady had this Sheepish expression on her face until I told her that you do not seem to be interested in what I am telling you. She informed me that all the flights are full and no available seats on other flights. Luckily the Lady next to her told her to check another flight and book us there and then this one got a bit of life. We were booked on the 19:00 flight. Long story short we eventually left with 8 seats open - arrived an hour later in Johannesburg. On the Airport I asked what about meal vouchers and only when I asked,

she gave me 2 vouchers of R110.00 each.

Route: Lanseria to Durban

Seat Type: Economy Class

Traveller Type: Business

Airline: China Southern Airlines

Title: "I am so grateful for all the staff"

Review: Shanghai to Vancouver via Guangzhou. For the first route, I got to the airport late, as it was the busy traffic hour in Shanghai. A staff gave an express pass, so I could make it to get onboard just in time. Cabin service was excellent. I was hungry, and a crew gave me some extra hot meal. The aircraft type was B787. WiFi was available, but it need to apply for it in advanced. Transit in Guangzhou was easy and efficient. My second flight was on time. It was quite a long journey, I am so grateful for all the staff who offered help and kindness during the epidemic situation. I think China Southern stuff did a really good job. Highly recommend.

Route: Shanghai to Vancouver via Guangzhou

Seat Type: Business Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "Fees for everything"

Review: Worst Airline ever with their customer service. Fees for everything. it was about \$1000 fees to be able to just change the flight day because I had an emergency case to travel earlier. And no convenient option for cancelling at all! No full refund and not even a credit option. The only option was to leave the ticket on hold for a fee of \$270. This is ridiculous and waste of money. with all the extra fees, another cheaper flight can be purchased. it's the last time for me to travel with this airline.

Route: Chicago to Jeddah via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "I'll never fly Avelo again"

Review:

I booked 2 round trip tickets for Thanksgiving months ago. The back in August 2022 I got a message from Avelo saying our return flight had been changed. I tried emailing their "customer support" several times but received no response. I tried calling several times but no one answers after waiting for hours. Today I went to print my boarding pass and learned our departure time had been changed, but never received an email or phone call but Avelo alerting me to the change. I then went to check on our return flight and now they no longer list any return flights that day ! Again no one answers when you call customer support. Will try to sort it out at the airport, but now have now confidence in this airline. How can they change flight times without informing the passengers? !! I'll never fly Avelo again.

Route: New Haven to Fort Myers

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Garuda Indonesia

Title: "an excellent service"

Review: Flew on Garuda Indonesia on the GA 405 flight from Denpasar, Bali to Jakarta. I picked up from my hotel by a car provided by Garuda Indonesia and upon arrival at the airport I was meet by Qaulan the First-Class representative who assisted me with check in, security and through to the lounge where I was put in a VIP room, although small it was more than adequate. There was a good selection of food available in the lounge, however I chose to wait until after take-off. Qaulan assisted me when I was boarding and escorted me to the plane, the Garuda Cabin crew were very welcoming, and I knew one of the cabin crew Ruth and she was very helpful during the flight as was Eka. Thank you

both for your help and service during the flight. The flight took just over 1 hour and 40 minutes and after landing and when the plane door was opened, I was met by Afrizal from the Jakarta Garuda First Class team who escorted me to the baggage hall and assisted in me in getting my luggage. He then escorted me outside the terminal building to a waiting car that was provided by Garuda Indonesia to take me home. Thank you to Ruth and Eka onboard the flight and Afrizal the ground support staff in Jakarta for providing an excellent service.

Route: Denpasar, Bali to Jakarta

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "impressed with the level of service"

Review: Overall, I was impressed with the level of service and attention to detail. The seats were comfortable and the cabin was clean. Additionally, the in-flight entertainment system was easy to use. From the check-in counter to the cabin crew, everyone was courteous and helpful. I felt that the safety of passengers was a top priority. However, during first service, the snack was disappointing. Potentially because I requested special meal "Hindu Non Vegetarian". I only received an apple, while the others received lukewarm bread roll with a meat filling. Fortunately, the second service was delicious. Bonus points for offering real cutlery in economy class. It was a pleasant experience. They only have to elevate their food and beverage service by offering more frequent and bigger portions/tray. In addition, offering snacks in between would be greatly appreciated.

Route: Denpasar to Sydney

Seat Type: Economy Class

Traveller Type: Business

Airline: Aerolineas Argentinas

Title: "told us we would have to wait 8 hours"

Review: Having booked flight over a month in advance, they over sold the flight. Did not notify us until we were at the check in counter, 90min before the flight. Basically told us we would have to wait 8 hours and hopefully get the next flight. If you are thinking of booking with this airline please reconsider. For your own peace of mind. Customer service is not in their intentions, only taking your money.

Route: Buenos Aires to Tucuman

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "nothing to complain about"

Review:

I have been flying with Hong Kong Airlines many times on this same route from Naha to Hong Kong, it has never disappointed me. Excellent flight time, punctuality, matched with equally satisfactory inflight service and catering. Very often they sell seats at promotional price, make this an instant winner over the other airline from HK which serves this route (But at a hugely marked up price). For a 2 hour flight, from the airport priority check-in, lounge access, to the wonderful 1-2-1 seat arrangement (flat bed), there is nothing to complain about. Crew were enthusiastic and pro-active. The menu has 3 choices, and a small but acceptable wine list. I feel for the price I paid, this is more than I had expected. If anything to pick it would be the food, it's not bad, but it is not yet very good, one little area to improve on. Priority luggage first the belt, I couldn't ask for more.

Route: OKA to HKG

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "loss of points with online checkin"

Review: First time travelling with Norse. Our business decided to try a different airline than Norwegian to give us a few more options. Nice staff and nice plane but the main issue that makes me reluctant to book for business travel again is the online checkin. It wont give you a boarding pass. After contacting their support desk (who by the way are very responsive, so bravo), they said you have to get one at the airport. This means queing with all the people who are checking in their bags, even if youre just flying hand luggage. Adds about another 30 mins atleast with the additional Que and check in at Gatwick airport. Until they can sort out their online check in and provide a good app and digital boarding passes, unfortunately we cant book with them again. Extra points for speedy customer service but loss of points with online checkin.

Route: Gatwick to Oslo

Seat Type: Economy Class

Traveller Type: Business

Airline: Lion Air

Title: "many problems await you if you book your flight with Lion Air"

Review: My flights actual departure was 1 hour late, but the airline said nothing about the delay. Passengers were confused and tired waiting at the gate. On our ticket, the departure gate was D3. But without any announcement, the gate was changed to D7. I almost boarded the wrong flight (the flight from D3 was JT22, but my flight was JT42. Both heading to Denpasar, but JT22 delayed for 3 hours.). After boarding, there were 2 passengers yelling and arguing because their seat was the same. Poor communications is not only a Lion Air problem. Poor ground management, poor baggage handling, and many more problems await you if you book your flight with Lion Air.

Route: Jakarta to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "Do not book flights with them"

Review: My ticket was cancelled by CSA more than a month ago and I still can't get money back for that. On my requests they answer, that I need to wait. When I ask - how long to wait? - no answer! On top of that, my two previous flights were delayed for more than 24 hours with no reasons. Do not book flights with them.

Route: Prague to Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Adria Airways

Title: "should be ashamed of their operations"

Review: Ljubljana to Vienna. Overall, the flight services of Adria are those of an average, reliable, small European carrier. I have flown them many times over the years, and I have seldom experienced any problems with the flights themselves. Returning to Vienna from a visit to Albania and Slovenia in September, however, I had an encounter with Adria that has revealed just how much their customer service quality could be improved. Adria offers opportunities to purchase business class upgrades or empty economy class seats through Optiontown. Business class upgrades on Adria are a joke because you're paying at least 50EUR for an empty seat next to you and a snack. The option to purchase an empty economy class seat at 19EUR is a great deal though, in my opinion. Having selected this option for my LJU-VIE flight, I received a confirmation that my transaction had cleared and the extra seat had been assigned next to me. Fast forward to the actual flight: there had been an aircraft change from the CRJ-900 to an ATR-72 (Darwin Airlines/Etihad Regional), but I still had my empty seat. The ATR-72 has two seats that face towards the rear of the plane at the front of the cabin, and one of the women seated there was scared to fly backwards, so the flight attendant unilaterally reassigned her to my empty seat without asking. It's a short flight, and I didn't want to cause a scene, so I just let it all happen assuming I could easily get a refund for my 20EUR transaction. It took exactly one month for Adria's customer service team to respond to me, and they said that my "business class upgrade" had not cleared, so I was not charged. I had never requested a business class upgrade, and I was charged for the empty seat I had in fact requested, so I sent all of the relevant receipts and statements back to Adria. Three weeks later, I still have yet to receive a

response, so I simply disputed the charge with my credit card company that was easily able to understand the issue and refunded the money. 3-4 weeks+ response time from customer service is absolutely embarrassing, and Adria should be ashamed of their operations. It's sad for an otherwise perfectly acceptable airline to lose a customer over 20EUR.

Route: Ljubljana to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "very pleasantly surprised"

Review: Rome to Liverpool. I was very pleasantly surprised by the far from low cost experience. Very clean aircraft. Good Legroom. Friendly staff. Entertainment playing on the screens. Complimentary sandwich, which was very good and soft drinks too. Overall it was an extremely pleasant experience and one that actually bettered the soft product of British Airways as you'll pay extra for food and drinks on short-haul and won't get any entertainment. Only negative I can think of is the airlines website, which doesn't do them any favours.

Route: Rome to Liverpool

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "the worst experience ever"

Review: This airline is horrible. This was my husband and my first time to Portugal and first time flying with SATA Airlines. Not only was our flight delayed 9 hours, but when we finally got on, we took off and circled around then landed back in Lisbon. The reason for the first delay was because of technical issues. Knowing there was a problem they still put us on the plane. When we landed 15 min later back in Lisbon, there were fire trucks surrounding us. By the time we got off the plane and collected our bags, it was 12am Saturday morning. Mind you our flight was supposed to take off

originally at 1:30pm Friday. Not only did they tell us we had to sleep at the airport because they could not put us in a hotel, they didn't even offer a pillow or blanket to anyone. We finally took off Saturday afternoon on a different aircraft to the Azores, after spending 31 hours at the airport. We are still fighting with them to get our money back on the flights we then had to purchase on a different airline just to get back to Lisbon. They are by far the worst experience ever. I highly recommend not flying with them at all cost.

Route: Lisbon to Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "I would certainly use again"

Review: Madrid to Casablanca on 15th February 2023. I booked my flight online via a travel agency several months before travel and it was reassuring to have received a number of superbly informative emails from Royal Air Maroc before the flight. The airline enabled online check-in and this attention to detail was mirrored elsewhere in the service provided. My one and only gripe was the abrupt woman on the check-in desk. She made no effort to even speak to me and roughly removed the protective cover to my passport and literally threw it under the counter at me. When I objected she turned her head and entered into a conversation with her uniformed colleagues. This rudeness is not acceptable and was entirely unnecessary too. the boarding process was well managed and the crew were well turned out and very professional. The interior of the 737-Max was tastefully decorated in a corporate and culturally reflective manner. Royal Air Maroc provided a nicely presented lunch box. The box itself was a work of art. It contained a small cake, sandwich and water and other items I do not recall. A route map was displayed and the cabin crew made themselves present. The lavatory was spotlessly clean. Although a relatively short flight the crew were a superb representation of their company and country. Landing and disembarkation were professionally handled and based on this experience, I would certainly use again. Royal Air Maroc put certain European airlines to shame. As mentioned, my one and only and justifiable gripe is the rude woman on the Madrid check-in desk.

Route: Madrid to Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Citilink

Title: "Good service from ground staff"

Review: Jakarta to Banjarmasin. On time. Good service from ground staff until boarding. Flight attendant also OK. Its low cost carrier in Indonesia. They give free baggage 20 kg. Free magazine (read onboard only, or download in internet). Online check in. Maybe they can upgrade their website like AirAsia which can to manage booking with add on.

Route: Jakarta to Banjarmasin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia Philippines

Title: "so many hidden fees"

Review: Clark to Cebu. At first, I was very happy with the price. But then I went to fully pay and the credit card processing fee was a whopping 15%! That is insane. Then I get to the airport and they tell me my toothpaste and wires need to be checked! They assured me that this was normal. I had to pay a lot extra for a checked bag and then they had a terminal fee, again overall so many hidden fees that made me furious. Just give me the right price, not some made up price and in nowhere in the world is it ok to charge someone 15% on a credit card.

Route: Clark to Cebu

Seat Type: Economy Class

Traveller Type: Business

Airline: Azerbaijan Airlines

Title: Azerbaijan Airlines customer review

Review: I flew from JFK to Israel via Baku and had very positive experience with Azerbaijan Airlines. JFK-Baku the plane was a quarter full so I had 4 seats to myself. It was a new and clean airplane. I was served kosher food even though they say on their website it's not available on that flight. The airport in Baku is brand new, free wi-fi, again almost empty.

Route: JFK to Tel Aviv via Baku

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "Both flights operated on time"

Review: Melbourne to Hobart return. Both flights operated on time, and baggage appeared reasonably quickly on the carousel. The flight down on a 737 Max was very smooth and pleasant. The boarding process from the rear was very efficient, and the cabin service was good. The flight back on a rather tired looking 737 wasn't quite as pleasant, with unclear boarding announcements and more rushed cabin service, but still OK. Hot drinks and water were served free (only water on the outward trip). There are different bag drop procedures in Melbourne and Hobart. In Melbourne, don't imagine that you can go straight to bag drop if you have checked in at home. No! You must go to the check-in machine to get your bag tag first. You might as well save time at home and check in at the airport. In Hobart, please go to the bag drop counter to get your bag tag.

Route: Melbourne to Hobart

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeroflot Russian Airlines

Title: "we missed the flight"

Review: I traveled from New York to Tel Aviv in June 2019. We flew via Moscow and after two hours waiting transfer we took off to Tel avid, food and service is poor but I got economy tickets so its ok so far. In Tel avid is when the nightmares started, they cant find our suitcases no where. 2 days later an Angel found 2 of the 3 packs. Well the Hunting continues, 2 more they my wife had to get in the baggage section in airport to get my mothers suitcase, finally we closed that chapter. June 17th was the day to return home, I had to return my rental car and left my family in the check in waiting, after I came back to the terminal we had to wait a half hour in line just to the attendant tells we missed the flight, I was 45 minutes to the depart, so we beg to them to let us go, no way, they sent us to the ticketing window where not one help us, the answer was, buy new tickets. I tried to see if any one else can help but looks like this company doesnt have customer service. We asked to talk to a supervisor but looks like they even dont know that word or dont care.

Route: New York to Tel Aviv via Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Condor Airlines

Title: "told me their planes are outdated"

Review: Booked & paid on Condor Air Website 2 roundtrip Business Class Seats from Los Angeles to Barcelona via Frankfurt. Received following itineraries: LAX to Frankfurt Condor Business, Frankfurt to Barcelona Economy with Lufthansa (their chosen partner). I contacted Condor to complain they advertised full flight as Business but part of received itinerary is Economy. They said they have no control what type of seats their Lufthansa partner assigns & I must take this w/ Lufthansa. Told them I did not choose Lufthansa & did not buy my tickets from Lufthansa but Condor did & they falsely advertised a full Business-Class seat. Condor refused to help. I Contacted Lufthansa & was told Condor only books economy w/ them & I will have to pay additional fee to get Business seats for remaining part of trip. I paid Lufthansa additional \$640 for mine & my daughters seats. Upon checking in at the LAX Condor counter, I mentioned additional fee I had to pay to upgrade 2nd portion of my flight. I said I had to pay twice for Business seat from Frankfurt to Barcelona (& returning flight). Agent said to file a complaint with Condor to get reimbursed for paying twice

for Business seats. I filed a complaint; Condor rejected. My LA to Frankfurt Business seat did not recline, making it less comfortable than Economy seat that reclines to some degree. I had to seat at an upright position. They offered \$100 coupon to purchase one of few items offered on their inflight magazine! A Business class ticket costs 3X Economy; my seat was less comfortable than Economy seat. Flight attendant told me their planes are outdated, missing much needed maintenance, Condor won't spend money on making repairs on their old planes. She said they routinely apologize to passengers & are embarrassed by the condition of their planes. On the return flight from Frankfurt to LA on Condor Air the Entertainment monitor on my seat was physically broken & did not operate. Flight attendant apologized & repeated same comments other Condor flight attendant said on previous flight. Once landed at LAX, my checked-in suitcase was delivered badly damaged beyond repair. There was a Condor Air employ at the carousel helping other passenger with damaged suitcases. She assisted me to logon to Condor baggage damage site & showed me how to take numerous photos of every corner and side of suitcase & upload them to their system. Condor employee inspected the suitcase & confirmed the damage; Condor claim system generated a claim #. I was told I will be contacted for assistance, but never did. I filed complaint at Condor website; got rejected. Questionable practice at website complaint process is that to complete the complaint process passengers must include their bank international code, routing number, account number. They do this to intimidate people from submitting complaints as it is impossible to complete their process before sharing this highly sensitive information. I dont know if this is a legal practice in the US. I understand they may need this information if they choose to reimburse a passenger. But why would they ask for this information before even reading ones complaint to decide whether to honor the complaint. They read my complaint, rejected each and every one of my grievances, left me with a broken Delsey suitcase, and have my highly sensitive banking information on their record!

Route: Frankfurt to Los Angeles

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "Overall, the staff was fantastic"

Review: I was initially concerned after I booked my tickets due to the reviews. This is my experience flying direct from

Tampa to Norfolk and then Norfolk to Tampa a week later. I fly first thing in the morning and sat in the Nicer seats. Overall, no issues with the flight. The boarding process was very easy and go the seat with no problem. If you are a bigger person, you may need a seat belt extender. Just ask the flight crew right when you step on and they will give you one before heading to the seat. Once boarded the captain came out and spoke with the cabin and explained the flight. We took off on time and landed 20 minutes early. The fight was very smooth and couldn't have been happier. There are inflight refreshments but unless you are in the Nicest seats cost money. I flew back to Tampa in the Nicest seats and WOW! what an upgrade. For an extra fifty bucks having the extra width and leg room was fantastic. I sat in row 1 which provide extra leg room and at 6'4" was more room then really needed. The seats are comfortable and have a reclining feature with a foot/ leg rest. Inflight refreshments come with the seat which include a can of soda and other beverages and snacks. The snacks are not the little airplane snacks but large bags of chips, candy, and energy bars. Overall, the staff was fantastic. The inflight stewards were professional and very nice and accommodating. The gate staff were also professional and prompt to load flights and get people on. The only things to remember: No in free inflight refreshments. Depending on your seat you will be allowed a personal item, carry on, or loaded bag. Some seats only allow a small personal item, and a carry-on bag will cost extra. Also I think the reviews related to delay flight and issues relate to a very limited number of aircraft. I was the only Breeze flight at the terminal, of the flight was cancelled there would be no other alternative, so there is a inherent risk you are taking. They do not have the plane inventory like Delta or AA and can accommodate a change. Also they fly on certain days and times from the airports. When scheduling makes sure to schedule a flight that has another flight the next day just in case there is a issue.

Route: Tampa to Norfolk

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "15 euro fare, no complaints"

Review: Uneventful flight. No delays. Ryanair crew were friendly enough by Ryanair standards! Window seat so not too uncomfortable. Usual multiple sales pitches squeezed into a 45 minute flight. Ryanair are never going to win any awards

for service or comfort but that's not their intention. Considering the 15 euro fare, no complaints.

Route: Bristol to Dublin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "we were messed around"

Review: Was not seated with my partner whom we booked our flight together on the whole way back to Christchurch from Rarotonga. And our flight Auckland to Christchurch was canceled and we were messed around getting to hotel for the overnight stay.

Route: Rarotonga to Christchurch via Auckland

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: Lion Air customer review

Review: Flying from Jakarta to Pontianak with Lion Air 737- Max8, and the connected flight to Kuching by Wings Air. Ticket was booked easily, however I could not do mobile check in for Pontianak - Kuching sector. So I have to do check in at counter in the Airport. Both Flights were departed and arrived on time. Pontianak To Kuching was served by ATR 72-600, and i sat at 17A which was really spacious. It was a nice flight.

Route: Jakarta to Kuching via Pontianak

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "made me dislike this airline"

Review: Seoul to Tokyo. Unprofessional and disappointing. Check in, boarding, and the beginning of the flight went smooth. The seats was comfortable with plenty of leg space. That was when things went downhill. My friends entertainment system wasn't working, and flight attendants ignore us despite us trying to get their attention. Food was bland and mushy. The head flight attendant was rushing to get food out, as she kept sighing and was rude, especially to the non Koreans. However, things started to go bad at the end of the flight. The plane had already landed and was slowly making its way to the terminal, when a little girl, about 3 years old, suddenly had to use the bathroom. The mum asked one of the flight attendant if her daughter could use the bathroom. The flight attendant went to ask her supervisor (who was the rude head flight attendant), to which she told the mum to tell her daughter to hold it. The daughter was crying, and kept saying how much it hurts (my friend who isn't Korean, but understands the language translated). The mum resorted to using a plastic bag for her daughter to uninate, in the middle of the plane. Of course, the little kid didn't want to, so the mum, desperate, just took her daughter to the bathroom. By this point, it's been 15 minutes since we've landed and was nowhere near the terminal. While I understand the importance of being in your seats while the plane is moving for our safety, certain protocol should be broken if there is a situation that arises. The head flight attendant on this flight, or at least in charge of my section, made me dislike this airline, which is disappointing as I've enjoyed this airline when I flew with them 10 days ago.

Route: Seoul to Tokyo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "nobody gave us an explanation"

Review: Disappointing service, flight was delayed 3 hours and nobody gave us an explanation at all, just sit there and wait, no meal or drinks were provided in the meantime, Ground staff are very unwelcoming and grumpy. Cabin crew are quite alright

Route: Casablanca to Doha

Seat Type: Economy Class

Traveller Type: Business

Airline: Oman Air

Title: "Appalling customer service"

Review: Dubai to Nairobi via Muscat. Appalling customer service. When other airlines are trying to help customers, Oman Air are not interested. Rude staff on telephone, charging for rebooking after saying they won't, refusing to refund. They are so busy on Facebook telling everyone how great they are but when it comes to after they have taken your money they are not interested. I will never use them again.

Route: Dubai to Nairobi via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Rwandair

Title: "I was the loser"

Review: Rwandair Business CAN-MUM-KGL-LUN-JNB return in February 2020. Flight cancelled due to Rwandan Governments Decision to suspend flights from China. They corresponded slowly and offered rebooking with ET which was risky and was 2 days later leaving me in China. I suggested much better alternative with Thai and Kenya Airways which would fit me perfectly. After some days of discussion they agreed and I rearranged positioning flights. Less than 24 hours before departure they declined to pursue their own, new rebooking due to ticket stock issues (= no interline agreement with KQ). I then had to purchase a last Minute ticket myself on the suggested routing (confirmed by Rwandair-China in-country manager). They now refuse to refund that ticket which costed me 1750 USD. Small airlines cannot cope well with serious issues. They suggest to refund the original ticket which I cannot accept as it would leave me stranded in Africa. Original ticket bought 5 months earlier as [promotional business] and I intended not to forsake it.

We were still negotiating in Kigali and I filed a case to pursue refund relentlessly. It was a tug of war. Eventually they just refunded the ticket but I was the loser as I had to buy new tickets in last moment for thrice the price of the ticket they suspended.

Route: Guangzhou to Johannesburg via Kigali / Lusaka

Seat Type: Business Class

Traveller Type: Business

Airline: Virgin America

Title: "the worst customer service"

Review: This was by far the worst customer service I have ever experienced. Virgin America cancelled my flight due to crew issues and did not provide a new itinerary. Rather they sent an email asking me to rebook my flight within two months so as not to incur fees. I proceeded to call them and spent four hours on the phone to get on a new flight. They confirmed me on several flights, I raced from terminal to terminal (mind you I'm pregnant) but because the supervisor took so long to confirm each flight I missed three flights in a row. I could have accomplished what they were trying to do (rebooking me through a flight on Kayak) in 5 minutes. Because they did end up rebooking me on a flight (which instead of being direct, flew through Boston and added 4 hours to my trip) they are not giving me a reimbursement, even though the supervisor on the phone promised to do so. I have never been more disappointed in customer service and will not be travelling with them again.

Route: LAX to IAD

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "told that my tickets been cancelled"

Review: I booked with Egypt air through their own website on the 1st of May my business tickets for me and my family,

total of 4 business tickets, one way route from Johannesburg to Dubai. On the 6th of May, only 24 hours before departure, I received email from Egypt air cancelling all my tickets. I called the Head office in Johannesburg where they told me that flight is still on, but my tickets is been cancelled without them knowing whats going on. I called the head office where I was told that my tickets been cancelled because its coming from South Africa and we are not allowed into Dubai. But I told them that I'm Emirati citizen and its stating in Egyptair website that Emirati are excluded and we can enter UAE without any problems. They agreed on that and told me my business tickets were taken by someone else and only economy seats are available for the 7th May. Or I can reschedule my flight for the 14th after Eid. I told them that I booked and fully paid my 4 business tickets for the 7th as its even more expensive than the 14th because of Eid season and I would like my business tickets back as I didn't cancel or request cancelling and I still wants my tickets. Long story short, I wasn't given my business tickets and I had to fly economy class despite paying full amount a week before for business seats. This was my first booking with Egyptair and I'm totally disappointed on how this turned out.

Route: Johannesburg to Dubai via Cairo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "got delayed for an hour"

Review: Jogjakarta to Banjarmasin. I arrived at the airport in around 9 o'clock in the morning and my flight should depart at 11.30 but it got delayed for an hour so we departed at around 12.30. Seat pocket was very dirty. Ac was turned off and it was very hot. Bad this time. At least the flight attendant smiled at me once.

Route: Jogjakarta to Banjarmasin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Batik Air

Title: "worst airline experience ever"

Review: The worst airline experience ever. I will never fly with them again. 2 hours of delay on first flights, as there was no engineer available to sign the approval for landing, very uncomfortable seats, they ran out of toilet paper in both flights, in the first they didn't have even tissues, you need to pay for everything, even for a glass of water!!! This is egregious as airport security usually don't allow water to be carried on-board on many international flights. They don't offer anything for free and even the options for purchase are very limited and expensive. Cup noodles to eat, and water, coffee, tea, Milo (with hot water) and two options of warm soda. One bag of tea is AU\$4!!!! As it was a night flight and it got very cold, I asked for a blanket and had to pay AU\$9 for a piece of flannel. Needless to say that there was no entertainment system available. The absolute worst. Do not recommend to anyone.

Route: Brisbane to Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "Will never ever travel with them again"

Review: Amman to Stockholm via Vienna. One of the worst flights that I had in my entire life! The customer service is very poor and no one is answering me. They lost my bags and didn't even bother searching for them or updating me about the situation. Will never ever travel with them again.

Route: Amman to Stockholm via Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "was a pleasant experience"

Review: Jakarta to Singapore ID7155. The check in and boarding process was fast and the staff was kind and nice.

The flight departed and arrived on time. The cabin crew was efficient and polite. The food for this flight was sandwich and muffin served in a box. Both food was quite good in taste. The in-flight entertainment for this flight was rather new and different from the previous domestic flight that I have with them. This IFE was better compared to their old one and it was responsive. The movie was somehow updated with some new selection. Overall, it was a pleasant experience with Batik Air.

Route: Jakarta to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "I thought meals were included"

Review: Asked to change to aisle seat denied at ticket counter and on plane even though they had several open available. When I booked ticket I didnt know or see wHere I wanted to purchase meals, I thought meals were included. I said I would pay and I had to wait over an hour till they accommodated other passengers. Then I could buy only certain and few items.

Route: Bangkok to Los Angeles via Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "I was denied check in"

Review: I'm writing this review so others won't go through what went through. This airline has no accountability whatsoever. The day of my flight I was denied check in. The reason was that I had less than 6 month validity on my passport which was not required for my destination. The Emirates agent at the check-in booth told me he wouldn't let me on the flight and then offered my seat to a standby client. Because of this I missed my flight, I had to renew my

passport in less than 24h and lost 2 days stay at the hotel. I had to pay 300\$+ ticket as penalty to board on the next flight not to mention the psychological distress I was put under (I have depression/anxiety disorder). I was travelling with a group and someone in my group has checked in with no problem with passport validity less than 6 months. When I contacted Emirates for refund they said the agent didn't declare the incident and put me as no show on the system although I was there in time with the group. I was told by Emirates that without the name of the agent they can do nothing about it. In short Emirates agents can freely deny you your flight manipulate the system and sell your seat to another person and you can do nothing about it.

Route: Tokyo Narita to Tunis via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jazz

Title: "ride smooth and on time"

Review: Short 1-hour hop from Vancouver to Castlegar, and all good. The plane looks tiny on the ground, but the ride was smooth and on time. Not much time for more than a swift Sprite and pretzels before we made the descent. This landing is one which all Air Canada pilots practice over and over on the simulator, as it is apparently one of the most challenging in Canada! Not bad on a sunny day such as we travelled, but I am sure on a wet evening it would be quite a tricky path through the mountains. Also advised that the route can get cancelled for days at a time due to fog. No such problems for us, as flights out and back were fine. Great to arrive at an airport and your bag is there in literally 5 minutes. Give this route a go, but make sure to check the Castlegar weather first.

Route: YVR to Castlegar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Airlines

Title: "I was upgraded to Premium economy"

Review: Ho Chi Minh city to Frankfurt via Taipei, a good experience overall. I departed at 05:45 p.m., and meals were served 3 times, 1 dinner in the connecting flight from HCMC to Taipei and 2 on the flight from Taipei to Frankfurt. The food was good, but there were not many options and the menu was the same for both departing and returning flights. The crew were friendly and caring, they noticed when I felt uncomfortable due to low temperature inside the cabin and offered hot drinks. The seat was comfortable. I'm a rather small girl (162cm in height), so I had no problem with legroom, but it might have been a bit cramped for some other passengers around me. My returning date was a busy day for Frankfurt airport, so I had a delayed takeoff, which made me miss my connecting flight from Taipei to HCMC. I had a long delay at Taoyuan airport. The airlines handled the situation well, they offered me to stay in their lounge and took care of my baggage, coupons for food and beverage were also given. The best part was I was upgraded to Premium economy on my flight back to HCMC.

Route: Ho Chi Minh to Frankfurt via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Atlantic Airways

Title: "very pleasant"

Review: Copenhagen to Vagar (Faroe Islands), and the Atlantic Airways A319 was still quite new and had the feature of mood lighting (which you don't see on many European short haul aircraft). The cabin layout was very nice. The food was simple, but good : a nice little wrap, salad with fresh salmon, bread and little mini-Rittersport chocolate. Very surprised that only 45 minutes after the meals / drinks service they did a second drink service (a full aircraft on a 2.05hr flight!). The service was friendly and the lady who served me was most charming. A simple short haul flight, but very pleasant!

Route: CPH to FAE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nordic Regional Airlines

Title: "crew was clearly tired"

Review: Helsinki to Moscow. Nordic Regional Airlines operated flight on behalf of Finnair. Not a great start as it was delayed 45 mins. The crew was clearly tired, just barely kept their eyes open. Plane about 10+ years old Embraer 190. Dirty seat covers, yuck! Service was Finnair's basic low budget concept: Free coffee or tea, or blueberry juice. Of course snacks are available if you like to use extra money. I bought a long drink for 5 euros. With the help of a strong tailwind our flight almost caught up the delayed time. Flight time today only 1hr 20mins. Everything was ok, although i didn't really like the sleepy crew.

Route: Helsinki to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: HOP!

Title: "hard pressed to use HOP"

Review: Paris to Aberdeen. HOP did us a favour during our outbound journey by taking strike action and cancelling our flight less than 48 hours prior to our departure. KLM/Air France organised a replacement itinerary with British airways which was very nice. The fun really started during our return journey from Paris to Aberdeen when we were shuttled by bus from the terminal to the aircraft. We were then left standing in the busses unable to board the aircraft for almost an hour as no purser was available to complete the embarkation. Thankfully a purser from another, recently landed, flight agreed to take our flight and worked very quickly and diligently to board the aircraft as soon as she arrived. Once underway my partner had to eat her meal from her lap since the tray table was missing from the arm of the seat. Neither of us would normally care about such things but we had treated ourselves to business class seats since it has been a few years since we had a decent holiday. I will be very hard pressed to use HOP in the future if I can avoid it!

Route: Paris to Aberdeen

Seat Type: Business Class

Traveller Type: Business

Airline: Thai AirAsia

Title: "a good commuter flight"

Review: Short hop BKK-CNX on FD4106 on 04/28 as part of SE Asia trip with Hubby. Thai Air Asia is a LCC with base in DMK Don Mueang but they do have some flights out of BKK Suvarnabhumi. We purchased the tickets back from US and was able to snag the 1st row seats. They board by zones and boarding was quite organized. For a short 1 hour flight the FAs were doing a good job of making sure we were served the hot meal that we have preordered and clean up afterwards. All FAs are using face mask at all times for safety precautions, and this is the norm in all flights we were on in Asia. Overall this is a good commuter flight, and for a low cost carrier the quality of service is really good.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "cabin & service were excellent"

Review: Booked Hong Kong Airlines because the fare was much lower than competing airlines. Check-in was a scrum even for those merely checking in bags. Onboard the cabin decor and the service were excellent. The small snack was fine and I did not expect more. Plane left the gate in Hong Kong on time but there was a sudden jolt on push back when the pin in the push back rod broke. No fault of the airline but it resulted in a 20 minute delay. Add to this the regular delay prior to arrival in TPE due to seemingly interminable one runway operation and we arrived an hour late. For the same reason, departure from Taipei was delayed but flight again smooth and enjoyable.

Route: Hong Kong to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "Overall, another good flight"

Review: Flew on GA-683 Sorong to Jakarta. Check in was quite fast even though only two desks were open. I then proceeded to the local lounge used by Garuda-Indonesia. In the lounge soft drinks, tea, coffee, and snacks were provided. It is a small lounge; however, the staff are very helpful. When it came time for boarding the process was fast and efficient which allowed us to take off on time. The flight itself was a morning flight and took approx. 3 hours and 35 minutes. I had ordered a diabetic meal which was promptly served to me just after take-off. The cabin crew were very helpful, and they showed that they really do care about their passengers even for short flight they provided a meal and then before landing a snack.. We arrived in Jakarta right on schedule and I was met at the gate by Garuda PSA Team member was escorted to baggage area. I collected my baggage and was on my way 15 minutes after landing. That is excellent service. Overall, another good flight on Garuda-Indonesia.

Route: Sorong to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Italy

Title: "WiFi not free"

Review: My flight Catania to Milan was 2 hrs late and when we arrived no one from Air Italy was at gate to help us to catch our flights to Miami which we missed. No one at transfer desk. Doors locked to floor for check in desk. Security would not help. We were told flights would wait but air Italy did not. It took many hours, even business class, to secure cheap hotel room far from airport. They would not even give me seat or ticket for flight next day. When we got To this hotel, their restaurant already closed. I finally gt seat the next day with no apologies. WiFi not free for business class.

Route: Milan to Miami

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "very disappointed"

Review: My review is about the food and beverage, and service. Very bad quality food and we were given juices for Juniors like kids. The crew disappeared after serving food and not presenting themselves but at food time. My family chose Egypt Air for convenience and it being a direct flight to Cairo but unfortunately all were very disappointed.

Route: Cairo to Washington

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: "I have not received a refund"

Review: I am shocked and disgusted with the customer service from Cebu Pacific. My flight was cancelled in March and I was told I would receive a refund by August/September at the latest. I have not received a refund and my emails are now being ignored. I feel like I have been treated with disrespect and it is not good enough.

Route: Dubai to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "seat width to be inadequate"

Review: Denpasar-Bali to Perth, Boeing 737-800 aircraft. Same aircraft type when we left PER which prior to departure we had read online customer reviews saying Garuda had replaced the larger aircraft with the smaller B737-800, with 3-3

seating configuration. We were hoping this may have changed by the time our holidays commenced, however, that was not the case! We found the seat width to be inadequate especially when myself and other two passengers have broad shoulders. Very tight squeeze for the 3.hrs 25 mins to DPS. On return flight, air conditioning was not working so not only was it a tight squeeze home but very uncomfortable with the heat, many people complaining but nothing was done. Drinks and food was served with delay adding to the frustration that the cabin getting warmer, people getting hot. Ok food selection for flight out of PER but disappointing on the return leg. Options were chicken or fish, by the time it reached row 19 the chicken had been depleted, the air hostess saying they only stock 20% chicken and the rest fish. I expect more comfortable seating and better service to match what they claim to be a 5-star airline. Please consider going with another airline as Garuda has dropped their game!

Route: Denpasar-Bali to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ravn Alaska

Title: "issues with last minute delays"

Review: Anchorage to Homer. I have had several issues with last minute delays in the past with no information on why and then today I go to check in and they've changed my flight to an earlier time with the justification that "they attempted to contact me". I've flown with Ravn forever but if I had any other airline options for my flight home I would take it in an instant.

Route: Anchorage to Homer

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Japan

Title: "Talk about money grabbing"

Review: Tokyo to Manila with Jetstar Japan. Disgusted. I was charged 50\$ because my hand-carry luggage was 1cm too wide. Literally. One. Centimeter. I have never had any issues of this sort with this particular carry-on luggage with any other airline before and I had travelled with it many times. Talk about money grabbing.

Route: Tokyo to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "I will never fly them again"

Review: In January, 2019, my husband and I were taking a very short flight from Krabi to Bangkok. This is about a 50 minute flight. This was part of our three week journey through Southeast Asia and we had booked the flight long before we began our trip. People had warned me in advance about the high cost of overweight baggage so I made sure to look into this in advance. Thai Lion Air allows 10 KG of free baggage but I knew we would have more than that since we were traveling for so long. I booked the tickets online and paid with our US credit card. Afterwards I got an email notifying us that if we were going to exceed the 10 KG of free baggage, we should pay in advance for the extra weight so that it would not be as expensive. We attempted to do that online but it wouldn't except the credit card (the same credit card we had just used to book the flight). We then called customer service and attempted to pay for the added weight with them, but they also told us they could not except US credit cards. They told us that we could pay for the extra baggage weight the day of the flight. That made me nervous so I looked online at their website and it showed that we could pay for an extra 15 KG for 520 baht (which is about \$16 USD). I figured that wasn't the end of the world so didn't worry about it. When we got to the airport for our flight, they wanted to charge us 4400 baht (or \$138 USD) which is twice the amount that we paid for the actual flight tickets! We argued with the woman and she brought over her manager who confirmed that it would be 4400 baht because we didn't come to the airport to pay at least four hours in advance. The funny thing is, they don't open until four hours before the flight so there is no way we could have paid more than four hours in advance. Basically, if you have a US credit card, there is no way you can avoid paying overweight baggage fees unless you just keep your weight below 10 KG. This airline is a bunch of con artists and I will never fly them again!

Route: Krabi to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "do my best to never book LOT again!"

Review: I was traveling with my wife and 1.5-year-old baby. They delayed our flight by 30-minute increments, and never gave us a reason why. The original departure was supposed to be 4:30PM. At 9 PM, after 10 delays and 5 hours of waiting at the gate, they told us the plane would only leave the next day at noon / 12PM. We didn't stand in line for the complimentary hotel because we could stay at our friends close to the airport, but the people told us next day that it took 3+ hours, or until midnight. The following day at 9AM when we checked in they gave us food vouchers but none of the restaurants accepted it. We never asked for food vouchers so this seemed like such a strange thing to make us even more irritated. The plane was set to leave at noon / 12PM but they kept delaying the flight again by 30-minute increments and we were close to rebooking to another flight (where the customer service rep said that they probably won't reimburse us for), but then they finally announced at 4PM that we're ready to board. After sitting for an extra 2 hours on the plane, we finally departed at 6PM. We arrived at our destination 24 hours late. A minor irritant: We asked to have our carry-on baggage checked in because we were with a baby and it's easier to traverse the airport without having to tow that around. The first day they said they won't because the plane isn't full. At the check-in gate an hour later I asked if the plane isn't full could they perhaps secure a whole row (3 seats) for my family so the baby could possibly sleep between us. There they said the plane is full. The following day when we checked in again we asked if they could check in our carry-ons as well and they did so, no questions asked. So the first day someone was either lying or just not willing to even try to help out. I called customer service when we got in to see if we could have our return flight changed to a week later and they said that they can only change it to a day later per policy, because that's how much the plane was delayed. But, the day later date had a 16-hour layover vs our original 2-hour layover so they offered to shorten our trip by a day if we'd like. And to make matters even more mind-boggling I checked online and the 1-day later flight was actually more expensive than the 1-week later flight. They'd give me a more expensive return flight because

their policy doesn't let them give me a flight that's further out than the delay we experienced. Other irritant: None of the tv remotes worked on the transatlantic flight, so I couldn't even turn on the light or do anything with it really. Final irritant: The seat I sat in reclined but didn't stay there. So every time I leaned forward to get my book or grab a drink, it came with me, and then I had to recline it again, irritating the person sitting behind me. All of this with a baby in tow. He was surprisingly patient though, more patient than a lot of the other travelers, also slept through the whole flight in the end! So anyway, worst trip ever on LOT's part. And then customer service couldn't even give me a different return flight (apart from one with a 16 hour layover instead of our original 2 hour) after a 24 hour delay. All this for \$2,700 USD. I'll do my best to never book LOT again.

Route: Los Angeles to Budapest via Warsaw

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "Flight on time, clean cabin"

Review: There is a usual Ryanair bashing, because of their usual tendency to charge everything. Once, you accept it, and follow their rules, there is no point to complain. However in FAO, we have to wait by 30 degrees Celsius, standing (no seats) on the tarmac, in a cattle corral style, in front of the aircraft, during long lasting 20 mn. We did not like it. On the contrary of many pax, we had no kids, fortunately. Flight on time, clean cabin.

Route: Faro to Marseille

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "not waive the cancellation fee"

Review: Perth to Osaka via Hong Kong. Due to Corona Virus many airlines are cancelling flights to Hong Kong and

waiving cancellation and rebooking fees. Cathay Pacific however will not waive the cancellation fee. They are essentially forcing me to fly through Hong Kong on my way to and from Japan, risking my health and putting me in a position where i might not be let back into Australia. If i choose to cancel i have to pay \$500 in cancellation fees - its an absolute joke. Cathay Pacific is a Hong Kong based company and this is where most of their business is. They are risking peoples health and livelihood by not waiving these cancellation fees (who can afford to just waste \$500 for nothing?) I phoned several different representatives to explain my situation, they are all drones who repeat the same thing, and when i eventually got put through to a manager i was on hold for an hour before they disconnected the call. They are waiving the rebooking fees however, which almost makes it worse. They are admitting there is a problem but then not allowing people to cancel their flights. I cannot rebook my flight as there are No available flights which get me to where i need to go without travelling through Hong Kong.. Whoever has made this decision is thinking about their business Only and not the safety and well being of their customers.

Route: Perth to Osaka via Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "Very poor airline"

Review: The service provided was good but the quantity of food provided is not enough. Also the seat was not good. The baggage which was supposed to be received on the same day was not received until the other day. Very poor airline with zero facility.

Route: Jeddah to Kathmandu via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "30 euro to check you in"

Review: Dont be fooled by Voloteas low prices. They stick it to you at the check in counter: 30 euro to check you in, 50 euro to check in one piece of luggage. Having purchased priority boarding, at Mykonos airport, we were checked in at the gate first only to then wait on the tarmac with all other passengers for 15 minutes. Felt like a herd.

Route: Mykonos to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ZIPAIR

Title: "I heard back 3 months later"

Review: ZIPAIR completely broke my brand new luggage and refused to reimburse for damages. I filed an incident report at the baggage counter and I heard back 3 months later that the luggage (cracked and broken halfway through with multiple holes) was considered a 'scratch' and it 'happens'. I ironically bought the luggage the night before my flight so I wasted \$400+ on its first flight with ZIPAIR. Wifi doesnt work and theres no TV to watch movies for the long flight. Cabin crew and food were the only decent experience for ZIPAIR.

Route: San Jose to Tokyo

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "business class lounge is closed"

Review: We booked business class and found out upon arrival at the airport that there is no business class lounge which is closed due to covid. The check in staff did not alert us to this fact nor did they give us any compensation for the closure. We had to look for other food outlets at the terminal and as it was 10pm at night all of them were closing. The flight was smooth, with good service but no menu was offered, the attendant reads out food choices from a list written in

pencil and there is no salad given accompanying the heavy food.

Route: Medina to Kuala Lumpur via Jeddah

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Salam Air

Title: "airport services are terrible"

Review: The worst airline service in the world, they don't let us know when a flight is cancelled, and the airport services are terrible. Don't use this airline any longer.

Route: Trivandrum to Jeddah via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avelo Airlines

Title: "the crew and plane was amazing"

Review: After reading the reviews I was worried my girls was going to have a horrible flight. But to our surprise the crew and plane was amazing. The crew was pleasant and the plane was comfortable. I would love for this airline to fly to more locations so I can use them more often. I will look up this airline first to see if they can accommodate my travel before the big corporation airlines.

Route: Tampa to Raleigh Durham

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "seat given to someone else"

Review: Gran Canaria to Heathrow. My prebooked exit row seat was given to someone else on a full flight. I was allocated another seat where the legroom was woefully tight. I can't remember feeling so uncomfortable especially as I was 18 euros poorer for having prebooked 14A and being allocated 23A. I was asked by a young couple to give up my window seat so I had an aisle seat which wasn't much better as the movement of people up and down to the toilets encroached upon my comfort. On the plus side, the flight was ahead of schedule and the cabin crew were again most charming and efficient. I would willingly have paid a bit extra if they had taken a few rows of seats out but would only fly this airline again if my seat requests (at extra cost) had been honoured.

Route: LPA to LHR

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "offered no compensation whatsoever for our troubles"

Review: Initial flight status was showing on time. However then delays started to come in. They announced over the intercom they lost our plane! How on earth do you lose a plane? They had to find us another plane. Went to another gate and eventually boarded that plane. Plane air conditioning was not working, the attendants told us that up front. Got on the runway and we got stopped due to weather. Sat on the runway for over an hour then went back to the gate and deplaned. Sat through many more delays and eventually got on plane again. Sat almost an hour before leaving the gate. Got on the runway and sat there for another hour. Still couldn't take off so took us back to the gate once again! Got off and we wanted to just cancel the flight. Would not let us until it was officially cancelled by them. Had to wait through more delays and eventually got cancelled late that night. Had to wait in a very long line to get tickets cancelled and refunded. There were no flights out the next 2 days at least. Note I still don't have my refund as of this review, said it takes 7-10 days. They offered no compensation whatsoever for our troubles. I know you can't control weather delays but the experience and customer service is something you can control. We had to get a rental car and drive from Boston to Charlotte to get home! Worst flying experience I ever had!

Route: Boston to Charlotte

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "Will never use Cebu Pacific"

Review: Manila to Sydney. To start, to enter the gate you have to go through Cebus own security. Thats after youve already been through security of the airport. Then youll have to empty your water bottles that you purchased at the shops within the airport. There are no toilets or water facilities inside their gate. Our flight was one hour late at the gate and there were no announcements to advice why the plane was late. The. Once boarded we waited about 1.5 hours with changing messages as to why our flight was late to depart. The seats are horrible. There cushioning has a crease in the middle meaning you cannot sit in the chair longer than an hour At the end of the day, you get what you pay for, so do I really have the right to complain? Yes I do. Theres just to many areas to highlight. Will never use Cebu Pacific for a long haul international again.

Route: Manila to Syndey

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "running after them to get my money back"

Review: I was supposed to fly to Melbourne Through Fiji in December 2021, and bought the ticket on October 2021 from their website. After about weeks I was informed that my flight need to be changed and I need to have a "36 hour transit quarantine" as their rule has changed. I did not accept this change and requested for a refund and have been running after them to get my money back, have emailed few times, but it is just radio silence from there reservation, and local offices cant help.

Route: Tokyo to Melbourne via Nadi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Airline

Title: "Avoid a headache"

Review: The boarding protocol and check engine took so long that they couldnt depart at 1 am, then, around 2 am, Lima airport stop Sky Airline flying, because of being so late. In consequence, all the passengers had to wait until 5 am to do can flight to Miami. Many of us lost international connections because of this, with no solution just excuses. Avoid a headache and waste of time and money.

Route: Lima to Miami

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Namibia

Title: "not a care in the world"

Review: Lusaka to Cape Town via Windhoek. I booked this ticket on line, about 4 weeks before the departure date. I had to phone the Air Namibia call center after booking as I received a confirmation email but not the e-ticket. The night before the departure, around 20:00, I received a call from Air Namibia informing me the flight had been cancelled due to an operational issue (most likely not enough booked passengers) I was given the option of being re-booked on any of the daily flights on South African Airways to Johannesburg and then Air Namibia to Windhoek. I chose the 13:25 flight and was told to pop into their office at the airport to collect my new ticket as it would be waiting for me. Unfortunately it wasn't and it took three hours of sitting around and a final mad rush to board (ever walked onto a plane where everyone has been sitting waiting to see what idiot has held up the flight?) Anyway, to cut it short, a journey that should have been 4 hours (check in and flight time) ended up being 11 hours. Air Namibia, not a care in the world.

Route: LUN to CPT via WDH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "Boeing 787 seat comfortable"

Review: Good check in at Bangkok. I was late and they were patient while I organised my bags so that the main luggage could be checked through to Melbourne and I could have just a day pack for an extended transit in Brunei. The first flight was smooth and a good meal was served. It landed on time in Brunei. For the second flight I had to collect my boarding pass from check in - Royal Brunei had a dedicated check in and it was very quick. I then waited for the flight to Melbourne in their lounge (not one of their strongpoints). Melbourne flight arrived on time. Dinner was good although a little slow being served. Given the poor quality of their lounge eating dinner in the lounge is not really an option. Luggage quickly off the flight. The entertainment head sets were collected early on both sectors and the choice of entertainment a little limited. Seats on both flights were comfortable and the Boeing 787 flat bed seat is comfortable and I had a few hours of good sleep. They wake you relatively early on the descent. Food on both sectors was good with reasonable sized portions which were quite tasty. Drinks are non alcoholic which is a bit limiting but given the cost of the ticket well worth not drinking alcohol on the flight. There was no drink or food service once the plane started the descent.

Route: Bangkok to Melbourne via BWN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "food for long haul is extremely disappointing"

Review: I flew A350 from Singapore to Helsinki with Finnair, the aircraft is new and spacious for economy, but - food for long haul is extremely disappointing - drinks after the first one you must pay for in a long haul flight is unheard of from a

national flag airline - breakfast is another huge disappointment - no snacks - service is kept to minimum - entertainment is out of date program. For a national flag airline, it is the worst I have seen. Even worse than BA economy class. I would never fly Finnair again unless there is a gun pointed towards me. Rather choose other national flag, and they are all a similar price.

Route: Singapore to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "never value time for its customer"

Review: The airline never value time for its customer. This time they have delayed the flight without prior intimation. Reaching to the boarding gate and then you come to know that 2 hour flight is delayed by 3 Hours. No executive present at boarding gate and you have to go back to the enquiry desk and then they tell you that it is delayed by operational reasons.

Route: Delhi to Pune

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India Express

Title: "Not value for money"

Review: Doha to Trivandrum. Not value for money. Seats very congested, very poor boarding. Always getting delayed, find insects in seat area. The toilet not at all clean. Snack provided is not good.

Route: Doha to Trivandrum

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "Staff didn't seem to care"

Review: Staff didn't seem to care. The plane was dirty, everything is self serve, no one to help. I was served a mince and cheese pie as a meal. Seriously this is no longer my national airline, I'm more ashamed of them using the name of New Zealand. Staff still seem to have that elite mantra that they no longer deserve.

Route: Auckland to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "the crew didn't look happy"

Review: My first time with Nok Air from Bangkok to Phuket. The flight took off and landed on time. Legroom was fine. My seat was dirty and not cleaned from the previous flight. The food they hand out isn't special but I didn't expect anything for a one hour flight so I can't complain. The crew didn't look happy and were unfriendly, something I haven't experienced before on a Thai airline. I couldn't understand what they said during the announcements. = It seemed like even they weren't very eager to be on that flight. It was my first and probably last experience on this airline.

Route: Bangkok to Phuket

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "Worst ground staff service"

Review: Ground staff comprehension skills are so low. I had an approval from my destination country that mentions

exempted from quarantine, the ground staff were insisting for me to have hotel quarantine and held me for more than 30mins! They tried calling for other colleagues and was unsure of what they are doing. I ended up going back on the line without even a proper explanation. Worst ground staff service ever.

Route: Tbilisi to Doha via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bangkok Airways

Title: "a true dedicated employee"

Review: I especially want to thank Khun Guy at Krabi Airport Ticketing Office for her perseverance and commitment as a ground handling Staff with Bangkok Airways where she gave me extreme assistance. She's a true dedicated employee. I was booked from Krabi to Bkk & connecting SQ979 to S'pore on April 5th, I realized on the day before my departure, Bangkok Airways was grounded and not taking off to Bkk and I went directly to KBV Airport on April 5th early morning hoping to book a ThaiSmile flight to BKK which was departing at 4pm that same April 5th. Somehow, with sheer luck I managed to get a seat with the kind help of Guy knowing that ThaiSmile was also fully booked and that I'm on their 1st priority list. At the same time, Guy also made sure that I'm checked in with ThaiSmile as I need to be in Bangkok to connect my SQ flight back home to S'pore. Simultaneously she also made arrangements for Bangkok Airways Staff at Suvarnabhumi Airport to assist me for check-in with SIA knowing that it was a time-factor that I needed to check-in ASAP as my SQ Departure time was 6.30pm & ThaiSmile arrival Bkk at 5.30pm as I had to clear Customs & Immigration that will consume some time. Overall I made it for my SQ-979 check-in on time with the help of Bangkok Airways Staff at Suvarnabhumi Airport.

Route: Krabi to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "appreciated what they did"

Review: London Heathrow to Beijing in December. The experience was good in business class, apart from the food. As this was a full flight I expected a rushed service but it was not and most of the staff were lovely. The personal storage on business class seat is very limited I had to put everything to my right, into an open hole storage, which is located below the seat cushion level. No surprise, I forgot to take it back from the storage after landing, and the chief purser came out of the aircraft and walked down the staircases to the tarmac and stopped the shuttle bus to return it to me. That was in a minus temperature. I was touched that the crew managed to clear the areas of business class after all pax disembarked and found my items and the purser came down to return it to me. I appreciated what they did for me.

Route: London to Beijing

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "worst part of the flight was the seats"

Review: My wife and I just had our first experience with Play Airlines. Im pretty certain it will be our last. First the cost: This budget airline tagged us for nearly \$2400 r/t from Boston to Dublin in late June. (We booked months in advance.) That was less confiscatory than the other airlines, but hardly a bargain. That \$2400 got us a checked bag and carry on per person. It didnt buy us even a package of peanuts during the 9-10 hours we spent in the air. At one point I asked the flight attendant if I could have a cup of tap water. She said she could sell me a small bottle for three euro. Play is a hub and spoke airline, so all flights go through Iceland. That turns 5.5-6.5 hour nonstop flight into a 10-12 hour affair, with layover. On the long transatlantic flight, there is no seatback entertainment, not even any WiFi for purchase which is odd since Play tries to make money off of virtually every other aspect of the flight. If it could charge for a trip to the bathroom, Im pretty sure it would. The worst part of the flight, however, was the seats. Im six feet tall. I accept that Ill never get any sleep in coach. This was the first time, however, that neither my wife nor I could sit comfortably for even an hour at least on the trip from Boston to Iceland. (The trip from Iceland to Dublin was more comfortable.) The seat cushions were

wafer thin. There was little lumbar support. It goes without saying that there was no legroom, but the pitch the distance between my seat and the one in front was the smallest I've ever experienced. My wife and I had to switch seats when the chap in front reclined even a bit. Play's penny-pinching apparently extends to its airport staff as well. We showed up at Dublin airport at 8:35 am on July 1 to check in for our return flight home. The queue was already packed. To deal with it, Play had one poor beleaguered attendant at the counter. (After about 75 mins of this they did bring in a second attendant.) We spent about 90 minutes in line waiting just to check our bags. To be fair, our trip off season would cost about half what we paid for peak travel. Honestly, I wouldn't fly Play again if it gave me a free ticket. This isn't no frills. It's factory farming disguised as airline travel, with passengers penned in like chickens, valuable only for the dollar signs on our heads. Pay the extra money and get treated like a human being. We will.

Route: Dublin to Boston via Reykjavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SmartWings

Title: "Worst airline ever I flew"

Review: Gatwick to Prague. The flight was supposed to depart from Gatwick at 2:20pm and it's now 5:04pm and everyone is in the airplane, it's so hot that you can't barely breathe. Funny enough this is the second flight I take with Smart Wings and same thing happened on first time, this time is worst because we're in the airplane with a lack of oxygen. Is this how you are supposed to treat customers? Worst airline ever I flew with.

Route: Gatwick to Prague

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "No major issues with the flight"

Review: No major issues with the flight. Leg room is pretty tight. But you get what you pay for. Flight was full, there was no options to buy on board due to COVID restrictions, that didnt make much difference. On time no problems.

Route: Krabi to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "Unacceptable processing time"

Review: Cancelled flight. Have to call in to request the refund. Processing time is up to 6 months and no confirmation provided. Unacceptable processing time and performance here.

Route: Bangkok to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Adria Airways

Title: "Clean and fresh aircraft "

Review: Tallinn to Stockholm with Adria Airways. Clean and fresh aircraft with Nordica livery. Pleasant boarding staff, clear announcements from FAs and cockpit informative. An innovative approach to meal service - selection of "make your own sandwich" - very fresh for 5.50 euros. Coffee, tea and water complimentary. Flight slightly delayed because of technical overhaul.

Route: TLL to ARN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: QantasLink

Title: "pleasure flying with QantasLink"

Review: Travelled QantasLink from Brisbane to Townsville via Mackay. Ticket was \$45 cheaper than direct flight due to QantasLink sale. Flights were on time and uneventful. Small snacks with tea and coffee or soft drinks. Staff were attentive. Aircraft clean. Leg room okay. I have flown this routing a few times and each time, my bag appears on the carousel in Mackay when it's checked through to Townsville. I always go out and recheck it at Mackay and there is never a problem. But may catch travellers connecting at Mackay by surprise. So always check for your bag at the baggage carousel and recheck your bag if you see it. Otherwise, a pleasure flying with QantasLink.

Route: BNE to TSV via MKY

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "Service extremely poor"

Review: Paris to Hanoi. Where to begin? Seats were broken, Service extremely poor, every request felt a bit like asking for a favour; seat recliners broke but no-one cares; onboard entertainment didn't load until 3 hours into 12-hour flight. On top of that, customer service just doesn't care. Never again, plenty other much better Airlines to choose from.

Route: Paris to Hanoi

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "Very disorganized and chaotic "

Review: Toronto to Charlotte. Very disorganized and chaotic at the boarding gate in Toronto. Delayed 90 minutes deleting. Maintenance. No food or what're nearby (Gate A9). Nearest food/refreshment A19. On arrival 15 minute delay

at arrival gate - no gate agent. Really? The inability to get the easy things causes me to question the company's ability to execute safely.

Route: Toronto to Charlotte

Seat Type: Economy Class

Traveller Type: Business

Airline: Lao Airlines

Title: "I definitely recommend them"

Review: First time on a flight to Laos. Impressed with the staff at Bangkok BKK airport. I flew to Vientiane on Lao Airlines on September 3, 2015. Not a full flight, plenty of staff at every point. At check in they were very nice. I had to come back and check in a small package because security wouldn't let me through with a tube of sunscreen. Very helpful in directing me to the post office where I could buy a small box, and let me check it in. After I got through security and immigration, at the gate there was a nice clean, quiet waiting area with a bathroom close by. No shortage of airline staff, all of whom were polite and nice. The aircraft is fairly new, ATR 72 prop plane, which seats 48 passengers. The plane was about 50% full. The seats are leather-like and as comfortable as you can expect. Seats recline some. Very clean plane. I did not use the lavatory. They board and disembark from the rear of the plane, so if you are in row 1, you are the last to disembark. The overhead compartments are very small, if you have a large backpack, they won't fit. The seats are a 2-2 configuration. I was in row 5 which was right opposite the propeller. After airborne, I moved to row 3 so I had a better view. Short flight, 1 hr 15 minutes, very smooth, all instructions were given in two languages - English being one of them. Could easily understand them. At a cruising altitude of 25,000 feet, my ears felt a whole lot better than on Airasia! Good landing, good service, good clean equipment, I would definitely recommend them. They did provide a snack, which surprised me. It consisted of a sandwich and water. My flight cost was \$100, plus a \$50 surcharge for fuel! then taxes, it came to \$175.00 for a return ticket. For such a short flight it was a little expensive, and considering they are flying with such low passenger capacity, I am surprised the fares aren't more competitive.

Route: BKK to VTE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shenzhen Airlines

Title: "standing during turbulence"

Review: I've been taking Shenzhen Airlines frequently, and the experience today in ZH9149 was not as good as usual. During the flight a woman from economy class went to the first class area and sit by me, chatting with a guy and a kid, who sat in the same row with me. Most of the time she was standing in the aisle even during turbulence. Even worse, she used mobile phone to take pics for the kid. This behavior is dangerous and it happened at least three times during the flight. But there was no cabin crew stopping her all the time.

Route: CKG to CGO

Seat Type: First Class

Traveller Type: Business

Airline: Kenya Airways

Title: "insisted we pay or repack"

Review: Arrived at the JKIA an hour before the flight 3 tickets and had excess weight of 3kgs with an option of 6pcs of luggage but had 5. The lady insisted we pay or repack and stated we had no time. Tried to talk to her even her colleague but she refused saying you should have come earlier, any way we did re pack. She insisted we print the PCR test result and I told her we do it digital due to the current covid situation and also we are residents at our destination and had a system in place for that but still insisted we print and time was not on our side. It took me 20 min to do so and when i was back she told me I was late and the gate was already closed. Some efforts were made and we made it to the flight which was empty. Upon arrival in Dubai no luggage. The tickets I had were for 90kgs x3=270 but for sure i had less than the 270kgs with an excess of 3kgs in one pc and no time almost missed my flight. No leniency or situational exceptions, felt really disappointed and couldn't mind the hassle if there was time. I am not giving up on KQ. Staff pls try to accommodate based on situations.

Route: Nairobi to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "money grabbing management"

Review: First time I fly easyJet, I didn't think to check reviews, we were only going to Glasgow and it is just a quick long weekend. So we didn't care to dig into the airline assuming it is the standard stuff. But boy we were wrong, we took a Friday flight 30th of September EZY885, was supposed to take off at 18:05, but only took off around 18:45 or something like that, thankfully, we had nothing planned. Then on the way back on the 3rd of October Ezy6414 @ 9:15, they decided my standard bag was too big for the cabin, because apparently on Feb2021, they shrunk the seats and the cabin size even more, and charged me £24 for it. That bag was half empty, I could have brought a smaller one had I known. Why are they going against standardisation? They actively want to catch you, the lady there could have let it go, it's not like that money goes to her pocket, but some people enjoy letting others down. They must hate their jobs immensely (customer service is difficult, especially with money grabbing management that are paid 6digits compared to people in her level with 1.65bn revenue). My guy friend is 6ft, he had his legs squashed there, I feel terrible, I didn't think he might need leg space.

Route: London Gatwick to Glasgow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: airBaltic

Title: "the worst cabin service"

Review: Larnaca to Copenhagen via Riga. Airbaltic has the worst cabin service i have ever experienced. Both when flying to Larnaca from Copenhagen via Riga, and home trip, there were small delays, which meant we literally ran to

gate to make the flight. And even though both flights are operated by air Baltic instead of a quick apology and a smile they bark orders at you, to hurry and are super unfriendly. Only with airbaltic I have experienced that people are having some difficulty with fitting the cabin luggage into the overhead compartment, and the cabin crew are just standing and eyeballing instead of helping. I could go on. But all in all airbaltic is just disastrous airline, and to make matters worse airport in Riga has also lots of issues. So are you flying with airbaltic through Riga, you are almost guaranteed a disappointment.

Route: Larnaca to Copenhagen via Riga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alitalia

Title: "There is zero leg room"

Review: Never been to Italy before, first time to write a review before take off! Its all about the leg room. I am already in a lot of discomfort and we havent even taken off. There is zero leg room. I am worried that if the passenger in front reclined by even an inch, I will suffer an untimely death. I really should have done my homework, but as this is the National carrier etc, I assumed it would be the best.

Route: London Heathrow to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: Tigerair customer review

Review: Flew Sydney to Gold Coast. On the way there, this airline was fine however on the way back we were waiting in the line and we started to board. All of a sudden the flight attendant randomly comes to the middle of the line (unfortunately right where me and my two friends are standing) and asks to weigh our bags (7kgs allowed). Granted we

were over our allowed weight and I would not have minded paying had she done this to everyone in the queue! We were literally the only people in the entire flight to have their bag checked. I was appalled to see people passing me with suitcases much heavier and bigger than mine! I know shes selected us because we were 3 young girls and we were an easy target because we wouldnt make a massive fuss (although I was happy to express my dissatisfaction). I am okay with paying if my suitcase is over, I can take full responsibility for that but if you are going to do one person, you have to weigh everyones! You cant choose easy targets to get extra money. So my annoyance then continued as the women charging us took so long to do so I then didnt have any over head space for my case and was sat the whole flight by a crying baby (no ones fault about the child) but it wasnt a pleasant trip. Overall I would not fly again with Tigerair nor would I recommend them unless they had this issue sorted. Its not professional. I love flying but I have never been more annoyed.

Route: Sydney to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "poor and rude customer service"

Review: Everything has gone wrong with this airline: from a 1 week delayed baggage, to poor and rude customer service. Even the website doesn't work properly and when it continued to tell me that it could not find my reservation number I was forced to once again call the treacherous service desk. Treacherous is the right word, as they can hang up on you at any point in the 45 minute queue to speak to an agent. Even once you do get to an agent they have hung up on me multiple times once putting me back on hold. In conclusion everything about Air Europa is horrible. Honestly shocked that so many people are still choosing to fly with them. I know I will never fly with them again and would strongly advise you to do the same.

Route: Amsterdam to Medellin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "very kind and nice and helpful"

Review: Thank you for all the staff on the Delta Air Lines. I traveled alone with my 4-year old boy and 2-year old baby girl. I had so much anxiety but they all helped me to carry my stuff and the stroller, etc. They all have been very kind and nice and helpful in so many ways. One flight attendant even walked us to the gate. It was the best flight I ever experienced. all!!

Route: Detroit to Seattle

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Egyptair

Title: "didn't want to engage with anyone"

Review: My flight from Heathrow was scheduled on Saturday 10/12/22 at 1400. But this was delayed. As a result I missed my connection flight at Cairo and had to spend over 5 hours at the airport. The staff at the airport were absolutely rude. No explanation, no curtesy, no respect at all. They simply didn't want to engage with anyone. We were commanded to hand in our passports and the new boarding passes with no explanation at about 22:15 PM. At about 02:20 AM two staff came back and commanded us to follow them through immigration. We were taken to another area and told to WAIT. After 03:00AM a small mini bus arrived and we were told 'bus to hotel' the ride was very uncomfortable with passengers sitting on each others laps. We were served a meal at the hotel and went to sleep. We spent the next day Sunday 11/12/22 at the hotel until 18:00PM when were taken back to the airport to catch a flight at 21:45PM arriving at my final destination at 03:15 AM on 12/12/22. To add to my agony, one of my bags was missing so I had to go through more distress completing paper work for missing baggage. The bag was delivered, though. The experience has by far been the worst ever especially the appalling customer service. Will never ever use this airline and if anyone intends to use this airline consider your options very carefully, after all there is a good choice from other

airlines.

Route: London to Entebbe via Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pobeda Airlines

Title: "trouble with online check in"

Review: In both my two flights with them, from Milan to Moscow and back I got in trouble with the online check in. First flight was impossible to online check in because their unfunctional web page and at the airport I had to pay 25 fee. Many passenger got in the same trouble. The staff told me to ask a refund to an e mail addres but still nobody answer me. On the way back I got in trouble on the payment for an added luggage I requested online. Because their website makes my wish to pay unrealized saying some sort of error unspecified occur, even that time the online check in was not possible and I needed to pay at the airport. My demand for refund, another time not answered. Need to say also that the carry on board luggage has no sense, you can barely carry on board a pair of spare shoes because they are already too big. I recommend to avoid use this company, is better pick another one, maybe more expensive, because with pobeda you end to pay more, have a worst flight and waste a lot of time.

Route: Milan to Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "its gone downhill"

Review: Hong Kong to Sapporo. As a long time Cathay flyer and Marco Polo club member (14 years), Im afraid to say its gone downhill. It used to be premium service. Now its just as expensive, but with old planes and staff that are polite but theres no caring or warmth anymore.

Route: Hong Kong to Sapporo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bulgaria Air

Title: "crew was friendly"

Review: I flew Bulgaria Air economy class from Varna to Sofia on an A319. Overall the flight was good. The food was okay, the crew was friendly. The plane wasn't full, so most of the passengers had three seats only for themselves, and the seat was comfortable.

Route: VAR to SOF

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "charge was for the seat selection"

Review: I am the last person to complain about cheap airlines. You get what youre paying for, so I am not really expecting great perks, comfort, or customer service as long as they get me safely to my destination. Thats the deal. However, I wont stand dishonest and cheating businesses and Scoot is a great example of that. On my last trip with them, I was told upon checking in, that I had 11 euro credit on my account and the lady at the counter was not able to give me my ticket till I pay. She did not tell me what this payment was for (I asked, but she didnt know) and redirected me to the cashier (who was supposed to give me all the details). There, again, I was told that he didnt know any details of the payment (sort this out directly with the airline), just that I need to pay. So 2 hours before my flight to Australia I was running back and forth between two Scoot desks to find out what was this about with no luck, no one gave me any info. I was naïve enough to think that this was probably just a system issue I gave up and paid, I thought I would resolve the issue with customer service afterward. Wow, how stupid I was. I sent the refund request via Scoot website

explaining the situation. I got the reply that the charge was for the seat selection, which I apparently requested and on which I was apparently informed. So, now I am on my 5th complaint email, saying that I have never requested a seat and they are saying that I had. I ended up paying for the service I have never received, and they do not even have the decency to take responsibility for their mistakes.

Route: Berlin to Melbourne via Singapore

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "inflight service provided was less than acceptable"

Review: I feel obliged to write a review about the Business Class facility on Egyptair. I am totally disappointed with the type of service provided especially when I paid a lot of money to travel Business Class! My comments - 1) The boarding facility at Abu Dhabi airport was total confusion! As a Business Class traveller I had to go to the boarding counter and ask to be boarded. 2) The inflight service provided from Abu Dhabi to Cairo was less than acceptable especially the food provided and no follow ups. Every time I asked for something I was looked at as if I had annoyed the crew! 3) The inflight service provided from Cairo to Abu Dhabi was no different from the above. I had to ask 3 times for a blanket and pillow! And the food!! Well.... I would get better food at McDonalds! No coffee or tea offered, just a bottle of water and an option between orange juice or water! I am totally disappointed with Egyptair and would strongly recommend anyone wanting to travel to Cairo to fly with another carrier especially when you pay extra for business class service and you don't get it.

Route: Cairo to Abu Dhabi

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: FlySafair

Title: "missed their flight with 3 minutes"

Review: My parents booked a flight for the 22nd of September. The queues were so full and no one to help people that they missed their flight with 3 minutes. Their website say to be there 90 minutes before the time which we were. But the queues were so full they were not able to get through. They were placed on standby for the whole day and they told them at the end of the day only to go home and come back again at tomorrow mornings flight. Again no one to help them along with 25 other people also missing their flight because the flysafair staff didnt help them and then there was absolutely no line at customer care ... while waiting for the people to tell them at 5:20 if there is space, no one communicated with them and they waited until 6:15 and even after the flight took off, no one communicated with the passengers on what is going on. Worst service we ever got from any airline.

Route: Johannesburg to George

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: CSA Czech Airlines

Title: "Overpriced low cost treatment"

Review: Mixed bag of two different experiences. Paris to Prague and Prague to Kiev. Booked through travel agent and then wasnt able to access booking on the csa.com to buy options like food or extra bag. Was able to get bag allowance via online check in where it recognized my premium status with SkyTeam. At the airport in Paris everything was smooth and easy including SkyPriority lanes available at every stage. Plane was bang on time. The seat comfort was excellent which is important to me. Didnt have opportunity to try their meal since wasnt able to pre-order it, but no problem for 1 hr flight. When in Prague everything changed dramatically. At the gate there was no flight info at all and no one attended. The screen showed a 2 hr delay. The csa.com has no flight status info and sends you to Prague airport website where flight was shown as leaving on time. One hour later incomprehensible announcement about gate change with exact words The flight is leaving now from Gate X. The crowd ran there to find new gate empty and door closed with no one around. 60 minutes later flight was called for boarding. At their home base CSA dont maintain separate lane for business and SkyTeam passengers. All stood in one line and boarding was a mess. Onboard 2 hr flight nothing was for

free, even water. Since security check is done directly at the boarding gate after shopping area you get your bottle of water purchased to bring onboard confiscated but then after the lane they have a vending machine for you to buy previously confiscated water again. When onboard no apologies for delay from the crew. Ticket price was higher than KLM on the same route. Cabin bag allowance was just 1 item of 8 kg vs KLM 12 kg and 2 items plus drinks and snacks for free. Checked baggage allowance is up to SkyTeam standards. Only 3 star for ground service due to good experience in Paris. For Prague airport they deserve no star. Overpriced low cost treatment. Inconsistent.

Route: Paris CDG to Kiev Boryspil via Prague

Seat Type: Economy Class

Traveller Type: Business

Airline: Iberia

Title: "I asked her to make an exception"

Review: My flight from Geneva to Madrid got delayed and only left me 55 minutes to make my connection in Madrid to Miami. I called customer support the day before to have them change my flight to make it back to Miami on Saturday night because I had to work on Sunday. They refused to change my flight because the minimum connection time was 55 minutes. I asked her to make an exception and she said she was texting her supervisor and he said no. She then hung up on me. My flight from Geneva to Madrid got delayed 25 minutes leaving me only 30 minutes for the connection. I called support again and asked them to put me on another flight as I have to make it back to Miami on Saturday and I was once again met with a representative that was not helpful at all.

Route: Geneva to Miami via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "Every time is a delay"

Review: Berlin to Riga. Every time I have to fly with Air Baltic is a delay - information is rubbish and in one occasion even after 4 hours delay they insist in not pay even for a bottle of water. One of the worse airlines I have ever had to deal with. If you can avoid please do so.

Route: Berlin to Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "refuse to honor a travel voucher"

Review: They refuse to honor a valid travel voucher that they issued. Don't ever accept one for a reservation or seat change. I emailed customer service and spoke to three different people and none were able to or willing to help. The voucher doesn't expire until July 2023.

Route: Honolulu to New York

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "the experience was not positive"

Review: Although Fiji Airways got us to and from our destination in Samoa recently, I note the following deficits in the service provided by the airline. Seating on the long flight from LAX to Nadi, Fiji was very limited. The nearly 11 hour flight was cramped at best. Carry-on baggage restrictions are very strict with a maximum of 7 kg allowed in carry-on. Numerous passengers, including us, had to take items from their carry-on baggage and place them in their checked baggage. This seemed odd in that the total weight of all baggage taken did not change. Company policy varied by airport. For example, the airport in LAX refused to tag my wife's carry-on bag because, they said, it was oversize. She was, however, allowed to take it as a carry-on. (The attendant seemed to be very afraid of consequence with

management.) On our return trip, my wife's carry-on bag was not questioned, but mine was. Also, an umbrella my wife was carrying was allowed to be sent as an item of checked baggage in Apia, but when we arrived in Nadi, they refused to allow her to take the umbrella either as a carry-on or as a checked item unless she was willing to pay \$200 to have it checked. The hassle was unnecessary and the result of lack of uniform policies with the airline. I appreciated being able to arrive safely and return from our destination, but the experience with Fiji Airlines was not positive. They need to get their act together and apply uniform procedures at all airports and properly advise customers of their policies, especially the restrictive weight allowance with carry-ons.

Route: APW to LAX via NAN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sky Airline

Title: "one of the worst experiences I have ever had"

Review: I fly frequently and have never written a review before but was so incredibly frustrated with the experience this morning in Calama, Chile. I was at the airport an hour forty minutes before departure and sitting next to the gate. Right before departure, I heard my name. I went down and they had denied my luggage boarding due to a bottle of insect repellent. In the last month, I had flown with the same luggage from Miami, Santiago, Puerto Montt, Ushuaia, Buenos Aires, Santiago again without issue. They said it was too late to change flights and would put me on the next flight 8 hours later! I said I wanted them to switch me to a different airline but they said they couldn't do it. They even suggested I would need to pay a rebooking fee although they later dropped that. Even if we had hustled, I could have made the flight and we could just throw away the repellent which cost a few dollars. But instead the person at the counter ignored me, after recognizing my presence and helped other people who weren't even flying. I have flown so many times in my life and it was one of the worst experiences I have ever had. Absolutely incredible the complete disregard and ignorance to customer service in a customer service based industry.

Route: Calama to Santiago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "do not go with this airline"

Review: Colombo to Male. I strongly advice everyone not to go with this airline! If you want to go to Sri Lanka, but only this airline is available, better change your destination! We had a flight with them from Colombo to Male. At the check-in gate they told us it is overbooked and we could not board. Due to having expensive connection flights we tried to talk to them about opportunities. We were at the gate two hours before departure. They did not care. Also Sri Lankan people were not able to go on the flight. They let them inside the airplane anyways after talking for three minutes in their language. First they offered us to fly in the night the same day, but 12 hours later. After 30 minutes discussion there was another flight in the afternoon available, how did that happen out of nothing? Our cancelled flight was still bookable in the internet while all of this happened. We tried to talk about compensation. Instead of showing that they were any sorry, they only tried to make us sign agreements, where it said that there would not be any possible compensation, for 50 Dollars Onboard Duty Free. When we asked them about it they suddenly didnt speak English anymore! When the topic came back to compensation, they told that it was not possible at the airport. We should ask the customer support after vacation when back in Germany. Even when I asked for a contact person, the girl was not able to speak English anymore and just stared at me with a smile. I asked for a letter of confirmation that our access was denied. They pretended not to understand. Only the fourth person finally understood and gave us the letter. Afterwards they let again stand us in the airport for one hour before bringing us to a hotel in the airport. We asked for a phone call to our hotel in the destination to inform about not making it there, but they did not give us any opportunity to call. Only said we should try with our mobiles. In the hotel they gave us a lunch Voucher. The joke here is that the lunch started only after our boarding for the next flight would start. There was a Sri Lankan Airlines Lounge, so we asked if it was possible to get breakfast there because we were pretty hungry, already 2:30 hours at the gate. They denied the access. Hotel room was not prepared. The person from Sri Lankan airline just ran off ASAP, so we had no contact person anymore. So for real guys: do not go with this airline!

Route: Colombo to Male

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "flight was delayed for 1h55m"

Review: I was on a flight from Korea to Tel Aviv via Warsaw. A few hours before departure, I received a text message saying that the flight was delayed for 1 hour and 55 minutes, and as a result, I missed my second flight and ended up spending more than 8 hours in Warsaw. My fellow passengers and I were disabled people who use wheelchair services and suffered a lot.

Route: Incheon to Tel Aviv via Warsaw

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: KLM Royal Dutch Airlines

Title: "value for money is not even 1"

Review: There is one thing I don't understand about KLM: how can you loose a Business Class luggage on a direct flight? Did it fall out of the plane? Did it get sent to Mars with Elon Musk's rocket? Since I was travelling again (this time, not KLM), I took the time to walk over the Baggage Desk at Arrivals in Schiphol. What I learned is that not only did they never actually check whether it's still at the departure place, or at a stop-over place, no, they suggested I start calling airports in Zanzibar and Dar (where we landed on the way, but I did not have to leave the plane....unlike my luggage, probably)! Once again: a Business Class passenger, member of both private and corporate loyalty programs, gets their luggage lost by KLM and is advised to go look for it themselves. Fly KLM again? I don't think so. BTW, there were queues at that Lost Luggage desk, so... if you care for your property, see if there's another airline that can take you - and your luggage - to your destination. In the meantime, value for money is not even 1: it's negative. As to the rest. The first ever business class flight where I had to ask for a glass of water - twice! And I had to pay for Wifi. In business class.

Route: Amsterdam to Zanzibar

Seat Type: Business Class

Traveller Type: Business

Airline: Air India Express

Title: "A very unhappy customer"

Review: Intention of budget airline was to support poor passengers, however the famous #airindiaexpress now looting their covid impacted travellers in all means and providing the worst service in the industry. Some highlights of the customer support: Cancellation charges applied for all cancelled flights at least 4500/- UAE/India sector, whereas private operators reimbursing full amount a couple of days after cancellation of flights. Rescheduling or refund request (even after deduction) not possible online, still in bullock-cart era, they claim that it is a government company unlike private agencies, they have rules to comply. Customers to call and wait for hours on unanswered call center lines for rescheduling. If you are lucky enough and get through, then after the interrogation, they will send a link where you have to pay the difference in charge, then after the payment again you have to call for rescheduling. Emails are not responded / all requests for refunds through emails are ignored. A very unhappy customer of #Airindiaexpress.

Route: Kozhikode to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "service was really good"

Review: San Francisco to Paris with XL Airways France. I was really concerned after reading all the negative reviews and was pleasantly surprised to have a good experience. There were 3 of us and the money savings was a lot. Since we saved so much, I upgraded our seats to more legroom, very reasonably priced. On the way back, we were able to get an emergency row for the 3 of us, \$50 each. The service going and coming back was really good. We had a meal, snacks,

coffee, tea, and water free. Of course, there was other stuff for sale like on all flights. Legroom in general is not that different from most of the major US airlines, seat width is pretty narrow. The video entertainment is bad, but they do rent tablets with videos, games and documentaries for 10.00, well worth it. Even with all the extras, it was still a big savings. The worst part of XL is their online booking. It's easy to book your tickets, but if you have any questions, forget getting hold of someone. Reserving your seats - only if your lucky. I was able to book our seats about 3 weeks before our trip from SFO to Paris, but not return. When we went to the airport to check in I asked about getting return seats, they said ask in Paris, they couldnt. Paris said, you can't reserve seats until day of flight. We got to the airport about 2.5 hours prior to flight and easily reserved our seats. On our departure flight I noticed a lot of people angry about an extra charge for overweight luggage. Its shown everywhere what the weight limit is, so we didnt have any issues. The weight limit is very reasonable, 44lbs for a check in bag (no charge) and 5kg which is about 11lbs for carry on. If you've got the money to spend at least \$400 and more for each ticket for an airlines with more frills go for it, but I think you would have to pay at least \$600 more to really feel the difference.

**** WAITING FOR TICKET ****

Route: SFO to CDG

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Nok Air

Title: "baggage was missing the lock"

Review: Flight was 20 minutes delayed. At Phuket Airport they have a huge single check in line for all the flights, it doesn't matter if you do the online check in, it takes a long time. You cannot eat your own food on the plane. When we arrived to Bangkok my checked baggage was missing the lock, I asked customer service why they removed the lock and if they could give me the lock back and they said that the lock was not found but they didn't understand our English. We decided to go and leave it like that.

Route: Phuket to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Japan

Title: "seat was very comfortable"

Review: Manila to Nagoya with Jetstar Japan. Boarding was really quick compared to the other carriers I have flown on recently (e.g. Cebu Pacific and Philippine Airlines/Pal Express). The plane was a brand new Airbus A320. The seat was nice mainly because of the seat pocket being on top of the seat not in the leg area, which of course made a lot of legroom. The plane took off on schedule. No IFE screens, this is usual for a budget carrier so I provided my own IFE through my iPad. Soon after takeoff food and beverage service began my family and I ordered meals through their booking bundles on their website. Food offered was pork and beef over Japanese rice, the meal was really good. After that they gave arrival cards for Japan. The seat was very comfortable to sleep and I woke up 1 hour before landing to catch the beautiful sunrise over Japan - a nice compliment to a early morning flight. The plane landed on time and the deplaning was fast and a bus took us to the arrivals area. Immigration was very quick due to our flight being the first arrival of the day. Baggage claim was quick and we went to the airport train station to look for a train to the city.

Route: MNL to NGO

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Astana

Title: "Consistency of ground service"

Review: Almaty to Astana. Consistency of ground service, food, cabin service and inflight entertainment are core values of this airline. Sometimes I push myself to have connecting flights to the destinations where they have no direct flights.

Route: Almaty to Astana

Seat Type: Economy Class

Traveller Type: Business

Airline: Olympic Air

Title: "Highly recommended"

Review: Kavala to Athens. Flight departed on time. Smooth boarding. Crew were extremely professional and polite. Snacks and beverages were served. Smooth arrival at Athens International Airport. Baggage delivery was fast. Highly recommended.

Route: Kavala to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Japan Airlines

Title: "seat in Premium Economy is narrow"

Review: Seattle to Jakarta via Narita. There is some mixed feelings I have on one of the JAL Flights. The flight from Seattle to Narita in Premium Economy was a disaster while the Economy Class is somehow better than Premium Economy. The seat in Premium Economy is narrow while Economy is not that narrow. Food is the same as Economy in both classes, but good. Entertainment should be improved. WiFi is terrible and slow. My advice, if you fly JAL, maybe you should avoid their Premium Economy.

Route: Seattle to Jakarta via Narita

Seat Type: Premium Economy

Traveller Type: Business

Airline: Japan Airlines

Title: "the most polite and courteous cabin crew"

Review: Singapore Changi to Tokyo Narita. The best thing about Japan Airlines was that, among other airlines I had flown with, they had the most polite and courteous cabin crew. In other areas, there was not much to pick on either. The seat was quite comfortable with a rather generous amount of leg space (I am 176cm tall). The movies available were quite up-to-date too. The only downside, if I must mention any, was that I was not given the option of choosing my seat.

Route: Singapore Changi to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Swoop

Title: "we will never fly with Swoop again"

Review: Worst managed, organized, and most frustrating check-in service ever! We arrived at the Toronto airport 3 hours prior to our flight as required by the airline for international departures. We were on a direct flight heading to Las Vegas. We had a few people ahead of us and there were four reps at the check-in counters when we arrived. We waited in line for over 1 hour as the Swoop check-in reps called people heading to 3 other destinations, Montego, Halifax, Kalona, ahead of us as apparently their flights were on last calls. Why there weren't separate lines set up for these 4 flights, how could there be so many people, and all 3 flights where on last call was beyond everyone's understanding who were there on time for the Vegas flight. Instead people who decided it wasn't important to be at the airport on time for their flight where called ahead of those who followed the rules and to add insult to injury we had to wait longer in line because we followed the rules. To make it even better, it was at this point that the check-in reps decided it was time to leave and we were down to one rep for a significant amount of time while the line kept growing behind us. So what this tells us is that the airline has no consideration or respect for customers who comply with their regulations. Truthfully you're further ahead to not inconvenience yourself show up whenever you want, you'll be treated better. The final topper was when our luggage was finally checked-in we had to haul it all the way down to US customs at the other end of the airport. Nice! Thanks Swoop! FYI, we will never fly with Swoop again and don't recommend it either, unless of course you're one of those entitled stragglers that feels the world revolves around you, then Swoop is the perfect airline for you.

They bend backwards to accommodate you. Wonder if there's enough of you to keep Swoop in business??!

Route: Toronto to Las Vegas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Salam Air

Title: "Good value for money"

Review: Dubai to Kuwait via Muscat. I had 2 flights with Salam Air. First leg from Dubai to Muscat was amazing. It was on an A320N aircraft, new seats, friendly crew and very clean aircraft. Probably one of the best lowcosters, or so I thought. Had a 4 hour connection in Muscat, the new airport is stunning, as good as Hamad Airport in Doha. Time flew by very fast in the free lounges in the airport. But my second flight was a whole lot different. The plane was very old, 22 years (A320-200), seats were worn out, plane smelled and during the flight, the inner cover of the window fell out. I called the purser and the following was our conversation: Me: "Hello, your Window fell out" Purser: "My brother, don't worry. Plane Good Quality. Fly 20 years never crash". Noted. But, the cabin crew was still rather friendly. Overall, for the price I would recommend it. My flight from DXB to KWI via MCT with a bad was 309AED. Good value for money.

Route: Dubai to Kuwait via Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "an irresponsible airline"

Review: Ive checked in my luggage in good condition, yet when I was returned with a spoilt luggage lock, I was told its not under compensation!? The whole luggage is not usable anymore, what do you mean by not compensable for damage lock? Jetstar Asia is an irresponsible airline!

Route: Phnom Phen to Singapore

Seat Type: Economy Class

Traveller Type: Business

Airline: easyJet

Title: "Its a horrible airline"

Review: Its a horrible airline. 4 hours before departure they delayed flight and when I was already at airport they cancelled flight. And only one that can offer you its refund. Its specially helpful when you lost booking on hotel and need to figure out how to get to destination by yourself and buy overpriced tickets!

Route: Venice to Dubrovnik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "Will never fly with Ryanair again"

Review: I had thought Ryanair would have improved over the years, but I was completely wrong. The cheap flights are completely offset by added charges. Firstly with bags, the size they provide as acceptable cabin bags are miniscule - barely enough to fit a days worth of clothes and items - so we purchased a cabin bag. The cabin bag they allow is the size of a usual carry on; the small wheeled suitcases so many people use. However when we got to check in, everyone with us (after the priority boarding) had these suitcases with no problem? We paid to have a bag checked in, when everyone else carried theirs on with no problem. That was £55 extra. We then had to pay to sit next to each other, as I was travelling with my partner. We paid for this on one flight, and for the return flight we checked in as soon as online check in was open. Even though there were only a couple of seats already booked and the entire plane was empty, it deliberately seated us far apart in order to make us pay more. When it says they cannot guarantee you will be seated next to each other, take it to mean they will deliberately seat you far apart in order to get more money from you. Finally on the flight, having a flight attendant scream right next to you, as they yell at their colleague at the other end of the

plane was interesting. Even more so was the aggressive way they do anything. I walk using a walking aid, and I called up to check this was ok before I boarded. After being told it was ok and that I would be able to keep the walking aid between my legs, an attendant roughly grabbed it on the flight and shoved it into an already full overhead locker, and then slammed it shut several times until it closed. This cracked and damaged the walking aid and I've now had to purchase another. When I submitted a complaint about this, I was told I needed to have filled in a particular form at the airport. I have never had an attendant damage the items I use to walk around before, and at no point does it say that if anything is damaged you need to fill in a form at the airport. I was then stuck in a loop of calling in to discuss this issue, being told to reply to an email and then being told they would do nothing as this form was not filled in. Ryanair remains a predatory airline - you will not pay the low amount you see online. Avoid them, and give your money to any of the other budget airlines if you're looking to save money. Will never fly with Ryanair again.

Route: Stansted to Venice

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Emirates

Title: "A good flight"

Review: EK135 22 October Seat 46A. This flight was a continuation of the Brisbane to Dubai flight 24 hours later. The flight was not full but paid and was given twin seats for myself and wife. Worth the extra cost as 3 rows of seats behind reserved for cabin crew who never used them on this flight. Took off on time arrived on time 2 meals served on flight and usual water and soft drinks tea and coffee. A good flight.

Route: Dubai to Venice

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "have a really bad service"

Review: I had a flight on 24 May 2020 from Delhi to Phuket which was cancelled by itself due to pandemic, but i have been calling and sending mails since last 7-8months now but they never respond to any of my mails. They even booked my flight on 13 dec 2020 which they didn't inform me about. GoAir have a really bad service.

Route: Delhi to Phuket

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "Will never fly again with Silver Airways"

Review: Will never fly again with Silver Airways. The cliché You get what you paid for holds true for this instance. The issue wasn't the fact that it was delayed twice and then cancelled altogether, but that passengers weren't notified until last minute. We were stranded at the airport for 10 hrs, then to find out that the next scheduled flight was not at 10:30A, but 3:30PM. I lost 12 hrs of work (\$512), had to take a rental (\$192 + \$58 for gas), lost the \$89 of the air fare. All because Silver Airways does not care about its customers. The front line workers were excellent, but this company has a poor leadership. They follow the I guess it sucks for you. Figure it out. No refunds. Not good business. Keep your customers informed. They will understand. But what you don't do is leave them in the limbo. I couldn't get anyone at Customer Service, no one was at the ticket counter, and just had to cross my fingers and hope for the best.

Route: Jacksonville to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "flights arrived ahead of schedule"

Review: Had 4 flights in total with Air Europa Munich -> Madrid -> Marrakech and back. All flights arrived ahead of

schedule, carry on luggage rules were far better and some other airlines, one regular carry on 10KG plus a little bag it was the first time for me with this airline, before COVID I used to fly a lot for work and leisure with quite a couple of airlines and was positively surprised by this airline. For me its ok to get no drinks for free on the plane, its most important that the flights are on time and this was always the case. Seats were also comfortable, you even could lean backwards a bit, which is not possible anymore in some other low cost carriers.

Route: Marrakech to Munich via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "overall a nice experience"

Review: Beijing to Hong Kong on Hong Kong Airlines A330. 20.00hrs departure Typical Beijing air control. Crowded and a bit delayed. Not the carriers fault. Only 1 hour behind, but would put us into HKG at 1230 and then to the hotel at 0200. In any case, my first time with Hong Kong Airlines. Boarded quickly, separate doors for business and economy cabins. Seat 15F middle of the aircraft aisle. Warm greeting and beverage offered. Got settled and offered a refill. Nice touch. Nice larger aircraft on the run compared to others. Fully lie flat seats. IFE had decent choices for the 3 hour flight. Full meal service - 3 choices. Beverages and nuts provided, meal served quickly. Refills on beverages without having to ask. Deserts were tasty and ample. English flawless and overall a nice experience. Give them a try

Route: PEK to HKG

Seat Type: Business Class

Traveller Type: Business

Airline: Air Austral

Title: "Thoroughly recommended"

Review: Johannesburg to St Denis. Service like it was 30 years ago, professional, attentive, amenity kit handed out on

a 3 hour flight, and the quality and quantity of the catering I've not seen for years. Thoroughly recommended.

Route: Johannesburg to St Denis

Seat Type: Premium Economy

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "Absolutely horrible service"

Review: Absolutely horrible service, cabin crew doesnt speak English, they are rude and not friendly especially if you ask them to speak in English. Very uncomfortable seats, dirty cabin, average food and no wifi at all, not even an option to pay for it, it doesnt exist! When I asked if my connected flight was waiting because the original flight was delayed, they were rude and not helpful at all! Entertainment below average, earphones that are not working, usb plug cant be used to charge your phone, no power coming out of it. Blankets and pillows smell bad and dont look clean at all even though they were packed in a bag. Absolutely horrible! I would never use their services again!

Route: Zagreb to Chicago via Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "One of the best airlines I have flown with"

Review: Melbourne to Ho Chi Minh City via Hong Kong. One of the best airlines I have flown with. Bit pricey but you get what you pay for. Cathay Pacific has really great customer service. Seats very comfortable and I slept like a baby. Leg room very sufficient and a great food menu on-board. Up there with Singapore Airlines to be honest. Would highly recommend.

Route: Melbourne to Ho Chi Minh City via Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "in the check in line for 3 hours"

Review: I waited in the check in line for 3 hours because it was under staffed, after my flights was rescheduled and had to ring Jetstar a number of times to sort it out. Now my flight has been pushed back a day later when I have wedding to attend.

Route: Sydney to Phuket

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "Silver Airways should be out of business"

Review: On the morning of April 26, 2022 my wife, Daniele, and I were scheduled to depart Dominica for San Juan at 8:15 am on the Silver Airways flight that was scheduled to depart at 8:15. From San Juan we had connections on to Philadelphia and Montreal, our final destination. The PHL connection was at 1:00pm, so plenty of time (3 hours in San Juan) to clear customs and make the flight. We arrived at DOM airport at 6:00am and checked in and were in the departure lounge by 7:00 am. The Silver Airways Saab 340 was there on the ground, visible to all. There was no boarding call for our flight. Time went by. People got impatient. Finally, 4 hours later, at noon we were told to board the flight. There was no communication, no reason given, nada. We, and many others, missed our connecting flights. In our case we had to get a room at the airport hotel and get up at 2:00 am in order to catch an American flight to PHL at 5:00 am. The unofficial reason for the Silver flight delay, supplied to us by airport staff members in DOM, was that the Saab 340 is not authorized to take off on a wet runway - it was raining lightly much of the morning of April 26. If so, and no other excuse was given to us by Silver, then this is the most absurd thing I've ever heard of in 50 years of flying, much of it in undeveloped parts of the world. Simply put, Silver Airways should be out of business.

Route: Dominica to San Juan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: British Airways

Title: "luggage was still in London"

Review: The flight schedule was delayed for one hour. After boarding the plane we were delayed at least another 30 minutes. When we arrived in London, we were delayed again for at least another 30 minutes to find a gate. We were left with 45 minutes only to catch our connecting flight to Barcelona, we needed to run and take the train to different terminal to catch our next connecting flight. When we arrived at Barcelona airport, we discovered that our check in luggage was still in London. Very painful trip (disrupted our vacation). Not flying with BA anymore if I can find alternative Airlines.

Route: Vancouver to Barcelona via London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: EVA Air

Title: "more legroom and recline more"

Review: Bangkok to London on EVA Air's Boeing 777-300ER in Premium Economy. Check in has two dedicated lanes for Premium Economy, so check-in was a quick 5 minutes, the queue for normal economy was huge. On-board the seats have more legroom and recline more, IFE screens are a little bigger, however I found the Movie, TV, Music selection really limited and only watched one movie. No noise cancelling headphones. I found the food was low-grade. The most annoying aspect of the trip is for anyone sitting in the last two rows is the constant noise, light and smell from the toilets, and traffic from the economy section behind was constant. The 777-300ER is a noisy aircraft compared to the A380 and A350 I would normally choose to fly on.

Route: Bangkok to London

Seat Type: Premium Economy

Traveller Type: Business

Airline: GoAir

Title: "Very poor customer service"

Review: Our flight from Delhi to Kochi on 20/01/2020 has been cancelled without prior information. When we check in they told like they had sent text message to the passengers before 2 days of departure, but we didn't receive any message. Also they have not rescheduled the flight or didn't make any necessary arrangement to drop us. We have booked the tickets around 2 months before for an amount of RS. 9,248/- Due to the cancellation and miscommunication we didn't get a chance to book another flight on that day and we got stuck in the Delhi airport for one day. The next available flight at a reasonable charge was on the next day and we booked the tickets for RS. 15,880/-. It causes around Rs. 6,632/- needs to pay extra from our pocket and we strongly believe it is their responsibility to compensate the extra payment which we made. We had communicated the same with the representative and they informed as to send an e-mail to refund the loss occurred to us. Till now I haven't received any update regarding my refund and compensation. I has been almost 15 days and still have not received my cancelled ticket fare. Very poor customer service they are providing.

Route: Delhi to Kochi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "I'd fly them again"

Review: Bangkok to Hong Kong. Pricing is the reason for round trips. I arrived at the airport kiosk, no queue. The hostess welcome was okay. Boarding time is 08.25 am. They were on time. but waiting so long to take off. Onboard, the seat was clean. but I want to change to long legroom. The hostess said I need to pay an extra charge, so I don't change.

Seat big enough. They have a TV. The quality of the food was not too bad. I'd fly them again.

Route: Bangkok to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LATAM Airlines

Title: "authentically friendly and helpful"

Review: Premium Economy on Latam on some routes seems to replace Business Class. The result is some more legroom, the centre seat (3-seat unit) is unused and bigger, better catering and forward cabin seating. Sometimes the centre seat is just unused, sometimes it becomes a tray. Crew are quite good, authentically friendly and helpful. Catering is ample and simple. Lounge access and priority baggage are included.

Route: Buenos Aires to Santiago

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "just paid that charge"

Review: Dammam to Copenhagen via Istanbul. This is so boring. When we wanted to check in our baggage they did not allow us 1 more kg as we had 1 kg as overweight baggage and they told us to pay for it. Furthermore, our hand carry was allowed in Dammam Airport but Sabiha Airport they charged us because we had bought some stuff from duty-free in both Dammam and Sabiha Airport and our hand-carry got a bit overweight. This happened at the boarding time when a staff member just came from nowhere and asked to check our hand-carry and that time final call notification also started ticking and we just paid that charge.

Route: Dammam to Copenhagen via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: French Bee

Title: "In flight service was attentive"

Review: Family of 5 (2 small children + parents and grand mum) Los Angeles to paris return. Check in was easy Boarding was easy. Great service even though we were late to the Gate. In flight service was attentive, courteous and helpful. Reasonably priced and food was tasty. The aisles are slightly narrower but good leg room. Plenty of overhead storage on both flights. Plane had new entertainment equipment and felt new, great value for money. Pro tip: make booking with hot meal its worth being included or bring ample snacks, drinks, and meal/ cup of noodles from airport/home.

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Adria Airways

Title: "very friendly and helpful staff"

Review: Flew in business class on Adria Airways A319 on this short flight (1 h) from SKP to LJU. Very friendly and helpful staff - excellent business class service including a hot meal, warm bread cheese and marmalade. Better than the LH business class service. Flight arrived 25 minutes before STA - good job. Information about the route, weather and connections were given by the captain. Legroom in row 1 good, nice seats. Highly recommended this small but very functional airline.

Route: SKP to LJU

Seat Type: Business Class

Traveller Type: Business

Airline: PLAY

Title: "I enjoyed the flights"

Review: Good leg room. Good space under seat for personal item. Better space than TAP or Vueling. I like that the seats recline. The attendants were very good. The pilot gave good information. My only problem was that one male flight attendant unlocked the toilet door at the front of the airplane while I was in it. I think that he was concerned, but I wasn't in there very long. Overall I enjoyed the flights with Play.

Route: Baltimore to Dublin via Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "frustrated by the utter lack of professionalism"

Review: My flight from Zurich to Paris was an hour late. My return flight experience was worse: I paid for a Siège Plus (11D) with extra legroom. However, there were no such seats (no emergency exit seats) on the Embraer 170. I now have to spend time filing an online claim for a reimbursement. My baggage was not delivered in Zurich. This is not the first time my bags have been lost by Air France even in a tiny terminal like 2G in Paris. The bag finally arrived at Zurich airport this morning, one and a half days late. The local transporter never contacted me to schedule delivery. I had to call AF and insist on getting the local transporter's telephone number. I was told the bag was on its way, despite the fact that nobody had called me to check if I was home. I was told it would be with me between 3 and 5 p.m. No bag arrived. I then called the transporter again, who checked and said the driver claimed I was not at home. Hello! I had stayed at home the entire day. I did not even take a shower in case the driver came with my bag at exactly that time. This was a blatant lie by the driver. I then insisted that they make a delivery and I now have another two interval I need to block in the evening. In the best case scenario, I will have spent my entire day waiting at home for a bag. Between AF and the useless local transporter, I have wasted two days. Is this how AF treats its passengers? Is a Flying Blue Gold member impressed by this experience? I am very frustrated by the utter lack of professionalism from start to finish.

Route: Paris to Zurich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "Take your business elsewhere"

Review: Picture this: your flight is delayed for a reroute flight plan but eventually takes off 30 mins later only to land 3 hours later at an unscheduled airport causing you and your wheelchair assist family to miss an international connecting flight and now you are stranded. You cannot rebook your flight using the app as it still says delayed 3 hours later. You are directed to call and speak to an agent which is a 3.5 hour long wait while your connecting flight has already landed! You are not offered even a beverage. You cannot receive your luggage in order to drive to the next airport. And your family cannot receive any updates from the staff who are now mute. But you have paid upfront all of the required fees and taxes for every single facet of these flights. And somehow the courtesy of communication was not included in that cost. Take your business elsewhere. It would be easier to just walk.

Route: Atlanta to Miami

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "Better than Delta or United"

Review: Los Angeles to Manila via Qingdao. Most impressed. Better than any Delta or United flight I've ever used. I was fed many times and received respectful treatment. I was particularly impressed by Xiamen airport. The view from the taxi port was as stunning as a ranked wonder of the world. LAX was particularly unremarkable. For an international airport it was just pathetic. Maybe 40 years ago LAX's art deco design was charming, but it just looks like a roadside tourist trap now. Doesn't even have usable wifi or updated drinking fountains.

Route: Los Angeles to Manila via Qingdao

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nok Air

Title: "all very impressive"

Review: Easy (fast) check-in, flight left Don Mueang airport on time, arrived in Udon on time, pleasant crew, extremely fast debording, luggage arrived very fast too, all very impressive, and much appreciated!

Route: Bangkok to Udon Thani

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sun-Air

Title: "full meal and bar service "

Review: Gothenburg to Cambridge with Sun-Air (a franchise partner of British Airways,). Aircraft are painted in British Airways livery and operate under BA flight numbers. The flight was only half full making the 32 seat Dornier more like a private jet than a small airliner. Full meal and bar service on this 2 hour flight. Crew very good.

Route: GOT to CBG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAM Airlines

Title: "price was right"

Review: Flights were very close to on time, cabin service was good, IFE on the Boeing 767 was good. No luggage

problems. AEP airport in Buenos Aires is a zoo. Was concerned about the lengthy connection times until I realized that we could access the Admirals' Club lounges using the lifetime membership I bought in 76. Lounge in Toronto was ok, JFK very worn, GRU was wonderful with a great selection of food and wines. All in, the price was right.

Route: YYZ to USH via JFK/GRU/AEP

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alaska Airlines

Title: "Worst service in the industry"

Review: Im waiting on back surgery. Standing and walking is terribly painful. Went up twice to say I have to please have a wheelchair. Not only no chair but I had to stand in line leaning on my cane for 15 minutes just to have extra time. When I got up to the front and noted I never got the wheelchair, the gate agent dumbly said, theres one over there. I pointed out it was unstaffed and I couldnt push it myself. Got onboard, asked for help putting my little case above me. No, theyre not allowed to handle baggage. Man, do I miss Virgin. Worst decision to let Alaska take them over. Worst service in the industry.

Route: New York to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Swoop

Title: "could not care less about customer service"

Review: Do not fly on this airline. I know that no airline is perfect and that there are tons of things that can go wrong from a logistical standpoint, but how the company handles this is important. Swoop could not care less about customer service. There is no working phone number to speak with a CSR. Emails are unanswered. Tweets are promised a 72-hour turnaround time. The FB Messenger bot is useless. Do not fly on this airline. We were actually booked on

another airline LAS - YYZ but wanted to go home earlier. Swoop had an early afternoon flight (as did AC and WestJet, but we wouldn't be able to sit together). We booked it with extras - checked & cabin baggage, priority boarding. When the agent took our bags only then were we advised that the flight was delayed several hours. Although it was about 2 hours before the flight was originally scheduled to depart Vegas, the inbound aircraft had not even yet left Toronto. The departure was ultimately put off to 5:30 pm and we were each given a \$10 meal voucher for our trouble. My originally booked flight, which I had to cancel, departed on time at 5:05. (Flair). When the aircraft arrived at the gate, the boarding process began with our zone 1. We passed through boarding pass scanning, and were met with a long line of people waiting to board in the jetway. We were towards the back of the line, near the entrance to the jetway. We waited there about 15 - 20 minutes before some people in hi-vis jackets passed by us and then quickly came out to abruptly tell us the flight was cancelled. We immediately re-booked on the later, red-eye AC Rouge flight 1704 (which was excellent and on-time, by the way). We had to be in Buffalo by 11am on Saturday. That red-eye was our last chance to meet that deadline. Swoop later emailed us with a link to book an overnight room and rebooked our flight to the next morning, Saturday Nov. 12, at 10am. It ultimately left late, at 11:50 am, arriving in Toronto at 6:30 pm, about 24 hours later than originally scheduled. Do not fly this airline. Literally choose anything else- rent a car one way if necessary. Since we had only just bought our ticket that same morning, I certainly assumed that getting a refund would not be a problem. It has now been well over 72 hours with no communication whatsoever from the airline in response to our many inquiries, and no real way to reach them. You are better off walking. Although Swoop said that the delay was somehow due to customs & immigration delays (even though the passengers on the inbound flight YYZ - LAS would have all precleared US customs in Toronto), I suspect that the real issue was that the delay had taken the crew out of its allowed time for service, and they had a mandatory rest period before the flight could resume on its way back to Toronto. Why do I think so? Because I sure didn't see any new crew show up and I was at that gate literally from 11:30 am - 5:30pm. So, they'll try to avoid having to make refunds by lying about the reason for both delays - inbound to LAS and outbound from LAS.

Route: Las Vegas to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "Very disappointed"

Review: Very disappointed. I purposely packed lightly so I didn't have to check my bag and they overbooked the plane. I had to check my bag even though there was plenty of room to put it.

Route: Boston to Tampa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "been denied boarding"

Review: Moscow to London via Riga. Worst airline in the world! I've been denied boarding to the connecting flight in Riga without an explanation. After spending 6 hours in the airport with my mother, we've been told that are fine to go, then they sent us back to Moscow instead of the onward journey. Avoid at all costs

Route: Moscow to London via Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "would use this airline again"

Review: We had two flights with is airline Johannesburg to Hoedspruit and skukuza to Johannesburg. We were a bit concerned. If we go back to South Africa we would use this airline again.

Route: Johannesburg to Hoedspruit

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada

Title: "Delays, no explanation"

Review: Worst airline ever. Delays, no explanation. No gate agent, so we sit on tarmac for 45 minutes in the sweltering heat. I have a connecting flight to London, no one even asks or mentions it.

Route: St. Louis to London Heathrow via Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Berlin

Title: "excessive baggage fees"

Review: Copenhagen to Munich via Dusseldorf. I've just been swindled by Air Berlin. When I booked the trip, I was given one piece of baggage in the fare. When I called them to add a second piece they charged me \$101 for it. I was stunned. I was expecting \$25 - \$35 perhaps for the second bag. They even sent me an email advertising extra baggage for 10 Euros if I booked it more than 30 hours out. That's a laugh. They must be into false advertising. Maybe I'm living in an unrealistic world, but with high status on United, I get two free bags on Lufthansa every time I use them and could have flown them more cheaply had I known about the excessive baggage fees. Moreover, I'm flying Air Berlin and Flybe to London City airport a few days later. They told me that I have to book my baggage at the airport because of the interline ticket, which is bound to be even more expensive. I will never fly Air Berlin again.

Route: Copenhagen to Munich via Dusseldorf

Seat Type: Economy Class

Traveller Type: Business

Airline: Brussels Airlines

Title: "I recommend Brussels Airlines"

Review: I recommend Brussels Airlines. The food and entertainment on board might not be the best in the market, but the company's staff is amazing and willing to fly the extra mile to fulfill customers' needs.

Route: Milan to Douala via Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "Stewardesses are good"

Review: Hong Kong to Moscow. Business class was very outdated, the seats are old. Narrow seats, sometimes not fully disclosed. The food menu and quality is average. Stewardesses are good.

Route: Hong Kong to Moscow

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "attendants were very nice"

Review: Took Breeze from RDU to JAX today. Flight boarded and left on time and arrived 15-20 minutes early. Flight attendants were very nice. No issues with the flight at all. Will definitely fly with again.

Route: Raleigh to Jacksonville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "friendly flight attendants"

Review: Unfortunately there was a delay of 1 hour. Otherwise a pleasant flight. Easy check in, friendly flight attendants and a clean plane. Possibly they could offer more options for food Eg the option of pre booking and pre paying a meal.

Route: Melbourne to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "waiting for my refund for 7 weeks"

Review: Horrible service from Malaysia Airlines. I've been waiting for my refund for 7 weeks now (I was told by their call center agent that I'd receive it between 2 and 4 weeks). This is for an upcoming flight (Brisbane-Sydney-KL on April 25) which I cancelled because they changed my flight (due to route suspension) without first informing me. I booked to fly direct Brisbane-KL and after my complaint to their Customer Relations dept, I was informed by them on 29/12/22 that I could ask for a full refund. Well, I cancelled on 5/1/23 and until today, no refund in sight. I contacted their call center again on 23/1/23, 14/1/23, and 20/1/23 to complain, but it was a waste of time and money.

Route: Brisbane to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "Entertainment on your own device"

Review: Lima to Toronto. Not sure why we deserved a budget airline service when travelling on such a long cross-continent flight. We had a snack and a meal included. The planes are dated, no way to set your own temperature. Tiny overhead cabin storage and small seat pitch. Entertainment was on your own device, which was not clear when booking or checking-in. The ground service was horrendous. At check-in where we were quizzed on our trip to Peru (despite leaving and heading to Canada) with questions designed to trip us up and stickers placed on the passports with

sellotape and we were told to never remove them. We were submitted to random patdowns and bag searches at the departure gate, delaying the flight. Apparently this was at the request of Canadian security services (although we saw it set up at gates for US-bound flights too) but it was odd and when happening at 3am local time, quite disorientating.

Route: Lima to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "charged for luggage over 20kg"

Review: They should tell you ahead of time for delayed Luggage. and you get charged for check in luggage over 20kg. If you are taking the last afternoon flight from Chiang Mai to Koh Samui, your checked-in luggage may not arrive on time since the layover at Bangkok (you will stop at BKK) is only one hour and 15 minutes. You may waste an extra 40 minutes waiting in line after you've discovered that your luggage is not on the carousel. It would be nice if they told you in advance to expect this and to fill out the form via computer of where your hotel is located at for the luggage delivery. You can just go straight to your hotel and get your luggage delivered in the morning. Bangkok Airways had poor communications skills. They charge you an extra 1000-1500 Thai Baht (depending on which airport you fly out of) for anything over the permitted 20kg amount. I flew from BKK to Chiang Mai (paid an over-limit fee); Chiang Mai to USM (paid an over-limit fee); then USM to BKK (paid an over-limit fee). The flight attendants on the first two flights did not tell me to sign up on their website in order to request special meals (I asked them if they had vegetarian options). On the last flight, a flight attendant told me to visit their website in the future.

Route: Chiang Mai to Koh Samui

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "Will never fly Flair again"

Review: Absolutely horrible. Flight delayed day before. No food or beverage to buy. On way back the system crashes with me in the middle of upgrading our seats. Had to pay for extra seat. Having a terrible time getting refund and refund amounts are different. Charged one price online and another at the counter. Everyone had to use counter as systems were still down and people were unable to check in. Will never fly Flair again.

Route: Toronto to Saskatoon

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "great crew and great food"

Review: Port Elizabeth to London via Johannesburg. Another excellent journey. Both flights on time, both planes almost new with bright cabins, great crew and great food. SAA are a revelation compared to BA.

Route: Port Elizabeth to London via Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "they refused to let me board"

Review: I googled extensively and was flying to see a friend in Barbados who said no entry requirements and that you will fill out the form once you land in Barbados. 30 minutes before my flight leaves I get called to the boarding desk to show the "entry form" and barcode which I of course did not have. I tried the site and filling it out twice but the site was not working. It is not required beforehand and this was from an official immigration officer at Barbados) I'm not angry at the people at the boarding desk because I do understand they were doing their job but they refused to let me board the plane until I had this particular document which I could not get at all because the site is not working. A nice manager

walked out and had to get on a computer for 20 minutes and by so miracle got it handled so I could board the plane. I was livid and so upset that I was not going to be allowed to board my plane over something that is not even necessary! Truly the immigration officer at Barbados thought the whole thing was ridiculous and everyone else on the plane (coming from the US) was able to fill out their form at customs. They thought what happened to me was insane and did not understand why the San Jose Airport/Jet Blue demanded I have that and almost denied me getting on that plane. The first plane ride was 4 hours and a red eye and absolute hell. They kept the lights on the entire time, and the flight attendants kept coming up and down the aisle hitting me with elbow/tray at least 20 times. They were angry. 40 minutes before landing they start screaming at everyone to wake up and the person next to me in the middle seat had her seat back and was sound asleep with her hood over her eyes. A flight attendant walked up and stood over me to forcibly yank her seat back, yank her hood off and tell her to "wake up. They then just glared at me to remove the bag off my lap while we still had 30 minutes to land. On my next flight to Barbados, no one asked for this stupid entry form when I was boarding which I thought was super comical. I was in a middle seat and when I sat down there was stuff in the aisle seat but no one around. Flight attendants kept asking me over and over whose stuff it was and I'm like don't know. Finally a sweet older lady comes up with a cane and says everybody calm down, I was at the back of the plane allowing everyone to come though because it's really hard for me to get up and down (come to find out the poor lady had a knee injury). Flight attendants were so rude to her. I had been flying for over 12 hours and was extremely thirsty and kept getting such attitude when I asked for water. I asked one male attendant who never brought it to me & when I asked the female attendant a second time for more water in my water bottle and a sparkling water, she rolls her eyes and fills up my water bottle halfway and doesn't give me a sparkling water and just walks away.

Route: San Jose to Barbados via New York

Seat Type: Economy Class

Traveller Type: Business

Airline: EVA Air

Title: "excellent experience"

Review: Houston to Taipei. This was my sixth trip to Asia on EVA Air in the last three years. I have friends that have

recommended I fly on another airline and I honestly just refused. I have always had excellent experience with EVA Air up to now so why change. I am now a Gold Member of their frequent flyer program so I was able to check in using the Gold line. I was given a pass to the lounge at IAH and also for the Taipei Lounge once I arrived there. I was flying in economy, aisle seat first cabin. As always the seat was comfortable with all the required functions and with the pillow and blanket and earphones. First meal came by and as always excellent service and selection. I proceeded to go to sleep for a few hours and missed the mid flight snack but was awake for the pre landing meal. The flight attendants as always very pleasant and friendly. The bathrooms are always spotless and I know they do make various trips to clean the bathrooms on this 15-hour flight. All in all, it was a very pleasant experience as it has always been the case for me and EVA Air.

Route: Houston to Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "first flag carrier low-cost airline"

Review: A flag carrier that serves one portion of food from Helsinki to New York, on a more than 8-hour flight...with only water and blueberry juice and coffee. Breakfast? Whatever you buy if you like cheese. Because that's the breakfast option, that is not included in your ticket. Flight crew numbers have been reduced, so restrooms will sure become pretty interesting after the fifth hour. Even crew itself feels it (8-hr flight, you have a chance to talk with them). But talking about the crew, they are trying their best, no issues with the professionalism, Finnair decision-makers on the other hand turned the airline into the first flag carrier low-cost airline, for non-low-cost prices. Avoid it (on long-distance, definitely).

Route: Budapest to New York via Helsinki

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hainan Airlines

Title: "outbound flight was cancelled"

Review: I booked return flights with Hainan Airlines from Melbourne to Changsha for February 2019, direct flights in both directions. The outbound flight was cancelled due to corporate planning and we were offered an alternative flight on China Southern with an overnight stop in Guangzhou. This meant that our 10 hour direct flight became a 21 hour flight (with stopover). A few weeks after arrival, Hainan Airlines cancelled the return flight. No apologies, no compensation, just an offer to change the flight to a non-direct flight. I would not trust them enough to book with them again.

Route: Melbourne to Changsha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "On time, no hassle flights"

Review: Don Mueang to Udon return with Thai AirAsia. Had previously checked in online so only had to collect my boarding pass at the machine (no checked bags) so check in took 2 minutes, another few minutes at security, then the long walk. DMK Domestic can involve a long walk to / from the gate. Boarding was reasonably well organised by aft / forward zones. There was priority boarding for those who paid extra (presumably allowing them to stow their oversized cabin bags for less than the cost of the bag being checked in). Flights were on time, both full-full. Didn't bother with a meal from the fairly disinterested cabin crew and neither did most of the passengers. Check-in in Udon was the same - a couple of minutes at the machine assisted by helpful staff. Excellent price. On time, no hassle flights. What's not to like?

Route: Don Mueang to Udon Thani

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "a comfortable, cost effective journey"

Review: Flew London to Sydney via Colombo. There is a long wait in Colombo however SriLankan put me up in a pretty decent hotel right on the beach to wait out my 12 hours. If you want a hotel, you have to book it through reservations and once its done its a pretty straight forward process when you arrive in Colombo. So far as the flights. A330-300 has the herringbone layout with lay flat beds which were quite comfortable and I managed a good sleep on both legs. Inflight service wasnt outstanding, was a bit hit and miss but was ok. IFE wasnt outstanding but had a reasonable selection of movies and tv shows sufficient for the journey. Overall, although not high frills, if you want a comfortable, cost effective journey in a pretty reasonable business class give Sri Lankan a go - I will fly with them again.

Route: London to Sydney via Colombo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Sriwijaya Air

Title: "dirtiest plane I have ever been"

Review: Jakarta to Medan with Sriwijaya Air. This was the dirtiest plane I have ever been on, and I have travelled a lot. It smelled bad, there was dirt and crumbs all over the seats, it was disgusting. Such poor quality for any airline, and very uncomfortable to be on such a flight. Will never fly this airline again.

Route: Jakarta to Medan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "Worst experience with airline"

Review: This airline delayed my suitcase for 2 weeks and shuffled through my suitcase for personal items. After they return it 2 weeks later they dont even bother to reimburse me for any cost to replace items that were missing. Beware

traveling with this carrier as they will not reimburse you as any other airline does. Worst experience with airline

Route: Tel Aviv to New York via Warsaw

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Allegiant Air

Title: "I cant believe this airline treats their customers like this"

Review: Terrible airline. We found out our flight was delayed 9+hours exactly 1.5 hours before take-off. When we went to contact customer service, we were on the phone for 3+ hours and no one responded. They gave me a voucher for this trip since we wound up having to fly on a different more reliable airline. When I went to use the voucher, it wouldnt work and I contacted customer service with no response for 2+ weeks. I contacted them again and they told me my voucher had been voided. They would not even hear my side of the story and responded with this is the last time we will reply in regards to this matter. I cant believe this airline treats their customers like this. Im out 200\$ now not including the price of the new flight, food, books, etc we had to buy while waiting at the airport.

Route: Indianapolis to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "\$200 charge for bags"

Review: Tokyo to Denpasar Bali. The worst flight weve ever had. We are on our honeymoon and had to pay the equivalent of \$100 for each bag (two 8kg backpacking bags). When we sat on the plane, we were not together. The plane was almost empty - we asked to switch and they hesitated and then told us a specific area we could sit in. Why wouldnt the check in counter seat us together? We had prebooked our seats, but that didnt matter. No water or tea service is served free. We bought one small meal and couldnt afford anything else. The toilet was out of soap and paper

towel. Honestly all of that would have been fine if it wasn't for the \$200 charge for bags and not being able to get free water.

Route: Tokyo to Denpasar Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Monarch Airlines

Title: "a very relaxed experience"

Review: My wife and I flew with Monarch Airlines from Gatwick to Las Palmas. Due to being a wheelchair user I managed to book extra legroom seats. The whole process from check in to leaving the aircraft went smoothly. What I really liked was that the staff listened to what I needed and went with it. The cabin crew were absolutely fantastic and could not have been more helpful. Everything was done with kindness and a genuine smile. I have taken many flights to various destinations around the world using different airlines and this team were amongst the very best. The seats were not too bad for width and legroom considering I am 6'3" tall and over 280kg. I used my own wheelchair gel cushion and back support so this may have made a positive difference. The aircraft was half empty so we ended up having a seat between us for our bits and bobs. It made for a very relaxed experience. We left on time and arrived ahead of schedule. I cannot say enough positive words about this flight and the cabin crew.

Route: LGW to LPA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "be prepared for screwups"

Review: Check in fine but The TSA pre check did not show up even though I had provided all the info and confirmed that by phone. Lounge shared star alliance at LAX. Tired, dirty, hot, crowded, did find outdoor space which was a relief.

Was there about an hour and a half, saw no one picking up dirty plates, glasses, napkins. Got to gate 15 mins before boarding was to start. Told to wait here and we'll make an announcement for boarding. Boarding started 35 mins after scheduled time. No announcements. Eventually an employee said business line up over there. And there's a long line of people who probably were given different info. Not a huge issue but the bad experience kept getting more irritating. The plane fine, well equipped, very helpful and welcoming staff. But there's poor info on the website about the seats. Seat map shows 2 seats, an aisle and 2 seats. Seat map of TK website is not accurate, it's actually one seat, an aisle, two seats, an aisle and one seat. So we were a couple on a 13 hour flight, separated by an aisle and the two seats were offset by approximately 15 inches so we couldn't even converse across the aisle. Not a fatal flaw but an example of sloppiness. We took off an hour late with no explanation or a we're sorry comment which would have been a nice touch. So trying to balance it out with a real life experience. I'm still answering yes I'd recommend it but be prepared for screwups and if you are two flying together take the middle two business class seats on this equipment.

Route: Los Angeles to Istanbul

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Jet Airways

Title: "extra nominal fee to pre book seats"

Review: My son who is 8 years old will be travelling with me on a Jet Airways flight to Ahmedabad from London Heathrow. After I completed my booking I called/emailed Jet Airways to help us to pre allocate seats so we can be guaranteed seated next to each other. Unfortunately, they were not very accommodating when it came to a child involved in the travels and in fact told us to pay the extra nominal fee to pre book the seats or wait for 24 hrs prior to departure. It is very sad to learn that such a well known airline seem to least care for passengers with special circumstances i.e Children, Disabilities etc and still want to make more money out of them. We are regular fliers and we fly mainly by British Airways, Emirates and Kenya Airways. These airlines also have similar policies but they do consider passengers with special circumstances and will help to their best to pre book the seats or give us 48 hours prior to departure so we are guaranteed sitting next to each other. When I questioned the gentleman I spoke too on how they

would expect a 8 year old to sit with a complete stranger for 9 hours - the reply was it is fine as you will be in the same aircraft! I call this pathetic and clear lack of training on how to respond to customers. I strongly would not recommend Jet Airways for people with special circumstances and very discriminating. Also in addition - seating of young children next to their parents or guardians should be the aim of airline seat allocation procedures. This is because the speed of an emergency evacuation may be affected by adults trying to reach their children. So clearly there is no safety concerns for young children!! Its all about making the smallest "nominal amount" they can and not the principle!

Route: London to Ahmedabad via Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norse Atlantic Airways

Title: "Back to BA I go"

Review: First of all, a toddler would have been more capable to complete the job than the so-called cabin crew on board! They are absolutely rude and definitely are in the wrong job. The service is non-existent, and they call it premium economy, but its worse than economy on British Airways. The flight was delayed, the TV was broken and the food was diabolical. Will never fly with Norse Atlantic again. When I asked if they had any other food options, the crew member, I rolled at me and walked away. Back to BA I go.

Route: London Gatwick to Orlando

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "Leg room was very good"

Review: Barnaul to Vienna via Moscow. It was the first routing on Aeroflot for me in many years and I was keen to see if and how their product has changed over time. I had flown the Route VIE-SVO-BAX a week before as well. All sectors

were operated by Boeing 737-800 aircraft and the planes seemed to be in very good condition from outside and in the cabin. Leg room was very good for economy class, the flight attendants were helpful and service was done in a professional manner. On the flight from Moscow to Vienna several passengers who were influenced by alcohol already when they boarded became a nuisance to all others. They disturbed other guests and started to threaten their neighbours after landing in Vienna. The crew did not react to this and even sold alcohol to them. This event had a negative impact to my personal feeling of safety.

Route: Barnaul to Vienna via Moscow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Montenegro Airlines

Title: "worst flight I ever did"

Review: This is the worst flight I ever did in my life. More than 5 hours late. We never reached the right airport. Left in the middle of nowhere, in the middle of the night, alone with other passengers. According to the European Legislation we should have the right to get partially refunded but no answer on their side. Non-existent Customer service. Waiting for an answer for more than 2 years.

Route: Paris to Tivat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "Worst experience Ive ever had"

Review: Worst experience Ive ever had. Check in line was insane, instead of helping us, all people at front service deck were talking and chatting. Bad attitudes as well. Never flying with Lynx again.

Route: Calgary to Vancouver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Batik Air

Title: "Don't fly Batik Air"

Review: Pekanbaru to Jakarta. Don't fly Batik Air. Starting from the ground service it is the worst. Actually we got no choice as we ran out seat of Garuda Indonesia . The boarding process is the worst out there , there were no specific boarding call for business class passenger, passenger with kids etc . The plane is quite a new A320. At least we took off on time but landed a bit off schedule due to traffic congestion at Jakarta . The service was quite friendly , it offers you a snack box consisting of a pizza bread and a muffin which is surprisingly , quite tasty. There were no hot drinks or soft drinks service as they told us bad weather, however during most of the flight, the weather is pretty fine except when we were about to land in Jakarta. Back to the seat , to my surprise again, the aircraft is equipped with Inflight Entertainment. However the selection is really bad though the screen is very responsive. The seat is also hard unlike Garuda Indonesia which the seat is so much better than Batik. Pricing wise, the ticket is also an overpriced \$160 Sing dollar. With that amount of money, I could have flown Silk Air to some parts of Indonesia otherwise. Please think twice before you book a Batik Air flight.

Route: Pekanbaru to Jakarta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: Monarch Airlines customer review

Review: Booking through a comparison website resulted in a small price hike. I still don't understand why Monarch Airlines charge to check online as it helps the airline to stream the process at the airport. The airplane with new slimline seats were comfortable and cabin crew were helpful. Arrival and departure on time but morning departure at

Birmingham was chaotic.

Route: Birmingham to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "refunded 10% of the money"

Review: Do not use this airline. My flight was cancelled and they refunded 10% of the money and refuse to investigate where the remainder is. For the last 2 weeks they have used delay tactics to send me back to the bank. Even my bank has said they're delaying the refund. How can 1 of 8 refund transactions go through but 7 don't. Now Easyjet refuse to investigate it further until I get a letter from my bank saying they don't have the money. So, either I'm a liar or my bank are apparently? I'm pretty sure this is illegal, delaying a refund like this.

Route: Paris to Catania

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Smile Airways

Title: "I liked the ground handling"

Review: I liked the ground handling for this airline. I was expecting an on-time departure, but the flight departed and arrived late. One thing that is going good for them is the legroom situation and the meals they provide for a short 1 hour flight. Boarding was chaotic, but I don't mind. In-flight entertainment is limited to a few monitors showing some Thai Smile commercials. This was understandable as it was a short domestic flight. I would fly with them again if the fare is reasonable, but another full-service domestic/regional carrier that flies the same route but with more benefits might be a better option. It's just that the flight time for this route fits my schedule for Thai Smile.

Route: Bangkok to Chiang Rai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SpiceJet

Title: "gave me such a bad experience"

Review: I travelled in August. Firstly the temperature inside the flight was not good. Sometimes they were increasing the temperature so much that I felt suffocation at times. Sometimes it became so cold inside. Secondly on landing we were inside for about 30 minutes because they did not open the door. Overall a 3 hour flight gave me such a bad experience. Never travel through spicejet.

Route: Chennai to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sun Country Airlines

Title: "I recommend this airline"

Review: Amazing airline. But some things to work on. The carry on bag size is too small and the price to buy an overhead luggage is too expensive. It's a perfectly fine airline except for that. I recommend this airline if you are going for no longer than 3 days. If not I recommend Delta, They had amazing service and that experience was amazing

Route: Pennsylvania to Minnesota

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia Express

Title: "flight left without our bags"

Review: The flight left without our bags. Customer service have done nothing for us. We are now in Spain for 6 days with a baby and no bags have arrived. They lie and do not stick to the customer contracts. Avoid this airline at all costs.

Route: Manchester to Madrid

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "you get what you pay for"

Review: Auckland to Tokyo via Nadi. Average airline. Chairs are worn, little food options, entertainment was dated and not a lot of options and also for one of my flights my chair was actually broken so I had to lean back the entire flight except for landing and meals where I had to sit away from chair so it would stay up. Cabin crew were lovely, however I left behind something in my seat, contacted airline and item was "not found". Overall you get what you pay for, want a cheap trip a to b then great value for money.

Route: Auckland to Tokyo via Nadi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eastern Airways

Title: "most impressed by the service on this flight"

Review: Flew Eastern Airways from Newcastle to Aberdeen. I was most impressed by the service on this flight - a complimentary drink & snack was a very nice gesture. The flight was very smooth even though there was bad weather in Aberdeen! The air stewardess was very polite & professional & could not do enough for her customers. I would recommend this airline and use it again if the need arose.

Route: Newcastle to Aberdeen

Seat Type: Economy Class

Traveller Type: Business

Airline: Insel Air

Title: "a very bad experience"

Review: The entire experience was a mess with Insel Air. First, they were checking in for later flights for at least 3 hours before my flight. Then, when it was an hour before the flight was scheduled, they started checking us in. At the counter, I was told that the 20h15 flight would now be at 1h45 in the morning. I was also told that I was a standby, which I was not as I had a confirmed ticket (I'm not the only one this happened to). They gave us no food vouchers. This was regulated and then I proceeded through security and at the gate, the board stated that the flight would be leaving at 2h45 in the morning. No reasons were given and no announcements were made. They eventually changed this again to 12:00am, and we boarded at 23h30. During the flight we were given the wrong customs card to fill out. This was overall a very bad experience and I along with many people on that flight will never fly Insel Air again.

Route: Aruba to Guyana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "don't recommend this airline"

Review: We booked this airline through an online agent and when we were at the airport to check in, the staff at the desk told us that flight was cancelled and moved us to other flight. Without notifications email or SMS from airline or agent. It was very terrible if we knew in advance then we could manage our plan or buy a new flight earlier. So this caused us to buy a new tickets with Indigo at very expensive price. I don't recommend to risk your plan with this airline

Route: Bangalore to Mopa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "Cabin service excellent"

Review: Flew to Bangkok Suvarnbhumi to make shortish international connection. Fly this route very often. This time things did not work out so well. Flight took off 20 minutes late. No announcement or apology offered by cockpit crew. (Already I am starting to get nervous.) Shortly before landing in Bangkok cockpit announces that due to congestion we will circle the airport for a while, (My nervousness increases.) On landing luggage takes 40 minutes to arrive. To make it in time to my international connection I have to run to get through security (frequently long lines) and immigration (always long lines). Breathless, but I make it. Next time maybe I will take an earlier flight. Cabin service excellent. I ordered an optional meal - the Asian vegetarian - which was delicious. And, of course, the very convenient and friendly lounges, with snackies, popcorn, beverages (including a cappuccino machine) open to all passengers.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "Aeromexico is a terrible airline - buyer beware!"

Review: Aeromexico is a terrible airline - buyer beware! Think twice before you book a flight, and make sure you read the fine print every time. I have traveled to hundreds of cities, and I have never experienced such a terrible level of service. I purchased a ticket, confirmed my flight and I was bumped from the flight at the last minute because they "didn't have enough seats". Of course, one would expect a refund having paid for a flight and being denied boarding, but even this was not confirmed at the gate and the airline said I need to reach out by phone. Here's the catch - Aeromexico has no customer support phone line! They only accept emails. This is incredibly frustrating and borderline manipulative. Do not fly AeroMexico!

Route: Los Cabos to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "Avoid this airline"

Review: Terrible. Avoid this airline. Its now becoming regular practice to cancel flights. Had a cancellation from Switzerland that forced us to spend the whole night in a cheap hotel and had to fly out the next day and then had another cancellation to Spain. The airline only knows how to ask for expensive prices.

Route: London to Barcelona

Seat Type: Economy Class

Traveller Type: Business

Airline: LAN Peru

Title: LAN Peru customer review

Review: Our flight was cancelled due to airplane problems. The big problem was that LAN did not have enough people to deal with re-booking the plane full of folks who were now stranded. Over half of us had connecting flights we missed. We waited in line over 3 hours and left the airport at 10pm, hungry, cold, tired and without boarding passes for the next day. They had only one person to do all the rebooking and told us to leave as she could not do them all. LAN paid for a hotel and dinner and breakfast. However, since our flight was early we had only a few hours sleep. Top it off the taxi charged us much more than the allotment from LAN and we had to pay the difference. The online check in system does not work so could not even see if our flight was actually booked or not. Also their baggage weight limitation was unevenly enforced. We wanted to carry ours on. Many others were allowed to do so but we were singled out and not allowed.

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: South African Airways

Title: "Keep up the good work"

Review: London to Johannesburg. I have been a SAA gold card holder for years and will always support them. However Mango their codeshare internal partner are another story, some times internal flight connections after a long haul are not available with SAA and I end up on Mango who honestly have a terrible ontime record I cant remember the last one that was actually on time. Keep up the good work in the times of change ahead.

Route: London to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Bamboo Airways

Title: "they moved the flight to an A320"

Review: Booked travel on the 787 and in the end they moved the flight to an A320 (a very old one). Service of the cabin crew was ok. Food wise, wouldn't pay that much for business if I knew they were going to serve me that. If I was not mistaken, it was 2 choices, chicken rice or the beef udon. Total rubbish. Seat was cramped on business too.

Route: Ho Chi Minh City to Hanoi

Seat Type: Business Class

Traveller Type: Business

Airline: Hong Kong Airlines

Title: "staff were rude"

Review: Flew Hong Kong Airlines from Hanoi to Hong Kong. Flight attendant rolled her eyes at me when I asked for a glass of red wine. It was a major mission to agree to this request. Staff were rude, dismissive and completely uninterested in providing any type of service. Not recommending this airline to anyone.

Route: HAN to HKG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "most horrible flying experience"

Review: Pegasus Airlines is your worst nightmare! Never ever take it if you have a choice. Its not only because of impolite crew members who dont even greet their customers on board, horrible sits and 2\$ tiny water bottles. I took a flight from Sharm-el-Sheikh to St. Petersburg via Istanbul and since the first flight was delayed we missed the next flight and got stuck at the airport for next 10 hours without water, food or any further information regarding our flight. There was a Pegasus counter in transfer zone with 4-6 absolutely useless and incompetent employees doing nonsense. We were around 30ppl from different flights and it took 10 hours of queuing while Pegasus workers were doing nothing just making a mess with documents (losing boarding passes, taking passports and never bringing them back) and shouting at their customers. Finally after 10 hours of desperation they somehow figured out that a lot of passengers dont even need a visa to enter Turkey and could be delivered to the hotel anytime. Than it took 2 hours for bus to pick us up and additional 20mins standing outside (0C in Istanbul and dozens of people flying back from Egypt in their summer clothes and not expecting winter strolls around snowy Istanbul) The most horrible flying experience in my entire life, choose any other airline if theres an option never fly with Pegasus if you dont want to ruin your day/vacation/physical and mental health.

Route: Sharm el sheikh to St. Petersburg via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "a very good value for money"

Review: The flight was 33 minutes late but arrived only 5 minutes late that was a good surprise for such a late flight. The boarding was speedy, the crew was very nice and the plane was new so in all a very good value for money.

Route: Madrid to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: SpiceJet

Title: "Experienced excellent customer service"

Review: I am a frequent flyer and normally find service on a flight average. But, this time to my surprise the service on this flight was excellent. The crew was ensuring each ones comfort and the feeling having a "Truly Happy to serve" vibes were there. It was more than just a duty. It was genuine. Experienced excellent customer service after a long time.

Route: Dubai to Mangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "Horrible customer service"

Review: Horrible customer service. Unreliable. No seat recline. No WiFi on board. No airline app. Just a horrible experience all around. They issue weather change permits, but not even their own airport agents can process them and they force you to call their call center and wait on the phone for hours when you are staring right at a check-in agent doing nothing at the airport.

Route: Toronto to Washington DC

Seat Type: Economy Class

Traveller Type: Business

Airline: V Air

Title: V Air customer review

Review: I have taken 3 flights on V Air and found it a surprisingly pleasant experience. The aircraft seemed new, the FAs were very efficient and the meals (pre-booked at a discount) tasty. On the latest TPE/CNX flight I measured the seat pitch at 32". If this is accurate, then it puts many of the long distance flights on legacy carriers to shame. The first flight in May was held up an hour at TPE due to runway maintenance. The other two this month both departed within 10 minutes of the advertised schedule. It's about time there were low cost carriers between BKK and TPE. I will happily take V Air for future trips.

Route: Bangkok to Chiang Mai via TPE

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Icelandair

Title: "We will never fly them again!"

Review: Paid for meals and upgraded seats. We were assigned our original seats (not the upgraded we paid for). When we got to our destination I called the airline and the representative walked me how to request a refund online. I did file a refund request and Iceland air replied "it is not our policy to refund for purchased seat upgrades if you reached your destination". We will never fly them again! You also have to purchase all food. They didn't give away a cracker.

Route: San Francisco to Zurich via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "No professionalism at all"

Review: Worst service ever. Rerouted my direct flight to Lucknow, made my journey 2.5 hours longer, add to that another 1 hour for operational delays. Charged for web check in done online or at the airport both. Bad service. No professionalism at all. No COVID safety precautions. Sprayed disinfectants right next to where passengers were seated. Never flying with GoAir again.

Route: Pune to Kolkata via Lucknow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Copa Airlines

Title: "Do not fly with these people"

Review: I recently purchased a flight from Boston to Lima through Panama and upgraded to premium economy seats immediately. Within a few days I received notice that the airline had cancelled my flight and required me to call and rebook. After a very long wait I was informed that my only option was to rebook a flight with an additional stop, an additional 5 hours of layover oh and I would have to wake up at 2am to get to the airport in time. I was informed that I had a right to request a refund but they stressed several times that it would be months before they would process it. almost trying to scare me into taking the horrible option B. I chose the refund. Upon finally receiving confirmation that I would be refunded the ticket price within 60 days I noticed that my upgrade purchases were not included. Requesting clarification from customer service, they informed me that those purchases were non-refundable. What do you mean non-refundable? The airline cancelled my flight. Absolute Scam. Unethical Business. Do not fly with these people.

Route: Boston to Lima via Panama

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "food was good, service excellent"

Review: St Petersburg to Kamenogorsk via Astana, flights were in time. Cabin was clean, food was good, especially on the way from LED to TSE and service excellent. Inflight entertainment before I boarded, I got app KCTV to use aboard, this app for cabin WiFi. For me selection of movies should be wider, but when your trip just about 3-4 hours, it is enough. In some planes they still don't have WiFi or captain forgets to turn it on. New terminal in Astana is very good but for passengers flying to countries from former USSR, which now are Customs Union members they don't sell even water in duty free stores because of union's rules (they can't sell alcohol and all stuff with additional tax fee).

Route: St Petersburg to Kamenogorsk via Astana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "its about the principle"

Review: Travelling from New York to Athens and from Athens to Chania I had an extra luggage that I knew I will be charged no problem. The girl charge me by mistake for 2 extra luggage it wasnt enough time to go back for my refund because my plane was leaving, so I email the company. They said its not refundable. For what for their mistake its not fair. Its not about the money its about the principle of the Situation.

Route: Athens to Chania

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: SilkAir customer review

Review: SilkAir isn't the best airline I've travelled with. COK-SIN was on time and the crew was tolerant even though we were a bit late getting to the gate. The crew were friendly and the food was okay (ordered an avml meal). The Boeing Sky Interior was fantastic. The leg space was small. I'm around 6ft and I was cramped up a bit. The crew were friendly and pleasant. The toilet was clean too. SilkAir had no personal IFE screens. They don't provide headphones either. I spent the 4 hour journey reading and sleeping. The inbound flight was pretty much the same as the the outbound. The worst thing was the food. It was horrible. It is an okay airline to travel with provided that it is the cheapest you get.

Route: COK to SIN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Germania Airline

Title: Germania Airline customer review

Review: Nice aircraft interior with moodlighting. Seats narrow (my guess 30" pitch), however unbeatable value for money on the only direct link between Berlin and Tehran. A warm meal is included, but it is rather small portion. Soft drinks and hot drinks served three times on this 5 hour flight. Alcoholic drinks available for sale. Entertainment is available via overhead screens, which means no choice in what to watch. You need to play for headphones and for blankets as well.

Route: IKA to SXF

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "Non responsive customer service"

Review: I am still waiting for my points for a flight from two months ago. It was a cross continental flight worth 2700 EUR. Those of us who live in Finland choose Finnair even though it's typically twice the price of Lufthansa or KLM, but

we do it for tier benefits and because our companies typically allow it and don't mind the high prices. But then this is the reality. Two months and about 8 emails back and forth with their customer service and I only have points for 2 legs of the flight of 4 in total. Non responsive (or rather non existent) customer service, talking to a different person every time, being re-directed to other departments etc etc. I filed an official complaint on their website now and guess what: after clicking 'submit' the screen is stuck on the 'creating your case' window. Very Finnair. They don't have any proper customer service. It has always been an airline that charges premium prices but the service has always been questionable. In the past few years it has become just non existent. Just imagine, if those of us who have Gold status and have a special email we can reach out to, if we can't get any service, then I can't imagine what it's like for regular travellers. It is so frustrating. They take advantage of Finnish people and charge insane prices. And OK, we can even accept that, but that you then don't even get the benefits is really, I don't know. For instance, the gold level awards you 4 business class upgrades. But they will almost never allow you to cash those in. If there are available business class seats, you can buy them, but if you want to cash your upgrade in then the answer is no, no availability. I've had gold for many years and there have been years like the last one when they would simply go to waste, not used. They just don't allow it.

Route: Chicago to Helsinki

Seat Type: Economy Class

Traveller Type: Business

Airline: Qantas Airways

Title: "failed at every step of the way"

Review: Qantas failed at every step of the way. Flight was cancelled - leaving us stranded without airport transport. Replacement flight added a stop over - extra 90min of travel. Replacement flight was delayed. Connecting flight (from added stop over) was missed - extra hour of travel. Lost half of our luggage

Route: Ballina to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Astana

Title: "recommended? Of course not"

Review: I booked a flight from Bangkok to Frankfurt (with a later connection to Valencia) at 23:00 local time. This flight was departing almost 7 hours later, at 5:50 am. However, when I approached the counter I found out the flight was already delayed to 19:00 pm. 13 hours delay! Ridiculous. And they let me buy the ticket from their own webpage. Most of the passengers accepted hotel and waiting, but ten of us couldn't wait. I explained to them about my connecting flight to Valencia and I accepted any possible route which would take me to Frankfurt on time or any part of Spain but they denied this option for four hours, insisting on my delayed flight with them as my only option (13h waiting in Bangkok airport plus 14h in Astana). Missing my connection to Valencia and being late for work. I even got the chance to talk to someone from management on the phone, but she would only say "I'm sorry". Only good part was their ground staff, which suffered this situation exemplary even though they were lacking the power to do something. Finally I accepted the refund of my ticket, which they signed, and booked a flight with another airline, spending a big amount of money to get to Madrid. After this, I was expecting the refund of the ticket, but they only offer me 3.930THB, which is not even a 1/4 of the amount I paid for the ticket. I have never in my life dealt with a despicable airline such as Air Astana. It makes me feel sad because they have really good staff onboard but, recommended? Of course not. They will ruin your holidays and feel ok about it.

Route: Bangkok to Frankfurt via Astana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "plastic floss pick in the utensil bag"

Review: Taipei to New York in June 2019. My family and I are regular flyers with EVA Air, and part of the reason has been its environmental care through its service. Our recent flight experience caused us some concern about the

environmental care. One example was the use of plastic floss pick in the utensil bag.

Route: Taipei to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aer Lingus

Title: "Cabin crew and boarding team are not professional"

Review: Crew in the airport were not helpful at all, I arrived to the airport 1h before my flight on 10/5/2023 because of an emergency, but the Aer Lingus boarding staff in Dublin airport terminal 2 didnt understand or try to help even though I had no bag to check in, basically all I had to do is to head directly to the plane, but he didn't want that to happen. I had to pay 300GBP extra to buy a new ticket and the new flight got delayed. Cabin crew and boarding team are not professional at all, rude and not helpful. Not recommend at all and you cant compare them with any other respected air lines like Emirates or Qatar.

Route: Dublin to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "Good budget airline"

Review: Manila to Osaka. Check-in was quick and smooth. We were handed our boarding passes with our pre-assigned max. legroom seats. Our pre-reserved meals were served promptly as soon as the plane reached cruising altitude. My black pepper chicken was hot and tasty. The flight was half full but service was so so. The crew just went about their duties perfunctorily. We enjoyed the lounge access in KIX that came with the fare bundle upgrade. It also came with priority boarding, which was a nice touch. It was pretty much the same story with our return flight after 5 days. Good budget airline. I would fly them again.

Route: Manila to Osaka

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Etihad Airways

Title: "a very disappointing experience"

Review: Just had a very disappointing experience flying Etihad's new business class on their A350. First the good: the plane's interior design is very attractive. Now the bad: 1) Etihad uses Air India's lounge at JFK. Seriously? This was one of the dirtiest and least attractive airline lounges I've ever been in. We left within minutes of arriving. 2) Many of Etihad's online systems both app and online - just don't function correctly. It was not possible to manage any part of my booking online or via the app. Not possible to choose seats or check-in. 3) While the plane is beautiful, scratch and you'll discover that beauty is only skin deep. Many of the new plane's innovations do not function properly. Outlets don't work, the silly built-in phone charger didn't work, the entertainment controller was extremely unresponsive and didn't work effectively. Seat was not comfortable compared to other business class seats. 4) The bathrooms were not clean and did not function well. 5) Worst of all on this flight was the service. While the flight attendants were nice enough, they didn't provide some of the basic service I'd expect even if flying economy. Glasses and water bottles were never collected, my empty coffee mug sat on my tray for almost an hour and no one ever thought to ask if I wanted a refill. 6) The cabin was kept ridiculously warm making it impossible to sleep. 12 hour flight without a minute of sleep. In the future, I will stick with Emirates, Singapore and Qatar when expecting a premium airline experience.

Route: New York JFK to Abu Dhabi

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "I have learned my suitcases were untraceable"

Review: Having purchased a business ticket at a rather hefty price I was surprised to learn the aircraft did not have any proper business seating neither when I asked they had a simple blanket nor a pillow. Having arrived after a few unpleasant hours to Geneva I have learned my suitcases were untraceable, long story short after almost 3 days I still did not receive my suitcases and no one reached out to inform me about their status. Having perishable goods in former luggage and having to travel inside EU, it was certainly one of the worst experiences I had for travelling such a short distance. Worst part was neglecting of both airlines and Swisspost bag handling team, very unprofessional and unamicable.

Route: Tehran to Geneva via Vienna

Seat Type: Business Class

Traveller Type: Business

Airline: Vietnam Airlines

Title: "food was quite good"

Review: Ho Chi Minh City to Bangkok. The flight was on shedule and on time. Check in very fast, boarding with aerobridge. The food was quite good. My seat was quite comfortable and the view was nice. A lot of magazines.

Route: Ho Chi Minh City to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Malindo Air

Title: "no pro-active update"

Review: Johor Bahru to Subang. Flight re-timed with original schedule at 18:10 hours to 19:10 hours and now 21:00 hours - God knows if we are taking off at 21:00 or later. No staff can be seen at the gate to provide pro-active update.

Other airlines are flying without delay. Malindo is far away from being close to a Low Cost airline service & standard.

Route: Johor Bahru to Subang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "Disappointing and frustrating from start to finish"

Review: Disappointing and frustrating from start to finish. Took hours to check all passengers in at Sydney Airport. No one was notified about a priority line for those who had already done online check-in, nor was there signage. We were told by the employee checking us in that we should have waited in that line. She was not a VN Airlines employee. For the whole flight, most people's in-flight entertainment was not working at all, or otherwise malfunctioning to the point that it could not be used. Staff were not able to offer an explanation other than to reset the screens over and over again - no apology or acknowledgment given. (This was also the same experience on my return flight, 7 days later). Leg room is reasonable for economy, but the seating was hard and uncomfortable. Webbing behind the seats that holds things is extremely tight and cannot fit anymore stuff in there - so the extras they give like a bag with slippers, blanket, pillow, bottle of water etc. you just have to figure out where to place. Some people's chairs leaned back way more than others, and it was very hard to get them to go back and forward.

Route: Sydney to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Business

Airline: Jetstar Asia

Title: "very helpful ground staff"

Review: Singapore to Penang. I was running late and met this very helpful ground staff helped to speed up my check-in using the automated system and completed it within a couple of minutes. She does the job with professionalism and a smile. If more airline staffs are like her, it will help take away some of the hassle of air travel.

Route: Singapore to Penang

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "No passion in doing their job"

Review: MH you can do better! Why so lousy the service? I had rice with chicken basil. The basil was so salty? The bun given was so hard like a rock. So was the pineapple. What happened to food MA? Also, I was just given one helping of apple juice. Stewardess did not bother to asked if needed a second helping or so. No passion in doing their job. Not bothered to check if the chair was upright upon landing. What happened?

Route: Bangkok to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: Malaysia Airlines

Title: "crew were kind and efficient"

Review: My flight from KL to London was terrible. The return flight, London to KL was surprisingly pleasant. The crew were kind and efficient - friendly even. Smiles all round and very helpful. Food was marginally better this time round. The crew even heated up the buns that came with the meal! I really have to give this team credit. They did everything to ensure the passengers were comfortable. When we landed in KL, both the pilots and crew got a round of applause. That pretty much sums up the journey. In view of my previous experience with a terrible crew, I would suggest MAS look into teams which are not performing to standard because they genuinely spoil the image for the company. A very heartfelt thank you to the London-KL crew - you really are a credit to the company.

Route: London to Kuala lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "not care about customer service"

Review: I suggest not using Flydubai under any circumstances, the flying route from our destination to Dubai was canceled in their program, and we were promised a refund; we have now been pledged eight weeks by the customer service department that we would handle it escalate and get back to you -however, all empty promises. Flydubai does not care about customer service or is interested in keeping the promises they continuously commit to arranging.

Route: Helsinki to Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: ITA Airways

Title: "cabin crew were not that helpful or engaging"

Review: I had to take this flight as an Emergency replacement flight, was expensive 504 one way Milan to London. The plane was basic, interior from 1970's, seat was uncomfortable and small. Ticket said Air Italia however the plane we boarded said German Airlines? I am 6ft 6 and had to be jammed against the window as suitcases were were put in extra seat, no effort was made to assist me despite asking and the cabin crew were not that helpful or engaging.

Route: Milan to London

Seat Type: Economy Class

Traveller Type: Business

Airline: Scoot

Title: "Overall service was poor"

Review: First time travelling after 2 years absence from Covid restrictions. Overall service was poor. Purchase the

pre-departure PCR test from Scoot and the instructions were poor. Send in a query but no reply. Flight to Bangkok from Singapore was delayed. Flight back from Bangkok was delayed even longer when last minute cargo loading took up almost 30 mins. Had deliberately avoided Scoot prior to Covid but with times so bad, I thought it was worth supporting our home airline. But at my expense.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "baggage has still not been located"

Review: Traveled for a family camping trip and Condor lost our luggage with 3000 worth of backpacking gear. No one wanted to assist or provide any information or compensation for our hardship of missing the first 5 days of our trip. Our baggage has still not been located.

Route: Amsterdam to Portland via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "Good value for money"

Review: Good value for money and excellent service, I can truly recommend Thai Smile Airways both for leisure and business travels and I'm sure going to fly with them again!

Route: Udon Thani to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Volotea

Title: "Good flight, nice hostesses"

Review: Good flight, nice hostesses, the outbound flight arrived earlier than the scheduled time and on the way back, although we left later than the scheduled time, we arrived on time. we had a smooth ride. Buen vuelo, azafatas agradables, el vuelo de ida fue la llegada más pronto de la hora marcada y a la vuelta aunque salimos más tarde de la hora prevista llegamos en hora . Tuvimos un viaje tranquilo

Route: Asturias to Tenerife Sur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "Never using them again"

Review: Worst experience ever! They canceled my flight, the email with options was an error page. The next flight they could put me on was over a day later. Never using them again.

Route: Arizona to Denver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUIfly

Title: "seats cramped and hard"

Review: Miami to Brussels. I think that TUIfly tries really hard to offer comfort for their guests, but really does not hit the mark. The seats are very narrow, which makes sitting quite uncomfortable, especially for larger people. We were lucky that after takeoff we were able to change seats. Unfortunately there seems to be little padding in the seat cushion.. The food was pretty gross looking, but was edible. The staff offered lots of water to passengers, which was great, but only

came around twice with other beverages. I was not expecting there to be any entertainment onboard, thus I was very happy to find that there were a few movies and TV shows available. My personal TV was actually broken, but since the seat next to me was empty, I was able to use that one instead. Overall, the staff were nice, and the plane seemed relatively clean. However, the seats were just too cramped and the seats too hard to be comfortable on such a long flight.

Route: MIA to BRU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "my worst travel experience"

Review: Air Arabia is the worst airline. They don't care for the passengers. Boarding is totally un-organised. I travelled on 16th Dec, due to delayed & worst boarding, flight was delayed by 45 mins. When it arrived, aero bridge was not used. Passengers were kept waiting in the bus for 30 mins as all three buses were made to go together. Passengers were jam packed in the buses. After completing the PCR test, immigration (which took 2 hours due to Sharjah's Airport's worst management), the baggage hasn't arrived. It took another one hour, the baggage was removed from the belt and scattered around the hall. It was my worst travel experience. Will avoid travelling with Air Arabia to the max.

Route: Ahmedabad to Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "follow up on our lost luggage"

Review: Vancouver to Manila via Taipei. My wife and I called Eva Air Manila office to follow up on our lost luggage. We explained our side about how we lost it and how many luggages we checked in, And this employee the way he replied

implied that its our fault that we lost our luggage. As my wife is complaining about it she asked for get his full name, he answered that he cant give his full name and hung Up! This experience from their Manila office is unacceptable customer service.

Route: Vancouver to Manila via Taipei

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Porter Airlines

Title: "disappointing in so many ways"

Review: I had booked 4 tickets for a trip from Toronto to Calgary over 8 weeks ago for this coming March break. Two days before the departure date I receive an email saying flight had been cancelled and they would put us on a flight 4 days later after my departure date. When I called, after waiting close to an hour on hold, this was the only solution they could provide. Clearly this was not a solution so I asked to speak to a manager. I was told I would hear back in 24 hr. I am still waiting. For an airline that brands itself so highly, this is highly disappointing in so many ways and breeds the contempt everyone has for airlines - they are no better. To top it off, it will now cost me 3,000 dollars more to fly another airline because of booking it 2 days before departure. They will never get business from me or anyone else that brings up airlines in my presence.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Jordanian Airlines

Title: "attendants are practically invisible"

Review: The Boeing 787 is relatively new and the economy seats have great legroom. The food quality is decent and the time between meals is not too long. But don't board the flight super hungry as the food might not be enough. Inflight

entertainment is decent and provides enough options to kill time on a long flight. Amman airport is modern and has so decent food options. Also the Petra lounge is very nice and doesn't get very crowded. If you have a tight connection they may hold the flight for you. Luggage made the connection. Amman airport is very poorly organized. There is a serious lack of professionalism. Upon arrival there is an initial security screening for connecting passengers. It looks as though this security station was shoved into a hallway without the architect's knowledge. The line is chaotic and nobody has thought to add ropes. They also don't communicate what is going on so most passengers are unsure of where to go or what to do. Also, passengers travelling to the US & Canada have to have their passports and visas checked before passing security. But when I was there one of the two agents working this counter abruptly left. Leaving about 100 passengers with tight connections in a panic. Nobody communicated anything about what was going on. For US & Canada flights there is yet another security station. And here too nobody has thought about adding ropes to organize the line up. Note this is the third line you have to wait in when connecting. Despite having not appropriately resourced the airport to handle large volumes, for some reason they schedule multiple US & Canada flights within 30 mins of each other. So the 800 or so passengers totally overwhelm the airport facilities during high season. The flight attendants are practically invisible when a meal is not being served. They just lounge in the galley at the back. You need to use the call button to get any service but they seem to resent you for disturbing them when you do so. There are long periods of time (up to 4 hours) between meals where no drinks are served. On most other long haul airlines the cabin crew will walk the aisles to pass around cups of water every few hours. It took almost two hours to remove the meal trays from the seats. They seem to keep the cabin quite war which makes the lack of water problem much more acute.

Route: Dubai to Montreal via Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Caribbean Airlines

Title: "ought to be illegal!"

Review: St Marteen to Port of Spain. I arrived at St Marteen airport to travel home via Trinidad as a layover due to the COVID issue. At the Caribbean counter, the representative was not accepting people so my flight was canceled. I

asked, so that's it? I can't fly? He said, no. He said I could try another airline and that I could get a refund online, then he turned away, dismissing me. I went home, took back my apartment and rental vehicle, and made plans to just stay and deal with things, told my family to not expect me home due to the developing situation and traveling issues (we had already spent money we don't have trying to get me there and back). The next day, I went online and was told the man had lied. They told me I would have to travel, set another date and that was as good as they could manage. I'm sorry, but I did not cancel my plans. Apparently, Trinidad was closed before the ticket was ever sold. Why did you sell a ticket for a place that was closed to anyone but nationals? That ought to be illegal!

Route: St Marteen to Port of Spain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Pacific

Title: "crew provided good service"

Review: Flew this new Jetstar Pacific route late October 2015 on its 2nd flight after inauguration. New A320 Aircraft. Flights on time. Service in airport fine. On board there was a very good, proactive crew who provided good service despite flight was full. Lots of things to buy, including airline souvenirs. Food and drinks available and were not expensive, several hot meals offered and served promptly. Major drawback is the online ticket-purchase which manipulates the price up and up and eventually put on a booking and service fees, so the price more than doubles as compared to what you start out with.

Route: Phu Bai to Dalat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "unreachable via email or phone"

Review: The airline canceled my flight five minutes after I was asked to check in. 24 hours prior to supposed departure. They were unreachable via email or phone after waiting online for over an hour. Anyone who rates this airline over terrible has to be related to someone that owns the company because they are the worst.

Route: Tampa to Charleston

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "attempted trip back was horrible"

Review: Buenos Aires to El Calafate. My initial flight with the company was okay, if nothing to write home or review about; however my attempted trip back was horrible. The flight was cancelled. I received only a notice the late night before with no explanation. I had no way of getting information as it was a weekend and they do not have weekend hours. When I went to the airport I was informed there were no flights due to a strike. Now while this may have effected more than one airline they did not offer a refund or remedy, or even an apology or sympathy for their clients. I was one of the lucky ones that got in before they left at 2 pm and basically every other passengers had to learn via word of mouth why and how long (5 days before reschedule) they had to wait. Basically swarms of people waiting for information. At the very least there should be an email and apology, truly there should be a refund.

Route: Buenos Aires to El Calafate

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "very pleasant and enjoyable flight"

Review: Overall very pleasant and enjoyable flight, especially for the price point. (That basically places it directly against budget carriers like Jetstar and they are just in completely different leagues). The Rex domestic 737 fleets, as you may

know already uses previous Virgin Australia planes, and the interior is essentially Virgin themed (Virgin colored head rests, bulkhead covers). Which don't get me wrong, it isn't a bag thing at all. This means at a budget rex price you get to enjoy full service carrier class legroom (same legroom ad Virgin Australia) and everything. There are also snacks provided during the flight (again, something you don't see often at this price point) along with a complimentary drink. Boarding is done via jetbridges for the front section of the airplane and stairs for the back section, to speed up turnover times. Overall, an excellent option that definitely introduces fresh competition to the other carriers serving this short Melbourne-Sydney route!

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "you run a waste service"

Review: Originally flight was scheduled on 29th June 00:35 (12:35 AM). Interestingly this flight got delayed from 12:35 AM to 1:30 AM. I booked this tickets from Trip.com and I get the notification on 1:35 that your flight departed. Thanks for choosing us. I was like they didn't even start the boarding. It's 2:15 AM Finally made my way to sit inside the plane and pilot announced "We are still waiting for one crew member who is coming from Calgary and that will take more 15 mins". No apologies. Shame on you that you run a waste service that even your staff doesn't follow your rules. I was supposed to reach Toronto before 6:30 AM. Now I will reach there 4 hours later and no sleep for entire night. I frustrated and angry on myself because I paid \$350 for my emergency.

Route: Edmonton to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "delayed and missed connecting flight"

Review: Had the worst experience. The flight from London to Toronto got delayed and we missed the connecting flight to Halifax. We were four including an infant and a toddler aged 4 years, despite being delayed and missed the connecting flight the ground staff were not at all helpful. We waited for an hour to get them to talk to us and at 12 am they told us they have not booked any hotel for us to stay that night and asked to go search for a hotel on your own, very nice of you British Airways. At least you guys should have given some consideration to the travelers who travel with children and booked some accommodation. We will NOT to travel on this airline again.

Route: Bangalore to Toronto via London,

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: JetsuiteX

Title: "free drinks great snacks"

Review: La Vegas to Burbank. Cheap flight and free drinks great snacks. Great legroom(I'm 6'2). Lounge in LAS was super nice. No TSA I was put onto another airplane (to shorten the delay) without wifi but plane was supposed to have outlets and wifi. There was a delay but the staff and crew were helpful and informative. The captain even flew a lot faster to shorten the delay. After landing I received an email from JetsuiteX apologizing for the delay and issued me a \$50 voucher. JetsuiteX eliminates everything that's wrong with flying. They even tried to fill up the remaining seats on the plane with people on the later flight.

Route: La Vegas to Burbank

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Cayman Airways

Title: "Very unorganized"

Review: Plane holds 17 people. They overbooked the flight and 4 pieces of luggage made it on the aircraft. The plane was an hour late. Half of the passengers had a 1:00pm international connecting flight to the USA. The plane touched down at 12:20pm. No one got their luggage. Very unorganized but it's the only access to Little Cayman.

Route: Little Cayman to Grand Cayman

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sunwing Airlines

Title: "Lack of staff, pilots and planes"

Review: Bad Communication: Sunwing did not inform passengers with the correct time of departure on its website, on its app or with its emails (more than a 6 hour difference). Lack of staff, pilots and planes : the airline did not have enough people or planes to run its routes, especially if circumstances were not optimal. This was the reason for so many delays. Other airlines, on the same routes did much better without huge delays (days). The airline gave false reasons for its delays to avoid paying passenger compensations, even when it was obvious what the true reasons were.

Route: Cancun to Quebec City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "would fly them again"

Review: Not sure what to expect because of the reviews I have read about them, but since I have a voucher from a cancelled flight, thought of giving it a try. Check in is very long at the time which is no surprise, the A330-300 though old is very clean, seats are comfortable. IFE is at par with other carriers. Meals were fantastic, overall the service for this 8hr flight was very good. Like the fact as well that I flew Nonstop instead of connecting, would fly them again and recommend.

Route: Melbourne to Manila

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "gave me absolutely zero alternative options"

Review: Flight was delayed 2.5hrs. There was a multiple car crash enroute to the airport so my 30min drive turned into 2.5hrs but I left early enough that I wasn't worried and that was for the non-delayed flight. I arrived 9 minutes after check-in, they wouldn't let me in and gave me absolutely zero alternative options. As I frantically searched other flights I found my easyJet flight was 2 hrs delayed so again tried to get on my flight, was told that apparently I missed baggage drop by half an hour, this was 1.5hrs after the check in I had modestly missed, sorry 1.4hr as I was 9 mins late for a flight that was 2 hrs delayed!!

Route: Nice to London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "Worst service ever"

Review: Worst service ever. I need to change my reservation, and they would not allow me to as I booked through a travel agent, normally that would be fine, but my travel agent had a family emergency (her mom died) and it's a small business of only her. I explained this and they would still not allow me to make any changes. I understand policy, but there needs to be exceptions for deaths or emergencies. I now might not even get to go on my trip. Not that a large corporation cares.

Route: Edmonton to Varadero

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cape Air

Title: "this was a nightmare"

Review: Cape Air canceled both of our flights between Saranac Lake, NY and Boston. And both of these Cape Air flights were booked to connect to international flights into and out of Boston Logan. They at least let us know about the cancellation of the outbound flight from Saranac Lake to Boston and moved up to a much earlier flight (which left us with an 8 hour layover at BOS). But on the way home to Saranac Lake, they canceled our flight from BOS at the last minute while we were waiting at the gate. Their solution to cancelling our Saranac Lake flight was to rebook us into Plattsburgh (a 1+ hr drive away from Saranac Lake) and book a driver to take us from Plattsburgh Airport to Saranac Lake airport (where we had all left our cars). Sounds good but we got into the Plattsburgh Airport and there was NO driver. It was late, the rental car desks were closed. We were on the phone with Cape Air reps for over an hour - none of whom offered any solution. Finally, but sheer luck, a taxi driver pulled up to the airport and found us there. We had to hire him to drive us to Saranac Lake airport and pay the cost. Cape Air says to fill out multiple forms, attach receipts, etc... and they will reimburse us the taxi fare. Honestly, this was a nightmare. No one apologized.

Route: Boston to Saranac Lake

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "now it is fantastic"

Review: Seattle to Beijing. New plane is very comfortable. The service was fantastic as was the food. The flight attendant was very attentive and extremely good at her job. The chef came out and introduced herself to me, and I had the best airline food I have had on an international flight. The main cabin attendant (person in charge) also introduced herself before and after the flight. She told me if anything was amiss to let her know. I have flown this flight several years

ago and it was mediocre at best, now it is fantastic. If only Hainan could get it together on the ground (ticketing, check-in, website) then they would be my preferred airline going to Asia.

Route: Seattle to Beijing

Seat Type: Business Class

Traveller Type: Business

Airline: Dragonair

Title: Dragonair customer review

Review: I booked Sydney to HK with Qantas then connecting Dragonair from HK to Beijing. My flight scheduled at 7pm for departure. When I landed at HKG, I was told the flight is late because late arrival of inbound aircraft. At 8pm, I was told the flight will be further delay to 9.30pm, and finally the flight took off at midnight. From beginning to the end, Dragonair did not want to take any responsibility. Service on board is pretty average, staff serviced a meal and never see them again. Hardly anyone cleaned the toilet I could see during the flight.

Route: Hong Kong to Beijing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "Spotless clean plane"

Review: Kigali to Johannesburg via Lusaka. First experience with Rwandair and immediately a hit. Spotless clean plane, warm welcome by crew, leather seats with good comfort and perfect catering. Once Kigali Airport will be a real airport - nowadays only a very small and less inviting building - it will benefit Rwandair in its expansion.

Route: Kigali to Johannesburg via Lusaka

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Shandong Airlines

Title: "would never choose it again"

Review: I booked Shandong Airlines Xiamen to Chengdu. After booking, I log in to the app self-service check-in every day. The result is not open online check-in. Arrived at the airport at 5:24, the airport self-service machine could not be checked in. I went to the economy class counter. At that time, I showed the L11-L15 counter. I only opened two counters. When I arrived, I told me that I was late. For three minutes, I requested to apply for the check-in. If I didn't, I went to the window. The duty officer told me that I couldn't solve it. I can only refund the ticket or the afternoon flight, and I can't transfer other airline flights. After that, I can still contact the official website. The same answer. Due to urgent circumstances, other airlines will continue to fly to Chengdu and refund the ticket at the Shandong Airlines app. First of all, the Shandong Airlines app can't be unreasonable in advance. The airport self-service check-in is still unable to handle the self-service check-in. The same is the problem of Shandong Airlines or the problem of Xiamen Airlines Airport. No counters were added in the case of a large queue of check-in queues at the counter. In the case of my advance, I was unable to check in the airport and Shandong Airlines. Secondly, why can't I sign another airline, I also proposed that the payment to sign the mountain customer service still refused, during which the airport staff of Shandong Airlines Xiamen told me If you go to Ctrip where you can buy it, you can sign it. Isn't this the overlord clause? For the sake of trust, the official app booking is not as good as the agent? Strictly request to return the ticket price!! After I dialed 12315, the Xiamen Airlines staff told me that they were not prepared to refund my money, and I deleted the app refund application without my consent. I would never choose it again.

Route: Xiamen to Chengdu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "extremely poor value for money"

Review: The flight experience on this flight AV121 and the return AV120 was very disappointing and reflects badly on the image of Avianca, Star Alliance and Colombia. Inappropriate main meals were served for these night flights. Breakfasts were poor, small and tasteless. The crew were unwelcoming and rushed (training needed) and did not seem interested in giving a good customer experience. The ticket cost more than other airlines on this route, and was extremely poor value for money. Seats are at an angle, and not as good a configuration as other airlines.

Route: London Heathrow to Bogota

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "I will never buy a flight with Delta again"

Review: The airline changed my schedule twice, the second one was at the moment of the check in and I had a connection which obviously would not get. I had a cruise to take in Orlando. I canceled the flight and I had to buy another with United at the last minute. Was a horrible moment. I will never buy a flight with Delta again. I don't recommend Delta at all.

Route: Los Angeles to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: FlySafair

Title: "I won't fly with them again"

Review: I checked in 24 hours before my flight so that I could sit at the front window seat but when I went to board, they made me move to the back aisle seat because the plane wasn't full and they needed me to balance the plane. After they forced me to move, they failed to clear an error with my boarding and decided to offload my bag from the plane instead of checking whether I was onboard or not. I landed at 4pm, it's now after 11am the next day, I still don't have my bag and

no one is answering my calls. I wont fly with them again.

Route: Durban to Cape Town

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "the worst experience"

Review: Da Nang to Ho Chi Minh city. Had the worst experience with Jetstar and I do not recommend you to fly with them. You get a short amount of time to check-in, 2 hours, they still opened 15 minutes too late. They put you in a overcrowded bus, you could not move an inch. They had a full bus go to the airplane, while I was waiting in the second bus, I noticed another bus (or the bus who got back from the airplane) parking behind us, I knew this bus shouldn't be overloaded. The third had less than 15 passengers, why didn't they just distribute them normally.. They had the bus stop in the blazing sun for several minutes. Now I made a mistake not carrying my ticket on me (I gave it to my girl), but right from the start this flight attendant put up an aggressive tone towards me and I told him, "sorry, my girl (who walked ahead of me) is carrying it" But he ignored what I said and repeated more aggressively "Sir! Can I have your boarding ticket!". So I went to my seat and grabbed my ticket. He then walks to my seat and went off on me and I told him that she had it. He said he didn't know. Instead of giving the ticket back in a normal way, he threw it and walked away.

Route: Da Nang to Ho Chi Minh city

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kulula

Title: "you sit on the phone for hours"

Review: My wife and i flew from George to Johannesburg. We paid for a return flight to George for tomorrow 29 Oct. I tried to move our flight with one week. The service at Kulula is so pathetic that you sit on the phone for hours.

Apparently they experience hi call volumes. That was the case for days now. We decided to lose the ticket and money and book one with FlySafair. So unfortunate that we are with Discovery medical and this is the only service they use.

Route: George to Johannesburg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "business class seats old"

Review: Rosario to Barcelona via Buenos Aires with Aerolineas Argentinas. Horrible airplane, no plug in for the laptop. Unacceptable in Business Class. Food was horrible, awful croissant and roll, not eatable. Business class seats old, not possible to lay flat completely. It was possible to sleep, therefore with this respect ok. No Airshow, it was frozen after 30 minutes flight and it wasn't reset, even after flight attendants were notified. No chance to know where we are.

Route: ROS to BCN via EZE

Seat Type: Business Class

Traveller Type: Business

Airline: Nepal Airlines

Title: "I am waiting past 5 hours"

Review: Worst management by Nepal Airline. I am very upset. I am waiting past 5 hours at the Airport. Scheduled flight was of 8 am. Jet airways and other flight scheduled after it already departed. They themselves are not aware of flight. They told us flight will get delayed by 3 hours, but its still 5 hours and I am still waiting. Plus the canteen at the international is overly priced. Airport is overly crowded. Moreover, I have to take off from my office today. I can understand how others might have wasted their important time too. Worst management ever!

Route: Kathmandu to New Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "unresponsive customer service"

Review: Air France is a terrible airline with deceptive advertising and unresponsive customer service. We remain without fair compensation (\$100 offered off a future flight). They made a significant change to my flight itinerary that I deem as an unfair or deceptive practice. The departing inflight entertainment service did not work for all three passengers. We were not informed until the flight was in the air, or we would have re-booked with a proper flight. Furthermore, I purchased these tickets with the promise that we would be served the menu prepared by Chef Mashama Bailey (our co-chef through the James Beard Foundation), but I received horrid food that was still frozen, not her menu or as advertised. Additionally, the staff lied numerous times when questioned if the food was vegetarian, they said yes only to come back and inform me that they served eggs with chicken. We are strict vegetarians, which caused harm. On the return flight from Paris to JFK, again, I purchased the beauty of an Air France flight with all of its luxury and had a significant change of my flight itinerary that I deem unfair or deceptive practice to a Delta Flight. This flight lacked the services, food by Chef Mashama Bailey (or the Delta Business Class menu we were served the economy class menu), wine, airplane, and staff that was purchased. The food, wine, flight accommodations, and staff were significant changes to the flight itinerary. This was terrible! This was my elderly mothers last international flight, and your team should be ashamed for their lack of service, deceptive and unfair practices, while not fulfilling services purchased on this flight.

Route: New York JFK to Paris

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Air Canada

Title: "plan for the delays"

Review: Absolutely awful planning by the staff. They havent done one thing to help me and my flights were delayed for

3 hours making me miss my flight and making me travel to 3 other airports. They are a disaster. Im currently 36 hours on the planes my flight from Calgary to Edmonton is 1 hour long but instead Im going to Vancouver, Kelowna then Edmonton with 13 hours of waiting if you have to be anywhere important make sure you plan for the delays.

Route: London to Edmonton

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "Will never fly this airline again"

Review: This is the worst airline I have ever experienced. We spent an extra 60\$ to get better seats at check in and we ended up missing our connecting flight and they gave us awful seats even though we paid to get good seats! The staff was super rude. Not to mention we missed our flight because they didnt get us there in time. Our returning flight was delayed for nine hours. There were other returning flights that were earlier but they didnt put us on any of them. We bought these tickets five months ago. Will never fly this airline again.

Route: Juárez to Puerto Vallarta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "a horrible flight for me"

Review: Taipei to San Francisco. My flight was on August 18 2022 on BR 18 from Taipei to san Francisco I have a condition called OAB (over active bladder) and that's why I always wanted to sit near the lavatory because I always have to empty my bladder every 30 mins. On that flight I was on 73H last row, aisle sit right side and behind me was the lavatory. Since I got into the plane I rushed to the lavatory behind my seat and it was occupied. I waited for 15 mins and a flight crew approached me and told me to just use the lavatory on the other side and that was fine with me since it was

vacant. But mid flight I noticed every time I went to that lavatory it was always occupied and I was forced to use the left side lavatory or on the lavatory on the middle part of the plane. But one time I caught a flight crew came out on that lavatory behind me and as soon as she came out she suddenly locked the lavatory from outside and make it appear that it was occupied but nobody was using it and the reason they are locking it from outside so that nobody can use that lavatory except for them (crew). It was a horrible flight for me because I badly need to use a lavatory to empty my bladder I have one behind me but that crew on that flight are using it exclusively so I have to use the other side but it always had a long line or the lavatory on the middle part of the plane which is too far from my seat.

Route: Taipei to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "not really interacting with passengers"

Review:

Smooth check-in in business class area, being Star Alliance Gold Member. Could get in their lounge, which looks great but has little food and drink options. Flight with ok seat-pitch and ok food, several rounds of drinks. Crew not really interacting with passengers, I didnt really feel welcome, strangely I always have this feeling with Asiana.

Route: Seoul to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Adria Airways

Title: "Adria do not take criticism well"

Review: Gatwick to Ljubljana. Do not rely on Adria Airways to be communicative when anything goes wrong. My luggage went missing and nothing until they wanted to deliver it 10 days later. Adria do not take criticism well. I would

say they are in denial most of the time. Their computer systems, like their staff, do not talk to each other. You have been warned!

Route: LGW to LJU

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India Express

Title: "a pleasant flight"

Review: Cochin to Abu Dhabi was a pleasant flight with smiling crew. Snack box provided with water. Now started to sell alcoholic drinks. Being on time is a plus for this flight. Before years back the aircraft had many common video screens. But nothing now. I suggest to available this facility.

Route: Cochin to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: I've flown US Airways many times and it always seems like there's some sort of problem. Delays, cancellations, overbooking etc have made it so there's always some issue when I fly with them. A couple of weeks ago, a flight was canceled for some unknown reason and I had to fly into a city that was two hours away from my destination instead of having to wait in the airport overnight for the next flight. For the latest example, my brother and I were flying out of NC and were told by the ticket agent that there were no seats left for us nor another person trying to fly to Charlotte. It's frustrating to be kicked off a flight that was so overbooked and there was no apology or compensation.

Route: EWN to PWM via CLT

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: WOW air

Title: "Staff service was excellent"

Review: Toronto to Copenhagen via Keflavik. Rates were very cheap, I paid for a little extra leg room (still cheaper than the competition). Staff service was excellent, friendliest crew I've met yet. There are luggage requirements that must be met or you pay for extra baggage, do your homework and measure your luggage, no issues here. Meals are not included in the price of the ticket, but food is available in flight at a reasonable price.

Route: Toronto to Copenhagen via Keflavik

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "incompetent and dismissive"

Review: The airline staff is so incompetent and dismissive. Lacked an understanding of things and sounded like robots. I applied for a refund of a ticket I couldnt use due to a family emergency and they didnt refund it for more than 12 months. Then they turned around and told me that they wont refund it before it has been more than 12 months. Their actions were criminal to me. I sent multiple emails even to their HQ to no avail.

Route: Singapore to Lagos via Addis Ababa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jet Airways

Title: "worst airline I have seen"

Review: Bangalore to Mangalore. This is the worst airline I have seen. no responsibility. They dont care of the customer at all. They changed the schedule of flight departures 6 times in 2 months, and at last cancelled the flight. And they are not even responding to calls and mails. Never recommend this airline.

Route: Bangalore to Mangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomas Cook Airlines

Title: "no concern or interest"

Review: Manchester to Boston and onward flight to Philadelphia with Jetblue. As a previous reviewer described in their situation, check in for Thomas Cook was mobbed on my return flight originating in Manchester. The only thing that saved me from waiting in the outrageously long que was having paid for a premium seat. As he was checking me in, the representative did not inform me that the flight had had a change of aircraft and would not be offering premium service. He also did not inform me that my luggage was not checked all the way through and that I would have to pick it up in Boston and check it in again, another mob scene. I learned of the change in my flight when I noticed a pile of papers on the counter and read about it there. A refund was promised and a link to an online form to obtain it given. Questions to the company representative "helping" me from behind the counter were met with rudeness. Others were not so fortunate and were informed for the first time while actually on the flight. At this stage I have gone through numerous contortions in attempting to obtain the promised refund of the additional charge for premium service. The online form seems deliberately designed to rebuff non UK residents, it only accepts UK addresses. Thomas Cook has no telephone number in the US. Although I found one listed online as being theirs, the first time I tried it was answered by someone telling me that it was a Thomas Cook line only at a certain time of day. When I called back at the time I was told to, I was informed it is never a Thomas Cook line at any time of day. This is a great way to communicate to your US customers that they are of no importance to you, Thomas Cook. Eventually, I managed to make contact through email, both requesting my refund and reporting about my horrible in flight experience, which included not being offered an unpaid beverage outside the meal service- on a transatlantic flight (while standing in the long line of people attempting to get a boarding pass in

Boston, I chatted with someone who'd been in the regular economy class on the same flight who told me they had been offered complimentary beverages twice outside of meal services). When we were offered the chance to purchase beverages, water was not offered. I felt I was reduced to begging for it, and was handed a tiny plastic cup of water each time I did. I eventually did hear back from the company by email, requesting the information they needed to deposit the money into my bank account. There was no concern or interest expressed in the ordeal I had outlined on the flight in regard to beverages or at the connecting airport where I was given incorrect information by the person accepting my luggage back in wearing a Thomas Cook uniform. Her lack of knowledge resulted in my standing in a line unnecessarily and wasting my precious time on the layover. To date, no refund has been provided. When I wrote again to the same email address stating this, I recieved a response stating that I "had been offered a CHAPS payment" and that they considered the matter to be resolved. No payment has been recieved.

Route: Manchester to Boston

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "was terrible experience"

Review: My flight canceled 4 times today, after 9 hours, we get in the plane. Weve waited another 2 hours in the plane due to heavy traffic, then the pilot has announced the plane has so much fuel and they got us off the plane. After we left the plane, they said the flight canceled because there are no crew to flight. I couldnt believe what I heard. My first time and the last time flying with this airplane. The other passengers said it happens all the time. t was terrible experience.

Stay away from this airplane

Route: Las Vegas to New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Djibouti

Title: "Okay was our general impression"

Review: Hargeisa to Djibouti. Air Djibouti operates one single Boeing 737-500, leased with crew from a company in Tajikistan, as well as, reportedly, a few smaller aircraft. We flew from Hargeisa to Djibouti in November. The plane had arrived from Mogadishu with a delay but landed in JIB almost on time. It was definitely at least 25 years old but appeared to be in a very good state of repair. Seats were tight but comfortable. Catering consisted of a single bottle of water, which was ok on this 40-min hop. Okay was also our general impression.

Route: Hargeisa to Djibouti

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SilkAir

Title: "pleasant short flight"

Review: SilkAir from Bandung to Singapore Changi SIN. Flight got overbooked. Got an upgrade to business class. Cabin crew polite just a bit rushed in the galley during meal service. All in all pleasant short flight, with great food and good choice of tea.

Route: BDO to SIN

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "best economy class experiences"

Review: Shanghai to San Diego via Tokyo. This just might be the best economy class experiences I've had up to this point. The food was amazing - extremely delicate and exquisite. The flow of the service was great and the crew's interaction between passengers was natural and polite. Though flying in economy, I can see JAL incorporates some

unique elements into the flight (such as beverages, magazines, and movies). Japan Airlines is the only airline worldwide offering a 2-4-2 config for B787. The pitch and legroom were way beyond satisfactory. Ground services were efficient in both Pudong and Narita and each boarding group was lined separately. Won't hesitate to fly with JAL in the future.

Route: Shanghai to San Diego via Tokyo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "attentive and very friendly"

Review: Paris to Los Angeles. I was skeptical about flying with this airline before I booked. I had read prior reviews and the ratings were very low. I felt that I should contribute with regards to the overall service that I received from XL Airways. My fare was excellent. I paid more for connecting within Europe then flying across the world. Crew, attentive and very friendly. I received lunch, dinner and snack, as well as headphones. Basic water, tea and coffee provided with meals and throughout the flight. Anything else, needed to be paid for. I understood that before I booked. It's a low cost airline so basic caffeinated drinks and or specialty drinks as well as blankets incur an extra charge. The blanket came in a colorful pouch with a blow up half moon pillow and eye mask, for 8 Euros. Credit cards are accepted onboard. They provided duty free purchases before landing. As for Internet, there was a fee to watch movies and listen to music for 9.95. You needed to download the airlines app before departure. If you didn't want to purchase internet to view and listen to music/movies, the aircraft did have three tv's on the plane, in which they played 3 movies and a travel documentary on a particular destination for the long flight. I found the movies entertaining and family oriented. The seats were comfortable for me but of course just average, it's economy class. So please consider this if you are tall! If you need extra legroom, economy plus for an extra fee is available before confirming your flight. The aircraft was very clean and facilities were positioned properly on the aircraft with several almost available at a time. The last check-in was an hour before departure, so get there early. No exceptions are made and is a strict policy that the airline adheres to. I witnessed two customers that tried checking in 6 mins after the airline closed the check in counters and were still denied check in. As for carry on, strict 5kg allowance, one personal hand bag and one carry on only. If you exceeded the 5kg

weight, the bag is checked to your destination but with no additional fee to do so, which is nice. I'll definitely use XL Airways again in the future. I found the airline to be great for the overall. I was very pleased with their services! I have a disability and the crew was wonderful in accommodating me and making sure I had proper assistance before boarding and when we arrived to the final destination. Thank you for a pleasant flight.

Route: Paris to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flynas

Title: "Avoid this airline"

Review: Delhi to Riyadh. The worst flying experience I had. Two days before my scheduled departure, they rescheduled the flight to be over 10 hours later. Given the time change and that the flight was at 4 AM, I didn't see this until the day of. As a result of this, I was late coming back for work and had to pay top dollar for an extra night at a hotel (booking so close in). They then further said they would provide compensation both at the airport and later when I could call the customer service. In short, the flight cost me more money than the ticket of the flight itself, and I was lied to repeatedly throughout the process. Avoid this airline. If you want to go to Saudi Arabia for whatever reason, don't take this.

Route: Delhi to Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Cairo

Title: "crew friendly and professional"

Review: Dusseldorf to Hurghada with Air Cairo. The crew were friendly and professional, they even offered me 2 meals as I was so hungry. The flight had no turbulence and we reached Hurghada safely and on time. Great experience.

Compared to the german company I flew back with the staff with Air Cairo was way more friendly and offered more food and drinks free of charge.

Route: DUS to HRG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PAL Express

Title: "the crew were amazing"

Review: Legaspi Port to Manila with PAL Express. The flight I was on was full so it was an excellent decision that I checked in online a day before as PAL Express is very strict about being at the airport on the designated time for check in. The flight was on time. But what happened to coffee and sandwiches on this route? We were only served small piece of biscuit and a cup of water. As usual the crew were amazing both on ground and on board.

Route: Legaspi Port to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "they should be providing service and support"

Review: Firstly, the booking system is rubbish, such that passengers are not able to manage their booking ourselves and must call through to the customer service. Though they do pick up the call pretty quick, it is pointless as all they can and will tell you is that they can't do anything for you (when they actually can). My husband booked a ticket for me to fly out on a Thursday to see my father in law who has just been hospitalised. However, something cropped up at home and I could not leave till the next day. I called to ask for a change of flight. First time I called, I was told all flights on Friday are sold and so they could not change it for me. I was naïve and believed in it. I even thanked the staff. But it then dawned upon me that I was checking the tickets online earlier and there are still seats available. So I called back again

and the staff (I believe it's a different one) told me the same lie, that no seats are available. I pointed out to her that there are seats available online. She then told me a cock and bull story about how the system is not updated online and if customers were to go ahead and book online, they will get an error message. I then questioned them about truthfulness in their product publishing and advertising. It's a hoax then. I was certain they could do something about it and so asked to speak with a senior staff member. She put me through and funnily enough, this senior staff was able to find a seat for me on Friday, when the other 2 staff had insisted that all tickets on Friday were sold. However, I had to pay another \$370 to have that changed. When my husband booked the ticket, it was stated that we are entitled to 1 change. The senior staff said "yes you are entitled to 1 change but you need to pay the difference". How is that considered "entitled to 1 change"? As it was too much to pay, I was not sure if I wanted to go ahead or just simply cancel it, as it would cost about the same. Later my husband called them and explained the situation. They were insistent in "not being able to do anything" at first. But after my husband's persistently requesting, they finally agreed to a refund in the form of a voucher. This goes to show that they are actually able to provide some form of assistance to help us and there are many options. However, they choose to just tell the customer that they can't do anything and turn the customers away, forcing them to accept the flight or to forgo the ticket. I think these staff have either forgotten or didn't realise that airline is a service industry, they should be providing service and support. Even more so, if they expect customers to call their customer service line, there should be some real help offered.

Route: Melbourne to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avianca

Title: "the worst airline ever flown"

Review: The worst crew, the worst airline ever flown. USA has a requirement of bags being rechecked at the aircraft and all airport bought drinks had to be thrown out - why do they do that when in the USA you can buy drinks at the airport and take them on board. I asked for water 4 times and the stewardess refused to bring me water. I went to the galley and asked for water and she started at me then got up from her playing on the phone and gave me half a cup.

When I was done and returned the cup to her she asked me to wait on line for the toilet and put it in there. Is this how you train your staff. If I had a choice of airline or seat this would not be the one I would choose - this was part of a package I bought and my flight was changed later after the booking, now know better in the future.

Route: Bogota to JFK New York

Seat Type: Economy Class

Traveller Type: Business

Airline: Iberia

Title: "Crew first, passengers perhaps later"

Review: In three days they lost three bags and wasted days of our trip. They lost my wifes bag on the way to San Sebastián and both her and my bag on the way to Rome. The staff could not care less and in Rome the queue for missing bags was about 70m long. All correspondence was in Spanish which I dont know and my names suggest that! Onboard rubbish service. The crew rush you to buy expensive food and drinks before rushing to the back of the plane to enjoy 3 course meals themselves. This airline is seriously mucked up. Crew first, passengers perhaps later. My advice, take the bus. Truly awful. Never, ever again. And as I write my bags are missing and Ive had to buy clothes and toiletries. Iberia you are special...I add a photo of the queue for lost baggage in the early stages. A great way to enjoy a trip. Never again.

Route: San Sebastián to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Copa Airlines

Title: "customer service by phone is amazing"

Review: I must say that Copa Airline's customer service by phone is amazing. I'm travelling in December 2022 and had a few problems with my itinerary (cancellation, changes, etc). I initially bought my tickets through Expedia, but they had

wrong information, so I decided to contact Copa directly. Both times I called to make sure everything was ok and to fix problems, they were quick, gave me solutions and fixed my problems. Even though another airline had cancelled, they managed to make it work and found a replacement for me. So I didn't need to call a thousand places. Thank you Copa!

Route: Toronto to Recife via Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aerolineas Argentinas

Title: "update name from initials to my name"

Review: I booked my trip via AMEX Web Site to travel from the US to Argentina for the 2019 eclipse. My name on the ticket defaulted to the name on the card using my initials of my first and middle name. I noticed this today, a full two weeks before my flight from the US to Argentina. AMEX and I called Aerolineas Argentinas to update the name on the ticket. The only option was to cancel the flight and rebook to update the name on the ticket. The replacement tickets was \$2500 more than the original tickets \$3300, plus no refund of any kind. I can't afford to pay another \$5500. In addition now I have to cancel 2 more round trip flights that I had booked with Aerolineas Argentinas for domestic Argentina flights for a total of \$1500 and I have cancel 7 nights of hotel bookings with no refunds. I'm out \$5000 just because the airline could not update the name from initials to my name. Maybe all airlines are like this, but never did I think such a simple change would cause me such a loss. The Aerolineas Argentinas agent first hung up on the AMEX rep and when we called back we got a different rep who seemed to know of my situation and he was unapologetic and extremely rude. He said while I was on the phone that he refused to speak with me.

Route: New York to Buenos Aires

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Safarilink

Title: "Crews were friendly"

Review: Nairobi Wilson to Samburu with Safarilink. The whole operation looked routined, safe and efficient to me. The aircraft is the most widely-used bushplane in Africa it seems, although there are other types used on different routes. The aisle is very narrow, but once you have made it to the front (best seats for visibility, you are ok. No food service, but water bottles available. The baggage goes in an underbelly hold, hand luggage has room in the rear of the cabin. Crews were friendly. The only complaint I, being a hobby photographer, have is the dirty plexiglass windows, which are also tinted to make matters worse.

Route: Nairobi Wilson to Samburu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "Thanks Akasa for a wonderful experience!"

Review: It was my 1st time to fly Akasa Air and was quite sceptical about it since I had read so many negative reviews about the airline. But the experience I got even before boarding the airline till I landed was exceptionally good. Customer helpline operators were really polite, well behaved and really helpful. Flight was on time, no hassle there. The staff were really good. The aircraft, a Boeing 747 was really clean and the inside of it was really colorful and pleasant to look at. The seats were also comfortable with ample leg space for a tall guy like me. The cabin crew members were also very helpful and didn't make a fuss about anything. So overall, the whole experience was positive and made me a happy and a satisfied person. I have absolutely no doubt to fly Akasa Boeing again and I would definitely recommend this airline to everybody. Thanks Akasa for a wonderful experience! (I didn't order any food or beverages and never used the wifi so wouldn't be giving any rating for that).

Route: Pune to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "regret choosing this cheap airline"

Review: Doha to Kuwait. I tried to travel during the heavy rains in Kuwait, had to wait 6 hours to check in and after that 6 hours at the gate. Kuwait Airways representative was hiding, no info, no service at all. I decided to cancel my ticket, went back to the check in counter and after I tried to do the same through their whatsapp as well but no answer at all. Sent email for refund, same story. They are not answering the phone either. I regret choosing this cheap airline, but will never make the same mistake again.

Route: Doha to Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Airnorth

Title: "These guys are terrible"

Review: Absolutely dreadful. These guys are terrible, they have zero care for customers. Flights cancelled without detail and no communication. This is a normal practice for them. Can't express my disgust with these guys, they have no consideration at all,

Route: Echo to Darwin

Seat Type: Economy Class

Traveller Type: Business

Airline: Brussels Airlines

Title: "no show for my first flight"

Review: I have never been so disgusted and disappointed with the customer service I received from Brussels Airlines. I took my flight from Edinburgh to Brussels with no issue, I checked in online and the representative scanned my boarding

pass. The flight was fine, but what I experienced after was a complete disaster. My return flight (with brussels airline) was scheduled for 2 days later. 24 hours before my return flight I received an email saying that because I did not board my first flight, my return flight had been cancelled. I was super confused as I did take my first flight and was now in Belgium without a flight home. I called the customer service line and was connected to a call centre in India. I told the representative over the phone what had happened, thinking there was a mistake, they would apologize and reinstate my existing flight. I was told that I was marked as a "no show" for my first flight and, as per protocol my return flight had been cancelled. I told the representative that there must have been a mistake and that I was on the flight, offering proof, but they didn't believe me. They didn't know what to do. When I asked for my return flight to be reinstated i was told I would have t pay 40 Euros. I refused this option as none of this was my fault and the representative became rude and completely unprofessional telling me that I may have taken another flight. I asked to speak to a supervisor who also told me that they only way I could get my flight back was to pay 40 euros. I paid the 40 euros and went to the Brussels Airline counter at the airport the next day to complain. The representative was very apologetic and understanding of what happened, and gave me the information to file a complaint insisting that I would be compensated for the issue. I filed a complaint and waited for a reply. A few days later I received an email reply. The representative again told me that the reason I had to pay 40 euros to reinstate my return flight was because I was a no show on my departing flight. I replied and told him that I was on the departing flight. He was not apologetic, and seemed to blame me for the error someone made by marking me as a no show for my flight. He said I would be refunded the 40 euros. I insisted that I be refunded for my flights. He told me that I was not entitled to a refund because I was marked as a no show and did not listen to me in saying this was a mistake. AND THEN I was told that when I went to the airport, the representative told me that in fact I was on the flight and that the no show had now disappeared.

Route: Edinburgh to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "Exceptional service"

Review: Exceptional service with this airline. Caring, warm, personable. I mentioned to the crew that I don't drink alcohol. Not only did they prepare a glass of non-alcoholic champagne for me, they brought and showed me the bottle just to reassure me that the alcohol content was zero percent. Then after the main meal, they came round to tell each of us, "The service isn't over!" And many of the ground staff I interacted with were just as impressive.

Route: Sofia to Dubai via Doha

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "poor cancellation policy"

Review: Really poor cancellation policy, totally lacking in compassion. I came out to Canada with my wife as her mother was ill. I pre-booked a ticket back to the UK with Jet Airways as I needed to show a return flight (I am not Canadian). My wife's mother sadly died while we were here, and I needed to cancel the flight in order to stay for the funeral. They charged me \$325 Canadian to cancel - and would not waive the fee. Apparently their cancellation policy is for 'close family only'. This feels very much like close family to me.

Route: Toronto to Glasgow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Italy

Title: "Customer service great"

Review: Los Angeles to Milan. Customer service great. Both by telephone thanks to the excellent and patient Mrs Nardina who helped me get all the information regarding my special assistance. I also wish to commend the treatment received at Malpensa airport by Air Italy Supervisor and staff assigned to check in, who distinguished themselves for their kindness, speed and determination in managing my problem, being the undersigned disabled at 100%. As did the

check-in attendant at Los Angeles airport. Same treatment for the return. In my numerous flight experiences with different airlines, I had never received similar treatment. I add to what I wrote the great availability, kindness and desire to work of the aircraft crews, in particular the steward. Really top. Servizio Clienti meridiana air Italy Ottimo. Sia telefonico grazie alla bravissima e paziente signora Nardina la quale mi ha aiutato ad avere tutte le informazioni inerenti la mia assistenza speciale. Ci tengo inoltre a elogiare il trattamento ricevuto all'aeroporto Malpensa da parte del Supervisore Air Italy e la signora addetta al check in, che si sono contraddistinti per la gentilezza, velocità e risolutezza nella gestione della mia problematica, essendo il sottoscritto disabile al 100%. Così come Mrs. Sharmilla addetta check-in dell'aeroporto di Los Angeles. Stesso trattamento per il ritorno. Nelle mie numerosissime esperienze di volo con compagnie aeree sempre differenti non avevo mai ricevuto un trattamento simile. Aggiungo a ciò che ho scritto la grande disponibilità, gentilezza e voglia di lavorare degli equipaggi degli aeromobili. Davvero top.

Route: Los Angeles to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Amaszonas

Title: "change my flights 5 times"

Review: Asuncion to La Paz via Santa Cruz. Booked these flights through Opodo as I could not find Amaszonas website. Flight to take off 1330 with 50 minute stopover in Santa Cruz but nobody could tell me if I had to go through Immigration/Customs and if so, in time for connecting flight. Received flight time change a day later: now with 2 hours 20 minutes stopover. Received third flight time change a further day later: now 0820 from Asuncion with 9 hours stopover in Santa Cruz. Phoned Opodo and asked for a refund but was asked to wait and see if another flight was available. Received fourth flight time change 10 days later: take off 0820 from Asuncion with 1 hour 30 minutes stopover in Santa Cruz. Received fifth flight time change seven days later: take off 0820 from Asuncion with 1 hour 40 minutes stopover in Santa Cruz. Checked-in for flight and an Australian family was having a loud argument with staff as their flight time had been changed to the afternoon but they had not been informed by Amaszonas. Flight left on time. Yes, had to go through Immigration/Customs in Santa Cruz. I was the first at both but quite a queue formed behind me. Found

Departures at Santa Cruz airport and checked-in for flight to La Paz. Had time for a drink. Don't think the first schedule of 50 minutes would have been sufficient. No complaint when actually on the flights but why, oh, why did Amaszonas change my flights 5 times. Did not inspire me with confidence.

Route: Asuncion to La Paz via Santa Cruz

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Philippine Airlines

Title: "decline in food served"

Review: Flight left slightly ahead of schedule. View along the way was spectacular especially with Mayon Vulcano not covered in clouds. One thing I noticed is the decline in food served. Before were coffee & cupcake but now just a small pack of peas & water which are not ideal for early morning flight/breakfast. On positive note, if you have connection but on a different ticket the ground staffs can connect your ticket along with luggage which saves you time in Manila. Despite decline in some aspect which most airline do these days Philippine Airlines is still a good choice in terms of price & overall service.

Route: Legazpi to Manila

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ethiopian Airlines

Title: "a terrific airline"

Review: Fantastic journey. Flew on a Q400 turbo prop from Khartoum to Addis Ababa. They served a hot meal in economy on a turboprop 2 hr flight. From Addis Ababa to Kilimanjaro (with a stop without deplaning in Zanzibar) I also had great service in economy with a hot meal. The boarding procedure was very well organized and enforced (by boarding zone). The A350 from Addis Ababa to JRO had a great inflight entertainment selection. Ethiopian is a terrific

airline.

Route: Khartoum to Kilimanjaro via Addis Ababa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "staff is super nice"

Review: San Francisco to Papeete. I've flown on French Bee 10 times now and it was always perfect. Aircraft is brand new, seats go very far back, staff is super nice. Movie selection is awesome. Check in in Tahiti was very long.

Route: San Francisco to Papeete

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair Australia

Title: "\$75 for the excess weight"

Review: Brisbane to Sydney. The Airport crew in Brisbane were absolutely rude, demanding and disrespectful. My cabin bag weighted 8.1kg, it should have been 7kg, all good, my bad. The desk lady demanded I pay \$75 for the excess weight, I said to her I can take items out and put them in the bin as I did not need them. She said no, there is no time you need to pay now and give the bag to the ground crew. I said it will take me 2mins to take the items out. She again said "theres no time". I looked at her as she checking other paying customers whom she could rip off before she got the EFT POS machine that took her 5 mins to operate. By this time 10+mins had passed and I repeatedly told her, after all your mucking around I could have taken the excessive weight out of my bag, got on the plane and avoided the \$75. I will never fly this airline, pay the extra dollars to be treated like a human, its worth it.

Route: Brisbane to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "attendants were extremely rude"

Review: Beijing to Washington. Food has improved over the last flight about a year ago. Last time I wont even eat the food it was so terrible. Aircraft had all the bells and whistles to include an iPhone charging outlets. The toilets were extremely dirty. Most of the flight attendants were extremely rude, conversely, others were extremely polite. My final comment is that even though Air China does not have control over the this, airport security operations in the dark ages!

Of all the airports Ive been to, this is absolutely the worst security operations there is.

Route: Beijing to Washington

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Turkish Airlines

Title: "do not know what I did wrong"

Review: At the end of January I wanted to book flights online for the end of April to Turkey in such a way that we first fly from Prague to Istanbul, stay there for a week and then continue to Antalya for another week and then from Antalya back to Prague via Istanbul. But you can't book that online like that, so I called TK customer service and asked how I should book that. The information was that I should book 2 tickets and reserve min 3 hours on the way back for the change in Istanbul. I did as instructed, booked the tickets and also had over 3 hours to change planes, arriving in IST 13:40, departing to PRG 16.45. In the weeks and months that followed, I kept getting text messages from TK saying they were changing the schedule, changing planes, etc. Most of them concerned changes of times because of the time change to daylight saving time, but one concerned the flight from AYT to IST where I was secretly rebooked on a later flight, which I unfortunately did not notice. There remained however still 1 h 45 min for the change, which is well enough. Already on the way to the airport I saw that the flight will be delayed. At the check-in, however, the boarding pass was

issued to us also for IST-PRG and the luggage was checked through to PRG. The delay was then according to TK on 1 h 16 min, so quite that is not true, we took a long time to the arrival gate, where we arrived at 16:20. Already on the plane I asked several times how it would work with the connection and the last information was that I should grab the first TK employee at the exit and let him advise me. I did and the TK man at the gate told me to go to the departure gate as quickly as possible. Anyone who knows the new IST airport knows what that means. Nevertheless, we made it to the gate by 16:45 (we are both 68 years old and my last gold medal in the 5000 m run was several decades ago). But of course there was not a soul at the gate. Again I grabbed a TK employee, who referred me to the customer service counter, where of course the obligatory queue was waiting. When I showed the "Pre-sorter" my boarding passes, he told me immediately that no more flight today and I should wait here, so that TK look for a hotel and book new tickets. When it was my turn, the lady looked at my papers only briefly, and explained to me that I had no right to any compensation because I had booked 2 tickets. No one responded to my question about how I should have booked and they referred me to the ticket counter next door, where I had to wait almost 45 minutes for my turn. For 2 tickets to Prague they wanted \$700! When I went to book the tickets online, I came up with around \$500, but the lady told me she couldn't take that fare and I should book online. With the hotel and cab and dinner this story came me to over 600 about 200 more than the whole original booking. Since then I have been arguing with TK, repeating everything I'm sure 10 times already, but all I ever get to hear is the gramophone record: "You were late at the gate and had 2 tickets, we are not to blame". On my question, how I should have booked differently, is consistent just as little addressed as also to the fact that the TK customer service had advised me to do so. I do not know what I did wrong, except that I flew TK!

Route: Antalya to Prague via Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "experiences left much to be desired"

Review: I recently had the opportunity to fly with JetBlue airlines on two separate occasions, and my experiences left much to be desired. While I appreciate that delays can happen, the level of inconvenience I faced on both my outbound

and return flights was simply unacceptable. During my initial journey, my flight was delayed for four hours, causing significant disruption to my travel plans. This unexpected delay left me frustrated and feeling as though my time was not valued by the airline. I understand that unforeseen circumstances can arise, but the lack of clear communication and assistance from the JetBlue staff compounded my disappointment. However, my dissatisfaction reached new heights when my return flight was delayed for five hours. The reason provided for this prolonged delay was particularly disheartening: the pilot was allegedly stuck in traffic. It is perplexing to think that such a vital member of the flight crew would not have contingencies in place to avoid traffic-related mishaps. This incident gave rise to concerns about the airline's organizational preparedness and overall professionalism. While I acknowledge that flight delays can occur across the industry, the recurrence of such extensive delays with JetBlue has left a lasting impression. The overall lack of transparency and efficiency in handling these situations left me questioning the airline's commitment to customer satisfaction. I must mention, however, that once the flights finally took off, the onboard experience was pleasant. The flight attendants were courteous and attentive, and the in-flight amenities provided a comfortable journey. However, these positive aspects were overshadowed by the significant inconveniences and frustrations I encountered at the start of both trips. In conclusion, my experiences with JetBlue airlines left me disappointed and hesitant to choose their services in the future. While the onboard experience was commendable, the recurring and excessively long delays I faced at the beginning of my trips, including a delay of five hours due to a pilot stuck in traffic, greatly overshadowed any positive aspects. I hope JetBlue takes this feedback constructively and focuses on improving their operational efficiency to ensure a more reliable and customer-centric service in the future.

Route: Los Angeles to Newark

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qantas Airways

Title: "genuinely gone downhill"

Review: My wife was 27wks pregnant when we boarded our transit flight from Bali to Sydney, we were able to board early and my wife went to the rear of the cabin and asked the crew if she could potentially get a row to herself. She

asked only IF after boarding and there was a row available. A no would have been fine but the female crew member at the rear of the flight rudely said no and then as my wife turned to come back to our seats she heard the crew mumble under her breath "as if we'd give it to you anyway". Absolutely disgusting behavior and pathetic treatment. Qantas has genuinely gone downhill, I am ashamed to call it my national airline. Shame on you Qantas, charging ridiculous prices and making record profits while providing pathetic service.

Route: Denpasar Bali to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "The service was non-existent"

Review: With Tata having purchased Air India and Air India being a Star Alliance partner I thought what could go wrong. My new name for Air India is Air Never Again. The seats, service, cleanliness and ticketing were all terrible. We flew nine carriers on our month-long trip. None of them were close to being as bad as Air India. The discount air carriers Scoop and Batik put Air India to shame. The direct competitors Singapore, United and Cathay were so far superior that you'd have to drug me and tie to a seat to ever get me to set foot on Air India again. The plane was filthy. The seats torture devices left over from the Middle Ages. My in-seat entertainment system was broken but functional. I pointed it out so that it might be serviced on the ground and got a, "no, one cares shrug". The service was non-existent. The flight attendants made two appearances and then were nowhere to be found after meal and drink service. They just disappeared while leaving water in the open galley. The food was the worst of any airline food I've eaten or tried to eat. The beverage service was miserly. Nope. One and done. Loved India. Been there several times. Will go again just not on Air India.

Route: Newark to Delhi

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "this airline really scrapes the bucket"

Review: Avoid this airline at all costs. They will cancel flights and not provide any information or alternative. Basically will abandon you at whatever airport they wish with no information or help. I guess you get what you pay for but this airline really scrapes the bucket.

Route: Makassar to Denpasar

Seat Type: Economy Class

Traveller Type: Business

Airline: Passion Air

Title: "They are extremely unprofessional"

Review: They are extremely unprofessional. If you pay for a ticket for your flight to leave at a certain time, and you tell me there were changes and certain people got an email and others didn't that's a lie. It went from some people got a phone call to emails, then all of a sudden most people knew it would be departing later. How? Because most ppl knew about your reputation about being unprofessional. Now an hour later they announcing the plane is delayed due to weather yet other flights at the airport are flying. It's just unprofessional. They are operating on CPT for flights. Make it make sense. We are paying for a service the least you can do is be professional. We are traveling with children you don't know how long it took us to get here etc.

Route: Accra to Kumasi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aegean Airlines

Title: "dysfunctional bureaucracy"

Review: Corfu to Skopje via Athens. On August 4, 2022, my husband and I were traveling from Corfu, Greece on Aegean 285 to Skopje, North Macedonia on Aegean 984 operated by Olympic. Upon arrival in Skopje we were informed our luggage had been lost. We filed a lost baggage report at the Skopje airport. Once in Skopje all we had was the clothes on our backs. We spent the first two days of our vacation milling around an unknown city trying to find clothing and personal items and dealing with Aegean Airlines dysfunctional bureaucracy. On August 10, 2022, we returned home to the States empty handed and no word from Aegean regarding our lost luggage. Our calls and emails went unanswered. 10 days later we finally received our luggage that was come how found in Austria. We filed a reimbursement claim for initial expenses accrued in Skopje, for personal items and clothing replacement. Once again no word from Aegean. I repeated this process 3 times to no avail. Aegean airlines is run by sociopaths. They pretend nothing happened on their watch and choose to ignore any problems that happen on their airline. Trust me when I say I am not the only one affected by these grifters.

Route: Corfu to Skopje via Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "I did not receive my money back."

Review: I had booked the flight from DMK to TST, at first they had changed my flight and I did not want to change so I decided to cancel it for to route going to TST. Then after that the flight back from TST to DMK had been changed again so I would like to cancelled because I had limited time so it was not convenient for me. I decided to cancelled for both flight and they told us to refund the money within 45 days or it could be a bit late as now there are so many passengers asked for the refund. I understood that so I was waiting patiently until now it's been 9 months, I did not receive my money back. I sent them email and they said it has been processing but do not know when it will come. Totally disappointed. To whom wish to fly with this airline, please consider again before you purchase their ticket because if there is something happened, you will lose your money forever.

Route: Bangkok to Trang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aer Lingus

Title: "over 12 hours of delay"

Review: Our flight from Chicago to Dublin was delayed and our connecting flight to Zürich did not wait in Dublin. No big deal, we thought. Usually airlines would route us to the final destination without much fuss. Not the case with aer Lingus. Aer Lingus doesn't have a relationship with most major airlines. So you are presented with very limited choices. Our best case alternative routing presented was over 12 hours of delay from the original time. We even asked for a direct connection the next day but they didn't have flights to Zürich on Sunday. So the next flight was two days away. We took the alternate route they provided. We were not provided any compensation or voucher. We had to take the checked bags out at Ireland and go through immigration to get the rebooking done and had to check in afresh again. They provided boarding passes only until Amsterdam and not to the final destination Zürich. The baggage tag was also to Amsterdam. I raised concern over that. The agent said we should collect our bags again at Amsterdam and recheck and collect boarding passes at Amsterdam at KLM counter. The flight to Amsterdam was delayed by two hours. When we reached Amsterdam, we had to go through immigration and collect the bags again. We did that and when we went to check in the bags, we were told that their system doesn't show that we paid for the bags and we have to pay again. We paid for 30 kg check in bags. Due to Aer Lingus's fault, we now have to pay again for the baggage (55 euro) and an excess baggage fee of 75 euro. Not only that, we had to visit six different counters to get this issue resolved. We spent well over four hours going from counter to counter with kids and bags. Klm staff asked us to pay them and seek reimbursement from aer lingus. When we contacted aer Lingus via their WhatsApp business account, they asked to register a case at their website and provided a link. After filling out all the details meticulously, the form crashes with a server error. Wow. Please don't ruin your trip / vacation flying Aer Lingus.

Route: Chicago to Zurich via Dublin

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "very reasonable price"

Review: Booked last minute Phuket-Bangkok flights. My friend and I had hand baggage only so very reasonable price. Check in and boarding really quick and efficient. Phuket domestic terminal very modern and pleasant. Cabin crew very smart and aircraft in very good condition. Don Muang airport eerily quiet. Return flight equally well organised and efficient.

Route: Phuket to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SATA Air Azores

Title: "22 hours of layovers"

Review: Boston to Ponta Delgada. Worst experience of my life, bought this ticket because it was the quickest route, they have canceled/changed my flight 4 times in the first 5 hours of travel. My flight will now be a total of 12 hours flying 22 hours of layovers. The staff at the check in is rude and no one answers their contact phone number. Im trying to work with my credit card to get the cost of the return flight canceled but I think Im just going to buy a ticket from a reputable airline and cut my losses.

Route: Boston to Ponta Delgada

Seat Type: Economy Class

Traveller Type: Business

Airline: Sansa Airlines

Title: "would highly recommend"

Review: We flew from Liberia to San Jose. This was an incredibly easy flight! We left exactly in time and arrived a few minutes early in San Jose. The San Jose Domestic terminal is a very easy and quick experience. Absolutely no problems whatsoever. I would highly recommend.

Route: Liberia to San Jose

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tianjin Airlines

Title: "Staff were great"

Review: Sydney to Tianjin via Zhengzhou. My wife and I could not have been happier with the flight, service, food and entertainment options provided. Staff were great and went out of their way to help other guests. We read a lot of reviews prior to our trip and can honestly say we did not experience 1 negative factor. Great choices on meals and entertainment, pillows and blankets, surprising amount of legroom in economy. We are going back to China soon and don't see any reason to travel with another airline. Great pricing and options for further exploration in China add to the airline's appeal.

Route: Sydney to Tianjin via Zhengzhou

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "I think it's a good airline"

Review: I flew with Corendon Airlines on February 2022 from Nuremberg to Fuerteventura. I think it's a good airline without major disadvantages. The staff was friendly, I was able to buy good food on the board and everything was more or less good. The flight was on time. The plane is not new, but good. I would only recommend to fix all the fans above the passenger, on the way back it was not possible to close it. But all the rest is good.

Route: Nuremberg to Fuerteventura

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAAG Angola Airlines

Title: "worst airline experience"

Review: Johannesburg to Rio de Janeiro via Luanda. This was my worst airline experience ever. It started a few weeks before the flight with our flight being cancelled. Travelstart confirmed that this happens quite often. The layover in Luanda was dreadful and the airline staff were rude. The ground staff in Rio were exceptionally rude and refused to speak English even though we heard them speak English to an elderly passenger in the queue before us. Our return flight was on an ancient plane. When I asked for a second drink on the eight hour flight, I was told that they did not serve more than one alcoholic drink. Neither my partner nor I had on-board screens that worked.

Route: Johannesburg to Rio de Janeiro via Luanda

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air France

Title: "goodbye Air France!"

Review: I was taking a full-priced Delta ATL-JFK-LIS flight on January 10, 2023. Unfortunately my ATL-JFK flight was delayed, which would cause me to miss the connecting flight to LIS. Delta re-routed me ATL-CDG-LIS via partnership with Air France, and give me an upgrade to "Business" (due to the equivalent class was not available, but the "Business" still shows availability.) At the gate, Air France counter person insulted me: "You have only paid \$300 and want to fly Business"? I was trying to inquire if she was looking at my ATL to JFK portion of fare as I actually paid 3 times as much for my round trip. After she downgraded me and issued my ATL-CDG boarding pass, I requested the second portion (CDG-LIS), and told her I wanted to see a manager. She yelled at me: "I am the manager!" when I requested to see her

badge (as she was wearing her badge front side inward), she replied: "You cannot see my badge." When I insisted, she said: "I am deboarding you now!" and she did knock on the keyboard to start the deboarding! At this time, a Delta counter person printed out CDG-LIS boarding pass for me. The nightmare continued in CDG when I was told I was not in Air France systems, so I cannot fly to LIS. However, the lady at CDG counter immediately escalated and resolved the situation. What a sharp contrast between the two employees from the same company! The Air France counter person in Atlanta (I still do not know her name) was rude and was all "snappy" and "powerful" when dealing with customers. The moment she said "I am deboarding you now!" I knew I was not talking to a normal person. While waiting to be boarded, a few other Delta passengers complained that she also charged them luggage fees - ignoring Delta policies. "I am deboarding you now!" was the last nail on the coffin, goodbye Air France! No one flies just for fun, we have destinations, schedules, people to meet and things to do. I can accept Delta's delay but the power trip of deboarding at Air France must be stopped!

Route: Atlanta to Paris via Lisbon

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "not one smile"

Review: Flew Fiji Airways from Nadi to Melbourne. The flight itself was comfortable. The care by staff was another story, terrible would be an understatement. Not one smile by the attendants. Gave a duty free order promptly which was ignored. Food tray left on lap for 2 hours. Passenger had a small child that was sick and help button pressed which was ignored so friend had to run down to the back of plane to get help but came back without it until a few minutes later. A bottle of water and a cup was all that was offered. No attempt made to help except to say might have to get border control in. Poor woman was trying to clean up and help upset child. The staff came up the aisle so infrequently we didn't know who they were. Really upset me this flight as most of the Fijian people are helpful and obliging.

Route: NAN to MEL

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "avoid Air Serbia"

Review: Milan to Belgrade. I would suggest to anyone to avoid Etihad in general and especially Air Serbia. Often Etihad sells tickets under its name and afterwards flight is operated by Air Serbia (all flights via belgrade) and that is the biggest nightmare you can have. Terrible service in general, flights always delayed for at least 45-60 min. Often longer delays. My last experience - engine got on fire while the airplane was leaving the gate, and following this we had 10 hours delay (2 hours in the plane, 2 hanging around begging for info, 2 further reschedulings of the departure). Air Serbia is keeping the monopoly of Belgrade airport and I need to use it unfortunately, but if you can avoid it, do it!

Route: Milan to Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "customer service was phenomenal"

Review: I dont understand how there are so many negative reviews. Made sure to keep checking the flight for any changes. The customer service was phenomenal right off the bat. The employees were respectful and friendly. The flight arrived on time and everything was smooth. Aircraft was clean and in order. Flight attendants were helpful. We arrived on time. Well worth the price and more. Will fly again.

Route: Newport News to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: "Very disappointed customers"

Review: We travelled to Lisbon in business class and were horrified that airlines still use such old aircraft. The flights from and to Jnb were despicable to say the least. The seats arm rests glued to keep them together, seats torn. We couldn't believe our eyes. The crew were unprofessional with no customer care. On the flights from Luanda to Lisbon and back they had new aircraft but the crew couldn't even operate the TV so no entertainment throughout. No complimentary toiletries for business class. Worse still our baggage was lost. We called Lisbon lost and found office everyday and sent endless emails to no avail as no calls got answered and emails got no response. Out of the blue we received an email at the very end of our 17 day holiday telling us our luggage was in Lisbon. We collected our luggage and checked it in again immediately to return home. At least we should be grateful that although we had no clothing, toiletries, shoes, medication our luggage was found. TAAG need to get a face lift by upgrading your equipment, retire your ancient staff, train the new staff and provide better customer care and better lost and found service. Very disappointed customers.

Route: Johannesburg to Lisbon via Luanda

Seat Type: Business Class

Traveller Type: Business

Airline: Wizz Air

Title: "Bring your own food and IFE"

Review: Venice to Riyadh return. Both flights were on time. If you travel out of Europe you have to represent your travel documents at the check-in counter. The seats are comfortable, but not reclinable. Ground staff and cabin crew are friendly and proactive. Bring your own food and IFE as these options are limited.

Route: Venice to Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hong Kong Airlines

Title: "Getting seats assigned impossible"

Review: Los Angeles to Bangkok via Hong Kong. I purchased a ticket from an online travel agency, and none of the seat selections was respected, even though the receipt showed them as confirmed. For online check-in instead of using the name and locator number, they require the ticket number, which was not on the agency confirmation. The lounge in LAX was mediocre. On the LAX to Hong Kong leg, the hard product (cabin/seat) at first glance looked quite comfortable enough. The soft product was of vastly inferior quality. The seat was dirty, crumbs on the seat, and stains on the armrest. The service was uncoordinated and slow. The bread came after the main course. The drinks were poured once, and any further request for either a refill or more water was only brought after a long wait or a reminder. The wifi was unusable. One could see the network, but there was never a connection. Getting seats assigned on the return portion was impossible at airport checkin on the outbound, and could only be done 24 hours prior to the last segment departure (not 24 hours before the first segment departure, as is standard). A call to their customer service line resulted in "I cannot open the seat map." There is a lot of competition on these routes, and, I'm sorry to say, for the price, this is the worst option.

Route: Los Angeles to Bangkok via Hong Kong

Seat Type: Business Class

Traveller Type: Business

Airline: EVA Air

Title: "it was a magnificent flight"

Review: We started off boarding the plane, the crew were very lovely and greeted us professionally. When we got to our seat there was a pillow and a blanket with headphones and cleaning wipes waiting for us. The blanket was very comfy and soft and so was the pillow. The seat was large and very nice for this 12 hour flight. We started cruising and went on the IFE screen, there was a lot of movie options and kid options, a few games, the flight map was excellent. The food options were very good. Chinese and a western option. Either Prawn and potato pie or Chicken thigh with black

bean sauce. I chose the chicken thigh with Pineapple juice and Tea. I loved it, it was a good portion, had lots of flavour, it was a good sized meal. Very very tasty. Then I mostly slept. I got up and went to the bathroom, the crew were putting away the trolleys. They were very nice, this very kind crew came up to me and offered me some snacks. Of course I said yes. Then I slept more after that. Woke up and a few hours later breakfast was served. Prawn fried rice or eggs, I chose the fried rice. Again lots of flavour, it was another good portion and it was extremely tasty. I had tea and cranberry juice with it. Then we landed in Bangkok. Overall it was a magnificent flight! It was brilliant. Good food, good staff, great seats.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "2 hours waiting on the plane without AC"

Review: Its one if the worst experience I have had in this past few months. They let us burn and waiting for the Maintenance to do their job. Probably we spent 2 hours waiting on the plane without AC. Its only shows and Approve the lack of supervision and how decision can make a different. This should not happen and we should not waiting for someone to happen and trying to fix it.

Route: Baku to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "full refund received"

Review: We booked way back but guessed it would be cancelled due to covid. 4th July recieved notification of cancelled flight 5th July, completed the on line form for a full refund, 7th July full refund received. I can only guess that

those complaining tried to obtain the refund by phone. If they survive, I will have no hesitation in booking for Miami next year. Other airlines need to see how Norwegian deal with things and follow.

Route: Gatwick to Miami

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Uzbekistan Airways

Title: "this is a terrible airline"

Review: New York JFK to Riga. This is a terrible airline. I asked the check-in desk staff about buying an upgrade to business class - they claimed that cannot be done, told me I'd need to buy a whole new ticket. The staff is so incompetent the company actually loses money. Trying to get assistance any from either Air Baltic or Uzbekistan Air both tell you to call the other and claim they cannot help. This is my first and last time choosing Uzbekistan Airways, I blame myself for believing some of these Eastern country airlines would compare to the western airlines. There was no power / USB outlet, no personal tv, and they give you about 6-8oz of water for the 8 hour flight. You have to harass the staff to get more tiny glasses of water.

Route: RIX to JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "treated us without respect"

Review:

Humiliating treatment. It cannot be understood that people who work in front of the public treat people so badly. We did not know that we had to do the check in online. When making the reservation, select an option for which a higher amount was paid but the bags could be checked in. As in most companies, I took it for granted that when you checked in

your suitcase, they gave you your boarding pass at the counter, which was bad on my part, we should have been informed and we assumed that the mistake is ours. We had to pay 45 each, 90 in total, but although this is a significant expense for us, the displeasure was the treatment received by the employees, they spoke to us and treated us without respect and laughing. I recommend people fly with any other company, respect and education are being lost. Trato humillante. No se puede entender que personas que trabajan de cara al público traten tan mal a la gente. No sabíamos que había que hacer el c/in on line. Al hacer la reserva seleccione una opción por la que se pagaba un importe mayor pero se podían facturar las maletas. Como en la mayoría de las compañías, di por hecho que al facturar la maleta te daban la tarjeta de embarque en el mostrador, mal por mi parte, deberíamos habernos informado y asumimos que el error es nuestro. Tuvimos que pagar 45 cada uno, 90 en total, pero aunque para nosotros esto supone un gasto importante, el disgusto fue el trato recibido por los empleados, nos hablaron y trataron sin respeto y entre risas. Recomiendo a la gente volar con cualquier otra compañía, se está perdiendo el respeto y la educación.

Route: Tirana to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air New Zealand

Title: "Great service"

Review: Lovely Cabin Crew. Great service. Seat is good for a short 50min flight like this but not for a long-haul. Everyone followed the mask regulations. Food (Cookies or lollies) were served at the end of flight due to COVID restrictions.

Route: Kerikeri to Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Eastern Airlines

Title: "absolutely no customer service"

Review: Shanghai to London. Awful experience. Rude staff with absolutely no customer service. Food inedible. Poor choice of films for such a long flight. Only saving grace there was adequate leg room. It would seem that there is no customer service training given or the staff simply do not care. I would not recommend this airline

Route: Shanghai to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Meridiana

Title: "no clear directions"

Review: Flew Naples to London Gatwick with Meridiana. The staff were courteous, friendly and helpful. However, the pilot aborted the flight after two attempts to take off, saying that a problem was signalled. We had to leave the plane and wait in the airport for 7+ hours. We were given a ticket for lunch in the "Meridiana cafe" which does not exist. All the staff at the other restaurants were unfriendly when asked if we could use our ticket. There were no clear directions. All passengers were milling around looking for the café, being directed up and down, most carrying hand luggage, some elderly. Finally, a waitress at one café directed us to a Brioche bar next to where she worked where we were abruptly given a baguette and drink. The plane seemed old. The seat in front of mine was slightly twisted so that the back would not go upright. The flight was cheap but I am not sure that I would risk flying Meridiana again.

Route: NAP to LGW

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "never fly with them again"

Review: Paid extra for seat advanced selection but they changed aircraft type and my seats to something different than what I picked without informing me, only realized the change after boarding the flight. Made a complaint at their ticket office at Don Muang Airport after we landed and was told supervisor would call me to discuss refund. 3 days later and still no call, have tried to contacting call-center and put on hold for 20 mins with no one answering calls. Will never fly with them again and would not recommend them.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "a terrible experience"

Review: Refunds via a 24 hour cancellation service on SriLankan Airlines is a terrible experience. Its supposed to get refunded in 14 working days as per the policy however I have been waiting 2 months for a refund. There is no central number or person you can call to get to the bottom of the issue and the call centres are staffed with people who will pass you to another department. In the end, its just emails to various depts, bookings, customer affairs ..so on without any hope of getting a response or your money back. Be warned ... the experience you are likely to encounter is terrible. We booked with Singapore Airlines at the same time as the ticket on SriLankan Airlines and had to cancel both flights due to covid restrictions in India. The Singapore Airline refund was promptly received while SriLankan Airlines is at best a basket case .

Route: Sydney to Bangalore via Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "no free coffee or tea"

Review: Toronto to Bucharest. Contacted Customer Care at Air Canada and have been provided with links to the policies of the company - very much useless. Paid over 2 thousand dollars for my parents for an international flight, paid about 300 dollars round trip for regular check in luggage below 23 kg. My parents got a piece of bread dipped in maple syrup, no free coffee or tea on the flight to Bucharest last night. Will think twice before booking Air Canada. I will not make that mistake again.

Route: Toronto to Bucharest

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Mahan Air

Title: "service friendly and efficient"

Review: Flew Mahan Air economy class from Dubai to Tehran (IKA) with Mahan Air. A340 felt safe, the aircraft was clean and comfortable. Cabin crew service was friendly and efficient. Quality of food and beverages (non alcoholic) were of good standard. Would recommend this airline to everyone.

Route: DXB to IKA

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Serbia

Title: "Never again"

Review: Due to bad weather in New York at least 30 passengers got delayed. Air Serbia did not find appropriate to have their desk opened at least 15 minutes later to allow us all to board the plane. Worst of all we printed their boarding passes at home and when we showed them to security at JFK they were not valid, what a joke. Never again. So many nice airlines around and I am trying to use Air Serbia just from patriotic reasons. They do not deserve to even consider them as an option.

Route: New York to Belgrade

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "not recommend this airline"

Review: I just landed Toronto from Lima via Bogota using Avianca. The lady in Lima airport was very rude. I requested her to allow to take my small luggage as a carry on but she refused. When I on board the plane AV74, I saw there are at least 10 percent luggage bigger than mine. I have decided not to use this Airline in future, not recommend this airline to anybody.

Route: Lima to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Arabia

Title: "couldn't recommend Air Arabia"

Review: Fes to Marrakech. Booked 7 weeks before travel, travel time changed 3 times, last time by e-mail at 18.55 the night before travel. Air Arabia charged extra for luggage. Each time they sent through new flight details, and each time the 30Kg luggage I'd paid extra for in advance disappeared. The last flight time was too late for me to travel, so I took the early train. Air Arabia have refused to refund me, and refused to refund the extra baggage I paid for, even though the extra luggage didn't fly. I couldn't recommend Air Arabia to anyone.

Route: Fes to Marrakech

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eastern Airways

Title: "this Mickey Mouse airline"

Review: Aberdeen to Humberside via Durham Tees. Once again I have been let down by this Mickey Mouse airline. They are the biggest burglars charging 1st class rate for what I wouldn't even call a second class service. An example £480.00 return from Humberside to Aberdeen you can fly New York at that rate. Been delayed over 2hrs this week 2hrs last week due to "technical issues" real reason is they are cramming all on the last flight due to lack of demand. Bring on Logan Air, give them a run for their money and get them closed down.

Route: Aberdeen to Humberside via Durham Tees

Seat Type: Economy Class

Traveller Type: Business

Airline: EVA Air

Title: "I did enjoy my flight"

Review: With so much praise has been given to EVA Air's Royal Laurel Class, I was looking forward to my flight to Bangkok. The experience began at the check-in desk, which was swift and friendly. The boarding was also methodically carried out, with business class passengers invited first. The cabin has a 1x2x1 layout with a reverse herringbone configuration, and mine by the window. The decor was pleasant, with olive green, shades of grey and brown colours. The seat itself looked cosy and comfortable. Settling down, I took a moment to explore the settings. The armrest could be lifted or lowered. There was the usual adjustable reading lamp and areas for storing small items and drinks. The seat adjustments at first looked complicated, but I eventually got the hang of it. The TV monitor was set at an angle opposite and had to be clipped open to be viewed. Headphones were also in their own compartment. The fold-out table was especially large and sturdy. Good quality slippers, Jason Wu designer pyjamas and a decent amenity kit were also provided. PJs were really welcome and should be standard on long-haul journeys. Once boarding was complete, pre-departure drinks came. When I requested Champagne, I was told it is prosecco for now, but champagne with supper. Seemed rather odd! At cruising altitude, the 'supper' service began. The menu was displayed on the monitor,

and there was a good selection of soft drinks, spirits, wines, and teas. I had pre-ordered my main course for both 'supper' and 'refreshment' meals. The seafood main course of tiger prawns, with cashews in a spicy bean sauce, vegetables, and rice was delicious. But the choice of wine was just red or white. For afters, it was cheese and biscuits, with walnuts and pieces of fruit. However, I was disappointed to see a branded package of mini Jacobs crackers - it just cheapened the presentation. In my experience, biscuits and crackers should be served loose. The service was rather rushed, with no drinks refills unless asked for. I also had to ask for a coffee before tucking into sleep. Once 'supper' was over, the cabin crew just retreated to the galley area until two hours before landing, when a 'refreshment meal' was served. My main course was an Asian affair - noodles with shrimp won ton, char siew pork and other dim sum items which was tasty, and this time asked for champagne and got it. EVA Air offers an excellent business class hard product. The cabin crew, although polite, were just not engaging. There was a lack of proper etiquette and finesse when serving food and drink or attending to passengers. However, it did not deter me and I did enjoy my flight all the way to Bangkok.

Route: London Heathrow to Bangkok

Seat Type: Business Class

Traveller Type: Business

Airline: Avianca

Title: "a horrible experience"

Review: Unbelievable! Never in my 30 years of flights have I encountered such a horrible experience. I booked one way (thank God) to Ecuador and they had us waiting for about an hour before take off without any info. There was not even a cup of water available. The air vents above our seats dispenses hot air in an already hot cabin. The directions to access the wifi were clear, but no service was ever available. Overall a horrible experience.

Route: New York JFK to Quito

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "our flight also is delayed for maintenance"

Review: Philadelphia to Wilkes Barre. While waiting for my flight 2 other flights delayed by American Eagle for maintenance. Then its our turn, 10 mins before boarding and our flight also is delayed for maintenance. Sounds to me like someone should take better care of their equipment/aircraft.

Route: Philadelphia to Wilkes Barre

Seat Type: Business Class

Traveller Type: Business

Airline: Aer Lingus

Title: "will never fly with them again"

Review: Delays leaving Dublin caused us to miss our connection and they did nothing to help book our hotel room in Heathrow for the night. They dodged paying compensation and made it as difficult as possible to file for a reimbursement of out of pocket expenses. Eventually claimed they sent us a check but months on, no check and they refuse to respond to our case claim anymore. Their refund call center doesnt actually exist so they can simply ignore your online claims. I suspect we will be left footing the bill at this stage. Feel helpless, Mad as hell and will never fly with them again.

Route: Dublin to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "not been given free food or water"

Review: I flew with them from LA to London recently. Never in my life have I not been given free food or water on a 10+ hour flight. Of course we could have purchased it but its not included in the fare? They also did not provide a pillow or

blanket. The headphones had to be purchased to watch movies. I would never fly this airline again, even if it was my literal last option.

Route: Los Angeles to Gatwick

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Turkish Airlines

Title: "best service I have received"

Review: Just flown Turkish Airlines for the first time in business class having previously used several other Airline services from Australia including Qantas, BA, Singapore, Thai and Malaysian. This is the best service I have received, staff, service, food, seating infotainment etc. It was really just what you would expect from a business class service. Well done Turkish, you will become my no 1 choice international travel. And to add their lounge in Istanbul is exceptional, not mention their priority check in lounge solely for Turkish Airlines passengers, no more trying to find the correct flight check in counter.

Route: Istanbul to Bangkok

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Air Europa

Title: "Customer service very disappointing"

Review: Customer service very disappointing. It takes already more than 3 months to get a refund. Every time I call the customer service they tell me some other excuse, after I waited 30 minutes in line. One would expect a better organisation for such a big company. Next time other airline!

Route: Amsterdam to Medellin via Madrid

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "My flight with Blue Air got cancelled twice in 2 weeks"

Review: My flight with Blue Air got cancelled twice in 2 weeks. I got a cancellation notification, I had to change my travel plans, lost a lot of money on accommodation, to find out 1 weeks later that my modified flight is cancelled again. They sell tickets, cancelled the flights and operate with our money as it's also impossible to get a refund or reach out to customer support. Extremely unreliable, I can't believe something like this even exists. This really has to stop.

Route: Cluj-Napoca to Barcelona

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Asia

Title: "typical budget airline flight"

Review: Jetstar is perhaps my least favorite among other low cost airlines operating in Singapore but they offered a good option to fly from Osaka to Singapore via Manila, so we make the booking. Fast and efficient check-in - Japanese style in Osaka airport, 4 hours of flight to Manila and then another 3 or so to Singapore. Nothing special, typical budget airline flight, no entertainment system, food-to-buy, drinks-to-buy. But compared to the low fare it was just good enough. Basically, it's better to book them on shorter flights.

Route: KIX to SIN via MNL

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sun Country Airlines

Title: "not been informed of anything"

Review: First our flight was delayed, then after sending us up and flying for an hour they sent us back because apparently our plane needed scheduled maintenance. After returning to Dallas we waiting in the runway for hours. Our flight was scheduled to arrive in Cancun at about 12:50. It is 1pm as I type this, we have not been informed of anything, have not moved are just smelling air plane fumes, and have had our vacation start off terribly. I thought that it would be a cheap alternative to American Airlines but I think paying that extra for less delays will be worth it. Save yourself some time and fly another airline if youre going to Cancun from Dallas.

Route: Dallas Ft Worth to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malindo Air

Title: "most uncomfortable seats"

Review: Denpasar to Perth via Kuala Lumpur. Previous 6-hour flight from Kuala Lumpur to Perth: most uncomfortable seats ever - narrow seats with minimal leg room! No charge for carry-ons. Water confiscated by Malindo security [3rd security check-in airport]. Consequently, water would need to be purchased onboard at an inflated price. A four-hour flight from Denpasar to Kuala Lumpur: charged us \$179.00 for two checked bags [for total weight]. The seats, however, were more comfortable than on the 6-hour flight from Kuala Lumpur to Perth!

Route: Denpasar to Perth via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "Avoid Virgin at all costs"

Review: Flight cancelled the night before, rescheduled for the next day. That flight was then delayed for 4 hours so we

missed everything we had planned to do on our family trip. Avoid Virgin at all costs.

Route: Brisbane to Adelaide

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "our seats were not available"

Review: We purchased our business class tickets in January of 2023. When we arrived at SEA, we were told that we had been notified of an airplane change (they didn't notify us) and our seats were not available. We flew the 757-200 plane that had been booked (lie number one). Our seats had just been assigned to someone else. I book Business/First Class seats because that is the way I want to fly. There was no equipment change. IcelandAir overbooked Business Class and too bad for the people that they have to bump.

Route: Seattle to Barcelona via Keflavik

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Skymark Airlines

Title: "best budget airline I've flown with"

Review: Flew with this airline today from Sapporo to Kobe and the leg room was larger than most airlines I've flown with and the service was impecable. For a budget airline, it included 20kg luggage as well as a complimentary small snack and coffee during flight. I however purchased a Coke and Soup for 200 yen (approx \$2.50 AUD). Unlike most Australian airlines, the cabin crew remained inside the cabin for the majority of the flight, making sure everyone was okay and at one stage offering lollies to any needy sweet-tooth pax. I'd fly with them again and can safely say they were the best budget airline I've flown with.

Route: Sapporo to Kobe

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "rip-off airline"

Review: This was the worst flight experience I have ever had. First, they charged \$120 to choose a seat. I understand there's a charge in general for this, but that seemed excessive, but let that pass. What I will not let pass is the fact that Norse charged 59 euros for the pleasure of stowing my carry-on bag over my seat! I have never had to pay to use the compartment above my seat before. Then, I learned that one had to pre-order (at cost, of course) 24 hours ahead of time for a meal. I received no email from Norse about this ahead of time and only discovered this once I got to the gate - so I had nothing to eat for the entire flight. On top of that, in order to use the in-flight entertainment, they charged 6.50 euros for headphones (I couldn't just use my own earbuds, because they wouldn't work). They even charged for water! Virtually nothing was complimentary. I've never encountered such a money-grubbing enterprise in an airline before. And the flight staff was rude on top of it. I will never fly Norse again, and I will make sure to relay my experiences to others so that they are not subjected to this rip-off airline and its nasty staff.

Route: Paris to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "I never will fly with them again"

Review: Very bad airline. 2 delays on both flights. Better off with budget airlines as easyjet or Ryan Air. No food on flights and aggressive hunting for overweight cabin cases going thru passengers and call them to weigh and pay. I never will fly with them again.

Route: Athens to Berlin via Munich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "Every step of my trip was phenomenal"

Review: I fly from coast to coast at least twice a year and have always had layovers, I'm used to it but when I saw that Breeze Airways was offering direct flights to Los Angeles, I booked it immediately. I didn't expect my experience to be so outstanding. Every step of my trip beginning from checking in on the app, checking my luggage and the trip itself was phenomenal. Icing on the cake, we got to my destination 45 minutes earlier! How often does that happen. The price was almost the same as the airline my bags fly free but it made up for being a direct flight. I will definitely fly Breeze Airways again.

Route: Norfolk to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "not use Czech Airlines again"

Review: Lisbon to Skopje via Prague. I was traveling first time with Czech airlines, and I will never travel with them again. I was returning from a trip, from Lisbon to Skopje via Prague with my fiancée. The tickets we bought were called Economy LITE but were not cheap at all. Although we bought them 4 months in advance we paid for a round trip 298 EUR and 288 EUR for the both tickets, plus 50 EUR for 1 bag checked in baggage. When we were checking in in Lisbon we were told that they will have to give us separate seats, because they are charging to give you seats next to each other. Although they had many free seats in the aircraft they gave me seat in the front of the plane and they put my fiancée at the tail. They told us try to change the tickets later, but of course, it was not possible because the plane was full, and I noticed, that many people are set randomly, and separated from their friends. They are separating the people

that travel together just to charge for connected seats, you pay normal price and you receive low budget flight service. You don't receive free meal or drink during the flight. You have only 7kg hand baggage. It doesn't even include personal small bag, where you can keep your passport and money. They told us to put these small bags in the hand baggage suitcases, otherwise they would have to charge us. So we put these small bags in the suitcases and later during the flight we spent the all time hungry and thirsty, because it was too difficult to take out money or credit card out from the suitcases in the bags compartment. The flight Lisbon to Prague was late almost one hour and we almost missed our connected flight, we had to run like crazy through the airport. The thing we had separate and distant seats made the situation more difficult, we had to wait and search for each other. Fortunately the connected flight to Skopje was delayed too, so we arrived in last moment, all sweaty and tired of running. Regardless of this, at the boarding entrance, they told me to open and rearrange my suitcase, and I had to do it at the entrance on the floor, because it had one small lump of 3cm that was not fitting in the allowed dimensions, which they wanted to charge me for, although it was clearly obvious that the size of the suitcase fits perfectly, even the lump fitted if pressured, because the suitcase was not full, just one item was not set perfectly. It was my personal small bag that they told me to pack in the suitcase at the previous flight. After all this, we arrived in Skopje, but my checked in suitcase didn't arrive, although I paid extra 50EUR for this service for a checked in baggage. I made a complaint, but the web baggage tracking still can not find it after 3 hours. I hope that at least, this problem with the lost suitcase will finish well, and the suitcase will be found in the next days. I would totally not use Czech Airlines flights again. Instead making your travel easier and more comfortable, they are making it more difficult and exhausting. You pay a normal ticket price for this ticket they call "EconomyLITE" and you receive low budget flight service, even worse. Completely not worth for the money.

Route: Lisbon to Skopje via Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "Domestic flights are always delayed"

Review: Domestic flights are always delayed, they announce it at the very last minute to avoid making people too angry.

Super annoying. Air Asia or Cebu Pacific are better in my opinion.

Route: Caticlan to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vueling Airlines

Title: "A very cheap product in general"

Review: Unacceptable policy for damaged luggage: since they dont have partners for replacement of the damaged suitcases to all their destinations, Vueling imposes to passengers whose luggage is found damaged on arrival a reimbursement limited to only 50 euros, regardless the type, size and price of the baggage concerned. Bad value for money too: a rough low-cost service at a not necessarily low-cost price. A very cheap product in general.

Route: Barcelona to Athens

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "The worst airline I have been on"

Review: The worst airline I have been on. The main problem are the checkin procedures in Seoul which were pathetic. The staff would not let us put in 1 x 23 kg bag even though we paid for 2 x 14kg bags. Apparently it breaks the rules even though we technically paid 30% more doing it this way. They also made us take out 3kg and put in our hand luggage because of some random policy. They then make you wait for 5-10 minutes while they check your bag for some unknown reason. None of it makes sense and is totally out of line with every other airline process globally. Avoid at all costs.

Route: Seoul to Tokyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "A decent experience"

Review: A decent experience. Check in was fast and easy, lounge was comfortable with good food offerings. Boarding was slightly chaotic but not awful. The aircraft is wonderful with comfortable seating and leg room. IFE was good. Meal decent for a two hour flight. Had to ask for an amenity kit. Flight was basically on time. Not stellar but better than most. Wifi wasnt working.

Route: Bangkok to Singapore

Seat Type: Business Class

Traveller Type: Business

Airline: Air Transat

Title: "refused to give us back our money when the flight was cancelled"

Review: My flight was from Montreal to France and was schedule to depart in September 2020. Due to covid 19 the flight was cancelled. Vouchers were sent for us to make reservations in the next 2 years instead of giving us back our money. The reservation was for 4 people and was nearly 3K Can. dollars. We had pay well in advance approx. 6 months before the scheduled flight, Air Transat did not make any effort in re-paying its customers. They kept our money for over 1 year, until the government of Canada bailed them out. We have finally received our money back in May 2021. I am very upset that Air Transat kept our money and refused to give us back our money when the flight was cancelled. I will never, ever, ever book a flight with this company again, and I will never, ever recommend anyone from using Air Transat for a vacation or a flight, and this goes for all of the Canadian airline companies which use their customers money as a bargaining chip to negotiate with the government!

Route: Montreal to France

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "don't expect any smile"

Review: A319 from Cape Town to Mauritius and ATR72 between Mauritius and Réunion. The staff was not friendly. They serve the meal without watching you, don't expect any smile. The food was poor. The A319 looks old inside, no modern entertainment like personal screen. On the ATR its the same, but flights are short so it's not a problem. The real good thing with Air Mauritius, is the number of lines from Mauritius. And prices are correct. I know the company is going to change some aircraft soon. A good thing for sure. Let's hope that will bring back smile on crew's faces too.

Route: Cape Town to Mauritius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Brussels Airlines

Title: Brussels Airlines customer review

Review: Warsaw to Brussels. I had a great experience with Brussels Airlines. Legroom and seats very comfortable. There was one disadvantage-no snack, you had to purchase it but they were good quality. I would recommend their service.

Route: Warsaw to Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "Cabin crew polite and efficient"

Review: Flew Kigali to Dar es Salaam (on 8th November 2020) and back a week later. Convenient flying times (mid-day out, and afternoon home). Both flights were on the same aircraft, a De Havilland DHC-8, called Dash 8. This is a propeller, which is small (80 seats?) and noisy. Not many passengers on the outbound, but full on homebound. Cheap, promotional ticket (250 USD) with generous luggage allowance, 2 x 23 kg plus handluggage. Both flights on time. Free seat selection at check-in. Special seafood meal accommodated both ways and extra food provided on request. Check-in smooth and Cabin crew polite and efficient. A short stop in Kilimajaro airport on the way back went smooth. The Covid tests requirements (both ends, and again on arrival Kigali, total 3 tests!) are a nightmare and costly (150 USD); further comes 1-day quarantine at arrival in Rwanda, but one cannot fault the airline for this.

Route: Kigali to Dar es Salaam

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada

Title: "Everything about this company is poor"

Review: July 23 flight cancelled then gave us a hotel, gave us a new booking for July 24. Super delayed that it messed up the connecting flight. If I can count the changes of that flight was 6 times! Then hours of waiting to check in at Manchester. Then now we are trapped at Canada looking for our baggage that we are unable to find because of their poor operational activity! Everything about this company is poor! Just dont continue the service anymore not until you guys fix your problem! Its embarrassing to the country since you guys carry their flag! From your resources issue to your customer service and all! Fix it all!

Route: Manchester to San Francisco via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "a pleasant experience"

Review: I flew Play in December 22 to Paris from Boston. What a pleasant experience. No delays friendly staff and ahead of time arrival in Iceland and Paris. No issues with luggage. The best part for me was clearing customs in Iceland so I avoided the long lines at major hubs. I will definitely fly Play again.

Route: Boston to Paris via Keflavík

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Titan Airways

Title: "Would like to thank all staff"

Review: Las Palmas to Bristol with Titan Airways. Would like to thank all staff for getting us home at this difficult time due to the collapse of Thomas Cook Airlines. Very helpful, free water and a lovely tea and biscuits after queuing for hours in airport. They were fab, thank you again.

Route: Las Palmas to Bristol

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "disappointed with the service"

Review: Front counter staff was so rude and charged \$88 each for mine and my mothers personal bag. I flew with Lynx from Vancouver to Winnipeg they didnt charge me single penny for the same personal bag. I am very disappointed with the service never gonna fly with this airline.

Route: Winnipeg to Vancouver

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bangkok Airways

Title: "they are changing flight"

Review: I've booked tickets to my wife and myself from Myanmar to Bangkok - decided to pay more (compare to low-cost airlines that operate the same route) for better service and to avoid any hassle. As dates are public holidays, I booked tickets in advance to ensure normal prices. Month later Bangkok airways sending me a mail saying that they are changing flight to have it 6 hours earlier. So it's destroying my travel plan and putting overall travel schedule under risk. After I got notification about flight change I've sent back request for refund. After 1 week of silence and several mails from my side I've called to their call center and requested refund. They confirmed that they got it and will send me a confirmation letter. 3 days after - still silence but they refunded.

Route: Mandalay to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "Pegasus does not answer my mails"

Review: Pegasus Airlines lost my bag. I filed a report at my destination airport, but even after multiple mails and calls, they didn't seem to care at all. I applied for a refund, but was offered a ridiculous amount of money. After three months, I finally received one half of the refund, but the other half is still missing. Pegasus does not answer my mails. I will never fly with this airline again, even if they offer the cheapest prices.

Route: Frankfurt to Tel Aviv via Antalya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alaska Airlines

Title: "Zero marks for customer care"

Review: Our luggage is lost. It was supposed to come on next flight and be delivered to us last night or else by 9am this morning. There is still no sign of it and absolutely no communication from the airline. The phone number I was given is not working. They are not responding to my emails. We have a six day holiday in San Diego and the first day is already destroyed. Well done Air Alaska. Also, they were "left short" on restocking so the only refreshment we received on our flight was a 250ml carton of water that tasted vile. A relatively minor complaint but another example of lack of concern or regard for customers. Zero marks for customer care.

Route: San Francisco to San Diego

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "did not have vegetarian meals for us"

Review: Three of us booked with RwandAir from Johannesburg to Brussels via Kigali. We pre-booked vegetarian meals and received confirmation from the airline that our meals were booked, but they did not have vegetarian meals for us on either flight. When we arrived in Brussels, four out of our five checked bags were missing, and there was delay and confusion with getting our fragile/oversized item. We were also informed that RwandAir does not deliver our bags to us, which is absolutely unacceptable as the negligence was on their part, yet we are expected to travel back from Leuven to Brussels to collect our bags. As an international student relocating to Belgium for studies, the contents of our luggage are all vital for relocation and relocating without them (even temporary while waiting for the bags to be found) is extremely difficult and expensive.

Route: Johannesburg to Brussels via Kigali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "still waiting for a refund"

Review: Booked business class tickets to India based on the cheap fares they offered. Clearly, there was a reason as to why the fares were cheap. The entertainment system wouldn't work and the seat lost power during the flight. The flight from Colombo to Kochi broke down and we had to wait in the flight for two hours whilst the engineers fixed the engine. I have no complaints about individual staff, who were all courteous. I then cancelled my return tickets as I didn't want to fly Sri Lankan again. The cancellation was made through their office in India in December. I am still waiting for a refund, even though it's been 3 months. Have sent multiple e-mails to their reservation office with no response either. Will never fly Sri Lankan again and I would recommend that you use one of the other airlines flying to India.

Route: Sydney to Kochi via Colombo

Seat Type: Business Class

Traveller Type: Business

Airline: WOW air

Title: "very disappointing incident"

Review: Copenhagen to Keflavik. I recently had a very disappointing incident concerning luggage with WOW. At the gate I together with quite a number of other passengers was charged round \$US100 extra because my carry on case was marginally larger than the extremely small dimensions specified by WOW. As an international traveller, I can't possibly have a specially small case just to suit WOW. My case is on the small side if anything and to my knowledge acceptable to all reputable airlines. Having paid the excess, I was directed to go on board where of course my bag fitted perfectly into the overhead locker. No need to put it in the hold apparently. As someone who has run a business for over 40 years, I know that firms that pull cheap stunts like this are well down the highway to insolvency. Customer satisfaction and their recommendations are the backbone of a successful business. What else is going on? Think carefully before choosing your airline?

Route: Copenhagen to Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "Best ever airline I have seen"

Review: Best ever airline I have seen. Best crew members, loved to travel through Vistara. Great service both at airport counter as well in airplane.

Route: Delhi to Srinagar

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "Avoid this airline"

Review: Avoid this airline like the plague. They cancelled our flight, said they'd organise another then just ducked us for 6 months. We've lodged 4 claims, messaged on social media, sent someone into the local office in Chile and no response. I literally have no words for how backwards this company treats its customers.

Route: Madrid to Santiago

Seat Type: Economy Class

Traveller Type: Business

Airline: Hawaiian Airlines

Title: "Disappointed and would not recommend"

Review: Disappointed and would not recommend if you have a connecting flight. They will board the plane and make everyone wait until they fill in more seats before the plane is willing to take off. Held up the plane 30 minutes waiting for

more passengers to be added resulting in unnecessary delays. Then sat on tarmac another 15 minutes. So inconsiderate for the passengers who count on the plane leaving on time.

Route: Maui to Honolulu

Seat Type: Economy Class

Traveller Type: Business

Airline: Germania Airline

Title: "crew was very friendly"

Review: Dusseldorf to Sharm el Sheikh. I checked in at 6:15 in the morning and the line was already very long. There were two check in counters for the flight but only one was open. It took nearly half an hour until the second staff member came and opened the second counter. When I got to the counter to check myself in the check in staff informed me that the aircraft type had changed and that the seat that I had paid extra for was not available anymore as it did not exist on this aircraft type. An A319 was the original planned aircraft but a A321 was actually being used for this flight. So I told the staff member to provide me with a similar seat somewhere else on the aircraft. According to her she gave me a seat with extra legroom as I am over 2 meters tall that is what I always need and that is what I had paid for. When I got onto the aircraft she had assigned me a normal seat not an extra legroom seat. Luckily the plane was only half full and therefore the crew changed me on a extra legroom seat straight away as I could proof that that is what I already had paid for. The crew was very friendly and caring. The plane arrived on time and I received my luggage very quickly as well.

Route: Dusseldorf to Sharm el Sheikh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "go with anyone else but Lion Air"

Review: Dreadful in every sense of the word. Two flights were summarily canceled by text message in the last ten days: No apology, no reason given. Lion Air cares nothing for their passengers and customer service is non-existent. Quite apart from having our flights canceled, we paid 1.3J for PCR tests (that's about £77 each) which were then rendered useless. If you have a choice who to fly with, go with anyone else but LionAir.

Route: Denpasar to Kupang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "Never again Sun Country"

Review: Terrible, always being delayed. Twice within a month apart our flight was delayed. We are currently sitting on the plane before take off, we've been sitting here for over an hour because of weather. If the flight wouldn't have been delayed we would have beaten the storm and taken off on time. Never again Sun Country!

Route: Dallas to Las Vegas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pobeda Airlines

Title: "worst experience possible"

Review: Moscow to Milan. I am used flying low cost companies in Europe and Asia, but had the worst experience possible with Pobeda. I had a small backpack only with my headphone, a computer and a jacket and it could not fit in the cabin baggage size. I was forced to pay for my backpack, but after this, they did not checked in my bag because they were out of time!! So I paid to take the bag with me. The staff is unfriendly and can not speak English, even for the World Cup. I will never fly this company again.

Route: Moscow to Milan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Central Mountain Air

Title: "all want to get to our destination"

Review: Prince George to Vancouver. I thought to support a small business. The free checked bag is cool, as is going directly to Vancouver south where my car is parked; however the 40 min delay on a sunny day? I dont like to complain but time is money. We all want to get to our destination, we shouldn't be delayed.

Route: Prince George to Vancouver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pegasus Airlines

Title: "just headache and waste of time"

Review: Last time using this airline. My first airplane was late 10 hours reached Istanbul, to understand that i have to wait 24 hours to take my other flight. No one cared about us, no hotel, no food, they gave us nothing just headache and waste of time and ruining our vacation.

Route: Kharkiv to Beirut via Istanbul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Oman Air

Title: "They offer excellent value for money"

Review: Another excellent flight with Oman Air. This was part of my return trip having vacationed in the Philippines for 3

weeks. Oman Air is new to me still, and I really like their long haul product. They offer excellent value for money, their aircraft's are young compared to many airlines, and the cabin interior is lovely. The food on-board was fine for Economy Class, the seats comfortable and the staff friendly and helpful. I've also noticed that Oman Air is very punctual, which is a massive plus these days! Overall, very happy, and already looking at booking another trip with Oman Air next year.

Route: Manila to Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Saudi Arabian Airlines

Title: "Cabin crew are not very efficient and chaotic"

Review: SV 829: KUL-MED, Pretty standard flight. Cabin crew are not very efficient and chaotic. Toilet wet and overflowing and uncleaned. Saw a cabin crew pour leftover coffee into the toilet bowl with drips on the toilet seat and didn't bother to clean it up. Seat, food and entertainment are otherwise pretty standard.

Route: Kuala Lumpur to Medina

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Qatar Airways

Title: "wonderful inflight experience"

Review: Thank you for the wonderful inflight experience we had during our flight from Zagreb to Dubai via Doha. This holiday I got to experience 3 popular middle Eastern Airways Etihad & Emirates includes. I must confess the openness and welcome my wife & I felt at Qatar Airways is unparalleled to any other. Middle of the night when I went to use the washroom inflight crew with a long smile, simply asked if I need anything, probably some midnight snack or drink, Own me Over that was unexpected. I never saw them without a smile on their face during the entire flight of 6 hours. Specially I want to narrate this incident. I had some liquid items which I bought from Zagreb Airport, a Duty-free store. At

Doha transit security when I explained the situation with proper receipts/bills, they were kind enough to call Qatar Airways staff who arranged special packaging and did all the security procedures to get that in the check-in baggage. All that they managed to do, when my flight had only 15/20 mins left for boarding. We could be nothing more than, offering our gratitude and thank you for going above and beyond.

Route: Zagreb to Dubai via Doha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: easyJet

Title: "EasyJet have no customer service"

Review: EasyJet have no customer service. I was at the airport early. I had already checked in and all I needed to do was a baggage drop. I was good for time and then EasyJet staff were calling for people to come forward first for the Faroe islands and then for Copenhagen, which allowed them to skip the line and go ahead of me and other passengers. I subsequently missed my flight to Tel Aviv and now have booked with KLM for that evening. EasyJet customer service has been a disgrace to deal with and I wish that after 2 calls to your call centre and emails I was given zero customer support.

Route: Amsterdam to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hi Fly

Title: Hi Fly customer review

Review: This airline replaced our scheduled Thomas Cook flights. The aircraft cabin layout was different to the advertised Thomas Cook one so the reserved seating was no longer suitable. Luckily we were able to change. The Hi Fly crew were good but there were also some Thomas Cook crew on board which led to a disorganised feel. I think it

would have been more appropriate just to let Hi Fly crew operate the flight.

Route: Stansted to Antalya

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Privilege Style

Title: "staff were very nice and caring"

Review: Flew Zanzibar to Milan with Privilege Style. The only bad thing was the absence of entertainment during the flight, which is disappointing when you have to fly for eight hours. The route map was shown just one hour before landing. The staff were very nice and caring. One meal and two snacks were offered.

Route: Zanzibar to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alaska Airlines

Title: "worst airline company ever"

Review: This was the worst airline company ever. Check in staff are not properly trained. The girl that was suppose to be helping me check in doesnt know hat to do, she keeps on asking the manager for help and her other colleague. Manager and colleague also doesnt know what shes doing. She keeps making phone calls then she came back to confirm that yes I as in-fact correct that a lap infant has a free check in luggage allowance. We missed our international due to their lack of knowledge, negligence, and irresponsibility. They refuse to book us with another flight so we dont have to miss our flight, they didnt. I told them that we dont have money to pay for extra since we struggled just to pay for our existing tickets. This is the only time that I felt that if youre poor, they dont care, people or company will just step all over you. I was willing for them to fix the problem so that we can still leave to go to Philippines. I even told them that we can sleep at the airport floor and willing to fly the next day. Both EVA air and Alaska air will not do anything about it.

We ended up staying at hotel hampton inn and picked the cheapest room possible and kept making phone calls after phone calls because Alaska air said this.

Route: Chicago to San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "We had a great flight"

Review: We had a great flight with air new Zealand. Easy check in online and selecting seats. The flight was slightly late departing due to cyclone Gabrielle coming in. The cabin was clean and crew were really welcoming and efficient. The seat was comfy for me (5 ft 4inches) and with the foot rest up I was able to nap. The food was from part of the business class menu and was tasty and a good size serving. Slight negative was entertainment as not a large new movie selection but the flight was only 3.5 hours. Happy to recommend.

Route: Auckland to Melbourne

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "Extremely disappointing"

Review: Absolutely unpleasant and the worst flight I've ever had. They delayed flight and caused me to miss the connecting trip, which I also booked from Lufthansa (bus express). In addition, I lost my baggage because of it and nobody at the customer service point could help out. Person A (from Lufthansa) would say a completely different thing to person B, and so on (I talked to a number of Lufthansa employees, and each of them said different things). I had to get my connecting bus ticket three times (they made me miss my bus three times because of my lost luggage). The worst was when I was approaching one of the employees and with a very unfriendly tone, she said: "Nobody can help you

now. Come back tomorrow morning." I was roaming around the airport at midnight for hours asking them and that's what they told me. They even do not give me any compensation during the lost baggage period. Extremely disappointing.

Route: Warsaw to Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "they won't help you if you need support"

Review: Warning: If you are shopping around for flights and Breeze shows up on the list, keep looking! My dad's flight was supposed to leave at 3.40, and it was delayed around 10 times. It was tough to keep up because each time they sent an email, they would send another email. The flight finally left at 11.54 last night. They do not have customer service, meaning you can't just call a number to get support. This airline is an absolute nightmare. We ended up buying another flight to ensure that he was able to get home. We lost all trust that this company would actually take off from the ground after so many delays. We will never fly with them again. Don't let the lower airfare sway you. There's a reason it's cheaper. They won't leave on time, and they won't help you if you need support.

Route: Richmond VA to Jacksonville FL

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "cabin crew friendly and helpful"

Review: Our flight from Auckland to Los Angeles via Nadi (and back) with Fiji Airways was great - we didn't encounter any problems with checking in and getting our luggage and both flights was smooth. The food was not so bad. The seating is a little cramped but it wasn't like I was onboard for long. The cabin crew were friendly and helpful. I would definitely fly with them again.

Route: AKL to LAX via NAN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "absolutely no communication"

Review: Due to high winds in Manchester the plane diverted to East Midlands. We were to be bussed to Manchester. That seems to be as much as Monarch were going to be responsible for. No announcements were made once we got into the very depressing East Midlands airport. We stood around outside in dreadful weather waiting for buses. Absolutely no communication. OK the weather, no one to blame. But absolutely no excuse for the abysmal lack of communication. First flight with Monarch, don't anticipate a second. East Midlands airport was inundated with diverted planes because of the weather. They had an unenviable job.

Route: Alicante to Manchester

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Icelandair

Title: "customer service became condescending"

Review: Deceptive gate agent in origin city resulted in over charge for baggage upon arrival to Keflavik. Obtuse customer service became condescending and did not resolve my issues. I do not recommend traveling with them.

Route: Seattle to Dublin via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air KBZ

Title: "Really good flight"

Review: Yangon to Mandalay. Really good flight, the seating was 2-2 and actual seat numbers given on boarding pass, plenty of space even at 6'4" inflight catering offered, light snack and good coffee. Nothing to worry about despite ATR aircraft type and would definitely fly again.

Route: Yangon to Mandalay

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lubeck Air

Title: "Great little airline"

Review: Great little airline. The direct flight from Lübeck to Bergen is perfect for me and my schedule, will definitely use it more often in the future. Even got snacks, which I usually don't get on this distance. Very pleased with the speed and efficiency.

Route: Lübeck to Bergen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Belavia

Title: "does its job pretty well"

Review: Moscow to Saint Petersburg via Minsk. Belavia is not a particularly fancy airline in terms of additional services or features, but it does its job pretty well. All flights were on time, crew very polite, online check-in worked as expected. The planes were not particularly new, but well maintained. The seat comfort could be better, but for short flights it is sufficient.

Route: Moscow to Saint Petersburg via Minsk

Seat Type: Economy Class

Traveller Type: Business

Airline: Swoop

Title: "This company has the worst customer service"

Review: This company has the worst customer service - I want to change a name on a flight, simply remove a middle name so that the ticket matches the passport. It has taken me 3 weeks of trying to contact customer service via their messenger platform. The phone number provided simply states we can't take your call and visit xxxx online for Bot assistance, first attempt I provided flight info, booking confirmation # and the request, the rude reply was unbelievable. The cost of the flight after all the hidden fees, turns out to be equal to or more than AC or Air Transat. Hire staff or truly make this a discount airline instead of roping customers in and then hidden fees! Seriously \$15.00 charge to speak to someone! Just remove the name so the ticket matches the passport (btw the name was auto populated on their booking site from the previous name booked. I have never written a negative review about anything in my 65 years, this is unacceptable and I will never fly with this airline again.

Route: Toronto to Punta Cana

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Malaysia Airlines

Title: "zero sense of urgency"

Review: Well maintained aircraft with a crew desperate in need of basic service training. Totally don't understand how business travelers are about efficiency. Messed up my coat return and zero sense of urgency. Its a cultural issue.

Route: Jakarta to Kota Kinabalu via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Business

Airline: Allegiant Air

Title: "\$40 dollars for boarding passes"

Review: I have been so ripped off in my life. \$90 for one bag going out and another \$50 on the return. \$40 dollars for boarding passes. I ever consider this airline again even if I have pay more up front.

Route: Las Vegas to Eugene

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "service not as good as it should be"

Review: The snack served on flight was pretty cheap comparing to another airline which serves a whole meal. The service was not as good as it should be. I did not feel any warm welcome for the flight attendants. Flights also delayed. Kept change departure time twice.

Route: Chiang Mai to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "Flight was delayed 2 hours"

Review: Terrible airline. No flexibility and really poor customer service. Flight was delayed 2 hours due to operational circumstances. Missed our check in at our hotel which I made them aware of and didnt bother putting us in a hotel.

Route: Langkawi to Penang

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Comair

Title: "would try to avoid this airline"

Review: I had high expectation as Comair flies under the banner of British Airways and considers itself a full-service airline. Reality was different. Cramped seats, very dirty cabin, the staff were the unfriendliest I have experienced, perhaps they had just a bad day but they seemed not to be smiling at all. Food was average. Forgot a picture onboard which was fortunately handed over to me later, thank you for that. If possible I would try to avoid this airline and go for Kulula or South African Airways.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "the usual budget flight"

Review: Jakarta to Singapore. Perhaps thanks to the coronavirus panic, the flight was half empty and everything went faster than usual. I got an entire row of empty seats to stretch out on and we both left and landed a bit early. Otherwise, it was the usual budget flight with no freebies.

Route: Jakarta to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAP Portugal

Title: "seats are very old and uncomfortable"

Review: The flight was in the morning and on time. The cabin is acceptably clean, but the seats are very old and uncomfortable. The crew is professional but particularly nice. There is a very limited option of food and drinks, but they do offer you a small cup of water.

Route: London Gatwick to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: El Al Israel Airlines

Title: "downgraded us at the last minute"

Review: They downgraded us at the last minute to make room in Business Class for their own employees. I ended up in coach and no way to get compensation for their deliberate overbooking. They have no problem moving your flight or cancelling it whenever they feel like it with absolutely no remorse or concerns for their passengers. This will be the last time I ever book with them.

Route: Frankfurt to Tel Aviv

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: La Compagnie

Title: "An absolute disaster"

Review: An absolute disaster. I booked a flight from Paris to NYC, I was leaving on a Sunday afternoon and booked on Saturday night. My flight (with a different airline) from Warsaw - Paris that morning was cancelled, therefore I contacted La Compagnie to let them know I would not make my flight. To my great surprise, their Paris office was closed on Sundays and their voicemail stated that the NYC office opened at 9am which would have been an hour after the scheduled flight. When I was finally able to reach out to a representative, they gave me the run around and finally said "sorry, it was a no show". I tried explaining them several times that I had no way of contacting them to reschedule since

their office was closed. They were rude over the phone and claimed they would call me, but never did. When I finally reached out one more time to get my flight reimbursed, they once again blew me off with no rational explanation. As the saying goes "you get what you pay for". While it's cheaper than a business class seat on a real airline, it's NOT worth it.

Route: Paris to New York

Seat Type: Business Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "not be changed due to policy"

Review: Inadvertently whilst booking online the child's surname was incorrectly entered. I tried to get the changes made through the airline as well as the agent, the only answers I got was could not be changed due to policy. I lost close to 1800\$, tickets for mother and baby. Plenty of time almost 20 hrs in calling the agent and Airline.

Route: Sydney to Bangalore via Colombo

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "everything was great"

Review: This is my second time flying with Viva Aerobus and both times I have been pleasantly surprised with my experience. It's a budget airline so it's typically cheaper than Aeromexico (Aeromexico = worst airline in the world), but the value to me has been so worth the experience. The gate staff was super efficient boarding everyone in and he seemed to go above and beyond to ensure a timely and organized boarding process. Most other Mexican airlines from my experience have been way more chaotic. The flight experience was great. I really have no complaints about this airline - everything was great!

Route: Tijuana to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Airways

Title: "Pleasant experience but could be better"

Review:

Pleasant experience with nice and clean Boeing 777. Seat had a decent legroom and the seating part was moving forward giving you an extra reclining feeling. Very comfortable, on the seat was a blanket and earphones, NO pillow. Pity they do not have inflight magazine due to covid, (same excuse to save money and weight, a lot of airlines are using the same excuse). IFE was good but a little outdated selection of movies. I found a couple movies to keep me busy. No welcome drink offered. After takeoff service started (two option) which was tasty with selection of wine, beer and drinks. No ice-cream for desert. During flight the crew was passing by with little bottles of water for the passengers. At the galley there were some sandwiches and drinks during the flight. No amenity kit and at the WC were toothbrushes and hand cream. One hour before landing the second meal was served also two options. Pleasant experience but could be better.

Route: Bangkok to Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia India

Title: "most congested seating"

Review: Service was ok, on time boarding and departure and so was arrival. Cabin crew were courteous but with respect to any other airline in India it has the least legroom, most congested seating configuration I found in India. This is one reason which makes me rethink before booking next flight with them.

Route: Delhi to Jaipur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "I recommend this airline"

Review: Bangkok to Colombo. Great flight with free meal. All passenger get 30 kg baggage allowance and a free meal, tasty too. Everything smooth and on time, very cheap flight too. I recommend this airline.

Route: Bangkok to Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "This is a very unreliable airline"

Review: This is a very unreliable airline. Our first flight to Toronto canceled, we rebooked for 3 hours later and that flight was delayed for another hour so total of 4 hours delayed for first flight. Then the second flight delayed for another hour and half. So about 6 hours of delay in one trip. If you are on right schedule do not risk it and avoid this airline.

Route: Montreal to Washington via Toronto

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Azerbaijan Airlines

Title: "outstanding comfort and relaxation"

Review: This was my 2nd trip on Azerbaijan Airlines, had a previous trip in December of 2015, New York JFK - Baku - Tbilisi - Baku - New York JFK. On all 4 legs of my trip it was a fantastic experience as both the Cockpit and Cabin crews

did an outstanding job and provided an outstanding comfort and relaxation. Baku and Hayden Airport are world class with very friendly people, my family and I will always travel to Tbilisi via Baku all the time as we always get a fantastic flight with a very professional crew all around hands down. Thank You for a great experience again as we traveled on September 25 2017 and returned on October 28 2017. I encourage other family and friends to fly Azerbaijan Airlines whenever they travel towards Georgia and other points in the region.

Route: Tbilisi to New York JFK via Baku

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "worst customer service experience"

Review: This is the worst customer service experience I have ever had in my life. They should be banned from running their business. I had a flight scheduled for 630PM to CGK booked for Lion Air on august 17th. The night before the flight they sent me telling me the flight had been cancelled with no information on the new departure. I started to worry, I ended up going to sleep and at around 10am the sent me the schedule for the new flight. It was leaving at 7:15pm but from another airline Super Air Jet. So we arrived at the airport on-time and waited for boarding at 6:45pm - we didnt board until 7:20pm and didnt take off til 7:45pm. By the time we landed in CGK our connecting international flight had already boarded and was leaving. We were left stuck til 2:40pm the next day.

Route: Denpasar to Jakarta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Belavia

Title: "food good and service too"

Review: Great flight from Minsk to Tel Aviv with Belavia. The food onboard was good and service too. The plane was

very clean. Only complaint is the age of the plane but this is not a big problem. I flew back from Tel Aviv to Minsk too and all aspects of the flight were very good - would recommend.

Route: MSQ to TLV

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "served refreshments very late"

Review: Chennai to Singapore with SilkAir (MI435). Flight attendants served the refreshments and meal very late as there appeared to be many trainees. I had to wait for almost 3 hours to be asked by one of the flight attendant if I had been served. When I asked for vegetarian food, they said that all the vegetarian meals are over and only non-vegetarian is available. I asked if there was an alternative and they provided me with a cup noodles. They had totally missed out serving some seats - it was poor service.

Route: MAA to SIN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Mahan Air

Title: Mahan Air customer review

Review: Barcelona to Bangkok via Tehran. Cabin attendant spills by accident a cup of coffee over my legs causing me minor burns and stains on my trousers and shirt. Purser writes a report and apologized. This caused great inconvenience because It happened on the first leg of the flight and could not change until arrival in Bangkok where I had a business meeting. I made a formal complain to Mahan Air customer services and do not even answer. They should compensate this inconvenience. Terrible customer service that do not answer any complains.

Route: Barcelona to Bangkok via Tehran

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Meridiana

Title: "might be cheaper but it's not worth it"

Review: We had a 1.20 flight booked from Venice to Olbia with Meridiana. Flight was delayed for 2hrs then at 3pm cancelled. At no stage was any explanation provided for the cancellation. There was 1 staff member for the whole flight trying to sort out who got on another flight from Bologna (65 places) and we didn't manage to push our way to front of queue to get on. We had to pay for a whole new flight with Volotea as there was no way out of Venice otherwise. Getting our luggage back was an absolute nightmare and took 2 hrs. We finally landed in Sardinia 8 hours after our expected arrival and 900Euro poorer. Absolutely disgraceful and will never use them again. and have no idea of how to get our money back from cancelled flight. Don't fly with Meridiana. It might be cheaper but it's not worth it

Route: VCE to OLB

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Germanwings

Title: Germanwings customer review

Review: Germanwings is a very mediocre airline. Compared to Lufthansa, their standards are quite low. They are not terrible or anything, but their food product is the worst.

Route: Cologne to Palma

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "cabin staff really polite and friendly"

Review: Was flying yesterday from Amsterdam to Athens with Transavia but the flight was operated by Corendon Airlines. I was not happy at all with this because I was not informed for this and also I had never heard of Corendon before - this was not Corendon's fault of course. I have to admit that the flight was very good, I was pleasantly surprised to see that the pilot was a woman (first time to fly with a woman pilot). The best impression was made by the the cabin staff who were really polite and friendly, maybe the best I've ever met. Also the plane was very clean and the seats comfortable with sufficient leg space. Well done Corendon.

Route: AMS to ATH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "had my fill of their stupidity"

Review: I have flown Cebu Pacific multiple times only because Philippine air did not have many choices for our flight plans. You cannot talk to anyone on the phone to resolve problems. The website and app are terrible. They give different options that either include baggage or don't. No matter which option you choose they send messages saying you didn't pay for checked in bags. The first time I believed i was allowed 2 bags. My excess baggage fee was \$300 for my wife and I. The last time, I purchased the extra baggage thinking i had no bags. Paid \$75 extra for 2 bags each. Then they said oh you didn't need that, your bags are included. But a message was sent to me saying that if i needed to check a bag, I needed to purchase it. I have really had my fill of their stupidity. And they are never on time.

Route: Legaspi to Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avelo Airlines

Title: "Ill definitely fly again"

Review: I read reviews about this airline prior to boarding I seen a bunch of bad reviews but fortunately that was not my experience. We had no delays, seat was comfortable and staff was very nice and helpful. I really enjoyed Avelo as a first time flyer and glad they brought it to Lexington. I hope they bring some more locations for us to fly to other than Tampa soon, Ill definitely fly again!

Route: Lexington to Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "recommend Hainan Airlines"

Review: Beijing to Boston, as an international student, flight comfort and ticket price are primary for me, and Hainan Airline achieved my standard. Great food and drink, 2 mean meals and free light meal between these with snacks. The cabin crew service is professional. I recommend Hainan Airlines.

Route: Beijing to Boston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "really horrible travel"

Review: Toronto to Cancun. That was really horrible travel with this airline, 2 hrs delay when we had a flight to Cancun, more than 4 hrs on the way back to Toronto. So unorganized and unprofessional. We usually go vacation 4 times a year and the first time flight with Sunwing but never ever again travel with Sunwing, worse experience ever, feeling really sick and exhausted, I missed my workday because of the delay.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "Absolute joke of a company"

Review: AVOID IF YOU CAN!! Absolute joke of a company. First time flying with them. We were due to depart from Baku to Rome around 14:20. Not only the flight was delayed and we almost missed the connecting flight but the online check in link also did not work. Tried checking in the night before twice and the morning of (5 hours prior) the flight, but still the link did not work and notified that we need go to the gates. Which when we did they heavily insisted that we had to pay 120 euro for Airport check- in and if not they refused to give us their ticket. The employee also insisted that he was not a Wizz Air employee but he had the right to demand such payments on the company's behalf also refused to give us any info on how to contact Wizz Air and refused to call anyone from Managerial level. We checked the website and is stated that if links did-not work airport check-in will be free but the employee insisted this is not the case and that we had to pay as there was no other choice if we wanted to fly. We have been trying to contact them for the past 2 days now. The phone numbers do not work and they charge crazy for them. Online chat is also brushing off all the options that you select and refuses to connect to a live agent. I have contacted them though other socials as well but just from the Instagram comments I can see that I will never get any answer or refund. Again if possible do not fly with them, better off paying a bit more for other decent airlines, since Wizz is still going to scam you out of the money you saved by booking with them. Hope this review helps someone.

Route: Baku to Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: United Airlines

Title: "should be ashamed of the service"

Review: I wouldn't waste my time going on a United flight. They are horrible at doing their jobs. I had a toddler with me who was supposed to sit on my lap. We were traveling with my spouse and the kiosk wouldn't allow check in. We came in two hours before our flight and got tossed around. We were advised to see a kiosk with an attendant on it waited 30 minutes and we still couldn't get checked in. At this point we had a little under an hour to get everything done yet no one knows how to get my boarding pass printed with my lap baby. My husband was able to board but I missed my flight. They told me to wait on a line that took over 2.5 hours to get to a rep and that as far as they are concerned I missed my flight even though there was still time. I had two employees bicker in front of my family because the employee asked another employee to assist and she didn't like that we were thrown on her. After I waited for 2.5 hours to get this situation rectified the rep told me there was nothing he can do because the confirmation was split once my husband got his pass and I essentially lost my reservation and had to wait 1.5 hours to get a hold of a reservation specialist on the phone. FYI they don't have reservation specialists in the airport. United employees don't take responsibility or try to correct the situation. I was left to make other plans with another airline company as being stranded in an airport with a toddler wasn't going to work. I went to JetBlue and they had zero issues with processing my lap baby's pass. United doesn't care about their customers, if they had it their way I would have been stranded for two days. Also they are unbelievably understaffed and were cancelling a lot of flights. There was a mob of angry people. Save your money, they may be worse than Southwest and Spirit at this point. I will never purchase from them again & they should honestly be ashamed of the service they provide.

Route: Newark to Santiago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "missing from my hand carry baggage"

Review: I took Kuwait Airways from London to Dhaka which had a 1 hour transit in Kuwait. I always have my hand carry baggage with me everywhere I go and I never let it out of sight but right before we boarded the plane from Kuwait

to Dhaka, the staff forced me and some other passengers to hand over our hand carry baggage saying that there is no space in the aircraft. They said they would keep it with the other baggage and promised to take the responsibility. I had things in my hand carry baggage. One passenger was unwilling to hand over his hand carry baggage and staffs of this airline was behaving extremely aggressively towards that man and told us all that we have no other option but to hand over our hand carry baggage because the plane was full. Later when I reached Dhaka and checked all my bags, things were missing from my hand carry baggage. This would have never ever happened if my hand carry baggage was with me all the time. When I emailed the Airline telling them my story and demanding compensation, they wrote 'KAC is not liable for valuable items and, as per the rules and conditions that mentioned in the ticket that the passengers shall not include the valuable items and hand carry baggage is passenger own responsibility.' I only carry important things in the hand carry baggage because I never let it out of my sight. This was the first time my bag was taken from me, the first time I lost anything while travelling and definitely the last time I will ever book a flight with this airline.

Route: London to Dhaka via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Eagle

Title: "runs a pretty good operation "

Review: It is my impression that American Eagle runs a pretty good operation out of Chicago O'Hare. I must admit that although ORD was a complete mess due to a prior snowstorm, the American employees we dealt with did a great job helping us out. The flight down to Louisville from Chicago was fine, good service, arrived on time clean plane etc. The return flight to Chicago O'Hare was in the weather the entire one hour so no drinks etc. Crew did a good job. I have no complaints with this operation - using O'Hare though does tend to try ones patience - too many people. Next time I will try Nashville and drive north instead.

Route: ORD to SDF

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "Definitely recommended!"

Review: I had read bad reviews about Royal Air Maroc so I was pleasantly surprised! The flight from Manchester to Accra via Casablanca was fine, the food was good, there was entertainment available if you had a device to link to their wifi and all of my luggage made it! The security check at Casablanca was tense and chaotic but that is not the airlines fault. Definitely recommended!

Route: Manchester to Accra via Casablanca

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: flydubai

Title: "crew were grumpy and definitely unhappy"

Review: Tel Aviv airport was a nightmare as you need to pass through strict security in order to approach the check-in counters and there is no fast track facility at this point for business class passengers. The staff were very nice and I got checked in very quickly. The lounge is a shared one and the lesser said the better as it was just an awful dump. The flight was not one of the ones that I would ever like to repeat again. The crew were grumpy and definitely unhappy in doing their job. The seat is supposed to be a flatbed but it literally squeezes your legs in a cubby hole space and you are trapped. The hot meal of mushroom risotto was a joke compared to the description on the menu and you need to search for the mushrooms. Toilets are appalling and you can barely squeeze yourself inside. An experience that I really would never like to repeat again with this awful airline.

Route: Tel Aviv to Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: Wingo

Title: "The service is terrible"

Review: Aruba to Bogotá. 1 hour before boarding I was informed that the images I had of the yellow fever vaccination card were not enough for the Aruba authorities, who would require me the physical document. I asked them to allow me to go through migration again, since I could only do so in the company of an airline person and they told me that they would accompany me when the flight had closed. If I had counted on your collaboration I would have been able to request a copy of the card and have been able to address it in a timely manner. It makes no sense to use a low-cost airline to miss the flight. The service is terrible. 1 hora antes de abordar me informaron que las imágenes que tenía del carné de vacunación contra la fiebre amarilla no era suficientes para las autoridades de Aruba, quienes me exigirían el documento físico. Les pedí que me permitieran pasar de nuevo por migración, ya que únicamente podía hacerlo en compañía de una persona de la aerolínea y me dijeron que me acompañarían cuando el vuelo hubiera cerrado. Si hubiera contado con su colaboración hubiera podido solicitar una copia del carné y haber podido abordar en el tiempo justo. No tiene sentido usar una aerolínea de bajo costo para perder el vuelo. El servicio es terrible.

Route: Aruba to Bogotá

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "food trays etc, in the emergency exit"

Review: Had an aisle seat by emergency exit, after meal was served passengers piled up the rubbish ie food trays etc, in the emergency exit. It sat there for hours, along with a large passenger bag. The flight attendant who walked past many many times, just ignored it. I had to complain before reluctantly anything was done. Obviously passenger safety does not include economy class.

Route: Sydney to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "Stay far away from this airline"

Review: My friend and I were planning a trip to Halifax, Nova Scotia. We both purchased our tickets in early February for our trip in June. I rec'd booking confirmation within moments. Fast forward to the night before I was to leave, I went to check in to find out my booking had been cancelled. Shocked, I tried to get ahold of the company with no success. So I purchased another ticket and could still go on my trip. At that point, I rec'd an invoice stating the payment was made, and again I thought I was good to go. But nope, when I went to check in again, again my booking had been cancelled due to a balance remaining. Checking my C/C payment had gone through. I called again, and they said that according to their computer, they have not received payment, and if it does register, it will take 3-5 days to refund. So I booked through another site for the same flight. That site did not send confirmation until 10 minutes before the flight left. So I could not make the flight. I ask Lynx to refund that as well; they are not responsible for anything of that nature. So I spent 1478.20 with Lynx and went nowhere. So I rebooked on a different airline for 660.00. and have a direct flight. To NS and return to Alberta. My friend did make the flight. It was to leave Calgary at 6:20 am with a connector in Toronto. They left Calgary at 2:00 pm, and when they landed in Toronto, they learnt that the flight to Halifax was cancelled, so they were stranded in Toronto. Again had to book another airline to get to Halifax. Stay far away from this airline.

Route: Calgary to Halifax via Edmonton

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "cabin service extremely poor"

Review: Gatwick to Riga. Comfortable plane and excellent take off and landing. But, cabin service was extremely poor - attendants simply failed to offer any food or beverage. Could not understand announcements in English. And airbaltic

is the first airline Ive ever known not to offer free water to customers. Absolutely shocking.

Route: Gatwick to Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norse Atlantic Airways

Title: "Worst experience ever"

Review: Worst experience ever: 140\$ for the checked bag (way too greedy). Earphones for 10\$ (are you serious?)

They charge for everything water, snack. Was surprised toilet was free. No customer service - zero Lost my bag on direct flight and after 24 hours sent me email saying that it wasnt lost and I didnt pick it up upon arrival. (We were looking for the bag with 2 persons from lost and found) So they are not going to deliver the bag, you have to go to airport to pick up.

Route: Oslo to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada rouge

Title: "outstanding customer service"

Review: I would like to express my gratitude for some outstanding customer service I experienced from ground crew from Las Vegas to Vancouver. I am an 80 plus-year-old lady that was not looking forward to all of the walking and stress of going through customs when we reached Vancouver. I was blown away with the attentive ground staff that whisked me through customs and made it so enjoyable and so stress-free, thank you so much for your assistance. Happy Thanksgiving to you all.

Route: Las Vegas to Vancouver

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Norwegian

Title: "Seats so close together"

Review: New York JFK to Gatwick. Seats so close together, it was the worst long haul I have flown. I did not see cabin crew other than to dish out two of the worst inflight meals I have had. One was a sandwich. Not sure what the other was (I paid 3 x £25) for them. No tea/coffee served to me. Save your money and buy something from the airport before you board.

Route: New York to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "No complaints whatsoever!"

Review: Bangkok to Udon Thani. Fast check-in at Don Mueang airport in BKK, flight on time, enough space for hand luggage, friendly staff, seat ok, short flight. No complaints whatsoever!

Route: Bangkok to Udon Thani

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "do not recommend it to anyone"

Review: A number of European airlines have significantly reduced quality lately, and Finnair, alas, leads the list. Our Premium class, which we booked in advance on a long flight to Asia, was canceled without explanation and without an

offer to upgrade to Business, we were transferred to Economy. Our numerous calls and letters did not help. We were told that they could not help. When boarding the flight, we saw that the Premium class seats were replaced with Business class, and the Business class was half empty, and seats were sold there at the check-in point with an additional payment of 600 euros per person! In general, we ended up in Economy. Finnair's modern Economy Class is stuffy; uncomfortable narrow seats and lack of legroom; food that you don't even want to touch (they now call it light meal); free alcohol (only wine, very average quality) only with meals; the absence of flight attendants for most of the flight - exhausted passengers are left to their own devices; poor screaming kids - Finnair doesn't even provide any baby kits for them. We will try to avoid Finnair on long flights in the future, characterize it as extremely unreliable and do not recommend it to anyone. , Finnair, , . Premium , , Business Economy. . , . , Premium Business, Business , 600 ! , Economy. Economy Finnair - ; ; , (light meal); (,) ; - ; - Finnair . Finnair , .

Route: Bangkok to Tallinn via Helsinki

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Malta

Title: "nobody explained whats happening"

Review: Malta to Palermo. Our flight was suppose to leave at 5am on 9th September. We were a whole family, with 3 kids aged between 2-9 years old. At 3:30am we were at the airport, everything looked fine, the gate opened as well. At 4:30am, the flight was delayed to 6:10am. A few minutes after our flight was marked as More info at 8 at 8 it got marked more info at 9, and so on until it stopped More info at 11. In the meantime nobody explained whats happening. Excuses ranged from no staff available, to no plane available, to no coach to take us to the plane. After hours fighting and arguing, the flight got delayed to 10PM. They offered accomodation for all of us, only to spend 2 more hours just to take us there. The issues escalated as we ended up with police and RIU officers around us. Finally at 2pm we arrived at our hotel, slept and showered and at 7pm were picked up again. While waiting in our gate for our flight at 10PM, it was once more delayed to 10:40pm.

Route: Malta to Palermo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: fastjet

Title: "flight never took place"

Review: Mwanza to Dar es Salaam. The flight never took place. The staff told us to take a flight next day which was not possible for us. Still don't get our money back. Will never use fastjet again because every time we have big problems.

Route: Mwanza to Dar es Salaam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "Worst customer service ever"

Review: Worst customer service ever! After receiving an email that my return flight was cancelled, it was absolutely impossible to get in touch with Customer Service. I tried calling the numbers listed online several days in a row, however, to no avail, as I was kept on hold for over an hour each time, after which I hung up. They do not respond to emails, and take over a week to respond to messages sent via the online form on their website (which is unacceptable, considering the time-sensitive nature of rebooking flights for business trips). Would not recommend or travel with them again.

Route: Zagreb to Berlin via Vienna

Seat Type: Economy Class

Traveller Type: Business

Airline: Pegasus Airlines

Title: "Worst travel experience"

Review: Istanbul to Kuwait. I had arrived the airport 2 hours and half before the flight and though we could not make it to the plane. I was surprised when first arrived pegasus counters to discover the all flights are served together, no matter when and where the flights go. No employee to arrange the crowd, everybody was just waiting his turn. Finally we got our boarding pass and to find out 45 minutes left to fly . Even the direction signs were not clear to differentiate domestic from international passport control. Few minutes later I found myself standing in another long row. I had finished that stage and got the departure stamp on our passports to catch up the gate after 5 minutes behind schedule, but the plane and the shuttle bus were still avail. I could not get in. then I went to Pegasus office and they let me and my family go into Turkey again to stay for any upcoming flight and stay in any hotel on my charge. Worst travel experience for a family ever. Never try this low cost company.

Route: Istanbul to Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: United Airlines

Title: "Wonderful cabin crew"

Review: Good experience. Wonderful cabin crew, decent pre-ordered meal and okay recliner seats for a five hour trip. It seems some effort is being made to upgrade the experience. Flight left and arrived slightly early the cabin crew actually worked the cabin for the flight, not just for the meal service. You must have your own device with the United app downloaded in order to enjoy any entertainment but they made several announcements prior to leaving so we all knew.

Route: San Francisco to Kona

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: ASKY Airlines

Title: "the worst airline ever"

Review: My flight got canceled without any notice and they did not care at all or even apologize. They changed my itinerary and refused to pick up my call on their so call called WhatsApp call Center. This is the worst airline ever, please do not fly with them ever! They have no respect for their clients

Route: Kinshasa to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "did not receive my luggage yet"

Review: I was booking the ticket from Kansas City to Dallas, Dallas to San Francisco, San Francisco to Hong Kong and from Hong Kong to Da Nang (24/3/2020). The airline did not say anything about only Hong Kong residents can fly. When I got to San Francisco they email me the ticket is canceled. Why didn't you tell me for the first time? Then the airline said I can get a full refund immediately, but now it is nearly 24h after that. Also, the airline didn't rebook for me for another flight or at least buy the ticket for me to get back in Kansas City and left me back overnight in the airports. Nonetheless, they keep my luggage and I did not receive my luggage yet. Now I'm like a homeless in San Francisco airport.

Route: San Francisco to Da Nang via Hong Kong

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "impressed with this airline"

Review: I really was impressed with this airline and the plane it was so clean and comfortable. The staff were very nice.

Route: Orlando to Providence

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "ground staff were very helpful"

Review: I traveled to China in March. When arrived I had trouble with bag claim, the ground staff were very helpful. They were working hard on covid19 safety, like help to sanitize personal items and let everyone keep social distance.

Route: Los Angeles to Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "no welcome Champagne"

Review: The check-in was a very long queue. The Air France lounge was very nice. Onboard no welcome Champagne. Aperif none. Drinks with the food were two mediocre wine bottles were ushered, one Côte du Rhone and the other was a bad Chilean wine. Our dinner was mediocre if not worse. The seats are bad, the legs are in a very narrow tunnel which makes it impossible to turn your feet/legs. We could not sleep more that 2 hours;. Then we were in transit in Delhi to catch the Vistara flight to Bombay. No Vistara lounge available and we had 4.30hrs transit time. We will never fly Vistara again in our life.

Route: Paris to Mumbai via Delhi

Seat Type: Business Class

Traveller Type: Business

Airline: Xiamen Airlines

Title: "left my luggage behind"

Review: Amsterdam to Taipei via Xiamen. The airline left my luggage behind in Amsterdam when I had one of the transfers, probably due to short time to change planes. The beginning was fine- they took all the details, they knew exactly where my luggage was left, so they looked very professional. I could not be at home at the time they had scheduled the courier to arrive, so I asked if the luggage can be delivered at a specific time, which was still within their working hours. They agreed to that. The courier has not arrived. They did not leave any message about that. Then, the next day when I called, they were surprised the luggage was not delivered, and they asked me to wait at home all day (9am-5pm) to receive the courier, despite I mentioned I need to go out and get something to eat. My friend who speaks Chinese called, and my luggage will not be delivered today. The staff has misinformed me and I would have waited in vain all day sitting in the flat. At one point one staff member because he did not seem to understand what I am saying just hang me up. Before the flight, I also send an inquiry, and they did not answer at all. Thus, the airline completely lacks communication. Otherwise, the flight is well-attended, 2 hot meals and one breakfast for 10.5 hour flight, and comfortable seats.

Route: Amsterdam to Taipei via Xiamen

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "scary and costly experience"

Review: Kuala Lumpur to Shanghai. 48 hrs into our hazardous experience trying to get home, I wish I had known about China Eastern Airlines. My husband and I arrived in Kuala Lumpur on April 18th around midnight to catch a connecting flight on our way home from vacation (leaving Borneo headed for Reno, NV). Our connecting flight was to leave approx 2am. I was held up because my ticket said Jill Hansen and my passport said Jill A Hansen. No amount of common sense would apply. No matter how many countries or check points I had crossed. Nor would China Eastern change the name on my ticket per my authorization. They insisted Malaysia Airlines needed to make the change. My husband

requested by phone that Malaysia Airlines make the change and they refused saying China Eastern could make the change. We were effectively trapped in the Kuala Lumpur airport. Also China Eastern said we had missed the connecting flight much earlier (anyway) as their flights close one hour prior to take off? We found that quite unusual, but the front staff supervisor insisted this was accurate. China Eastern staff also assured us all flights were booked the next day. We could not understand what was happening and grew very frightened of this company and their staff. We called another airline, Cathay Pacific and booked a flight out. It cost us \$2400. We were not alone. Several other families were being trapped under the same ruse. We escaped, but a warning needs to go out to US travelers. It is very scary and costly experience. Please start communicating this. Im still not home after almost 3 days of travel, but wanted to share this story. When we asked them to provide a letter or some documentation on our missed flight and the reason we were not allowed on the plane, they directed us to an office on another floor. They assured us someone would be there to assist us. We hiked to this office only to find a dark hall and a locked door.

Route: Kuala Lumpur to Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "was no reason to be rude"

Review: We had a wonderful holiday in Italy which was dampened by the treatment of Ryanair staff at the Fiumicino airport. Ryanair disguises their prices as low, but they purposely try to trick you and find everything wrong with your booking when you are at the airport in order for you to pay extra fees (which you are forced to pay because you are desperate to get onto the flight). I first witnessed an older couple so excited to be on holiday but rudely told by the counter staff that they did not check in on time so they have to pay 100. I was saddened by this as the couple looked so old and were taken advantage. They make it very difficult to check in online (you can only do it within a ridiculous timeframe) so once again you are forced to pay the fees. The staff at the counters before boarding also treated my sister like a criminal because her bag was a little larger then regulations. Screaming at her and embarrassing her, it was so sad. This is not how people should be treated when they are happy to go on holiday and work very hard to get time off. I

implored with the staff that there was no reason to be rude. To top it off, when we arrived in Athens, our friends suitcase was broken. I would not recommend Ryanair and it would be better off going with another airline even if it costs more as you end up paying more with Ryanair after the additional fees they trick you into paying once you are at the airport.

Route: Rome to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Tahiti Nui

Title: "we must respect distancing, it is just impossible"

Review: Food: the food from a quality standpoint, from Tahiti to Paris, had nothing to do with being in Business Class. Seat comfort: having selected a six abreast configuration on an ultra long haul flight it is just a no sense choice. I was lucky enough to be seated on an aisle seat but for outboard PAX on LH & RH side, it is just a headache to get access to the aisle. This seat does not have enough personal belongings storage and feet area is just too narrow to have a great sleeping position. Lavatory: the airline decided to lock the forward lavatory exclusively to crew. It means 30 PC PAX + 30 PYC PAX are sharing only two Lav's near door 2. During these times when we must respect distancing, it is just impossible. This airlines needs to remember their revenue is coming from passengers.

Route: Papeete to Paris via Vancouver

Seat Type: Business Class

Traveller Type: Business

Airline: Volaris

Title: "Their behavior is appalling"

Review: Twice in one trip they boarded us knowing there was a maintenance issue. Then deplaned and delayed us for hours. They lied about resolutions and refused to give concrete answers when asked direct questions about an updated departure. Employee behavior is unprofessional across the board. We drove from Texas to Monterrey to fly out enticed

by the savings but have been robbed over a day of our vacation. We will be spending the extra money to fly a more expensive carrier direct next time. Their behavior is appalling. But its okay. We got \$6 for a snack while we waited for our next flights.

Route: Cancun to Monterrey

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "three seats to myself"

Review: New York to Dubai via Kuwait. Before booking, I had read many reports about the improved Kuwait Airways and unbeatable price. I was unsure what to expect. The check-in was a breeze at JFK and the agent said it was a light flight with about 35-40% load factor. That was surprising being just a day before Eid. Boarding was easy, and the aircraft pushed back 15 min before schedule. JFK-KWI flight, the aircraft very clean and seats comfortable. Legroom was fantastic. I managed to get a window seat and had all the three seats to myself. Rather almost everyone in the aft cabin had 3 seats to themselves. Individual TV screen was very responsive with a decent collection of programming. The crew was friendly and courteous. Menus, blanket, and basic amenity pouch handed out. Food was ok but can improve in quality. Was concerned about the short 45 min connection in Kuwait, but the flight arrived about an hour early. Kuwait airport is medieval and dirty with a few coffees and duty-free shops. Security checks are not centralized but occur at each gate leading to long lines and delays. My KWI-DXB flight (B 777-300 ER) was packed and was delayed more than an hour due to long lines at gate security. The short flight was uneventful and were handed out in a takeaway Iftar meal boxes. So, an in all a rather good flight. Return leg: DXB-KWI (A320) was short and uneventful with breakfast boxes handed out. KWI-JFK via Shannon was painful with an 85% load. Long security lines at the gate in Kuwait. One of the Kuwaiti pax who I chatted with was like - this flight is always delayed. Multiple security checks and verifications. Lotta connecting passengers mostly from South Asia and some of them didnt know the flight had a stopover at Shannon. Lunch served, and amenity kits handed out. My choice of meal had run out but was nothing great. All pax deplaned at Shannon to go through multiple hellish security points and get back in about 2 hrs. It just gave time to stretch and use

the toilets. Cabin crew was cheerful and courteous but I asked for blankets and was told none remain, however at the time of deplaning at JFK found an open overhead bin full of blankets. Verdict: Decent airline but Kuwait airport needs an urgent upgrade. Shannon stop over is painful. Yes, fantastic price, beating some of the major middle east airlines by 35% on this route. If you're not budget constrained choose a better airline for this route.

Route: New York to Dubai via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Azur Air Germany

Title: "seats extremely uncomfortable"

Review: Düsseldorf to Palma. Azur Air Germany operates a fleet of two worn out Boeing 767 (25+ years old, various previous operators in Asia, Africa, South America) and a single Boeing 737-900 of formerly black listed Lion Air from Indonesia. The 767 is configured very tight. Seating is all economy in a 2-4-2 configuration. Seat pitch is the tightest I've seen on any airline and feels extremely uncomfortable, even though it was just a 2 hrs flight. They used these configuration even for flights to the Caribbean - hard to imagine this on 10 hrs flight. Passengers are mostly party tourists visiting Mallorca for drinking. Which makes sense for Azur Air's very low budget target group for their flights. Service aboard was rather poor. Drinks and meals on purchase only. They didn't provide a menu because the plane is also operating in Ukraine. Therefore all magazines were in Cyrillic and they didn't have German ones aboard. That's why it was even unclear which meals and beverages they offer. No inflight entertainment and no Wifi. Cabin crew seemed pretty new in the job and unexperienced. There were no clear procedures on board and even while boarding, creating an overall unprofessional impression of Azur Air. You could tell how Azur Air staff "disliked" the clientele on board. They were also rather harsh when speaking to passengers. If you have the choice, go for any other airline.

Route: Düsseldorf to Palma

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "Overall a very nice flight"

Review: Flew them before and despite low cost, business class is a joy. I booked economy but on check in I was able to purchase an upgrade for a really small fee which included lounge access and pre-boarding. Seats are a bit cramped for someone over 1.90 meters, but with an empty middle seat, not an issue. Service was great: staff was very attentive, though not fluent in English, they cared for their passengers. A really nice warm lunch was provided with beverages. Spanish products are served and I like this pride for their county. Wifi was available for a small fee. Overall a very nice flight (2.15 h) and perfectly on time.

Route: Amsterdam to Madrid

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Georgian Airways

Title: "absolutely shocking"

Review: Gatwick to Tbilisi. Horrific experience. We booked in January for a 50th birthday - Georgian cancelled our return flight with a week's notice. No apology. Refused to rebook us on an alternative carrier despite this being in their T&Cs. Said they could not book us on Baltic Air - even though they have a code share. offered us very slightly over half the total that we had paid as a refund, giving a precise sum that we could expect - so we went ahead and paid more to book a return flight with Baltic ourselves. Georgian then paid only 577 euros out of the over 800 euros that they had said they would pay, and claimed the 800+ was a mistake. How, when 500 was only 1/3 of what we paid originally? They were also exceptionally rude on the outbound flight, refused to serve one of us a meal, no idea why. The food was truly appalling. And the flight was 2 hours late. All in all, absolutely shocking and I would not touch them with a bargepole.

Route: Gatwick to Tbilisi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: "facilities and food were atrocious"

Review: Flew London Gatwick to Cancun. TUI should stick to short haul - they obviously have no experience of managing long haul. Apart from messing up our extra legroom seats, we then had to pay to 'downgrade' to get seats together. This was an 8-10 hour flight, but the facilities and food were atrocious - the cheapest, disposable, plastic earphones were totally unsuited to listening to a film - we both gave up. The quality of food served was on a par with airline food 30 year's ago - plastic chicken served going out and same on return. There are absolutely no frills whatsoever despite high prices. There is no comparison with recognised long haul carriers such as Virgin, Emirates, BA etc. This is short haul behaviour at long haul costs, with the added issue of paying to sit together (a Ryanair Scam). Dreamliner? Nightmare liner would be more apt.

Route: London Gatwick to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sun Country Airlines

Title: "They refused to forward our bags"

Review: We paid an additional \$100 each (x2) for Sun Country Door-Door service which included pick-up from home to airport and assistance checking our bags through to our destination in Costa Rica. Shockingly, our bags never arrived. Sun Country admitted that our bags were not placed on the aircraft and advised that we could pick them up in Minneapolis on our return in 1 week. Imagine, no clothes, toiletries, meds, snorkel gear etc. They refused to forward our bags as they only fly to Liberia once a week. They made no effort to utilize another carrier. Strongly advise that you avoid this new, dysfunctional "Door to Door" service (provided by Landline Services) and be aware of Sun Country policy regarding your misplaced luggage.

Route: Minneapolis to Liberia, Costa Rica

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Air Juan

Title: "a very bad airline"

Review: Flight cancelled. Cancellation after check in. Bad weather! Sipalay hotel confirmed weather quite good. Only 4 persons on flight. All of us were thinking cancellation because of lack of enough customers. No compensation at all. We all lost 1 night in Sipalay and had to book a hotel in Cebu. Air Juan is a very bad airline.

Route: Cebu to Sipalay

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "My nightmare with WOW"

Review: Berlin to Cincinnati via Keflavik. My nightmare with WOW starts the 26/10/2018 at Berlin, not only because I was traveling for almost 2 days without any support from WOW air what so ever, but also because my bags are still lost somewhere between Berlin and San Francisco. It all start in Berlin when my flight to Keflavik was delayed by almost an hour, from 12.25 pm original time to 13.45. That meant that my connecting flight was almost impossible to reach. Before boarding, I got another email stating that my SFO flight was also delayed but only by 40 min (WW161 KEF-SFO 26OCT18 original time was 15.10 delayed to 15.50) Once landed in Keflavik it was imposible to reach my flight, even when my boarding to SFO was announced I was denied to cut line in customs by WOW personal. They stated that I had time. So when I lost my flight, I went to the WOW counter and was given the solution of flying to Cincinnati even when there was a flight from another airline to SFO that same day. The flight to Cincinnati was at 21.00 the same day. Also, they didn't give me a connection from Cincinnati to SFO, they stated that they where working on it and that we where going to get help by a WOW representative once we got to Cincinnati (other people where in the same position). This

never happened, no WOW representative was there once we got of the plane, simply because WOW cease to exist in Cincinnati a few days ago. So, I never got a confirmation of a suppose connecting flight to SFO (some people did and others like me didn't. Their connection was from Cincinnati to Newark to SFO adding a 10 hour plus journey also there was a DELTA flight directly to SFO but was denied by WOW costumer service - I talked to WOW support to try to fix the situation but it was helpless, they even gave me a wrong booking number for my supposed connection, it was named to another person. Luckily I was helped by the United counter, an after an hour of back and forth, they could figure out what WOW messed up. Of course that I had lost my chance to get into the 6 am flight to Newark, so I had to wait for the Cincinnati- Denver 9.25 am flight, and then catch the Denver- SFO at 11.55 am local time (both of this flights where on United) And also, another layer to this nightmare, is that my bags are still lost. They never arrived to Cincinnati in the first place. So to summarize, I was traveling for almost 40 hours, with my bags still lost, and of course the total abandonment of WOW (no food vouchers, no personal, no nothing)

Route: Berlin to Cincinnati via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "I was too late to check in"

Review: Sydney to Brisbane. Tried to online check in before hand but the system wasn't working, got there 50mins before flight, then got to the kiosk at the airport where that equipment wasn't working, then had to line up as nothing was working, then told at the counter that I was too late to check in. 5-10 people were turned away for the same reason.

Route: Sydney to Brisbane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "Never flying with Tigerair again"

Review: I was informed that the return Flight will be delayed by 3.5 hours, and there was no way to change it as it falls within the 4 hour period that they deem acceptable. I was basically forced to accept the delay or waste my ticket. While boarding the staff made me weigh my laptop bag, which came as a shock since laptop bags and ladies purses are never counted under cabin baggage limits. My hand bag was 7kg which was the limit but they forced me to get an upgrade for \$46 to carry my laptop bag on board, which weighed 1.5kg. Never flying with Tigerair again.

Route: Melbourne to Cairns

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Buta Airways

Title: "definitely the best Low Cost Carrier"

Review: Baku to Kiev with Buta Airways. I have to say after travelling for 10 years this was definitely the best Low Cost Carrier I have ever flown with. On time and sharp. Plus you get free water and a free sandwich. But saying that, for a 500ml beer is 1.5 and a pizza 2. Incredible value you money. I had flown them for a 55min flight, so was interested to see what a 3.5hour flight would be like. But it was absolutely perfect.

Route: Baku to Kiev

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Arabia

Title: "a horrendous experience"

Review: I recently flew from Ahemdabad, Gujarat, India to Tbilisi, Georgia by Air Arabia and the experience was so horrible. The ground staff was so rude. I had 30 kg allowance. And, 10 kg cabin bag. I had 9 kg in my cabin bag, and laptop in hand bag. I was trying to add extra baggage from 3 days prior to my flight. There was no option where I could

add extra baggage. I called up the call centre, and even the lady was so rude. She told me the flight is booked. I asked her if what If I'm told at the check in to lay for my extra baggage? To which she replied, I don't know. So, this clearly means the flight was not booked and the customer service so nicely lied. This is not the first time it happened. I was travelling from Tbilisi to Ahemdabad in June'2022; and I was faced with the same issue. I wanted to add extra baggage. And there was no option to add. And when I called up the call centre, they said the flight is booked. This is not the way to treat the customers. This is such a bad service! I was holding my medical book in my hand. I told them I have to study in the flight. They did not let me carry the book. They made me weigh my laptop bag and my cabin bag. They asked me to pay for my laptop bag. The airport price for per kg is 1300 inr, which is comparatively eay too expensive than online prices. They clearly only wanted to loot us customers. When I told the check-in authorities about it, they clearly blamed me that I'm lying. I showed them my student residency card, telling them that I'm a student and I need my book. They didn't listen to anything. No airline checks the laptop bag. Yet, they do this to us everytime. I tried explaining them so much, no one was ready to listen. It was a horrendous experience. I would not suggest anyone to travel from this airline. And, especially if you are travelling from Ahemdabad, Gujarat I'd suggest you not to take this airline. The staff is obnoxious and ill-mannered!

Route: Ahmedabad to Tbilisi via Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "The walker never arrived to Verona"

Review: My mother has reduced mobility and has to use a walker. At the check-in in Barcelona the staff told us that we have to check it. The walker never arrived to Verona. Ok, it can happen. What can not happen is that, the Volotea staff told my mother that, once the walker will arrive to Verona, she has to go and take it (she lives 100km far from the airport) because they don't send anything. (I live in Spain by the way, so I don't know how she would be able to go and take it.)

Should I add anything else?

Route: Barcelona to Verona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "moved me further up the plane"

Review: Shanghai to London via Moscow. The crew were about to bring out drinks when the turbulence stopped and were standing around for over an hour. I got up to speak to someone she advised that everything was ok there was just a lot of condensation from the air conditioning. I took my seat again and the captain told cabin crew to get in their seats due to turbulence. I found the lack of information from the captain ridiculous. Barely any announcements during the flight. Whereas some airlines even advise of the weather etc. I was sat between people who brought their own food and spat their food into their cups etc. When asked to move they werent 100% that I could as there was an entire row free near to the emergency exit however these were for premium members. They dealt with the matter quite well in that in an hour they moved me further up the plane as luckily one of the premium members had agreed to switch to the empty row for me

Route: Shanghai to London via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "bordering on criminal if not unethical"

Review: I had the misfortune of booking a flight on Emirates for my daughter to fly as an unaccompanied minor. All flights were expensive so I used an app to find some cheaper flights and booked on line. I must mention that I checked with their terms and conditions to make sure I could call and change the flight to an unaccompanied minor. Firstly I never received the itinerary so I called Emirates to get this sent. Secondly I could barely understand the operator as he mumbled and had a strong accent. Once I had the itinerary I then told them I needed the unaccompanied minor added.

Because I had booked flights operated by Emirates but run by Qantas, I needed to call Qantas to make the change. So I called Qantas, they had no record of the flights, then told me I need to change through the airline I booked. I called Emirates again and explained, they then said I assure you it needs to be done by Qantas. I went back and forth from airline to airline multiple times until Emirates then said there is no way I can change to unaccompanied minor and Qantas would not change it either, I finally had enough and asked to speak to someone who knew what they were doing. I spoke to a supervisor who was not rude or anything but stated I'd need to cancel the flight, take the hit and rebook via phone. I don't think so, referring to their website that says booking electronically then adding a service is perfectly acceptable. So now I have return tickets in my daughters name that we can't use. This is bordering on criminal if not unethical, Airlines are supposed to be helpful not members of the Wit family

Route: Brisbane to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "staff were super friendly"

Review: Singapore to Ipoh with Tigerair. It was a short flight of about an hour and a half. The flight took off with a 5 minutes delay but arrived Ipoh before the scheduled time. The captain was fantastic as he greeted us warmly when we alighted the plane. The staff were super friendly. The price I feel is a bit high because Firefly offer a cheaper price and I might choose Tigerair if Firefly is not available. The seat was not comfortable for long journeys - it feels like you are sitting on metal. The inflight entertainment was so so but overall a good flight to Ipoh.

Route: SIN to IPH

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Virgin America

Title: "dysfunctional pre-paid bag drop"

Review: San Francisco to Kahului. Long lines (should arrive 3 hours early), dysfunctional pre-paid bag drop (stood in line for over 30 min). Customer service by phone in regards to flight change was poor. Flight attendants were rude on a previous flight from SFO to LAS. Only good thing is the inflight movies for free.

Route: San Francisco to Kahului

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cebu Pacific

Title: "refusing to refund flights"

Review: They are refusing to refund flights cancelled because of COVID 19 from 15 March onwards. They are giving us false options to choose between full refund and travel fund in their official site, but actually you are forced to accept travel fund which 90% of people won't be able to use anyway. What's even worse, their customer care is not even replying on multiple emails and complaints for weeks. They really deserve the lowest possible score. Tourists should boycott this airlines 100% for all their lies and I definitely won't use it again.

Route: Manila to Puerto Princesa

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: easyJet

Title: "extremely unreliable and very rude and clueless staff"

Review: Worst airline ever, extremely unreliable and very rude and clueless staff, treating people with no respect. We had a delay for 18 hours for a reason they wouldn't tell us and couldn't care less for the passengers - the worst!

Route: Paphos to Manchester

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "friendly, kind, helpful"

Review: Palembang to Jakarta. The cabin staff were friendly, kind, helpful, and respectful. Their smile was warm like they did their job from their heart even though it was a full plane.

Route: Palembang to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Astana

Title: "very pleasant crew"

Review: Almaty to Bishkek. Have flown this route number of times in past year sometimes via TSE, the older version of Embraer used which in my view is more comfortable than the new model in their fleet. All Sectors on schedule, very pleasant crew.

Route: Almaty to Bishkek

Seat Type: Business Class

Traveller Type: Business

Airline: Porter Airlines

Title: "worst staff attitude"

Review: The worst staff attitude ever. I was on my way from US to Montreal via Toronto and forgot my portable charger in the NY to Toronto flight with 2 credit cards on the backside of it. As soon as I was at security check for my connecting flight to Montreal, I realised it and informed the porter desk in the lounge. They called the aircraft staff and got to know

that they found the stuff. Since I had a flight in next 15 minutes, they told me to jump on the flight and that they would send my stuff in the next flight which was just after 30 mins of this flight. They asked me to speak with the portal staff in Montreal. I contacted their staff at the Montreal airport and they said we did not get any message about any such stuff left. I said pls check my file and that they would put the note on my file as they assured me at the Toronto airport. The lady did not even bother to check this and asked me to wait for 30 mins till the next flight arrives. I waited for almost 40 mins and then asked the lady again so she said she is going to check on the flight which just arrived. She comes after another 10 mins and does not even bother to inform me as to whether she found it or not. I go to her again and she carelessly says that they haven't sent anything in this flight. I told her that I have my 2 credit cards in it and no cash left. She suggested me to contact the manager in the departure area. When I went there, the manager contacted the staff at Toronto airport and he was continually asking me to whom I got in touch with at the Toronto airport. I said I did not ask the name. He said that he is not able to know whom I contacted and that they don't know whether they found my stuff? I said that I am sure that they had found it and they were going to send that in the next flight. Finally, they just gave me a receipt of lost stuff and asked me to wait for a call.

Route: Newark to Toronto via Montreal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "wrong and very intimidating"

Review: Apparently, I was flagged for an extra security check when I checked in for my flight at the Barcelona airport. They didn't do the security check there, however, they waited until later after my initial flight on Lufthansa from Barcelona to Frankfurt, and a 2-3 hour hot and humid race and wait to get through customs and boarding lines. They waited until I was boarding for my long haul flight on Condor (Frankfurt to Seattle) to take me away from my gate, leaving my husband waiting, and search my belongings. To give them credit, they didn't lay their hands on me, but did search my backpack and carryon. I understand the need for extra security checks and have been so far lucky to avoid them on any of my flights, but to wait until before boarding to do it in a foreign airport with very police everywhere and to be taken away

from my gate and travel partner was just wrong and very intimidating! Then after I was the last to board the airline, Condor had the audacity to blame their delay in departure on a passenger (myself) but still didnt depart for another 30 minutes! I had always heard good things about Lufthansa which is why I booked with them and Condor, but never again.

Route: Barcelona to Seattle via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Berlin

Title: "happy their service"

Review: Frankfurt to Berlin, our first flight was cancelled but they arranged me other flight. Next day I use Air Berlin also this time their service was on time and good service and cabin crew - they are very friendly and helpful. I was very happy their service.

Route: Frankfurt to Berlin

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "all the bells and whistles"

Review: Flew business class between Kunming and Shangri-La. Excellent 55 minute flight. I had lounge access in KMG and was the sole passenger on the KMG-DIG flight. Coffee (Nescafe gold?) was quite good for inflight coffee. The flight attendant kept me up to date with arrival times and pointing out interesting scenery along the way. The plane itself was a brand-new B737 with all of the bells and whistles. I was surprised to find it on an intra-provincial leisure route. J seating is generous 2-2.

Route: Kunming to Shangri-La

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Cathay Pacific Airways

Title: "check-in experience was good"

Review: Taipei to Hong Kong with Cathay Pacific. The check-in experience was good. Although the terminal space of Taipei airport is very limited, there were many counters for this airline so there was no long queue for check-in. The departure gate was close to the immigration/security check point so no long walk at air side. However, the ground staff at Hong Kong airport were not as friendly as those at departure.

Route: Taipei to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "excellent flight"

Review: London Heathrow to Malta. Excellent flight. My only comment is that boarding was chaotic. Boarding should be according to seat numbers with rear seats to be occupied first. Passengers should be asked to be seated until there numbers are called. Also elderly and children should board first. Otherwise one of the best flights I have had.

Route: London Heathrow to Malta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: PLAY

Title: "I must pay for my hand bag"

Review: From Dublin the flight was very good, the crew since the check-in was kind and friendly. I could not make my check-in on line, and they were very helpful. However, in Keflavik the staff checking passports asked in very rude way that I must pay for my hand bag. I was very surprised because no one in Dublin asked me for it. How after one flight I should pay for that. Never happened to me even in Ryanair. It was shame, he was very rude. (22nd Dec Dublin - Iceland - New York)

Route: Dublin to New York via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Delta Air Lines

Title: "Delta mistreats its customers"

Review: Months ago I bought these tickets, a single reservation paid with a single credit card. To our surprise, at the time of pre-check in the day before the flight, my husband appears assigned to row 30 of the plane while I appeared in row 18, I think. We decided to arrive at the Boston airport early to try to get seats together and there they tell us that we should try to do it at the boarding desk, we were waiting there until a Delta employee showed up there and with a very bad attitude told us that we had to wait until 3 PM without guarantee to talk about this and he got to talk on the phone for an hour and a half. After 3 PM, he simply left and left me and 4 other people waiting in line because their boarding passes did NOT have assigned seats. We waited and waited and when we saw that the screen said that the boarding process would start in 20 minutes and there was no one there, I went to the desk of the next flight to tell the lady from Delta that there was no one to attend us and the screen It said that the boarding began in 20 minutes. She called on the phone and finally another employee came running and told me that if my husband and I were on the same reservation, she would try to seat us together and she kept both boarging passes. The passengers began to board and I had to remind him that I did not know which group I belonged to because I had 2 assigned seats in very distant rows and it was there that he verbally told me that we would be together in Main Cabin 1. When they called that group, we still did not know what were our seats but in the middle of the row the employee finally printed the tickets that I show in this review. In the middle of the flight, when I went to the bathroom, I saw that all the people who were in line with me waiting to see

which seat they were going to be assigned, were sitting in the last rows. The truth is that I do not understand why Delta mistreats its customers like this. I think that everyone, even those of us who pay for cheap tickets, deserve a minimum of respect and consideration.

Route: Boston to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hainan Airlines

Title: "internet was not available"

Review: Beijing to Seattle. English speaking skills very poor. Boarding with too much checking, keeping people in a long line outside the plane (before going up the stairs, taken to the plane by bus) and then checking again when entering the plane. Though I could hear the movies loud enough on a low volume, crew messages were very quiet and could not be heard properly. They could not understand the order, had to show on the menu. Asked for tomato juice 2 times and the guy gave me orange first and then tomato juice. My seat was coming back up straight by itself after reclining; couldn't be fixed and the plane was full. Automatic Chinese subtitles for the movies. The wifi / internet was not available during flight. After landing early we stayed on taxiway for more than 10 minutes with no info on why were not going to the gate. The leg room was not amazing. The amenity kit was quite nice (socks, toothbrush and toothpaste, eyeshades, earplugs and earphones). Food was good and plenty, beverage options were nice and of good quality.

Route: Beijing to Seattle

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "flight was one of the nicest"

Review: Vienna to Bangkok. We were travelling with my Mom (she's in need of a wheelchair) - Check-in in Vienna was

done within 5 minutes, the agent reseated us to the first economy class row which means a lot more room and comfort (especially for an elderly person). Cabin crew was very nice, attentive and supportive right from the beginning. The flight itself was easy going, I was amazed by the amount of cabin crew members because you do not find that onboard of western airlines anymore. Food was above economy standard, the only downside was the entertainment system. It was sufficient but nevertheless limited. Wheelchair service at Bangkok airport was very well organized, the cabin crew informed us right before landing about the available ground staff services. Everything said applied also for the return flight, this time the transfer agent at Bangkok airport changed our seats and so we had again the pleasure of bulkhead seats. This flight was one of the nicest we ever experienced in economy class. Thanks EVA and well done!!

Route: Vienna to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cebu Pacific

Title: Cebu Pacific customer review

Review: Cebu Pacifics mismanagement cost me 21.5 hours and approximately 200\$. I had taken a return ticket from Bali to Dubai via Manila. (Pointers to keep in mind if youre booking) - Initially the flights were such, Bali- Philippines (2.5 hours halt) - UAE. They cancelled that and gave us a halt at Philippines for 18 hours. - Initially when we asked at our check in counter in Bali about this they said, sorry we cannot do anything as Cebu pacific doesnt have any office or personal there. - There was no easy way to get in touch with them that, we even tried the Facebook messenger which was completely managed by the bot and not helpful at all. - Once we arrived at the Philippines airport, the staff of Cebu pacific had made us wait at the transfer desk for almost 1.5 hours and then they just left to hide from the other passengers in distress. - As per the immigration rules many passengers couldnt exit and were stuck in the airport for 18 hours. - They tried offering us compensation after repeated complaining from our end, After making us wait for 2 hours additional We could see it was a ruse as they offered us 3 hotels. Out of which two of them were 2 star hotel and one of them was a 2.5 star and extremely far from the airport. Crisis management was extremely weak, we were given statements such as you took the flight from Bali to Philippines , that means you accepted our conditions , You can take

your own hotel , You can post whatever you like etc. in short, they did not care about the passengers concerns, wellbeing or comfort they just wanted to do escape from the situation.

Route: Bali to Dubai via Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Virgin America

Title: "the most unprofessional group of employees"

Review: After the last time I flew Virgin, I promised myself I wouldn't do it again but my travel companion convinced me otherwise so I gave Virgin another chance. Unfortunately, my trip back home was more unsatisfactory. Upon purchasing a small meal pack (I'm guessing the options were limited since it was only a 1.25 hour flight) and a cocktail, we were the last ones served (last seats on the plane). I feel as though delivering purchased products would be more of a priority. Perhaps assigning one person to deliver products while the other offers complimentary drinks would be more effective for customer service and efficiency. Maybe operationally that doesn't work for them because of cost but it compromises service. After receiving our order, the steward forgot an item and when I said excuse me and tried to tell her, she turned and said "you have to wait". I completely understand that but the way she said it was in a tone and look that I could only receive as annoyance. It was as if I was a nuisance to her. After reaching the back of the plane, I could hear loudly the other steward complaining and bad mouthing about a gentleman who wanted 2 diet cokes. I understand people talk shop but wow, in ear shot of other guests? We only received our purchases after the plane started to descend and before we knew it, we were forced to give up our purchased wine and cocktail. When my companion said "I didn't even get to finish. I'm going to get a refund." The steward retort with a "you do that". All I could think, and pardon the language, was "what the heck?". I have worked in customer service for over a decade, and this is by far the most unprofessional group of employees I have ever encountered. They were rude, unpleasant and just seemed so unhappy. Perhaps they are not suited for this kind of work but the airline needs to acknowledge that.

Route: San Fransisco to Los Angeles

Seat Type: Economy Class

Traveller Type: Business

Airline: Saudi Arabian Airlines

Title: "Worst customer service experience"

Review: Worst customer service experience I ever had. I tried for several days to change my flight (I booked a flexible ticket) which was impossible. I couldn't do it online so I called several numbers and all of them didn't know how to help me or gave me other numbers that didn't work at all. I spend lots of money and time on the international calls and no one could help me. The after sales service told me to use the Whatsapp number, the WhatsApp number told me to call the After Sales Service. I will now cancel my flight and never ever use this airline again.

Route: Cairo to Seoul via Riyadh

Seat Type: Economy Class

Traveller Type: Business

Airline: Silver Airways

Title: "My flight was cancelled without any reason given"

Review: I was returning home from a trip to St. Croix. Delta partnered with Silver for this leg of my trip. My flight was cancelled without any reason given. This cancelation caused me to miss my connecting flight. I was told there was reservations made for me at the Marriott Courtyard in San Juan as I was going to have to spend the night. Long story short. They issued me hotel, taxi and meal vouchers. None of them were accepted with the exception of the taxi drivers and they probably won't get their money either. I had to pay for my hotel as well as my food. I sent an email to their customer relations department but from reading their so-called "customer care plan" I won't hear from them in another 60 days. From reading the complaints on this site, I think we should all ban together and file a class action for our troubles.

Route: Saint Croix to San Juan

Seat Type: Economy Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "they outright canceled my flight"

Review: They are canceling flights more than most other airlines right now. They rescheduled mine, from a non stop to a 1 stop, with a lay over so short we wouldn't have been able to make the connection even if they were run perfectly on time (which they never are). So we ended up canceling that flight all together. Gave them another shot, and they outright canceled my flight less than 12 hours before take off, at 9pm. Thankfully I was still up, otherwise I would've been screwed in the morning. Now I have to pay double for a last second flight. I'm done with them. Save yourself the hassle and never book with them.

Route: Spokane to Los Angeles

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "I will fly Avelo again"

Review: Return leg of my last review. The mentality stays the same. You're getting what you pay for and nothing less. This leg was considerably less eventful than my last trip. I did not check a bag or have a carry on as they are quite pricey. Tweed was a small airport and I was in and through TSA in about 10 minutes. There was no jet bridge at Tweed for this flight and we entered via airstairs. I have absolutely no issue with this but be advised. Plane boarded and departed on time. This was a former SWA 737 and had a better, more comfortable interior than my last flight. It wasn't particularly clean but no worse than my last AA or Spirit flight. Cabin crew greeting us when entering the plane but outside of that were nowhere really to be found. They did offer a small bottle of water on this leg about halfway through. If you're looking for an economical, no frills carrier this is a fairly good one. For the price I can return to where I used to live to visit family monthly if I wish. I will fly Avelo again.

Route: New Haven to Wilmington

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "absolutely worthless"

Review: If you're looking to get to your destination on time, JetBlue is absolutely worthless! They are apparently now among the list of worst airlines for cancellations and delays. Not only was our initial flight from SLC to FLL (and then to PUJ) delayed 4 times, it was finally cancelled, for something not only under their control, but something they would have known about for hours and didn't let the passengers know until about 3 in the morning (their phone support even attempted to say it was due to weather, but there were no weather issues in SLC or JFK where the flight crew was coming from, and we even verified that with the airline). Which means we missed our connecting flight. Then they rebooked us taking a completely different route to our final destination (JFK instead of FLL), which was then delayed and delayed and delayed, making the connecting flight a problem once again. We spend HOURS and HOURS on support with them, trying to get everything situated. We missed out on about \$1000 in resort time that we had paid for, not including our time, gas, and other things we had to pay for. And JetBlue's response? Too bad, so sad. They took zero responsibility, and very rudely said they wouldn't do anything for us, even after being very calm with them. Pathetic airline. Will never use them again, and will be cancelling our JetBlue card. Not worth the extra legroom if you can't get to where you need to be on time.

Route: Salt Lake City to Punta Cana via New York

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Korean Air

Title: "an impressive airline"

Review: Just completed a flight from LA to Incheon and it was excellent. Korean Air's strong points are its catering, leg room in economy and in flight service. The bibimbabap I had was super good and you get to enjoy it on nice Korean Air silverware. There's also Shin ramen for those who would like to enjoy a mid flight snack. I also have to give a shout out to the hardworking cabin crew that were vigilant about anticipating pax needs and for defining great hospitality. This other point may not be all that relevant for most, but I found their inflight magazine to be top notch! Not riddled with useless advertisements and boring content, but with excellent editorial pictures of destinations and useful travel tips. Conversely, this is really minor, but compared to major global carriers, the lack of entertainment choices and Wi-Fi is the airlines weak point. Still got to watch a few good flicks though. Overall, an impressive airline where the 13 hours just flew by!

Route: Los Angeles to Seoul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "food was a very small portion"

Review: Kuala Lumpur to Perth with AirAsia X. Midnight departure and the boarding gate was crowded and cramped, managed by a solitary attendant. The PA system was scratchy and he could hardly be understood. Boarding was not organised. On board, attendants were efficient but not overtly friendly. They were a bit slow in giving out blankets but once done, the lights were switched off and the whole cabin was horizontal. Announcements on the plane were awful, especially the safety announcement. The flight attendant spoke fast and her words were not clear. There was only one attendant displaying the safety procedures in the business cabin and I could hardly see him from the other side of the aircraft where I was seated. They seemed rushed in everything that they did, or were they trying to be efficient? The food was a very small portion of coconut rice and spicy sambal (nasi lemak) which was gone in five spoonfuls. Not worth the money for that tiny meal. The rest of the flight was uneventful.

Route: KUL to PER

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "300 USD for cancelling"

Review: My family and I had a flight from Cebu to Dallas via Seoul on March 4, 2020 but due to the Corona Virus, we had to cancel. The customer service rep said they were going to charge us 300 USD for cancelling. I need more clarification about the refund process but I can't seem to connect to their US hotline. Sad. I love Korean Air. I always have a good experience with them but this really disappoints me.

Route: Cebu to Dallas via Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "Will never fly this airline again"

Review: Paid for 1 piece of luggage. Never arrived. Filled out A lost form, No contact to me about lost luggage status for 4 days. The airline has no phone number. Can they track luggage? Will never fly this airline again.

Route: Westchester to New Orleans

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Namibia

Title: "customer service is non-existent"

Review: Paris to Windhoek via Frankfurt. We have flown Air Namibia a few times. Their inflight service and on-time arrivals were quite good. The way they handled connecting flights for us however was incompetent and the general

customer service which was needed as a result, was incredibly poor. We booked our 13 year old son to Paris on Air Namibia. While the connection via Frankfurt (connection flight on Lufthansa) was o.k. on the way back Air Namibia booked him on an Air France flight from Paris to Frankfurt, with onward connection to Windhoek on Air Namibia. In Paris he was denied boarding on the grounds that Air France unlike Lufthansa - has a minimum age requirement for alone travelling juniors of 14 years. (Lufthansa's minimum age is 12). Air France check-in staff said that he should have never been booked that way by Air Namibia as the age of the traveler is obviously known when the booking is made. When he was denied boarding we rushed to the Windhoek Airport asking Air Namibia staff for help and to re-book our son on LH connecting flight for the next day. We were surprised that while admitting their mistake they charged us for the re-booking (LH instead of AF) and said we should contact Customer Service for a refund. Apart from a holding reply after 2 days we have not heard back from them in more than 3 months. Reminders were ignored. Not only a very incompetent booking system but also a customer service which is non-existent. Sad for an airline which otherwise tries hard to compete. We might fly them again for any easy non-stop flights, but certainly not for any trip that requires a connecting flight.

Route: Paris to Windhoek via Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Batik Air

Title: "Worst airline ever"

Review: Worst airline ever. The website doesnt work properly, manage booking or check in or change bag allowance. Planes are never on time. Theyre too cheap to pay for the airbridge, so you have to board via bus. When I arrived at my destination all of my clothes inside suitcase are soaking wet. So they mustve left my luggage in a huge puddle for quite a long time in order for that to happen. Baggage takes forever to come out. The food is terrible. And there are no monitors in the back of the seats for entertainment. Its not worth saving the money to fly on this airline.

Route: Brisbane to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "waste of money traveling"

Review: As a 1st time customer I was very disappointed with the poor service I received at the Orlando Airport. The agents are very unprofessional, very rude and don't take the time to properly outline important information. On arrival to the airport I was left to find my way around the airport, the staff told me they can't move to help me to check in, the machines were not scanning the information. On checking in I was not aware that flying Frontier the weight limit was 40lbs. I was of the belief that all airlines was under 50 pounds. I was not allowed to reorganize my bags I was demanded to pay over 600us for 4 bags. If I was told on entering the counter that the weight is 40lbs I would have restructured my bags, the staff was rude pay now, give me your credit card, bullying me without giving me the information forehand that the limit was 40lbs. I will not recommend anyone to fly Frontier and the flight over 20 seats was empty. I would prefer signs posted in the airport to share information with customers. The plane did not even offer water and I was traveling with 3 small children. No form of entertainment for passengers flying nothing. A waste of money traveling and being treated like dirt.

Route: Orlando to Montego Bay

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "I was so grateful"

Review: I left my iPhone in the check in kiosk. My husband and I were being helped by Tan who retagged our bags and was so helpful. Once I was through security I realized Id left my phone on the checkin kiosk. I made my way back to Tiger checkin but no phone. Staff was extremely sympathetic and helpful. I then visited airport security also helpful. They sent me to the TigerAir main desk. Two women there contacted Tan personally and he had found my phone and

told them exactly where hed secured it. Back to Tiger Air checkin and they had my iPhone. I was so grateful I cried. To a person everyone at Tiger Air was concerned and helpful! Thank you from a forgetful American.

Route: Mebourne to Sydney

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bulgaria Air

Title: "how miserable flight attendants were"

Review: Flew from Sofia to LHR with Bulgaria Air. This route is served by Easyjet, Wizz, British Airways and Bulgaria Air. Having tried the rest this company is by far the worst of the lot. Check in attendants were pleasant and efficient. The gate however was from 6 which means that you wait downstairs for boarding where there is no wifi. We were bussed out to a rather dated and tatty A320. The seats and interior desperate for a refit. No briefings were given on use of emergency exit doors. There was no cross checking of doors being properly locked. and no greeting on arrival. We taxied out behind British Airways that departs at the same time. The announcements were not audible due to poor pa system and very poor English. Once airborne the Flight attendants proceeded with the food service. One roll which was out of date, and could have been used as a tennis ball. And one piece of chocolate. The food was literally chucked at you. I was offered wine which was terrible. No entertainment at all. The main thing that stuck with me however was how miserable the flight attendants were, they were not only rude, but just didn't smile the entire time. When I compare this airline with British Airways, who operate on the same route and serve a proper meal, with decent wine, and nice friendly flight attendants. Even Wizz and Easyjet are better than this miserable bunch.

Route: SOF to LHR

Seat Type: Business Class

Traveller Type: Business

Airline: Emirates

Title: "appreciate the service given"

Review: This review is to appreciate the service given by Emirates flying cabin crew Ms Maria during my flight EK648 on 24-06-2023 from DXB to CMB. Her service was exceeding expectation and was supportive at every occasion.

Route: Dubai to Colombo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "The food was excellent"

Review: Amsterdam to Seoul in business class. The seats are ok and good enough for a 2-2-2 configuration. The food was excellent, especially the Korean food that was served very authentically. English speaking of the cabin crew was not sufficient for an international flight. This should be improved to let the customer better communicate with the crew. Nevertheless cabin crew compensate that by high attention and very short response time. Infotainment was bad, choice of movies was very limited from the point of view of an European.

Route: Amsterdam to Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: Aigle Azur

Title: "simply not worth it"

Review: Just don't travel with this company. It's simply not worth it. It's not a trustful company. It was my first try with it, but they have already disappointed me. They cancelled my return flight Paris to Sao Paulo with a message saying only: "your flight is cancelled. If you need to contact us, go to our webpage or call us on xxxx number (0,06 euros per minute)". I tried to call immediately, and I didn't get any answer. I tried many times. Then I requested a refund through the online form and I'm waiting to see how much time they will take and how much they will actually refund once their

policy says they do not refund services fees, which they put up the double price of the actual flight. My guess is that they do that very often to oblige costumers to fly with them when they want, or when they have enough passengers. They cancel your dates and then you will have to rebook your flight to another date which they will impose to you and which may be the one there are enough passengers. I won't do that though. I will get my refund, whatever they refund and never deal with them anymore.

Route: Paris to Sao Paulo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAAG Angola Airlines

Title: "the most horrible experience"

Review: We were scheduled to fly on Monday 24th July at 8:30pm, on getting to the airport, I realised the flight had been changed to 11:15pm without any prior notice from TAAG. We did not start boarding until 1:00am Tuesday 25th July. After being in the plane for over an hour, we were asked to come down without any proper explanations. It was like they took us on the plane that wasn't working just to stop the passengers from getting more agitated. The plane was full of mosquitos and very hot while we were seated. We came out of the plane and waited until around 3:30 am before we were taken to an hotel. I was traveling with my 2 kids aged 14 & 11 and I can tell you the experience was nothing short of trauma. Imagine being at the airport for over 9 hours? Airline did not even offer water to the children nor any any empathy from the staff on ground. This is the most horrible experience I and my children have had traveling.

Route: Luanda to Lagos

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeromexico

Title: "a fair to poor experience"

Review: Traveled in business on three Aeromexico flights on this trip AMS-MEX-GRU-MEX. Overall a fair to poor experience. The biggest positive is the seat is quite comfortable, and that's important. The negatives include an absolute horror show at Mexico City Airport T2 (and an even worse transit to T1). Nothing is particularly easy or smooth and Aeromexico does little to nothing to help ease transiting passengers through the madness. The lounges are third rate and overcrowded. As a result ended up finding a few cafes in the terminal which were far superior than the lounges. The really surprising negative were the Aeromexico business class cabin crews. While efficient in serving meals and performing basic tasks, not one crew had warm, friendly people that either welcomed you or smiled. They come across as some combination of angry and arrogant. It's surprising to me because it's not reflective of Mexico itself, which has some of the warmest, kindest people on earth. Not sure where they find these crews or how they train them but they don't do a particularly good job.

Route: Sao Paulo to Mexico City

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "a flash back to the 80's"

Review: Johannesburg to Mauritius. Flying South African in coach is a flash back to the 80's. Food (appetiser and main hot meal) was good compared to other airlines on a 4 hour trip. The service was very nice, and the bar well stocked. The seat had a lot of legroom (at least 33") for a person as tall as me (6'2"). The only downside was the entertainment, small scratched screens.

Route: Johannesburg to Mauritius

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Armenia Air Company

Title: "worst and non-reliable airline"

Review: This is by far the worst and non-reliable airline I've ever used. They departed 3 hours before the departing time shown on the ticket without notice. When I asked for the refund, they are keep saying we will pass this email to specialist but didn't hear from specialist for almost one months. Of course they did not refund the ticket. Do not use this airline if you want to ruin your holiday. Also, whatever they say, you won't get the money back since they will never reply your email.

Route: Yerevan to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "they only had one choice of meal"

Review: Due to code sharing with Cathay Pacific I was downgraded to BA on my return leg. I cant describe how cheated I felt. I booked and paid for an airline with great entertainment, food and service, instead, I was forced to go hungry because they only had one choice of meal and it was inedible. To ensure the passengers didnt get any funny ideas and assume that as the vegetarian option was unavailable they might be given a cracker or a small packet of nuts. The cabin crew announced in their uniquely aggressive and dismissive way You wont get anything else for 12 hours you know! the entertainment is compiled mainly of B movies so I paid £11 for Wi-Fi so I could watch Netflix on my laptop. Unsurprisingly, the signal was so weak I couldnt even send an email. To add insult to injury, the earbuds provided the cheapest and lowest quality I have ever seen. Since the last time I used this airline the crew are less rude and obnoxious and are now just impatient and unhelpful. What I dont understand is why it seems that British Airways look for these characteristics as desirable attributes for their crew.

Route: Hong Kong to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "smallest space between seats"

Review: Paris to Madrid. This airline has the smallest space between seats, I can't even open a notebook to work during the flight. I avoid this airline just because of that - their competitors (low-budgets) have more space. So if you fly for business and you hope to work during the flight, then choose any other airline.

Route: Paris to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: China Eastern Airlines

Title: "worst airline I have ever flown with"

Review: This was the worst airline I have ever flown with. We went from Auckland to London via Shanghai and returned the same route. On two out of the four flight out onboard entertainment did not work, so we had no entertainment whatsoever. The airline staff did not seem to care and said theres nothing they can do. They also ran out of meals as we were in the back of the plane and so gave us tasteless vegetable with dry rice. On the flights where we did have onboard entertainment, they only had a handful of old movies of which we had seen most years ago already. The table tray was also broken on one flight so the food kept sliding off and the window shutter was filthy.

Route: London to Auckland via Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Dolomiti

Title: Air Dolomiti customer review

Review: I was flying from TRN-MUC last August, the overall flight experience was good. I booked the flight through

Lufthansa where Air Dolomiti is their carrier operating from Turin. The cabin crew were polite and helpful. The flight was on time, but the ground crew delayed it a few minutes with moving passengers from the aircraft to the terminal. I flew thrice in the same month on the same route where my overall satisfaction was good.

Route: Turin to Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TUI Airways

Title: TUI Airways customer review

Review: Superb service from start to finish. Clean cabin, pristine in fact. Light blue mood lighting. Plenty of cabin storage for luggage. Two cabin crew teams doing meal services and a duty free run at the end. Pilot kept us informed throughout with regular updates. Smooth boarding and disembarkation. An absolute joy compared to some Short Haul carriers.

Route: Mahon to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lynx Air

Title: "lack of communication and assistance"

Review: We are now with lost luggage and no response from the airline. We have had zero communication other than a generic no reply email advising that they have received our cost baggage claim. We have advised them if the location in terminal 1 which we are aware of by way of air tag and still no assistance and no communication. There is no way to reach an actual live person, no direct email. There is no representative to speak to and they have advised there is no email to direct our concerns to other than through the general complaint site. Our emails have gone unanswered. We will never fly Lynx again. There should be no reason luggage cant make it on a direct flight from Toronto to Florida and

no reason for this lack of communication and assistance.

Route: Toronto to Florida

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Airlines

Title: "always ask you to show the credit card"

Review: Taipei to San Francisco. Overall experience is fine. The worst part is at the check-in counter they always ask you to show the credit card used for purchasing the ticket. When I purchased tickets for my kids and they travel alone, they almost got stranded at the airport and couldnt get on the flight

Route: Taipei to San Francisco

Seat Type: Business Class

Traveller Type: Business

Airline: Cubana Airlines

Title: "I would fly Cubana at any time"

Review: Toronto to Caya Coco. Flight out, on time. Staff provided a lovely breakfast sandwich with juice and dessert. Coffee/water served for free. Beer wine offered at a very modest price. Touchdown early. On return, again flight on time, arrival very early than expected - sandwich lunch again for no charge and coffee and water. With all the other airlines charging for every scrap of amenities I dont understand what people complain about, And the washrooms did not smell!

I would fly Cubana at any time.

Route: Toronto to Caya Coco

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "offered an awful service"

Review: We booked return tickets from Dubai to Doha for the 2022 FIFA World Cup, what they called "Match day Tickets". From check in all the way to the actual flight the experience was terrible. Flying Dubai to Doha the Check In we did online went successful in the website but was not recognised as valid when we turned up to the airport. Staff told us they don't know why this happened and made us check in again, there was a massive line we purposely wanted to avoid by doing online check in. Anyway after doing the line and check in we finally get to the gate and surprise surprise due a mistake they allocated our seats to someone else therefore they asked us to wait for the next flight as the one we booked was full. Waited until next flight which obviously delayed our arrival to Qatar by almost 2 hours and messed up our itinerary. Flying Doha to Dubai we enjoyed the football games and almost forgot the awful initial experience, but little did we know Flydubai could top that bad time for our departure flight. We looked at our booking document (issued by flydubai) which stated the flight in Doha would depart from DOH airport, so we head to that airport and staff told us no flydubai flights were departing from there. They were actually departing from DIA. So we rushed to the other airport and arrived 30 min before boarding. We get to the front desk and the Flydubai staff tells us the flight is closed and now we need to buy another ticket (3x the original price) to return to Dubai. After a long discussion, there was no other option than buying the other ticket, but staff told us to not worry as we would get a refund as the booking document they issue stated the wrong airport. As expected after contacting flydubai about this issue, they denied any responsibility and when they ran out of arguments closed the case saying: "Any communication on the same subject will be considered as feedback only." In short, Flydubai impacted our trip itinerary, offered an awful service and stole our money through a scam of producing erroneous info so you miss the flight and they charge you 3x times the price for a new one. Never again.

Route: Dubai to Doha

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Asiana Airlines

Title: "I was quite happy with this airline"

Review: As I got to the airport early, I was cueing in their check-in line. I've never seen the ground staff lining up few minutes early before the open the counter to greet the passengers. I thought it was a nice gesture from their part. They were also accommodating with my checking needs as my luggage was heavier than limits. The flight attendants were polite. The plane strangely didn't have screens for each seat but it provided wifi access so people can use the entertainment platform via their own devices. Overall, I was quite happy with this airline.

Route: Phuket to Seoul Incheon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "Poor timing between connecting flights"

Review: Poor timing between connecting flights. Had to rush to make the Bristol leg. Discovered my luggage was delayed on landing at Bristol. Ground said baggage was getting loaded when asked at the gate.

Route: Salzburg to Bristol via Frankfurt

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "ripped off I feel"

Review: Horrible experience. Although we paid in advance for our luggage, I just had to repay for it at the airport in Madrid! No one of their staff had a clue - however some lady at the luggage counter finally found our reservation and proof of original payment, but was unable to reimburse me! Ripped off I feel.

Route: MAD to AMS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "A pleasant experience"

Review: We travelled light, with the smallest cabin baggage allowed (a rucksack). Boarding was efficient, via bus. I paid extra for extra legroom seat. Departure late due to weather condition, but still arrived on time. Cabin crew friendly and responsive. Did not buy food or drinks. A pleasant experience.

Route: Cluj to Dortmund

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "Worst experience in my life"

Review: Lisbon to Bucharest. Worst experience in my life. No online checkin available, extremely bad service. One person was trying to check a cart car and 2 small garden trees and frighted with with the checkin person for 1 hr while everybody else was waiting so we barely made it. Extremely bad organizing, we had to wait outside near the plane to get in. Whey they took us out before having everything prepared is a mystery. There were 2 entrances the plane but initially they forced everybody to use the first one just to change their minds midway so people already on the stairs were going back down to go to the end of the plane. People were allowed with too much luggage and in the end I had to fly with one backpack under the seat and one on my knees. It was just incredible. I just felt mistreated and I swore myself never to travel with this company again. And it's constantly like this. Worst flight yet but I already traveled 10 times with Blue Air and it was never an ok experience. The staff tries their best but seams to be all inexperienced and juniors, with no experience ones to guide them. I am yet to find a worse airline company.

Route: Lisbon to Bucharest

Seat Type: Economy Class

Traveller Type: Business

Airline: Philippine Airlines

Title: "No explanation, no compensation"

Review: Disgusted. We bought our tickets with them because they were cheap. Within days they had changed our stopover of a few hours in Manila to overnight. They had the audacity to call it a simple re-accommodation. Having to stay overnight in Manila was not simple or pleasant. At check in in Sydney the staff were rude when they told us we need a Manila ecovid certificate. No help was provided. Now we find our return leg is similarly affected with a 7 hour stopover (was 2 hours) in the awful Manila airport during the hours of 1935 to 0330. No explanation, no compensation, no assistance - just last minute changes. If you can help, it never fly with them unless you like nasty surprises and rudeness.

Route: Sydney to Tokyo via Manila

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Swoop

Title: "been an absolute nightmare"

Review: Booked the flight 2 months in advance then out of the blue canceled and changed to a different day. Trying to change it was impossible let alone cancel it. When we got after we got delayed for 2 hours and then once we got there our luggage was missing. We reported to get it back but it is apparently still in Canada even though we are in Mexico, not to mention with this we lost our connection flight because of this, didn't even offer a hotel or food, just \$100 dollars for the lost luggage that used need to wait 48 to even use been. Has been an absolute nightmare and don't recommend. You are wasting more money then you are saving with them and you ONLY buy the seat nothing else.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vanilla Air

Title: "last time I fly with them"

Review: Tokyo Narita to Okinawa. This is the third time that I have taken a flight with this airline. This is also the third time it has been delayed over 2 hours. This will be the last time I fly with them.

Route: Tokyo Narita to Okinawa

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India

Title: "Never flying Air India again"

Review: Probably the worst airline. I flew from the Milan airport to New Delhi. The aircraft was extremely dirty with a foul smell from the toilets. We noticed that the toilet doors were broken and the door panel stuck which looks like temporary tapes. Twice the door was opened when someone was inside because of the door. Our seats were broken as the recliner didnt work. In addition the touchscreen and controls of our inflight screen didnt work. We spent 8 hours staring at air India logo on the screen. The croissant served for breakfast had gone off and very chewy so not edible. On a positive note the cabin crew were polite and professional. Never flying Air India again.

Route: Milan to New Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Japan

Title: "crew attentive and polite"

Review: Tokyo Narita to Sapporo. I found Jetstar Japan to be a good option for Japan domestic travel. As a low-cost/budget airline there is a fee structure in place for most items beyond the initial fare paid, depending on the package purchased - baggage (checked and carry on), seat assignments, beverages and food, etc. There are also strict weight limits in place for baggage, again both checked and carry on, but in-line with other airlines of this type. (In the Japanese domestic market think Peach and Vanilla.) If you can accept the carrier is not full-service, like ANA and JAL, and is a budget option, right down to the terminal facilities at certain airports, then the trade-off in fare paid will be acceptable to you. On this trip I found a short line for baggage drop at Terminal 3 at Narita Airport, agents who spoke fluent English, which was appreciated, and proficiency in performing their duties. The walk from the check in area to the gate was long, probably 1,200 meters, so be prepared for that if you have mobility issues. This is a budget experience and Terminal 3 at Narita reflects this. Once you pass security there are virtually no airport amenities though there were free charging stations, which were appreciated. At the gate our flight was boarded quickly, professionally, and on-time. Staff announcements were in Japanese and English. One thing I noticed on another Jetstar Japan flight at the next gate, the staff gave a warning that, due to volcanic ash, their flight may divert to another airport. After over 2-million miles flown I've never seen that done before and felt it was a courteous gesture. Back to my flight, once on-board the aircraft was clean and the crew friendly. Again, all spoke English, including the pilots, beyond that required for air traffic control functions, and two of the four flight attendants spoke it fluently. We departed 4 minutes early. The only negative aspect of my flight comes on board and that was the seat. It was uncomfortable, the reason being it had almost no lower-back support whatsoever. Even the legroom was fine, but the seat comfort just wasn't there. This is an area where Peach has Jetstar Japan beat. Other aspects of the flight were fine - safety protocols were carried out diligently and the crew were attentive and polite. Once on the ground at Sapporo the taxi-in was short, with our flight arriving 1 minute past scheduled arrival, deplaning was fast, and baggage was delivered quickly, within 10 minutes of arrival. Overall I found Jetstar Japan to be a good option and I would travel with them again. There was good value, as compared to the full-service airlines or the train, and that was my main reason for flying them. If you can accept this is a budget experience, and the price reflects such, you will be happy. In regards to safety and in-flight crew attentiveness, there was little difference from a full service airline. If, however, you desire better airport amenities, more personalized service, better operational integrity; for example, the ability to recover after a cancellation or irregular operation, you may find a full service carrier

more appealing, but at a price. In the end, it's a value proposition, and if saving money is your goal, Jetstar Japan is a fine way to go. If you're curious about the distinction between Jetstar Japan and Peach/Vanilla, soon to be merged into one carrier, Peach, I find each to be acceptable with both having a very similar product offering.

Route: Tokyo Narita to Sapporo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: easyJet

Title: "Better than other low cost airlines"

Review: While booking it all seems to be a very nice airline mainly because its cheap. I flew from Berlin to Amsterdam on November 18, flight EJU5107 seat 12A (exit row). Immediately I noticed that the flight was seriously delayed. During boarding, the easyJet ground staff is very unclear about who should board first. Nothing was announced either. As a result, it turned into chaos. After I boarded the plane, certain staff seem to speak very bad English. That shouldn't be too much of a problem, this becomes dangerous when there's an emergency and you need to communicate. I have flown with easyJet on a regular basis and all easyJet flights are always delayed (over an hour). Therefore I'm not recommending easyJet, especially for passengers who have a transfer where there is a high chance that they will miss their flight. The good thing is that the seats are very comfortable. Better than other low cost airlines.

Route: Berlin to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "they assumed I would not return"

Review: Brussels Airlines cancelled my ticket and did not take responsibility. They said they could not do anything about it and that I would need to buy a new ticket. Yet they cancelled my ticket without asking me if I wanted the flight,

having travelled a different way to Lisbon, they assumed I would not return so cancelled my ticket.

Route: Lisbon to Brussels

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Eastern Airways

Title: "They did not disappoint"

Review: My wife, daughter and I used Eastern Airways to fly from Humberside Airport in the UK to Esbjerg in Denmark. We had a number of reasons for choosing Eastern: The proximity, as Humberside is only a 10 minute drive away; and our daughter has a disability that requires her to have lots of medical equipment with her in the cabin; she requires mechanical ventilation, via a trachea when flying and it was our daughters first flight. We believed Eastern as a small local airline could provide the service we would need to make the trip a success. They did not disappoint. From my initial communication with customer services, to our 2 flights, all the staff were helpful, considerate and went above and beyond. Nothing was too much trouble and they pulled out all the stops to ensure the medical equipment could be accommodated. At one point the captain of the plane enquired with the air steward about our daughters welfare. Very impressed and would not hesitate to use the airline again. We have told friends and family about the route offered by Eastern and recommended them for a break to Denmark. Cannot praise the airline enough and special mention to customer services, the staff and the captain who was on both journeys.

Route: Esbjerg to Kirmington

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Brussels Airlines

Title: "Horrible experience"

Review: I had a flight from Madrid to Hamburg via Brussels with a stopover of 40min on the 12th December. I only took

what was necessary for me in my carry on. The flight was delayed 30 min and I was stressed because there was no other chance for me to go to Hamburg on that day since I was taking the last flight. I needed to be there next day early in the morning. When we finally started boarding the ground staff told me that i needed to check in my carry on because there was no more space in the overhead lockers. I advised the ground staff that the connection in Brussels was too short for the bag to make it on time to Hamburg. He assured me and reassured me that my bag was going to make it. When the doors were closed for take off there was plenty of space in cabin for many other people to bring their carry on. When I landed in Brussels I had to run to make it myself to the flight which was ready to go. so obviously my bag wasn't going to make it. Once landed in Hamburg I went to the baggage belt to pick up my bag and of course it wasn't there. I had to go to the baggage counter and fill up a form and then go without any of my belongings. It was so frustrating the next day because the time I had to prepared myself for my meeting I had tom use to buy more clothes and toiletries. The bag only arrived at the door step next day 8:00 pm all my plans were ruined by this. Claiming the expenses to this airline is a nightmare. i am sure their system is set up so people get tired of filling up the same details over and over. I had to do and re-do the complaint probably more than 7 times because the when you are in the final step to send all documents the systems says: error. Horrible experience with Brussels Airlines. Here I am spending money on international calls because after submitting the claim they told me they would refund me with the money I had to spend. However they did not receive the second receipt. When I sent it via email, no more replies from them whatsoever.

Route: Madrid to Hamburg via Brussels

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaColombia

Title: "I had not selected baggage"

Review: Santa Marta to Bogota. Shocking airline, misleading. Spent 2 hours on the phone to change a reservation then at the end the lady said it was not possible. When I logged in to select baggage purchase what I didn't realize is they automatically select all the extra services so when I clicked on the baggage I was actually un-clicking it. The result was I paid 150K pesos for a bunch of charges and then when I arrived at the gate they told me I had not selected baggage

and they charged me 200K pesos for 2 bags at the gate. I fly budget airlines in the USA and Europe and they play fair.

Route: Santa Marta to Bogota

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India

Title: "No Inflight Entertainment"

Review: No Inflight Entertainment. When I asked the staff regarding this they clearly said that the airline knew about this and they have taken the aircraft from the Hangar and deployed it. The journey was 12 hours and with no in flight entertainment, it was a nightmare. The return journey from Delhi to Melbourne was the same if not worse. No7 Inflight entertainment again, No reclining seats. With my ticket purchase I paid to have the In flight entertainment as a part of what this airline advertised. This is False advertising

Route: Melbourne to Mumbai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "I am very disappointed"

Review: I am very disappointed about Kenya Airways. No tea or coffee on any of 4 flights I had with them. Ended up with most humiliating customer service representative in Nairobi Airport. She threatened not to let me on flight if I did not show her my EU settlement status. And this is at the boarding gate after passport control! My partner showed his passport and boarding pass to another representative and was let through with no questions. Some French people were told to go away and come back in 40 minutes, as I was still standing there trying to get Internet working and figuring out how to get my prove of EU settlement status, which I don't need to fly to London anyway if I am EU citizen. Avoid this airline whenever possible.

Route: Nairobi to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Pacific

Title: "Disappointed about Jetstar"

Review: Melbourne to Auckland. Disappointed about Jetstar overall. Aircraft is old, uncomfortable, seat dirty, most terrible is about their staff service. Ground staff easily show up annoyed face. I did not order food and beverage on board, so no much comments on crew members. I will try to avoid this airline for my next journey.

Route: Melbourne to Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: flydubai

Title: "worst flight I have ever been on"

Review: I booked a ticket from an airline from Muscat to Batumi round ticket. My original flight from Dubai to Muscat was canceled, and I was forced to have 11 hours to transit which, if I had known from the start, I would have picked another option to fly. This caused me to rent a room outside the airport to sleep before my morning flight. My flight from Batumi to Dubai was delayed 4 hours, and no compensation or apologies was offered. At 5 am, 2 hours before my flight from Dubai to Muscat, I received a message that the flight would have a further delay from 7 am till 14:45. No apparent reason why, although there were no more sandstorms, and all flights were operating just fine. Someone decided this flight could delay, and other flights could go on. This delay caused me to miss another flight from Muscat to Salalah scheduled at 11:40 am with Salam Air which was not refundable. At the airport, I was trying to find ways to leave before 14:45, so I could meet my commitment in Salalah before 17:00. I checked if I could be offloaded from the flight so I could take my bags and leave on a flight with Oman air at 11:00 am. At first, they told me I could, and I went and purchased

the flight from Oman air and another flight from Oman air from Muscat to Salalah at 16:30. I asked them to offload me and directed me to the arrival area to collect my bag. I went there and discovered that it was impossible because I could only collect my bag after the flight takeoff after 14:45. This means that both flights I purchased are now useless. I spoke to the people at the airport, and they only advised me to wait for the flight; otherwise, I would lose my bag. 5. I waited for my flight at 14:45. I have been in transit at the airport for 19 hours with no apparent reasons and no clarification. They started to board people at the gate at 14:20. Here, I realize another delay is happening. The flight only took off at 15:35, which again caused me to miss my flight from Muscat to Salalah at 16:30. Overall, this is the worst flight I have ever been on and caused me so much money for a hotel, transportation, and missed flights.

Route: Batumi to Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "Worst ever flight"

Review: Cape Town to Tel Aviv via Kigali. Worst ever flight - first and last time with Rwanda air. Delays of 2- 6 hours unexplained. No customer care at that delay time. Broke luggage - thoroughly broken and missing parts. Old plane, broken seat, no entertainment beside a Pakistani movie in a loop. Food is an Insult for airline food. Staff is friendly but need lots of training. Never again.

Route: Cape Town to Tel Aviv via Kigali

Seat Type: Economy Class

Traveller Type: Business

Airline: Qatar Airways

Title: "exceptional hospitality"

Review: I was travelling from Miami to India via Doha and from Miami to Doha flight no Q778. Qatar Airways is known

for its exceptional hospitality. Cabin crew name Hisham was excellent on his job. Not only he endeavoured his duty by serving the customer but his generosity and courteous towards the passenger makes me overwhelmed. It was very long flight for me but i feel relaxed because of the crew like Hisham who were there to serve us. Thankyou so much.

Route: Miami to Kolkata via Doha

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "All flights without exception were delayed"

Review: I went through three flights to reach my destination. All of my BA flights without exception were delayed, both on my way to my destination and back from my destination which is understandable to an extent. What's not understandable is that they weren't prepared for one of the flights and delayed by almost an hour so I ended up missing a flight and for that they rebooked me 24h ahead providing only accommodation which they messed up as well and after 30 hours of traveling I had to wait and hope that the hotel would find an extra room since BA didn't communicate properly with them. I gave BA a chance to correct their mistake by contacting them after the flights but all they did was answer once with a lot of serious complaints that were involved with their flights and all they did was tell me to contact their partners that I had the last flight with, which went smoothly and they had nothing to do with the previously addressed complaints. I contacted them and gave them over a week asking why they didn't address any of my complaints that their partner could have nothing to do with and they just ghosted me. 2/10 for the kind personnel that's holding this airline together though.

Route: Athens to Durban via London Heathrow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "rude replies from staff"

Review: Delhi from Ahmedabad with one hour Stop in Mumbai. Suddenly we came to know that Mumbai Delhi Flight 9W 346 of 7.30 am got cancelled from Mumbai to Delhi. The new flight boarding pass has been given was of 8.45 pm. Which means we 11 passengers from Ahmedabad has to wait in airport for almost 12 hrs. No support, rude replies from staff of Jet Airways. We 11 passengers waiting from 7.am in Mumbai Airport and not sure if our new flight of which they have alloted boarding pass will fly at 8.45 pm. How can a Connecting Aircraft got 12 hours late and still No facility and no regret of Jet Airways staff.

Route: Ahmedabad to Delhi via Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "abandoned by Thomas Cook at Orlando"

Review: Cancun to Glasgow via Orlando. We had a great holiday received a call on the Friday morning saying our flight was cancelled and that we were boarding a flight from Mexico to Orlando on the Saturday morning. Paper work was deployed through our door in the Friday night half our last day was taken up by helping the 14 other people in our party who didnt have ESTA for USA. We were chartered to airport at 9am in the morning for our flight and landed in Orlando at 16:20. We were instructed to go to a phone call the hotel and await our shuttle. After over an hr a shuttle appeared took around 6 people to Marriott hotel and came back. The driver asked if we were all going to Marriott airport hotel which all 60 of us said yes. He promptly called the hotel who advised we had no hotel reservations and there were no rooms for us. We were at this point very anxious and stress no to mention over heating. We were outside this airport for 4 hrs getting dark no water or food and no rep in sight. We managed to track down a Swissport employee who helped us with food vouchers and after another hour in airport we were told a hotel had been found and we would be picked up at airport. In the morning the management at our hotel eventually managed to get it touch with Thomas Cook and at 12am we were informed a bus would pick us up at 1pm to go to airport for our flight. On arrival to airport the flight had been delayed until 18:30 On return from our ordeal I called and complained I was offered compensation but turned it

down my case was immediately cancelled by the airline and I was instructed to get in touch with CEDR. We had 2 disputes one the cancellation the other abandonment lack of information and stress and anxiety. We were awarded the flight delay money but rejected £100 compensation CEDR looked at our claim and awarded up £29 compensation what an absolute joke and disgrace I will be fighting this so will the other people abandoned by Thomas Cook at Orlando airport.

Route: Cancun to Glasgow via Orlando

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "made our trip so much fun"

Review: Me and my friend have to say that our trip from Antalya to Stockholm 21 of October 2019 was perfect! I traveled also with my dog in the cabin. The staff was excellent. A special thank you I have to give to Bugra, you made our trip so much fun and unforgettable. We looking forward to fly again with Pegasus.

Route: Antalya to Stockholm

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "Worst airline ever"

Review: Worst airline ever! They had the best time and airport for a direct flight from San Francisco to Paris so I bought a direct flight end of June 2021 for a 9/18/21 departure. On 8/4/21 they canceled the flight. I was still emailing them in September to get my money back! I had to be proactive to do all the research on how to get reimbursed, had to call them then fill a form and email it to them and despite all that it took about 2 months for them to actually refund the cost of the tickets. I always get tempted to buy an SFO to only French Bee flight since landing in Orly is convenient for where

I'm going next, but it's just not worth the risk.

Route: San Francisco to Paris Orly

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: " it's very poor management"

Review: Worst airline in Asia, in terms of punctuality and service. I have encountered flight cancelled without refund (as nobody answers your queries its just a stupid bot), flight delayed without announcement, they irresponsibly made passengers wait and wait for hour at the boarding gate knowing connecting flight or arrival pick up would be affected. As a passenger, it's very poor management overall which made me concerned about the safety too. They also has a very lousy baggage weighing system that slows everyone down by making passengers repack their duty free into another bag but not necessarily cutting any weight. Price wise is good. But no value as they frequently cancel or delay flight without any refund. They should change their tag line from #everyone can fly To #fly at your own risk.

Route: Kuala Lumpur to Singapore via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "pay 400 in total to carry our bags"

Review: We flew from Athens to Mykonos and the way back to Athens on June 2023. We have tried to add bags via Voloteas website and app for both flights but the system was not working / not allowing us to complete the purchase. We have tried then to contact via e-mail and phone their client attention service and have just received general / protocol replies. No human interaction existed. We had to pay 400 in total to carry our bags, while buying them online would cost only a fraction of that. A real extortion, we were left with no option. The worst service I have ever received from an

airline.

Route: Mykonos to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SATA Air Azores

Title: "web system could not handle request"

Review: Toronto to Gran Canaria via Ponta Delgada. Administration and ticket sales were a huge disappointment. I wanted to fly in business class, but since we had legs of our trip with no business class availability, their web system could not handle the request. There were only 4 seats left for our international legs on the day we were ready to buy (several months in advance of the trip), so I booked through a re-seller (SATA's Toronto office hours are not great on weekends). However, I first checked via email with the Portuguese office to ensure that I would be able to upgrade after purchase. Bought the economy seats for all flights (Toronto to Ponta Delgada to Gran Canaria via Madeira return with a short stop in PD). When I attempted to upgrade our international legs (Toronto to Ponta Delgada return) I was given a price about 50% higher than the business class premium should have been. Eventually one staff member told me that the upgrade now included a fee for changes. The only remedy they offered was for me to check on flight days to see if there were any upgrades available. Of course there were not. (In fact the only response I got in Toronto was a condescending smirk.) I tried contacting customer service and appealing to the logic of other representatives with no good result. I understand penalties for changing dates or downgrading seats, but they should really rethink policies that prevent a passenger from upgrading reasonably. I am unlikely to use the airline again because of this policy. As for the flights - they were on time, or within reason with no threat of missing connections. Flight attendants were pleasant. The food and drinks were not great, but always provided. No hot drinks on short flights; complimentary wine with meals only. There is no on-board entertainment or USB plug ins. There were monitors on the Toronto to Ponta Delgada return flights, but did not work. There was a credit card slot, so perhaps you could pay for service, but I did not see anyone attempt it. Economy seats were not bad for size and comfort. Our Toronto to Ponta Delgada flights were in row 22 just in front of the washroom. This was great for the night flight but not great when passengers are awake. Lots of crying

children. (I have no idea how they have the energy to cry so much and so loudly and how their parents can stand listening to it without remedy.) Washrooms were abominable and smelled strongly of urine after about 3 hours into the flight. They did replenish toilet paper and hand towels immediately when made aware of the need.

Route: Toronto to Gran Canaria via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Sriwijaya Air

Title: "Sriwijaya Air never again"

Review: We booked a flight from Denpasar to Sorong with transit in Makassar. The transit was supposed to be 8.5 hours over night so we booked a transit hotel in Makassar with free cancellation until one day before. Today when we arrived at the airport we were told that our flight to Makassar had been cancelled already weeks ago and that we can take another flight 5 hours later. They insisted that they had informed us via SMS but it never arrived, other tourist had exactly the same problem. I showed them my phone for proof, still the only thing they offered was refunding the ticket so we can book with another airline. This didnt make sense because all other options did not save us much time (especially with the luggage check-through) and were more expensive. I expected them to at least refund our hotel that we could not cancel anymore (in Europe you even get money if you have no damage claims and a delay; just for the inconvenience). They also called me but only short beforehand with an unknown number, when I tried to call back, nobody answered. In the end all we got was an indifferent apology and two boxes of plane food. Oh and the flight we got in exchange was also delayed for one hour - this time I got an SMS. Thank you Sriwijaya Air, never again.

Route: Denpasar to Sorong via Makassar

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "such poor behaviour from an airhostess"

Review: When exiting from flight Joburg to Cape Town FA204 I experienced your airhostess are exceptionally rude. The flight was busy disembarking and after standing up to proceed to the back of the plane she ordered me very disrespectfully to return to my seat. I was four rows forward and had no options to return back to my seat as there were people behind me. I had to ask her repeatedly to let me pass. She again insisted - deeply embarrassing me in front of everyone. As a 44 year old disabled woman I was left feeling deeply humiliated - like a child being shouted at by an adult. I appreciate that staff need to keep order, but this was taken way too far. In all the years that I have travelled I have never ever experienced such poor behaviour from an airhostess.

Route: Johannesburg to Cape Town

Seat Type: Economy Class

Traveller Type: Business

Airline: Batik Air

Title: "Seat was very comfortable"

Review: Denpasar to Jakarta. At gate was driven to the aircraft by van. Hand luggage taken onto the air by staff. Shown to my seat 2F by cabin crew. Seat was very comfortable and was asked if I would like juice or water. Once airborne the cabin crew handed out hot towels and headsets. Food was delicious served with bread roll entree dessert which were all delicious. Entertainment had a good variety also. Looking forward to flying them again.

Route: Denpasar to Jakarta

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "By and large a good flight"

Review: I had to purchase this flight at the very last minute when Jetstar cancelled my flight. I enjoyed the flight.

Service was friendly and efficient and the flight left on time. The meal was ok, although the taste was a bit dry. The wine served was both delicious. and generous. By and large a good flight.

Route: Melbourne to Adelaide

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Finnair

Title: "missed the connection flight"

Review: If flight did not have delay and we missed the connection flight I would have said it is an OK airlines. Instead I had a whole day nightmare. Flight BKK-Helsinki had a delay. We missed our connection flight to Milano Linate. A rude lady at the airport told us that we had already our new flights rescheduled, via Vienna. I was not okay with this solution. For two main reasons: instead that landing at 6.30 now we were supposed to land at 10 pm. I do not live in Milan but 3 hours away and at that time there are no transportations to go home. I asked them to let me stay in Helsinki for the night, airline is supposed to pay for it, right? And the rude lady told me it was not possible, I had to pay the hotel because I had the opportunity to arrive to Milan (but not as I had planned and paid for). She pressured so much, and I had little time that found myself on the flight to Wien (she literally said to me: you now go to Wien!) And found out that the Milan Airport is Malpensa. Even further from home.

Route: Bangkok to Milan via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: StarFlyer

Title: "extremely friendly and quick"

Review: We flew the wonderful StarFlyer aircraft from Kansai to Tokyo Haneda. The check-in staff was extremely friendly and quick and their security line had nobody in it. The boarding was speedy we timed it and we got on and took

off within 25 minutes. We were dissatisfied by the fact that we could not redeem United miles as the airline is partly owned by ANA. overall the flight was above and beyond.

Route: KIX to HND

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "The worst airline experience"

Review: The worst airline experience we have encountered in 40 years as a tour operator with thousands of flights under our belt. Horribly slow check in (hidden baggage costs in excess of \$500), unfriendly and rude staff, ridiculous deplane and third security check in San Salvador. Onboard the seats are tiny, dont tilt and have no headrests. There was no control about the boarding process and seat selections were not honoured or followed. Essentially a free for all. There are no inflight movies and they charge \$3US for water and serve instant coffee for a fee. The only food available was an inedible wrap or sugar foods. I booked my flight through Air Canada and was surprised they partner with Avianca who should be removed from the Star Alliance as they do not honour status. Overall the worst flight and airline company.

Route: San Jose to Toronto via San Salvador

Seat Type: Economy Class

Traveller Type: Business

Airline: Oman Air

Title: "Appalling treatment"

Review: Appalling treatment following cancelled flights and no customer service response. We travelled from London to Colombo over the Christmas period. We booked our tickets earlier in the year and paid a premium to fly back on Saturday 4 January and ensured the flights had one short stopover as we were travelling with 2 small children and 2

elderly grandparents. Oman cancelled part of our flight on the way over and put us on a 2 stopover flight which added an extra 6 hour delay to arrival time and inconvenience at the additional stopover in the Maldives. Oman cancelled the entire return journey on 4 January and the next available flight provided was on 7 January but did not inform us that was a 2 stopover flight! Despite paying a premium for a Saturday one stop flight and getting transferred onto a Tuesday 2 stop flight, no compensation has been accepted. The complaints service are non responsive and simply do not respond to a complaint. We will never be flying with Oman again!

Route: London to Colombo via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wizz Air

Title: "hate flying with Wizz Air"

Review: As always, they show no respect on messing with our lives and our plans, on our money and our time. Shame on you for these "2 hours" delays. Just hate flying with Wizz Air! Same experience on my previous trip with you from the same location.

Route: Mykonos to Bucharest

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "flight a little rough"

Review: Charlotte to Coastal Carolina Regional. The flight attendant was less than desired. We had quite a few older passengers on this flight and she couldn't help them up the steps, saying I can't leave the plane. We had passengers in row 3 or 4 get sick and she couldn't get up to help them saying the crew told her to stay seated. We had passengers getting up to use the bathroom and the only time the flight attendant got up was to find a ring on the floor of the cabin

between rows 3 and 4. She never made an announcement she had found the ring or anything. No beverage service, flight a little rough at times but I've had service with rougher air.

Route: CLT to EWN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Xiamen Airlines

Title: "very good service"

Review: Flew Xiamen Airlines from Beijing to Hong Kong via Xiamen. Provided a very good service. I had the opportunity to fly in its newest aircraft, the Boeing 787 Dreamliner which had very comfortable seats, a complete entertainment system and a beautiful cabin. I was surprised that good food was served on a domestic flight (PEK-XMN). The cabin crew was very attentive and professional. My next flight from Xiamen to Hong Kong was operated by a Boeing 737-800. The flight was delayed for two hours, so that wasn't good. Anyway, the crew were very attentive and good food was also served.

Route: PEK to HKG via XMN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "No empathy, no apology"

Review: I arrived 3 hours before boarding time at the airport so I can do some work. I made sure that I paid my luggage fees ahead of time and I checked in with a boarding pass already issued. Not to mention that the online check-in process was painful. It took me almost 90 minute to drop off my luggage. The check in process is very slow, inefficient. Customer service employee were inconsiderate of peoples time. Not to mention that the terminal where PLAY is located the AC was turned off. When I asked the check in desk person, whats the advantage of checking in online if I have to

wait 90 minutes to just drop the luggage. She was rude and disrespectful. She was like go complain to the company. No empathy, no apology. When asked for the email contact to file a complaint her answer was go find it online. I paid for the flight and I'm expecting a fair respectful and decent service. Check in process is inefficient and workers are unprofessional and rude. First and last time I use this terrible airline. I would pay double the money and fly with different airline than to use play airline. I am sure if this continues it will be an historical airline such as wow airline.

Route: Paris to Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: United Airlines

Title: "not getting what was advertised"

Review: If you are an occasional international traveler, here is a watch-out when booking thru UA. If your UA travel includes international partners and your fare includes advanced seat selection, know that you very well may not be able to select seats on those partner airlines without paying additional fees. UA does disclose this under their website's FAQ area (rather buried) but totally does not disclose this when the ticket is purchased. If traveling with others and sitting together is important, such as for long overseas flights, then know that for UA partner airlines you will probably have to pay more for advanced seat selection. A bit of a bait-and-switch, not getting what was advertised. Shame!

Route: Jacksonville, Florida to Florence, Italy

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bahamasair

Title: "your flight will be late"

Review: Fort Lauderdale to Nassau. If you even remotely care about being on time, do not fly with these guys. It is a 100% guarantee that your flight will be late, you will get no information about it and the airline will not care one iota that

your flight is late.

Route: Fort Lauderdale to Nassau

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corendon Airlines

Title: "it is just better to avoid"

Review: Corendon Airlines should be avoided. Its services are poor even in the low-cost segment. I got nice deals, so I flew 4 times with them recently. One flight was delayed by 2.5 hrs due to technical failures, the other one was delayed by an hour due to late boarding start. The other two were delayed by 30 mins, which seems to be a standard for Corendon. Nobody really cares about that. They have online check-in for only a handful of airports and you need to be early to check-in personally with all the others. Their website is old, unintuitive and you cannot even access your generated boarding pass after online check-in closes. Onboard you are not allowed to use headphones or mobile phone for takeoff/landing, which is a bit inconvenient. If you get a really good deal, it is manageable to fly with them, in all the other cases, it is just better to avoid.

Route: Nurnberg to Funchal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hainan Airlines

Title: "the flight was pretty good"

Review: Beijing to Seattle. I was sitting for over ten hours and I felt relatively no aches or pains during the whole trip due my seat. However, the flight attendants were not quite organized or consistent. For example, they served one meal from the front to the back and the other meal from the back to the front. Overall the flight was pretty good taking into account the food and drink selection.

Route: Beijing to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: I am 76 and require a cane to walk, our seats were changed after we had adjacent aisle assigned seats 5 months prior thru our travel advisor. My wife was put 12 rows behind me, I was put into a window seat between 2 bulkheads, I am 6'2" and 315 lbs - no room and cannot move my feet because bulkheads went to the floor. Tried to get the seat changed at the counter, after 40 minutes, they basically advised me to accept the seat or wait for another plane (to Portugal?). On board the service personnel were in a race to complete service and were somewhat rude to passengers, none of them seemed happy to be working that day. The plane had no video/TV screens and I had no tray available for the poor food service provided, could not even eat the "meal" provided. Talked to seatmate and found out his travel companion was also "relocated" elsewhere on the plane after they had seats together when they bought their tickets. My wife came up and changed seats with me the last half of the flight, found out that other passengers had their seating also changed at the last minute as well.

Route: Tampa, FL to Lisbon, Portugal via Philadelphia

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "need to get better at communicating"

Review: We were delayed an hour but no mention of it at all. Not while we were waiting or no apology on the plane. Like it never happened. Now Im dealing with the same thing on the way home. I wouldnt have known unless I asked. No email or text or nothing. This is the fourth time Im flying with Avelo and it has happened 50% if the time with no

communication. It really sucks when someone is waiting to pick you up. They really need to get better at communicating.

They ask for all your information, but for what?

Route: New haven to Tampa

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "nothing to complain"

Review: Ok experience, on time departure and arrival, okay meal on board, clean cabin, nothing to complain. Meal can be improved.

Route: Mumbai to Bhubaneshwar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai Lion Air

Title: "Terrible service and flights"

Review: Tokyo to Bangkok. Terrible service and flights. They had an engine problem in Tokyo which delayed me for 3 hours. Missed all connections and they said it wasnt their problem. Dumped me in the middle of the night in Bangkok with no accommodation. Also, they run a no outside food and drink policy. Will not let you on with drinks. Then they try to sell you food on the plane. One sandwich for a 9 hour journey. Joke. They have films to watch, but no earphones! You have to buy them. But if youre connecting you probably wont even have Thai Bhat. Staff are rude and aggressive. And no toilet paper in the toilet.

Route: Tokyo to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vueling Airlines

Title: "Terrible airline"

Review: Terrible airline. Not only overbooked our flight but also that of the next days as well. They didnt compensate me for the return flight either. Will never book through this airline again, I shouldve known since everyone has talked so badly about it. Lesson learned.

Route: Venice to Barcelona

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Xiamen Airlines

Title: "we missed the Chengdu flight"

Review: Xiamen to Los Angeles. It was the worst experience ever. We had 2 flights, the one we did not take which was Chengdu to Xiamen and then Xiamen to LA. The persons who dealt with us were extremely rude. Saying we could not take our flight to LA because we missed the Chengdu flight. They told us it was not their problem and if we wanted to leave the airport we would have to pay almost one thousand dollars. The flight was not even full. We were on time at the check in and they treated us badly. I would never flight on that airline again.

Route: Xiamen to Los Angeles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alliance Air

Title: "unable to provide better service"

Review: This is new airline but unable to provide better service. Their schedule time was 09.05 for take off but till 11.05

am there was no chances to take off. On their counter no. 112 they given the delay if 1.40 hrs means showing delay schedule timing 10.45 hrs. This is vary cunning strategy to avoid penalty or free meal, because if they wrote 2 hrs they had to provide free meal or refreshment. I do not suggest to fly again in that airline

Route: Hyderabad to Kolhapur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cathay Pacific Airways

Title: "attentive, professional, efficient"

Review: This is my first time flying first class on the Cathay Pacific. Baggage check in was smooth as expected. The ground staffs were courteous and handled with my baggage with care. The in-flight service manager quickly greeted me and brought me to my seat as I stepped onboard the aircraft. The stewardess offered me a welcome drink and I ordered a glass of champagne Krug 2004 Vintage Brut. The stewardess offered me mixed nuts, a small cup of sparkling tea, hot towel, and Bamford amenity kit. The flight took off as scheduled and meal was served. I ordered the Caviar Venice and it was extraordinary with a rich taste. After the meal, I asked for flattening my seat into bed as I wanted to take a nap. Mattress is soft and duvet is fairly comfortable. I also requested soft pillow. Overall, the stewardesses are attentive, professional, efficient.

Route: Hong Kong to Tokyo

Seat Type: First Class

Traveller Type: Business

Airline: SpiceJet

Title: "each time the flight is delayed"

Review: Most pathetic airline. I was travelling 2nd time and each time the flight is delayed. No help and support for delayed on airport. We were just waiting for hours to depart on the flight.

Route: Leh to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "a very big queue at check in"

Review: There was a very big queue at check in. It's a pity that passengers who check in via the internet or kiosk have to line up again for "bag drop". With QANTAS the bags can be dropped off by the passengers. The plane left on time and the staff were friendly and helpful. Food had to be purchased.

Route: Sydney to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "mistrusted, non-ethical"

Review: Bangkok to Kathmandu. I think all the other comments summarized the kind of service you can expect from this airline. It's a mistrusted, non-ethical, not reliable and non-authentic company. I received an email only 24 hours in advance saying that if I had more than 6kg of baggage we should pay at least 4 hours before. I had another flight that day, was sick, without counting the fact that wifi isn't available everywhere in Asia, the chances I saw this email were low. Plus, at the airport, the employee only stated that the policy had changed and I even managed to bargain my overload carry-on baggage with her, reflecting the absence of transparency within that company. Seriously, it's not the fact that I needed to pay the expensive amount that changed my opinion about this airline but mostly all of the process and because as a consumer flying in couple of hours, you absolutely need to pay the amount they ask you. The right of customers should be defended in those cases and I will try my best to advise future/potential customers about that horrible company.

Route: Bangkok to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Worst traveling experience"

Review: Worst traveling experience in last 20 years of business and leisure traveling. They tried to force me to give my hand carry bag to luggage. To do so, they wasted my time, asked me to stand on the side and made me go and talk to lot of different people. They argue that I can not have hand carry bag and laptop bag separately. To make the situation worst another ground staff at the time of entering plane stopped me and pressurized me to board the plane with just laptop bag (which anyway going to be in my legroom). On many occasions, I paid extra and chose Emirates for the service and comfort which seems to be a thing of a past. From now on I will never choose Emirates if I have an option.

Route: Karachi to Sydney via Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: Egyptair

Title: "would never recommend Egyptair"

Review: Cairo to London. At Mansoura Egyptair Office I paid more than 10000 egyptian pounds to change the date of my and my wifes tickets since the imminent suspension of airports because of Corona virus. Despite saying that changing travel dates is free, the staff were playing games, and bargaining with customers to charge the largest amount if money. Initially they denied any economy seats left and asked for 23000 eg pounds per seat i.e. 46000 for 2 seats business class for only to change the travel date. When I complained to the manager I found out that there are many economy seats and asked to pay over 10000 per ticket i.e. over 20000. After arguing this was reduced to 10056 Egyptian pounds which I had no choice but to pay. This is illegal since the closure of the airports was the government

decision and not a mind change. This is giving the company and the country bad name. I come across tens of angry passengers who would never recommend Egyptair to anyone. This is sad situation at a time other companies are helping their passengers.

Route: Cairo to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Joon

Title: "Overall not satisfied"

Review: Rome to Paris. No entertainment on board, no food! Not even a snack for a 2 hours flight - Only water or coffee. The cabin was cold and they do not give you blanket. The crew was young, and seemed not serious in their post.

Overall not satisfied.

Route: Rome to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rex Airlines

Title: "it just keeps getting better and better"

Review: Just want to congratulate all of the staff from the gate to the crew on ZL309, Brisbane-Sydney, 9th June. You made a very stressful morning at Brisbane Domestic so much better. Each time I fly with you it just keeps getting better and better! You are showing the others how flying should be done.

Route: Brisbane to Sydney

Seat Type: Business Class

Traveller Type: Business

Airline: Thomson Airways

Title: "others given the seats for free"

Review: Manchester to Punta Cana with Thomson Airways on the Boeing 787. Premium Economy was super, although they gave everyone the wrong menu so the food they offered was not available. There was not availability in Premium Economy on the way back so we had to go economy with extra legroom. The room was okay for me because I am only 5'1" but even with the leg room my husband struggled. Plus we paid extra for these seats and other people around us and in the exit row seats were given the seats for free (surely people who have already upgraded should be given these options before the people who have not upgraded. Food was OK as were drinks.

Route: MAN to PUJ

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "Worst customer service"

Review: Mumbai to JFK via Kuwait. Worst customer service. I didn't get a blanket even though I was feeling very cold and on requesting - I was told first older peoples would get and finally I was told all blankets are over. Coming to food I am a vegetarian and cabin crew ran out of vegetarian food and were asking me to try other options as they don't have vegetarian food. When I insisted I don't want non vegetarian food then after half an hour when everyone finished their meal they gave me vegetarian meal and that too it was very very limited quantity. Same thing applies to soft drinks. Very cheap and unprofessional staff. You have to tell them 2-3 times at least if you need anything be it water or any other help.

Route: Mumbai to JFK via Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "Total garbage"

Review: I flew with numerous airlines, but I gotta admit, British Airways is by far the worst airline ever when it comes to customer support. I waited 3 weeks for a ticket change. Call center workers are giving you false information just so they would make you hang up. They told me I was supposed to get an email from them with the flight changes, but never got. They don't have a live chat just like American Airlines do, they don't have a online form to submit your questions, they don't have a working international number. Total garbage.

Route: Bucharest to Dallas via London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Oman Air

Title: "very underrated airline in my opinion"

Review: A very underrated airline in my opinion, it boasts a very new and updated fleet of Boeing 787s and 737s with well-trained and competent crew put in charge of the flights. 4 flights in total and none of them were late, as others have pointed out they are surprisingly very good with being on-time. They also provided additional snacks and drinks on top of the regular meal service. Decent legroom in line with international-standard full-service carriers. The only two minor gripes I may have is that the selection of movies and IFE is somewhat limited, and connecting flights as Muscat Airport involve a lengthy wait to get through security.

Route: Bangkok to Muscat

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: "one of my best flights in recent years"

Review: My flight was good, both were. Cabin crew was nice and helpful. Even the food was ok, I ordered special gluten free meal and my travel partner had pasta. Leg room in the first, small plane (Embraer) was like really good. In the Boeing 777 it was comparable with the other air lines. Flights left on time. Overall that was one of my best flights in recent years. One thing to flag is that there was no WIFI though it should have been. And the second meal was only a sandwich and little desert, could be more.

Route: Krakow to Newark via Vienna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "never flown one as bad as this"

Review: Samara to Moscow. I've flown a lot of budget airlines in my life, but I've never flown one as bad as this. At check-in we were told to put our cabin bag into a metal container to see whether it fit the cabin bag policy. It did, fantastic. Not our first time on a budget airline as we made sure ours was compliant. But then the our check-in person tried to close a lid on our bag! At first we were a bit confused, then we realised that our Ryanair/Easyjet/Air Asia cabin sized bag had to fit into this tiny box (I've attached some pictures) which I honestly doubt a standard sized knapsack could fit into. We then realised we weren't alone in complaining about this. The staff were unsurprisingly unhelpful and told us it was in the T&C's. After much scrolling, we found it and by the way, it's not obvious. The only suggestion was the stated dimensions of the hand luggage which gave it way. Hence, we and essentially 95% of the flight had to march to the office on another floor to purchase check-in luggage allowance. If you want to limit cabin luggage to tiny dimensions, make it explicit so consumers can make an informed choice. Fellow travellers, don't make my mistake.

Route: Samara to Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "everything was in order"

Review: Kuwait to Bahrain. Was a short flight of 50 minutes. Departed on time. Snacks and beverages served though it was low standard. Overall everything was in order, nothing to appreciate or to criticise.

Route: Kuwait to Bahrain

Seat Type: Economy Class

Traveller Type: Business

Airline: Etihad Airways

Title: "money still isn't back in my account"

Review: The leg from Melbourne to Abu Dhabi and Abu Dhabi to Melbourne was the worst flight of my life, both ways. I've flown the route from Melbourne to Vienna many times with Emirates, Qatar, Qantas, this was hands down the worst experience by far. Not only was the plane for this 13 hour flight 20+ years old, the seats were unbelievably uncomfortable, the bathrooms were filthy, on the first flight the toilet flushing button was smashed and covered in filth. The food was awful. On returning home, I looked to see if I could book a premium economy seat to alleviate the discomfort. The website told me the seats I selected were unavailable, but charged me 222.00 \$ each time I clicked a seat. I was charged multiple times for seats that were unavailable. I immediately called Etihad and asked them to refund me. I was told I wasn't charged and my bank would release the funds in 24 hours. On the flight in question I was given one of the worst seats, in the very back of the plane in a seat that didn't recline. 5 days later, the money still isn't back in my account. I call again and say I'm going to dispute with my bank, they ask for 24 more hours to reverse the charge. It's been three days, a total of over a week. They're still keeping my money.

Route: Vienna to Melbourne via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Business

Airline: Swoop

Title: "by far was the worst experience"

Review: This by far was the worst experience I've ever had on a airline. Our plane from Edmonton to Toronto was 135 min late. The lady couldn't do a tag for our luggage to get switched at the swoop desk. This is new to me same airline multiple places should be able to switch luggage on a connecting flight. We landed I had less than 1 hour to switch luggage because Edmonton was unable to. The swoop check in bag person just looked at me said nothing I can do. So I guess it's acceptable as a airline to be 135 min late. Half the people on our plane missed flight to Vegas. I guess I'll have no clothes in Jamaica for a couple day's and that's all good for the people who work at swoop. Save yourself the hassle not the money don't fly swoop first experience was Terrible. Zero customer service zero help people just looking at me and making me feel stupid.

Route: Edmonton to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pegasus Airlines

Title: "delayed for 2 hours"

Review: Istanbul to Beirut. Crew was really friendly but the plane got delayed for 2 hours without any explanation. Turbulence was really bad.

Route: Istanbul to Beirut

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flair Airlines

Title: "a horrible experience all together"

Review: They get you with their cheap ticket prices but then you have to pay for any and every thing else you might need! And for a way higher rate than any other airlines. Our flight was late 40 mins also! If your personal item or carry on bag is even 1/2 " too big, they make you pay for it at the gate! Just a horrible experience all together.

Route: Calgary to Québec City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SilkAir

Title: "nothing has changed in 5 months"

Review: Flew with Silk Air to Colombo from Singapore for the second time this year and nothing has changed in 5 months. The food is palatable but insufficient and nothing exceptional. Aircraft mainainance is practically non existent. There is no inflight entertainment except that you can purchase the Silk Air studio app and watch a limited range of a fairly pathetic selection of movies. The flight crew however are very friendly and can be chatted with easily. In short, Silk Air should not charge its premium fare because it is practically a budget airline with free meals and marginally better legroom. In conclusion a dissapointing experience and forgettable to say the least.

Route: Singapore to Colombo

Seat Type: Economy Class

Traveller Type: Business

Airline: VivaAerobús

Title: "I asked for a refund and they said no refunds"

Review: We booked flights to Mexico City for July 4th weekend, and today I get an email saying our flight is cancelled. I called into Viva Aerobus customer support and they said that there was no reason listed as to why the flight was cancelled but that they can book me a flight out of a different city (San Antonio), which is about 100 miles away. I asked

for a refund and they said no refunds. They offered a voucher to be used within 80 days but I refused this offer. Why would I want to book with this carrier again if they cancel flights with no notice and don't offer refunds? The agent wouldn't allow me to speak to a supervisor and was very rude and not helpful. I went ahead and disputed the cost of the tickets through my credit card company. I hope if this happens to other travelers that they each let their credit card company know so that eventually VISA or Mastercard stop providing payment services to them. Worst airline ever.

Route: Austin to Mexico City

Seat Type: Premium Economy

Traveller Type: Business

Airline: Viva Air

Title: "give us half the money"

Review: What a sad day! We have tried so many attempts to resolve our situation. My mother died from COVID-19 and we had to cancel the trip, but they decided after two months to give us half the money and a voucher for the amount. This voucher is to be used within 12 months. It sickens me to know how evil these people are after knowing that no one has control of this virus, and it affected my family without warning.

Route: Medellin to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aer Lingus

Title: "ashamed and embarrassed"

Review: A lovely flight from Dublin to San Francisco - could not fault it. Things went rapidly downhill after that, and Aer Lingus complete lack of regard for paying customers became all too apparent. Our luggage went missing and Aer Lingus have been rude and unhelpful. As a customer I am so disappointed in the customer service provided by my national airline. As an Irish person I'm ashamed and embarrassed to think that other people may be subjected to this treatment.

This is not the image I want my national airline to be portraying of Ireland and Irish people. We have a short six day holiday in San Diego; Day 1 is now gone because of Aer Lingus complete and total lack of regard and concern for paying customers. We paid 2808.50 for our flights (2 people) and it is disgusting to think that once they got our money they no longer care. Shame on you Aer Lingus.

Route: Dublin to San Francisco

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "Worst airline ever!"

Review: London to Kochi via Mumbai. Worst airline ever! Never choose this airline even if you had to pay a few more extra for a decent one. The connection flight to Kochi was found cancelled on reaching Mumbai and was offered the next day's flight due in 24 hours. Reduced to provide accommodation/lounge access. They kept sending messages every week that flight number and times from London changed until the day of travel but I never expected this treatment.

Route: London to Kochi via Mumbai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aer Lingus

Title: "shockingly bad customer service"

Review: From the moment we purchased tickets, we had the most shockingly bad customer service. Be aware: you can do nothing online, including book or change seats and must call Customer Service for everything. They do not respond to emails, customer service is outsourced to overseas Indian or Eastern European countries where some do not speak English well enough to answer your query. They always say you have to email but you never receive a response (this after 24 emails over 3 mths and no responses). We flew business and they ran out of food. They offered

economy meals. Flight attendants clearly did not like their jobs. The food (when you did manage to get any) was horrible and it was next to impossible to get a second drink, even water. Finally, we arrived in SFO to hear my husband's name called - they put my bag on the flight from Dublin but not his. We were leaving and checked through from Paris. They promised it would arrive next day, next flight. 10 days later it is still listed as tracking and in Dublin. We phoned several times to be told it was still in Dublin as far as they could see. We went several times to the airport and checked Lost Luggage -also finally went a 3rd day to see the same flight coming in and found a helpful man on security who phoned around. He left to go to an 'office' and came out with our bag. Fully tagged. It is still listed as 'being tracked'. We have contacted Aer Lingus to advise this but still listed as being in Dublin. . This has been one of the most horrible airlines we have ever flown.

Route: Paris to San Francisco via Dublin

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: American Eagle

Title: "cramped into the shuttle bus"

Review: After the 50 passengers were cramped into the shuttle bus, we were told the pilot requested mechanics to deal with a technical issue and we would have to wait a "couple of minutes". 10 min later, with doors closed it was hard to breath. The driver cranked the AC to full blast and opened the doors and now we were freezing. After 30 min standing in a cold, packed bus, we were told we would go back to the terminal. Another 10 min later the issue was solved by an off duty mechanic, and we were lucky to be on our way. In short, it was disrespectful, and a health hazard experience.

Route: Washington DC to Toronto, Canada

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia

Title: "both were top quality flights"

Review: I flew with AirAsia twice this month, 1st from Penang to Langkawi, and then from Langkawi to Kuala Lumpur, and both were top quality flights. The 1st flight arrived at the destination even earlier than the stated time, and the 2nd one was punctual as well, their cabin crew are all professional, well dressed, respectful and beautiful too! unlike Malaysian Airlines staff which were disrespectful and not good looking, If you're looking for domestic flights within Malaysia, they're the best option to choose imo, don't let the negative reviews scare you away, I bought one 25kg luggage and when I weighed it at the airport, it was 2 kg above that but still they said it was fine and didn't charge anything extra for it.

Route: Langkawi to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: China Airlines

Title: "A350 is a great plane"

Review: Denpasar to Rome via Taipei. The first leg on our return journey (DPS-TPE) was by an old 747- 400: the aircraft was pretty rundown, with a bad smell and very narrow seats; the old IFE didn't work properly and FA tried to reboot the system multiple times but my personal screen didn't work properly. Food average. The second leg (TPE-FCO) was a different story: the A350 is a great plane : plenty of space, great IFE and I could stretch my legs and sleep almost the whole flight, wonderful mood lights and smiling FA made this 13 hours journey very pleasant.

Route: Denpasar to Rome via Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Brunei Airlines

Title: "I had a great experience"

Review: I flew to Bangkok, Thailand from Surabaya, Indonesia with this airline for the first time. In my opinion, I had a great experience. The cabin crews are very kind and helpful. The seats are comfortable and I like the design as well. The food is tasty. There is enough legroom for me. Besides, I like the inflight entertainment since the movies are updated so it's not boring at all. The aircraft is clean and smart looking. However, it would have been much better if all the aircraft of Royal Brunei Airlines are equipped with personal inflight entertainment, not just overhead TV or WiFi connection because it would be so boring and not pleasant. Basically, I would like to recommend this aircraft to my friends and I would love to fly with Royal Brunei Airline again.

Route: Surabaya to Bangkok via Bandar Seri Begawan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tropic Air Belize

Title: "This company is horrific"

Review: This company is horrific. We had a cancelation of our flight back home and this airline refused to refund our money. Fly Maya Island Air. They are exceptional, less expensive and very flexible. The planes are also shady. You will not regret flying Maya Island Air! Have a wonderful and safe flight.

Route: San Pedro to Belize

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "product was very good"

Review: First time I had flown Eva for about 7 years. The product was very good. The flight was roughly on time, which I thought was good as I was flying out in Christmas Eve. It was actually the fastest flight Ive ever done at just over 10hours. Food was ok, movie selection has gone down hill.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair

Title: "definitely better than expected"

Review: Ho Chi Minh to Singapore. A great experience traveling with tiger air. It was a first for all of us, experiencing such good service from the staff at the service counter and on the airplane. We were pleased with customer service especially with the well wishes upon knowing it is one of our member's birthday. Also, the cake which was presented onboard the plane by the staff was unexpected and surprising. Travelling with Tigerair was definitely better than expected.

Route: SGN to SIN

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "comfortable seat on Boeing 787-82"

Review: Singapore to Los Angeles via Xiamen. Enjoy when inside aircraft which clean and comfortable seat on Boeing 787-8. Plenty of food and drinks provided. The only problem when check in to the flight from Xiamen Airport to Singapore Changi Airport. Long queue as many other tour tourist line up. Ground handling spoil / damaged my baggage but Xiamen Airline replaced new baggage for me.

Route: Singapore to Los Angeles via Xiamen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "It was a huge disappointment"

Review: I always travel by Emirates and liked it but this was my first time traveling with my 14 months old baby. The seat I got was too small to fit us both. I didnt know I have to carry my baby even when hes asleep. I asked for bassinet and they said if babys legs are not straight while lying in bassinet then its not for the baby. I had to carry him throughout the flight because he was mostly asleep. When they provided me meal I couldnt open my table as while holding baby table couldnt be opened. I barely ate a little and gave up. Meal for baby was also not provided although it was included in the ticket. It was a huge disappointment. I couldnt use inflight entertainment either for baby because there was no room.

Route: Peshawar to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Singapore Airlines

Title: "seats although adequate were so much smaller"

Review: Full flight. Check in was busy, business class full. The lounge in Melbourne was okay, bit old and dated but the food was good. Boarding protocol was strictly adhered to. We were warmly welcomed. This medium haul aircraft was far different to the A380 in business. The seats although adequate were so much smaller. I was surprised to see not only a blanket and pillow but slippers, face mask, socks and amenity kit on my seat. The storage bin overhead is very high up and 158cm me needed help to stow my bag. Not much storage at the seat, just under the footstool and a tiny cubby hole once the headphones and water are removed. The staff were very friendly but reactive rather than pro active. They didnt check the cabin during the flight but would respond to pushing the button for an attendant. The food was okay. Nothing special, steak was tough but the dessert was lovely (cheesecake). Entertainment was pretty good, quite a lot of choice, and the flight map was excellent. The refreshment before landing was not nice, chorizo and pasta. Quantity not quality. We arrived slightly sooner than scheduled. Altogether it was good for a day flight but not sure it will be comfortable

enough for an overnight flight.

Route: Melbourne to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Citilink

Title: "seats were comfortable"

Review: We used Citilink to travel from Jakarta to Denpasar Bali. Check in was handled nicely. However it was a bit confusing since our boarding pass said we would have to proceed to have C1 whereas the TV screens indicated that our flight was leaving from C6 and the information staff at the gates didn't seem to know the gate either. Having eventually arrived at the right gate (C1), we were waiting for boarding which commenced on time. Boarding was done quickly and efficiently. The flight experience itself did not feature anything unexpected from an lcc. There was a selection of drinks and food available for a little money. In spite of the limited leg room, seats were comfortable. After arriving in Denpasar, we quickly received our luggage. Overall an ordinary lcc experience.

Route: CGK to DPS

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Airlink

Title: "attendants were efficient"

Review: Johannesburg to Bulawayo in Zimbabwe on SA Airlink. Seats were comfortable and a meal was served flight together with drinks on this 1 hour 20 minute flight. Flight attendants were efficient and pleasant. This was a very nice trip.

Route: JNB to BUQ

Seat Type: Economy Class

Traveller Type: Business

Airline: Iran Air

Title: "Iran Air staff in Lar airport were nightmare"

Review: Unfortunately this flight was my only option (time), and I already heard almost only negative reviews from whoever I asked from regarding this airline. The staff in Dubai airport were lovely but Iran Air staff in Lar airport were nightmare. Absolutely disrespectful, just trying to make up for their loss during COVID. They had respect and sense unlike them. Save your money and dignity and do some planning ahead. They dont care about their customers not even the least.

Route: Dubai to Lar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Airways

Title: "\$50 for being 1 kg over our allowance"

Review: They use to be quite good. However, lady at the Sydney domestic service desk said wont be allowed on our flights if we dont pay \$50 for being 1 kg over our allowance via eftpos. I opted for a cash payment. Worth mentioning we booked seats for row 11 but were assigned seats in row 30.

Route: Sydney to Sunshine Coast

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: ITA Airways

Title: "Appalling customer service"

Review: Appalling customer service! I arrived at the airport and when I tried to check-in for this Royal Jordanian Airlines flight I was told that they had cancelled my ticket and re-issued it for a day earlier! They did not communicate this change to me. ITA ground staff were unfriendly and unapologetic. I managed to get on a flight departing at a similar time but with one stop rather than direct. Wrote to ITA Customer Service / Complaints but yet to receive a response.

Route: Rome to Amman

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ural Airlines

Title: "flight to Bishkek was nice and safe"

Review: Purchased a cheap ticket and the baggage was included. Flight was delayed by two hours, which was not what we expected, but the almost 5 hour flight to Bishkek was nice and safe. There is no entertainment, but the sandwich we got was very tasty. Drinks only water and tea, but ok. The plane was clean, the flight safe, the crew was professional but did not look very happy. All in all, recommended, but as it seems they have a record of delays, perhaps if using them one needs a plan B in case the flight is late.

Route: Moscow to Bishkek

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "The absolute worst"

Review: The absolute worst! I will never fly with United again. Our first departing flight was canceled and rescheduled for the following day which then had an additional layover. Our returning flight was delayed almost 12 hours and we were told all flight problems were due to "weather." Complete lie!

Route: Jackson hole to Denver

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: VLM Airlines

Title: "arrived on time both ways"

Review: My wife and I flew VLM from Southampton to Antwerp return on a Fokker 50. Left and arrived on time both ways. Only about half full on way out and three quarters on the return. Had a free beer and snack. Fokker 50 is on a par with more modern turbo props on these short flights. Antwerp airport is a breeze, in a rental car and away within 15 minutes of landing.

Route: SOU to ANR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vueling Airlines

Title: "they have lost our luggage"

Review: Flew into Dublin arriving at 6am for our connecting bought ticket flight on Vueling at 1:40pm! thinking we had TONS of time to check luggage. Dublin airport does not have Permanent desk check in counters for their airlines, they all share desks. So no one with the airline you are flying other than BA and Ryan have desks you can speak to anyone. Was told where Vueling might be but not until 10:30 am, we had no way to check bags early. We stood in line at 9:15 to ensure we were first in line waiting to see Where Vueling might be. when it tells you counter 11, that means the Entire counter which is really 3 airlines long and shared by all. For our 1:40 flight, which Vueling recommends 3-4 hr early check in, one lone lady shows up at 10:45 to post the Vueling sign on two monitors! she then says, someone will be here in 10 min to start check in. 35 min later not 10, ONE lady/girl shows up to check in the entire flight! Now being the very first customer we are being checked in at 11:30 for a 1:40 flight, less than their own company recommendation! Being the first customer to check in bags, they have lost our luggage for a 2hr flight Dublin to Paris. One man at

customer service who spoke broken English, filed our claim and told us to call back. We are now 48hrs from our flight and there is no calling. the phone is permanently off hook and busy. we have emailed and gone on Vueling customer service with no response. Because Vueling has super strict online luggage rules, we believed them and put Everything in our paid checked bags. NO help is anywhere from Vueling. Having to spend money on brand new shower items, make up and at this point, we now have to ruin our holiday more, go shop in Paris for clothing which of course are quite expensive!

Route: Dublin to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ryanair

Title: "Extremely unpleasant experience"

Review: Keeping in mind that Ryanair is a low cost airline I have never had many troubles with it. That was until I departed from Valencia airport. The Ryanair staff at the airport was truly horrible. They made me pay almost 50 euros for a tiny purse I was carrying in my hand. They wouldn't give me the time to reorganize my backpack to have my purse fit into it, threatening me that I would miss my flight. I'm wondering if they get a premium for trying to milk extra money from their customers. They also forced me to put check in my backpack with my laptop in it. This had never happened to me before and I fly with low cost airlines multiple times a month. Extremely unpleasant experience.

Route: Valencia to Manchester

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Malaysia Airlines

Title: "useless customer service"

Review: While we were departing from Dhaka, the overhead compartments being full, the crew simply took our

carry-ons to do gate check (no tags were given) and we were told we would get it at our destination. We are still waiting and Malaysia airlines have not responded to a single email we have sent. Apparently they are trying to find the baggage, by the pictures we have, among the hundreds of other bags they have lost. Zero accountability, ridiculous process and useless customer service - that is Malaysia Airlines it seems.

Route: Dhaka to Sydney via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: ANA All Nippon Airways

Title: "require mask in a 14h flight"

Review: Can't expect much for premium economy so the seat, meal and inflight entertainment was fine. What was horrible is the policy to require mask in a 14h flight. What made it worse was the flight was midnight but the counter was only open 2 hours prior, which is normal, but made passengers unable to use lounges. What's the use of paying the additional fee? Also they only opened 2 counters for non Business. Very slow and long 1h wait

Route: Tokyo to Houston

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "failed to meet even the most basic standards"

Review: If you ever consider flying with Aeromexico, I strongly advise against it. In my personal experience, this airline has demonstrated a lack of professionalism and reliability. One of the major issues I encountered is their frequent changes in flight areas without providing sufficient means for passengers to stay informed. The availability of screens displaying these changes is limited, and there is a notable absence of announcements in English or bilingual employees to assist non-Spanish speakers. During my journey, which involved a stopover in Mexico City on both the outbound and

return flights, I encountered a distressing situation involving my 87-year-old grandmother. Aeromexico staff separated her from the rest of our party, despite the presence of completely vacant seats on one of the flights where we could have easily been accommodated together. When we approached the employees for assistance, they claimed there was nothing they could do, leaving us feeling frustrated and disappointed. Regrettably, the most appalling customer service experience occurred on our return journey, as well as on our way to our destination. All members of our travel group contracted a parasite during our trip. As we were boarding the flight, the airline initially announced that they would wait for a passenger in the bathroom, only to abruptly change their decision and close the doors, leaving us behind. It is common for groups traveling together to prefer not to leave anyone behind, and this unexpected action forced us to endure a gruelling 12-hour wait at the airport. Even after spending approximately \$580 per person for the return trip, we encountered further rudeness from the Aeromexico staff during security procedures. Considering the involvement of three countries in our travels, one would expect a certain level of customer service, but unfortunately, Aeromexico failed to meet even the most basic standards. I strongly recommend exploring alternative airlines and investing your money elsewhere for a more satisfactory travel experience.

Route: Mexico City to Guatemala City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Oman Air

Title: "Never, ever, travel with them"

Review: Zero stars like many here. Promised refund after 12 months of booking after cancelling a flight due to Covid, but then went into hiding. No reply to e-mails, 12 months have come and gone. But they were able to challenge the charge back that VISA originally authorized, but then had to withdraw again because Oman Air objected. Never, ever, travel with them!

Route: Munich to Colombo via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Shaheen Air

Title: Shaheen Air customer review

Review: Although a low cost airline, Shaheen Air was quite nice, although the airport check-in was pretty bad with only one line and the agents taking forever. The flight had a gate change 4 times, and we had a one hour delay announced at the last minute before boarding was to finish. The flight attendants were very friendly during the flight and the aircraft was decent, also the meal (some chicken mayo bun with a chicken leg along with marble cake) was pretty delicious and filling. The plane was leased and originally from SpanAir so the cabin had grey leather seats, but it was comfortable though. Also a nice touch from Shaheen Air was the pre-takeoff water which was provided and newspapers in English and Urdu.

Route: Karachi to Multan

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Monarch Airlines

Title: "flights have been excellent"

Review: Manchester to Preveza. I have flown with Monarch twice recently and both flights have been excellent. We chose seats with extra legroom in row 10 where there are just 2 seats together rather than 3 so ideal for a couple traveling together. It was worth the 15GBP each way for the seats. Both flights on time even arriving early and the first plane had been refurbished with really comfy modern seats. Great staff on board and on the ground, Monarch seem to be that bit better than other budget airlines and more professional.

Route: MAN to PVK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Boutique Air

Title: "Very unreliable airline"

Review: They took by bag at Pittsburgh and then came out and told us that our flight would either be a few hours delayed or canceled. This was at the time of departure 5 PM - last flight out for the day to AOO (I later learned that the plane was still in AOO with mechanical problems.) Returned in about 10 minutes to tell us it had been canceled and then vanished. We were what do we do now - no one there, no bags. It took him at least another 15 minutes to return with our bags. He should have told us where he was going. No other options were given. No cars were available one way to AOO so I had to contact someone to drive from Everett PA to Pittsburgh airport which is around 120 miles away. While I waited, after waiting there 3 hours for this flight after my flight had arrived from DFW. They are so unreliable and I have been trying to get a refund on my flight or travel expenses which seem to be impossible. Very unreliable airline - no customer service.

Route: Pittsburgh to Martinsburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "It was a total nightmare!"

Review: The aircraft had electrical, engine problems while we were on board so it was delayed over 3 hours from the original flight time. It was a total nightmare! The seats was so cramped, no leg room, very old aircraft that makes a squeaky noise every time someone makes small movements in their seats. It was full when we are still in this covid situation. Terrible experience! I will never ever use this airline again.

Route: London to Incheon via Warsaw

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "This was a first, and not in a good way"

Review: This was a first, and not in a good way. I book my flights well in advance to get the seat I want. Like for a lot of people, this is very important to me, I especially wouldn't fly in a window seat long haul as it would be like being in prison. So I booked the seat I wanted. I looked a couple of days before the flight and it was still ok and checked in as soon as I could. At the airport, Bangkok, I checked in my luggage at the desk about 2.5 hours before the flight, and was given a boarding pass, still showing my choice of seat. When they announced boarding, about 40 mins before take-off, my boarding pass was refused and the KLM staff said I had been kicked out of my seat for a, "family". When the business section was full I had a look and there were no children so they must have called a family just a couple who couldn't be bothered to book their seats in advance. This is the only time in doing this route for 33 years with various airlines that this has happened and, even as a platinum member, I will not put myself at risk of it happening again as it ruined the entire flight. Bye Bye KLM.

Route: Bangkok to Newcastle via Amsterdam

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Air Tanzania

Title: "regret to have travelled with Air Tanzania"

Review: On August 10, 2020 we were scheduled to take flight TC 105 from JRO to ZNZ, this was a confirmed flight. We were planning to start our vacation stay on Zanzibar on August 10, 2020. Since our original flight has been cancelled (or changed, or had been wrongly advertised from the beginning) we had to postpone resp. had to shorten our stay for one full day (we took flight TC 137 on August 11, 2020, instead). This incurred costs on Zanzibar for at least our hotel (126 US dollars). I wrote to and received some initial response from your incidence handling team. But in the end there was no answer of any substance at all. There was some redundant email correspondence where one person from Air Tanzania haphazardly tried to make another person take some action (which action remained unclear). What I wanted

was an explanation, an apology (for ruining one day of our holidays that we spent in lovely Tanzania in spite of the troubles we went to be able to travel abroad at all at these difficult times), and US\$126 for the day we could not spend at Zanzibar (but had to pay for anyway) but instead at the miserable hotel near the airport. It only remains to express my severe regret to have travelled with Air Tanzania. I also think of their customer complaint handling as being quite unprofessional. When I tried to use the contact form on the Air Tanzania website it turned out to be unusable because it would not send my text. Then I tried to contact with the same text. The mail bounced immediately because, as it turns out, Air Tanzania blacklisted my email address! That's quite a impertinent way to deal with your customers.

Route: Kilimanjaro to Zanzibar

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Astana

Title: "Service was excellent"

Review: Almaty - Saint-Petersburg is my favourite route. Flight was on time. Aircraft was brand new A320NEO (2 months old). Service was excellent, food was very good, choice of beverages perfect. Now airline using eco packs for amenity kits and it looks so good! And also inside of the kit they even put neck pillow, because flight was longer than 5 hours.

Route: Almaty to St. Petersburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bulgaria Air

Title: "We were promised a refund"

Review: I was booked to fly but travel restrictions prevented our even getting to Bulgaria. We were promised a refund

but never heard more and Air Bulgaria stopped responding to emails.

Route: Sofia to Wilmington via Berlin

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "a cattle call boarding experience"

Review: Granted flights were delayed, so the SW terminal was packed. However, my flight was on time. Because of the droves of people around the woman calling out boarding information, I could not hear her. She used a tiny microphone which actually none of us could hear. She then chose to yell out information which no one could hear either. Being my first time flying SW, I unfortunately, hadn't researched how they board people. I had no idea where C was and asked around to finally find where my boarding area was. There was a fellow C woman who moved around, so I followed her. She said that since A loaded, C could now line up. It was then I figured out what the other number was on my ticket- so I lined up in that spot that was on a sign. As I got on the plane, I asked the flight attendant how I get a seat, you just chose anything open. I had no idea. And I had checked my boarding pass and even pre-boarded. How did I miss this information? It truly was a cattle call boarding experience. Luckily there were some very nice people to help me along in the boarding process as to where to go. What a joke. What has happened to public transportation?

Route: Colorado Springs to Dallas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAAG Angola Airlines

Title: "crew were friendly and professional"

Review: My flight on 26th of August, from Johannesburg to Lisbon via Luanda, was as good as my return flight a month later on 25th September. Four planes of 777 and 777-300 used for my journeys. The food was tasty, the cabin crew

were friendly and professional. Most important was the fact that the take off and landings where the best I have experienced in recent years. The price was good value for money. Luanda airport is poor, no shops to pass the time, but at least we don't walk kilometers to change terminals, which is a plus. The waiting time between flights is only about two hours and bearable. Another plus is the weight you are allowed to take. I will definitely fly TAAG again.

Route: JNB to LIB via LAD

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lynx Air

Title: "definitely not worth the save"

Review: Arrived around 1:15 hours before my check-in and noticed they had a huge line due to only one court having an employee attending people. Decided to wait in line as they were not calling to check-in for our flight yet. Waited for more than 30 min and when finally arrived my time they said that the check-in was closed and said that kept calling people in the line for the last call and even took pictures, which was a total lie, I requested the pictures and they started making excuses that could not show me that. The worst part was that the airplane only left the airport after 2 hours, so if they really wanted to fix the things, they had plenty of time to figure it out and accommodated us. After a lot of coming back and forth, I was told by a supervisor that they would include us, without charges, in the next flight. He mentioned to talk to the customer service and, after I did it, they said that needed a note from this supervisor, and surprisingly, he disappeared. Lynx court just had nobody to talk to the clients and their online and phone costumer service have only 2 people to solve problems to the entire country. Found other people in similar situation and everybody was really upset with what was going on. In order to not delay my life due to a totally disorganized company, I decided to pay for our flight tickets (that at the moment were costing 3 times what we originally pay for the flight that I lost). They offered me a \$50 voucher, which the agent said that was going to be applied to my total amount. However, when I finally arrived home and had some time to see my bank statements, I noticed they charged me the full amount (without the discount applied) and promptly contacted them to have that fixed. They said that could not do anything other than give me another \$50 voucher. I told them that that was absurd and it doesnt make sense to me as will never fly with lynx again. After threatening

them with a sue, they finally issued my refund. Long story short, if you want to save money, try perhaps Flair because Lynx it is definitely not worth the save.

Route: Toronto to Calgary

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "was a great travel experience"

Review: Kuala Lumpur to Perth. Best low cost airline. On time departure, nice clean aircraft, excellent options in food and beverage, staff with excellent service attitude, decent pitch between seats. It was a great travel experience at a very low cost, excellent value. I will travel and recommend Air Asia anytime

Route: Kuala Lumpur to Perth

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Icelandair

Title: "terrible treatment of a customer"

Review: I have flown Icelandair numerous times in the past, its been my preferred travel route to Europe. Ive always had a good experience, until recently. I am so incredibly disappointed in the poor customer service my boyfriend and I have received recently. I booked a trip to Europe to visit friends and naturally, I booked with Icelandair. My boyfriend decided he wanted to fly out to join us a few days into my trip. Per my recommendation, we booked him with Icelandair. During the time of booking, there was no travel restrictions for American tourists traveling to the Netherlands (our destination). For layovers in the KEF airport, it was required for American tourists to provide a negative COVID test OR a proof of vaccination. My boyfriend was scheduled to depart our local airport on September 5th. On September 4th the travel restrictions were altered and suddenly both a negative test and proof of vaccination was required. When my

boyfriend arrived at the airport, he was denied boarding onto his plane. He is not vaccinated, but was able to provide the negative test. This was no longer sufficient. This caused numerous issues and loss of funds for both of us, throughout my entire trip. When we contacted customer service regarding the refund, we were told that he would not be issued one! I am just besides myself at the unwillingness to help us due to the circumstances. This is completely ridiculous. Not only was this of no fault of ours, we also purchased the Travel Protection Plan! We were still told that he has been listed as a No Show and our situation doesn't fit into the policy for any of the refund guidelines. I understand that times are strange, and restrictions change almost daily (why we purchased the protection plan). I can't believe this company is profiting off of passengers who have already been inconvenienced tremendously, at no fault of their own. We are being forced to pay for a series of flights that were never taken, refused a refund for the because of what? The airline wasn't inconvenienced at all. The airline lost no money by him not being on the flight. This is terrible business, extremely unethical and terrible treatment of a customer. I will never fly Icelandair ever again. I will make sure no one in my family, my friends, or anyone in my industry flies with Icelandair again.

Route: Boston to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Philippine Airlines

Title: "Miserable experience"

Review: Miserable experience: very expensive, online booking guides you to purchase 20kg allowance when it is included already. Asked for refund, no help. Never again

Route: Manila to Dumaguete

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: AirAsia X

Title: "charged for the extra luggage"

Review: Colombo to Sydney via Kuala Lumpur. My wife and I have travelled from Sydney to Trichy in July. I purchased the baggage for 25kg each but the actual weight was only 15kg each. The airline said that they cannot downgrade the allowance once it is paid. When we came back from Colombo to Sydney in August, we got 6kg over weight. Therefore I have tried to increase the allowance from 25kg to 30kg for each. I have spent about 5 hours in my phone and several attempts to increase the allowance, but the Airasia system did not allow me to do so. Although it is their system issue, I was charged for the extra luggage at very high rate at the Colombo airport and I was advised to get the refund at KLIA. The customer service person at the KLIA advise me to try the telephone customer support team. The telephone customer support team asked me to fill an eForm to get the refund. But the airline has treated me with suspicious instead of investigating the failure of their system. I have only requested the refund of surcharge fee at the airport (i.e. difference between the online fee and the airport fee for the additional luggage).

Route: Colombo to Sydney via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "Never will I fly Hawaiian Airlines"

Review:

Never will I ever fly Hawaiian airlines even if they let me fly for free! Our family was stop at the boarding gate because we had shopping bags and purse, saying they only allow 1 carry on 1 personal items. So if you went shopping they count that as a personal item so you cant bring it on the plane. Doesnt everyone go shopping for souvenirs? How is one suppose to bring it back? How about food n snacks if you carry the snack in your hands its also consider as a personal item. Even my small Fanny pack was consider a personal item so I ask what do they want me to do they rudely reply as thats for you to figure out! While rolling their eyes. Never will I fly Hawaiian Airlines.

Route: Hawaii to Sacramento

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "non availability of bus"

Review: Raipur to Delhi on 28th November. After reaching Delhi Airport the cabin crew forced us to stand in flight for around 40 minutes due to non availability of bus. When we try to discuss this to crew members they did not respond and ignored us.

Route: Raipur to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Zambia Airways

Title: "Nice staff, water served ad libitum"

Review: Flew Lusaka to Ndola via Solwezi 11 Sept. 22 on an old De Havilland Dash 8 propeller aircraft. The airline has been revoked by financial infusion from Ethiopian and appear to be very reliable according to statistics and my experience. Zambia Airways has only this sole aircraft only but 2 new aircrafts are ordered incl. a B737. Flight on time. Luggage generous, but no space for hand-luggage, it has to go as inscribed (except my laptop). Nice staff, water served ad libitum which was welcomed on a hot day. Noisy, but cosy. Luggage no issues. Price cheaper than the private competitor Proflight Zambia which further have only 15 kg luggage allowance. Homepage excellent, fast and friendly. Recommended.

Route: Lusaka to Ndola

Seat Type: Economy Class

Traveller Type: Business

Airline: Shanghai Airlines

Title: "don't choose Shanghai Airlines"

Review: Tianjin to Shanghai. Terrible service, terrible food and terrible airplane. Dirty and smelly, the cabin staff so miserable and horrible. Delays again with no announcement or no apology. If you come to China and you fly on a scheduled not budget airline, don't choose Shanghai Airlines.

Route: TSN to SHA

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Europa

Title: "the worst airline ever"

Review: This is the worst airline ever. Could not check in online, called a dozen times and the call would drop, and when I arrive at the airport, the crib service is not available because of that. I had to fly 10 hours with my baby on top of me. They should close.

Route: Madrid to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Singapore Airlines

Title: "rather disappointed"

Review: The First Suite has a lot of space and a lot of gadgets, and some fellow travelers might be impressed. I was rather disappointed by the outline and design of the suite. The bed is not in the direction of the travel, but across the suite. It is narrow and very hard. If the bed is in the non-sleeping position, then it just hangs at the wall to the next suite like a white chunk of wood. In order to dine from the table one has to turn the chair towards the aisle, or towards the fellow traveller in the opposite suite (which is not very private, when, as in my case, the door does not close properly).

On both legs to and from Sydney there were technical issues in the suite: either the door could not be closed properly, or the entertainment system did not work at all, or not properly, the seat belt did not fit into the mattress, etc. To add as well, that Singapore Airlines seems to have cut the quality and diversity of the food and wine on offer. Only the Caviar was nicely presented and met the quality standard of First Class food. (On my way to Singapore I have enjoyed Swiss and their First Class product. For a frequent traveller their product was First Class all over, (only with the exception of the bathroom).

Route: Singapore to Sydney

Seat Type: First Class

Traveller Type: Business

Airline: Tigerair Australia

Title: "Never again on Tigerair"

Review: Never again on Tigerair. Our flight from Sydney to Gold Coast was delayed for 7 hours from 12:00pm to 6:25pm which took off at 7:05pm. All they could do is offering us a refund on a condition that we fly with another airline which was impossible to find. When I complained they never apologized but instead they said this is a budget airline which means that long delays should be expected. It was more disappointing that they offered us \$15 vouchers per person for lunch and diner. And they had the guts to sell drinks on board instead of giving complimentary drinks due to the 7 hours delay.

Route: Sydney to Gold Coast

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flair Airlines

Title: "Horrible customer service"

Review: Horrible customer service, they told me to get a cabin bag as a personal item bag, but I had a doubt and got a

duffel bag which didnt fit in their scale but it was less than 7kgs, and thats what customer service team told me, that it doesnt matter what kind of a bag you get but it should be upto 7 kgs which I made sure and my bags weight was 5.5kgs. At the time of check in they charged me \$80 by saying that my duffel bag will be considered as a carry on bag, this is so frustrating thats I had to pay for my personal item. And also at the time of check in the guy from flair airlines told me that you should check it online instead on calling at the customer service, why the hell you would even have a customer service if they cant give me any kind of services.

Route: Toronto to Abbotsford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "willing to pay to get the upgrade"

Review: Paris to Chennai. I asked if they can upgrade to business class and the amount. They said it would be \$625. After thinking I said yes. But by then they started take off procedures and later the air hostess came and said that they didnt do it because of paper work. I was really frustrated as I was willing to pay to get the upgrade.

Route: Paris to Chennai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Fiji Airways

Title: "bad experience with baggage"

Review: We flew from Sudney to Los Angeles on Fiji Airways. The overall service was okay, however we had a bad experience with their carry on baggage demands. Before we flew, I had contacted Fiji Airways and specifically asked about their baggage policies. We measured our carry on bags and they were within their limits. We were told an oversized piece would be 100AUD. On checking in at Sydney they claimed my wife's bag was oversized. It fitted into the

metal bin with two wheels hanging on the lip by 1/4 inch. They were adamant it was oversized, told us we would have to pay the fee to receive boarding passes and then charged 120AUD to add insult to injury. The bag met their weight and size requirement. We filed a complaint with American Express who refunded our fee. Fiji also made me count a medically necessary device as a carry on item. Fiji Airways forced us to pay unwarranted charges, were rude and refused to let us board until their fees were paid. We will never fly with this airline again.

Route: SYD to LAX

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Italy

Title: "line which moves very slowly"

Review: Milan to Toronto. At Milan Airport you have to stay in a line which moves very slowly to get your boarding pass. If you like to check in online I believe you have to pay a fee.

Route: Milan to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: S7 Siberia Airlines

Title: "The flight was really good"

Review: Moscow to Mineralnye Vody. It was the first time that I bought simple economy class without any luggage. Previous experience with Russian low-costs was far from successful, but before that I used S7 services a lot, so that made me choose that option. Also regarding the fact, that tickets were the cheapest ones at that moment. The flight was really good. Punctual, with friendly cabin crew and nice green airplane (I like their design and its an important factor for me). However, I want to leave some life hacks for that tariff option, that may help future passengers to avoid some undesirable obstacles and enjoy the flight as I did. Ive seen here some critic about that proposal of S7 and I guess often

the reason is, that were are not used to such types of flights. First of all, be aware what is included in your ticket and what isnt. In the case of basic economy class it food, beverages and 10 kg of hand luggage. You have to pay for a normal luggage and choosing the place in plane. Important thing - if you bought tickets together, it makes no sense to pay for a place to sit also together. A system will make it automatically, so just save your money. In case of additional luggage - its better to purchase it in the internet. It will be cheaper than in the airport. In the airplane there isnt always a lot of free space for hand luggage, but if you have a problem - just ask the stewardess. They are pretty friendly and always here to help. Also if food portion was small for you - you can always ask for additional one. Regarding my experience with S7, cabin crew will never say no.

Route: Moscow to Mineralnye Vody

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "Terrible customer service"

Review: Worst airline I have ever flown with. Chaotic, unorganised, unhelpful. Lost our bags twice. Said they would email or phone me when arrived. Still hadnt heard anything after 4 days so turned up at airport and bags were sitting in a corner! Ruined my holiday. Terrible customer service. After traveling to 49 countries, this is the worst airline I have ever experienced. Would avoid whenever possible.

Route: Maui to Honolulu

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nature Air

Title: "Thanks for the personal touch"

Review: Puerto Jimenez to San Jose. Yesterday we returned to the US from Costa Rica. Our flight was scheduled to

depart from Puerto Jimenez 10:15 a.m. but the plane schedule to pick us up had some difficulty and would not be able to pick us up. The gate attendant was very helpful and was able to call in a small plane from another domestic company, Aero Bell. We had paid the flex fare to allow us to carry a bit more luggage (which was well-discussed in our confirmation letter.) The 6-seater plane that replaced our original was able to get us to San Jose with an extremely tight connection. We were met at the Nature Air terminal by 2 attendants who carried our luggage to a waiting bus to get us to the main terminal. We were the only 2 passengers on that bus. The same 2 attendants carried our luggage to the United ticket counter and waited until United agreed to get us on the waiting flight. Again, the same two Nature Air employees grabbed our luggage and shepherded us through security and directly to our departure gate with only minutes to spare. Without their constant attention, we never would have made the connection. They went above and beyond to make an unfortunate situation a good one. That was especially important since departure options for later that day did not exist. As we waited to confirm we could get on the United flight, the attendant called his boss and offered to pay for a hotel room and shuttle in case we were not able to make the connection. That is what we would expect from a large airline, and it was nice to see it in this regional carrier. We have made 2 trips to Costa Rica with Nature Air, and we would do it again. Thanks for the personal touch and a job well-done.

Route: Puerto Jimenez to San Jose

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jin Air

Title: "this airline is not worth it"

Review: First of all, I flew with this airline in 2018 and early 2019 a few times. Let me tell you, don't be fooled by its low prices, this airline is not worth it. The most glaring weakness with Jin Air is its lack of in-flight entertainment. There are absolutely no TV's in sight, as well as no trays to put any devices you have on. Even the airline safety consists only of a pre-recorded message played over the PA system. Your Jin Air flight will probably be one of the most boring flights you will ever have. You could try to sleep, but Jin Air has a very bad problem I have experienced in other airlines: overheating. There was one flight where as the flight was approaching Seoul, the temperature suddenly got very hot

(around 28 degrees Celsius). It lasted for around an hour. There were also no accommodations of any sort: no water, no food, no service. In the end, I do not recommend Jin Air unless you really want to save a lot of money. It will be a very unpleasant few hours.

Route: Hong Kong to Seoul

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Aeromexico

Title: "hope I never get near Aeromexico again"

Review: A thousand words are not enough for me to describe how horrible it was for me and other hundreds of people the experience we had with Aeromexico during the weekend of May 20 and 21st - 2023. Apart from the fact that Aeromexico lost my luggage (then LATAM recovered it), I had to wait in line for literally 6 hours so I could ask "where's my bag?". Other people waited for much longer than 6 hours, I was a lucky one. The, when I finally got my turn in line the woman tells me it's not their fault and that I have to look for my luggage again elsewhere or talk to LATAM (which was responsible for my next flight). That weekend while other companies were also having trouble because of some unfortunate climate events, Aeromexico was the only company which made people wait for more than 30 hours so they could take off. Their website is trash. Their app is trash. And based on other's reviews it seems they don't invest enough in tech so they can offer a better and more automated service. Not to mention the fact that they offer flights in international airports and when you ask their staff if they speak english they just shake their head and turn their backs for you. I hope I never get near Aeromexico again.

Route: Cancun to Mexico City

Seat Type: Economy Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "apathy and terrible customer service"

Review: I booked a flight for November in July. Booked seats, meals, baggage insurance et all. There were non existent choices for food but a 16 hour flight required some nourishment so we made do. Its a specific visit for a day - for a wedding. A very long distance and time required for such a short visit. But one that cant be avoided. So I book the flight and book other requirements like taxis, hotels, meals etc. including hair dresser etc cause I have that little time. And they cancel the flight 2 plus weeks later. I was offered a flight the next day. The same time in the night. After the wedding is over. Makes no sense. I explained that and was told I will get a full refund. I scramble around and find another flight an hour later than this was to depart, pay more of it and ask for a refund for the one cancelled by the airline. 12 days now. Nothing. No refund. No response. Im going bonkers calling a pathetic call centre. There is no customer service. There is zero empathy. Zero understanding of the situation and no refund for a flight that I didnt cancel the airline did. And forced me to pay more to get another ticket for the same day. Its a clear situation. They cancelled the flight. And we dont have an option to go later. Its not a leisure visit. Its an event. Never ever going to use this airline ever again no matter the situation or what they offer. This is the first time I have ever come across such apathy and terrible customer service. Such a complete failure of a service provider.

Route: Sydney to Delhi via Colombo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Blue Air

Title: "one week later cancel flights"

Review: You will reach your destination faster by walking. They charge for tickets, one week later cancel flights, then you wait months to get your money back, if you will ever receive your money back.

Route: Bucharest to Oslo

Seat Type: Economy Class

Traveller Type: Business

Airline: SriLankan Airlines

Title: "They are not paying me!"

Review: I've wrangled for a year unsuccessfully with Sri Lankan Airlines for a refund of my parents' and my flight on 17 May 2019, weeks after Colombo's Easter 2019 terrorist attacks. On 28 and 30 Apr 2019 I called their hotline twice. The situation then was very uncertain after the blasts. Both times, I asked the personnel on the hotline if it was possible to cancel our 3 return Singapore-Colombo tickets due to the blasts. I quoted our 3 booking reference numbers and our names. I was told both times by the personnel who answered that I could cancel our tickets immediately on the call but had to complete and submit the refund request on Sri Lankan Airline's website to get my refund. On my call on 30 Apr 2019 I told the lady to process the cancellations of our tickets. I submitted the online request using the webform but i did not get any confirmation email and I did not receive any refund. I called again to follow up and was told to email the airline. When I emailed I was initially told that my tickets were non-refundable. When I asked why I was told twice when I called that our tickets could be cancelled and I could be refunded the airline emailed back stating "Please be informed that the company has offered a full refund only for the flights which departs from 21st APR- 15TH MAY 2019 and since your travelling dates are in 17th MAY, we regret to inform you that we are unable to offer a full refund. However we will be able to refund the unutilized taxes of the same, if you wish to proceed with the refund, please send us your confirmation for further assistance." I refused to accept just the tax and continued emailing them a few times. The customer service division eventually passed me to Customer Affairs Supervisor who flatly pressed on denying a refund. On 13 May 2021 after months of frustration I finally told the airline to refund just the tax, stating that I reserved my rights to the airfare. They took awhile to reply, then finally told me that past one year of issuance of the ticket, even the refund of the tax portion was invalid! To this, I reasoned that tax was payable by the airline to the government. But if we didn't fly, the tax would not be paid and the fact that the ticket was issued a year ago could not bar me from receiving the amount of tax the airline collected from me. I have not heard back, but with the airline's outrageous stance so far, I am not hopeful. Sri Lankan Airlines may be going through tough times financially with the Easter blasts and now with Covid. Be extremely careful about believing anything they say about refunds. They are not paying me!

Route: Singapore to Colombo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Turkish Airlines

Title: "They are very unorganized and unhelpful"

Review: When I reached Casablanca, I couldnt find my luggage. So I went to the baggage department and asked them. They informed me that the luggage was still in Istanbul and it would arrived the next day. I called the next day to check my luggage but the staff said they didnt have any information of the whereabouts of the luggage. This is very unacceptable. How it is possible that they couldnt give me any information of the whereabouts of it. It took many phone calls to finally get any information that the luggage was arranged to be delivered to Casablanca the next day of my arrival flight but the airport staff couldnt confirm it was received or not and this is already the fifth day from the day I lost my luggage. They are very unorganized and unhelpful. The system is full of flaws. No information, no updates, they couldnt help with anything. They only thing they said, we will call you once we receive the luggage and until then there is nothing we can do. I am staying in Casablanca for only 6 days. It took many headaches because I am here in Casablanca for someones birthday as well for a familys wedding. I had to run around to find clothes, make up, shoes. All the gifts and important things are in the luggage. I even got sick and my medicines are in the luggage. I am really not recommending Turkish Airlines.

Route: Dubai to Casablanca via Istanbul

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "Rp. 223,009 for additional 10 kg baggage"

Review: Tried to buy additional 10 kg baggage from AirAsia website <https://www.airasia.com/member/mybookings#tab-flights> on 18 June using my credit card. After 3 fail attempts due to my cc wasnt able to be verified, I gave up. Checked my email the next day before my flight, didnt receive any email

confirmation that my additional 10 kg baggage purchase has been approved. I decided to only bring one check in luggage weight only 19 kg When I checked in in jakarta airport, i was forced to pay Rp. 223,009 for additional 10 kg baggage which transaction wasnt successful or been confirmed. Tried to ask for my refund from AirAsia customer service at Denpasar airport was told to go through AVA which were very helpful airasia customer service hosted by AI, after waiting waiting for more than an hour, my queue was terminated, Without email confirmation whether the transaction was successful, they just forced me to pay something you didnt purchase?

Route: Jakarta to Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: VivaAerobús

Title: "I was pleasantly surprised"

Review: I was very sceptical about flying Viva due to the low rating online. However I was pleasantly surprised the plane was very comfortable, The crew was nice and friendly, The flights were on time and I had Zero Issues. I would definitely fly Viva again.

Route: Guadalajara to Mazatlán

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "Staff was unprofessional"

Review: Tokyo to Rome. The airplane was dirty and poorly maintained. Me and my neighbor had broken seats and our screens were small and not functioning properly. Staff was unprofessional. Chatting loudly with each other throughout the flight, even during the service. As I move to the back of the plane to get something to drink, they were sitting there having their loud conversation and minding their own business. No one asked me if I needed something.

Route: Tokyo to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "wouldn't travel this airline again"

Review: This flight was sold to us as one stop. However, there were in fact 2 stops. London Heathrow to Bandar seri Begawan stopping in Dubai, and we later connected to Bali. This should have been sold as 2 stops as it is misleading to say it's one and very wrong. We wouldn't have bought this flight if we had known. Brunei BWN airport has nothing in it. We had an 11 hour stop over which was torture. There are no restaurants or bars in the departures lounge and the whole airport smells of urine, partly due to the revolting toilets. Onboard the flights, the evening meals were tasty. Choice of chicken or beef (chicken lasagne / stir fry ginger beef - chicken chausseur / beef biriyani). Lunch was a disgusting and sour lemon chicken wrap that repeated on you. Breakfast was disgusting chicken sausage or beef sausage with a vile baked egg style thing. Due to being an airline based in a Muslim country, this is a dry airline and all food is halal. A 2 minute long prayer is said before each take off which is quite in your face for people that don't follow Islam. Seats are reasonably comfy - ok leg room. In flight entertainment was good, quite recent films. The cabin crew were very attentive and polite. I wouldn't travel with this airline again.

Route: LHR to DPS via DXB / BWN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peruvian Airlines

Title: "how bad Peruvian Airlines were"

Review: We (a couple in our sixties) had booked a return flight without knowing how bad Peruvian Airlines were. On the way from Lima to Cuzco we were bumped twice and left hanging at the airport with no food, changed gate twice, and

eventually left 7 hours later. The excuse was 'weather' but approx 6 flights from even the smallest other airlines continued to fly - it was perfectly clear when we eventually landed and the locals said it was fine all day. So total lie by this airline. No service whatsoever. On our return journey arrived at airport 3 hours early only to find a line of approx 160 people (I did a head count) whose previous flight had been cancelled. Stood in line for over 1 hour with one junior at the desk, not one bag or check in was done. All staff abandoned desk and refused to talk to anybody at all. Crowd was angry and baying for blood. Found out our flight was also likely to be cancelled with no reason. I went to windows and noticed no planes from this pack of idiots anywhere so ran to LAN and bought two new tickets - yes, more expensive (plus I lost my other airfare) but perfect service. The lady from LAN told me it happens almost daily with Peruvian.

Route: CUZ to LIM

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: bmi Regional

Title: "worst airline I ever used"

Review: it is the only connection that safes me from driving to Berlin Tegel to fly to Munich, I wanted to use British Midlands from Rostock to Munich. However the first booking I had was outbound 27.7. from Rostock. The takeoff was 2 Hours delayed, the arrival in Munich too. I lost my reservation at the car hire and had to pay double. At the inbound flight on 30.7. we drove to the airplane by bus, where waiting there 20 Minutes in front of the airplane, until bbeing told there is no crew here yet. The actual departure was 3 Hours delayed. Today the filght was cancelled completely with the notice 2 hours before take off. The worst airline I ever used. It feels as if they are one step away from closing down. Unfortunately I have two bookings pending from November. I think I will cancel them on my costs and accept the drive to Berlin Tegel.

Route: Rostock to Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: Cebu Pacific

Title: "avoid using them in the future"

Review: Didn't like this flight or airline. The airline had no blankets and the plane was cold. They didn't even have any to buy from them. The seats don't recline at all so forgot using a neck pillow. Couldn't change my ore ordered food. The options are shocking anyways so we turned ours down at 4am. Would try to avoid using them in the future.

Route: Manilla to Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "old-style side-by-side seating"

Review: At a time when many airlines are improving their product, Kenya Airways appears to be going in the opposite direction. Getting onto the aircraft in Nairobi was chaotic with no priority given to business passengers for the airline Sky Priority means nothing. From the boarding gate we then went on a long bus journey around the airport before returning to part of the terminal to climb up stairs to get onto the aircraft. Although the cabin crew were very pleasant and offered a pre-flight drink (champagne, water or apple juice) no more drinks were served until after the meal arrived. This was a total disappointment with my beef option consisting of two small pieces of beef, some sauce and a mini samosa. It was complemented with a glass of wine in a thimble-sized glass which was only refilled when we asked the crew. One of the mysteries of the flight was why the lavatory at the front of the aircraft permanently had an engaged light on. When we asked we were told that the captain had said that it was reserved for the crew and passengers could not use it. Another mystery was a man who spent the entire flight sat on the crew jumpseat in the middle of the business section. I asked him what he was doing and he explained that the crew could not find me anywhere to sit. Given that airlines flying into the UK have a legal obligation to provide advance passenger information 24-hours before arrival it would be interesting to know how this requirement was met. Although the aircraft was clean and the flight was smooth, Kenya Airways 787 are let down by their old-style side-by-side seating which was worn and, in some cases, not functioning properly. The

fact that the flight was full suggests that the airline has no problem selling tickets and therefore little incentive to improve its product.

Route: Nairobi to London Heathrow

Seat Type: Business Class

Traveller Type: Business

Airline: Etihad Airways

Title: "don't trust them anymore"

Review: It was a terrifying experience from Etihad. I have booked my ticket on Etihad from Manchester to Kochi, via Abu Dhabi, on April 2013. The ticket was confirmed and when I reached the airport the airline people give me only one boarding pass, and said that the next one will be issued at Abu Dhabi. I didn't feel anything unusual about that. When I reached Abu Dhabi the transfer desk crew told me that I cant travel on the flight which I have booked and the flight is over booked. I was shocked and I found a group of people who were in my situation, fighting with the staff as they were nearly 24 hours in Abu Dhabi for the next flight. The reason was economy travelers have seats only after other class, and this was not mentioned during the ticket was booked. After a long fight I got my seat, after all the passengers boarded. This was the first time I travel on Etihad and will be the last time. I don't trust them anymore.

Route: Manchester to Kochi via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "Absolutely atrocious"

Review: Flew SmartWings from London Gatwick to Prague. Absolutely atrocious, do not fly this airline. I was due to fly for a holiday over the easter break. When I got to the airport they put me on standby. Then the plane was delayed by four hours. Then I was refused boarding due to overbooking. Have been trying to claim compensation but the claim form

on their website doesn't work and no one replies to the emails.

Route: London Gatwick to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Gluten Free meals are excellent"

Review: Brisbane to Dubai. Paid for seat selection and was given correct seat aisle 84c was fortunate there was empty middle seat on 14 hour flight. The Gluten Free meals which Emirates serve are excellent. The flight went smoothly and landed safely. Perhaps the only negative was water given with 2 meals and snack no cabin crew coming around with extra water between you seem to have to ask. Then stayed overnight at Dubai Airport Hotel before onward journey to Venice.

Route: Brisbane to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Tigerair Australia

Title: "do not book Tigerair"

Review: Melbourne to Brisbane. No hassle flying to Melbourne however departing is a different story. Original departing flight delayed, then cancelled and no other flights available for two days. At this rate, we had been at the airport for 6 hours, it was nearly midnight and no accommodation was available as they were completely booked out. Our flight was now scheduled two days later. Not only did we have to find accommodation an hour away, but we had to pay an extra \$550. Next, our new flight get delayed and then we miss our flight due to the sky buses taking two hours to get to the airport (We will take the blame for that part because we should have researched). So we finally arrive, flight missed but still optimistic because the service desk lady told us there would be another flight available at 1. The lady at

the service desk then asks us to come back 30 mins later to book the new flight. When we come back, she tells us we cannot book the flight because its full and check-in time is closed. Why tell us to come back when the check-in time would be closed and the flight is booked out? Anyway, the next available flights are nearly \$400 each. Two emotional breakdowns and new flight tickets later, we are finally coming home with Jetstar. If you want to keep your sanity and have a hassle-free flight that doesnt include wasting an extra \$600 because of cancelled flights then do not book Tigerair. Might I add, when we were stranded at the airport at midnight after the cancelled flight, visibly shaken because we are young girls that are basically homeless, nearly all of the Tigerair employees had left and the one thing they told us was to just book a DiDi for half price. Thanks Tiger Air.

Route: Melbourne to Brisbane

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "unprofessional and liars"

Review: Chicago to Cebu via Shanghai. I had knee replacement 13 weeks prior to this trip so I ordered and paid extra money for bulkhead seats. Upon arrival in China my knee was sore and swollen so I asked for a wheelchair. I was promptly told no, you don't need a wheelchair. On the return flight we did not get the bulkhead seats I paid for. I asked for an upgrade or a refund for the last leg of the flight. I was told the plane is full and that to get a refund I need to call this number. I took pictures on the plane of 12 empty business class seats. I called the number and gave them the confirmation receipt and was I ordered the upgrade too long ago and their is nothing they can do now. They are rude, unprofessional and liars.

Route: Chicago to Cebu via Shanghai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "never fly this airline again"

Review: They don't answer your calls, respond to live chat or even turn up at the airport to tell you your flight is cancelled. What I witnessed tonight at Ho Chi Minh Airport deeply disturbed me. Old people, families, budget travellers - queuing up in preparation for a flight, coming to the realisation after no one turned up or messaged up or contacted anyone, that no flight was leaving. I will never fly this airline again.

Route: Ho Chi Minh City to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "onboard experience for these short flights is top notch"

Review: Goa to Bombay in an A320neo in Business Class. Vistara's onboard experience for these short flights is top notch. Good seats, good service, good snacks. My one complaint is the choice of music in flight: India is a land with a great musical tradition and instead of featuring an Indian music selection, Vistara for some reason has decided to go with bad Western music. Also - when is Vistara going to provide inflight wifi?

Route: GOI to BOM

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "dont ever fly LOT Polish Airlines"

Review: Please save yourself and dont ever fly LOT Polish Airlines. They have the worst customer service. My round trip to Europe started and ended in a horrible way because of them. I am used to delays and realize certain things are out of their control but the way they handle them is unacceptable. My flight out of Chicago was delayed over 6hrs and

they didnt have a gate agent there until halfway through delay to provide any info and help with re-booking, even when she came she was useless. Didnt provide any water or snacks either and most airports concessions were closed. Same for customer service on phone, you wait 2hrs to talk to someone and when you do they are not helpful and even yell at you. Coming back to Chicago same experience, waited for baggage for 3 hours after an almost 10 hour flight with a little one and when it did not show up, cant find any of their representatives to help out with filing a claim and tracking where it is. Also their food is in-edible and they had no regards of my sons allergies. I had called to let them know hes allergic to tree nuts and sesame and they bring me a peanut free meal which is not helpful and they dont even apologize or try to offer solution.

Route: Warsaw to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Swoop

Title: "Swoop is a joke"

Review: Got to London no issues, flight on time, weather perfect in both locations. 100pm they cancelled our 120pm flight. Set it back up for the next morning at 7. Reason being they set the flight times to late and they can't get us through Sanford customs before 5pm when they close. I see I'm not the first person to have this review. They won't do anything about expenses in Florida or the lost time for the travel day in London. Gate staff were good but just minimum wage employees that have just about as much info as we have. In the shop and I don't care about the flight quality or leg room because if you can't even set up a flight schedule that works I don't have a lot of faith in anything else you can do. Swoop is a joke.

Route: London to Sanford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Boutique Air

Title: "dragging their feet on refunding"

Review: Purchased a book of 10 flight vouchers for the Phoenix to Show Low route in December 2021. Boutique dropped this route in July 2022 and are dragging their feet on refunding my 7 unused vouchers. Have spoken with customer service twice in July and September and been told they would be refunded but as of October they have not.

Route: Phoenix to Show Low

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "had a horrible experience"

Review: I travelled JetBlue for the first time and had a horrible experience. Firstly the flight was delayed and they lost our luggage. We had very important material for our fair and as exhibitors we did not have items to showcase. More so it was so difficult to reach them, we dont have an update yet its Been 2 days. Its been a bad experience, so disappointed, would never take this flight again.

Route: New York to Milwaukee

Seat Type: Economy Class

Traveller Type: Business

Airline: Aeroflot Russian Airlines

Title: "so unfriendly to me"

Review: Phuket to Oslo via Moscow. The crew on board were so unfriendly to me, and the ground crew were worse. I have never had such a negative experience with any airline. They were not lifting a finger to help me, even when the flight was delayed and security process on transit was so slow that we missed our flight. They had no procedure of how to take care of passengers that missed their connection flight, and we were stuck at Moscow airport with two toddlers.

My advise is simply to stay away.

Route: Phuket to Oslo via Moscow

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kuwait Airways

Title: "It was the worst travel experience"

Review: We traveled with Kuwait Airways recently for the first time from JFK to go to Chennai, India, specifically for a friends wedding. We had a group of 7 of us traveling to the wedding, including the bride and groom. Our flight left 3 hours late from NYC and we were told by the team on flight that we wouldnt miss our connecting Kuwait flight to Chennai and that they wait for even 1 passenger. Sure enough when we got to Kuwait the connecting flight had left and they said they cannot wait for anyone. The next flight was a day later and after pleading they switched the 7 of us to a SriLankan Airlines flight and advised us to travel to Sri Lanka and then to Chennai and told us they were issuing the 7 of us the same flight. After waiting 6 hours in a very disorganized airport, the 7 of us arrived in Sri Lanka to find out that 2 of the members of our party (my husband and I) were issued the wrong flight that left 7 hours later from Sri Lanka. We begged the airlines there to let us on the earlier flight but since it was Kuwait Airways mistake we couldnt get on the flight. After 33 hours of traveling to the other side of the world, we ended up missing our friends wedding in Chennai and the bride and groom lost money on several events they had to cancel leading up to their wedding. It was the worst travel experience we have ever had and we are frequent international travelers. Dont fly this airlines unless you enjoy nightmares.

Route: New York to Chennai via Kuwait

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "They sold me a fake ticket"

Review: Booked a ticket from Bali to Jakarta departing at 7am. But there is not flight until 10am same day. They sold me a fake ticket. Missed my meeting and lost my money.

Route: Bali to Jakarta

Seat Type: Economy Class

Traveller Type: Business

Airline: Edelweiss Air

Title: "overall a good carrier"

Review: My wife and I travelled from Cape Town to Barcelona via Zurich in November 2017 with our 8 month old baby on Edelweiss / Swiss Air. My review is in connection with the long-haul flights between Cape Town and Zurich. Edelweiss is overall a good carrier. The aircraft was new, clean and engendered trust in the airline, however there are two points which the airline has to improve upon: Accommodating babies. On the Cape Town to Zurich leg, there was insufficient time to book a seat at the bulkhead with a Bassinet, however the Cape Town ground crew assisted us and upgraded us to 'Economy Max' which provided us with bulkhead seating and a bassinet for our baby to sleep in, which was appreciated and not expected. However upon our return trip, which ironically was when we had the foresight to try to book a bulkhead seat in normal economy, we found that in trying to book a bulkhead seat and a bassinet (both on the website and via email correspondence) ,the airline did not accommodate us. We even paid 58CHF to secure 2 seats, however there were no bulkhead seats available and NO provision for parents with babies who actually need those bulkhead seats due to the bassinet facilities. Upon arrival at both Barcelona and Zurich Airports - on return to Cape Town - the ground crew would not or could not help us. We therefore had to travel 12 hours with a baby on our lap between Zurich and Cape Town and noted that the bulkhead seats were not occupied by people with babies. A most uncomfortable arrangement, with airline crew not assisting in making it any more easy for us or offering more suitable seating with a bassinet. It is totally unacceptable that no provision is made for booking with infants on the website or via email. We did send an email about 3 days prior to our trip, but this was only answered upon retuning to Cape Town. Not acceptable. The boarding system is chaotic. Not only in Cape Town, but Barcelona and Zurich. Everyone rushes at the

same time to board the aircraft upon announcement of boarding. Why does the airline not look at what Singapore Airlines or other airlines do in boarding in a systematic and orderly fashion - thereby reducing an anxious and chaotic boarding process. They are a Swiss Airline after all - one would expect it! Ironically, upon getting into the aircraft, the aircrew constantly harass passengers with an announcement basically saying that passengers much step aside and get in their seats as soon as possible to allow other passengers to board. Surely if they instituted an orderly boarding system, this would actually be far more efficient, and this announcement would be unnecessary?

Route: Barcelona to Cape Town via Zurich

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sunwing Airlines

Title: "Sunwing treats you like livestock"

Review: Sunwing used to be good. Now they make you take a bus in Toronto to a terminal that is far. Both ways. When you arrive back in Toronto you have to wait an hour for bags. They only include water, coffee and tea for free. Soda you have to buy. They have tickets where you fly to different airports to pick up passengers. For our flight from Toronto to Cayo Coco we went to Santa Clara first to pick up people and in Santa Clara we had to leave the plane, go through security, take shoes off and board plane again. One hour+ process. Our flight was also delayed so our whole trip Toronto to hotel took 10 hours. Fly to Cuba, but use a better service provider. Sunwing treats you like livestock.

Route: Toronto to Cayo Coco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Kenya Airways

Title: "never book with this airline"

Review: Paid for a flight at the airport to fly out shortly after, only to be immediately put on standby because they

overbooked the flight. When asking for full refund, they hold \$5000 for 45 days (and still not received) and only offer of refund was with a no show fee deducted, despite being at the airport when making the booking! Frankly unacceptable behaviour and no urgency to refund in full. Strongly advise to never book with this airline!

Route: Nairobi to London

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Italy

Title: "Worst customer service"

Review: We arrived at SFO Air Italy desk to see staff was just standing around and talking, it was as we where inconveniencing them. I was trying to ask questions but they would over talk me and not take the time to listen to my questions. I just gave up on asking about our seats. Worst customer service ever. On our flight, the attendants stood in the back galley talking. This is not an airline I will be flying in the future.

Route: San Francisco to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Mauritius

Title: "staff unhappy and unmotivated"

Review: Mauritius to London. Checkin was chaotic leading to long queues with not enough staff to deal with it and looking visibly unhappy too. It took about 1.5 hours to get to front of queue for checkin. We boarded late only then to sit for about an hour in swelteringly hot and airless cabin before takeoff as the auxiliary power unit was not on, probably to save the airline money as the crew were unwilling to say more than they were suffering too and encouraged me to complain to the airline. Once again, staff unhappy and unmotivated. Requests to talk to senior crew member were ignored and they only came to answer my call button to switch it off, muttering 'later' or words to that effect. No choice of

breakfast offered but what came was the most unappetising on any flight I have ever had. The entertainment was very outdated - tiny screen with picture shaking so much that it was unwatchable. And also poor choice of films. On the plus side, the seats were relatively comfortable but only for normal-size passengers. On our outbound flight, the rather large gentleman behind me was in visible pain due to lack of room for his girth/legs. Not that the stewardesses offered any solutions. Luckily, I found another seat so I moved instead to give him more room. As our chosen seats when booking had been unceremoniously reallocated to others by the time we checked in (another first experience for me) this wasn't too much of a hardship.

Route: MRU to LHR

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Luxair

Title: "Worst airline ever"

Review: I booked a flight LUX-DUB, which was cancelled. As an alternative, I was offered LUX-Paris with Luxair and Paris-Dublin with Aer Lingus. When I arrived at the airport Luxair told me after the check-in and (extra-) baggage-drop, that I was not checked in for the second flight and that my luggage was just paid until Paris. I would thus have to get my luggage, get out of Charles de Gaulle, go through security again and drop my luggage again while having to pay for it a second time. Since I did not have time to do so until my connecting flight, the Luxair staff recommended simply booking the next flight out of Paris for 400 on top. I thus booked a direct flight from Ryanair, cancelled my luggage and asked for the money to be returned. Not only don't they return the 550 for the flights, they don't even give me back the 75 I paid for the extra luggage. Worst airline ever.

Route: Luxemburg to Dublin via Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: Laudamotion

Title: "flight went smoothly up to Oslo"

Review: We had an early flight out of Vienna, we bought fast track, cause we were not sure about how long the lines were, and there were a lot of departures. We arrived into the airport, and long lines in front of security. An officer opened up fast track for everybody, but we were pretty lucky, only around 10 people in front of us. We left on time, and the flight went smoothly up to Oslo Torp. What i do not understand is why the crew is not interested in selling their products. They said something about offers, we did not hear, and they went through the isle, with their trolley. We asked to buy a whiskey, they had only brought perfume and cosmetics with them, they said they should come back to us, which they did not. We asked him another time later, and he said ,oh yes, then still nothing, and we landed without any whiskey. We could not see they had not sold anything on their way down the isle.

Route: Vienna to Oslo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Saudi Arabian Airlines

Title: "spacious seats and good service"

Review: I was impressed with how good the planes were, spacious seats, and good service. The only thing I didn't like much was the food. The problem with Saudia is the ground services and check-in services at the airport in Jeddah which is very slow and quite chaotic.

Route: Jeddah to Amsterdam

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Eagle

Title: "wonderful in-flight staff"

Review: No overhead space to speak of, wonderful in-flight staff. Flight on time, and very comfortable seats. These planes are really too small for people of my stature. It is very sad what American Airlines has done to STL, with sad and disgruntled staff.

Route: STL to ORD

Seat Type: First Class

Traveller Type: Solo Leisure

Airline: Airlink

Title: "state that they allow one free date change"

Review: On their website they state that they allow one free date change due to covid. I reached out to them 8 days prior to my flight to make the change (since my previous flight was changed too) and they initially confirmed that I can do so for free, just pay the difference in fare. When I accepted it and asked them to proceed with the payment they went completely silent. No response to my emails that I sent daily. No one answered phone calls! 36 hours prior to my flight I made the change myself, paid outrageous difference since the flight was so close and also paid the penalty fee. Reached out to Airlink and asked for the refund, and they did not reply again!

Route: Johannesburg to Port Elizabeth

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Batik Air

Title: "don't book a flight with Batik Air"

Review: My flight OD178 from MEL to DPS was cancelled because of technical issues with the plane when all passengers were waiting at the gate for boarding. The agent at Melbourne airport promised that I will be reimbursed for all costs that result from this, including hotel, meals and transfer and that I would automatically be booked on a flight the next day and that information will follow via email. For this reason, I decided not to go for the option of claiming a refund

and booking a different flight. Well, I did not receive any information that day about when I would be flying. Also the service hotline was not picking my call until I gave up after more than 2 hours waiting on the line. I just went to the airport again the next morning and ended up flying with the same plane I was supposed to be on the morning before. I arrived at my destination 24 hours late. Costs for another night in Melbourne etc. resulted and I handed in all invoices to the Customer Care service email address that was mentioned on the flight cancellation letter I got at the airport. And now they are telling me that their terms and conditions state "Malindo Air reserves the right to cancel or change the planned departure, schedule, route, aircraft or stopping places of any flight for which fares have been paid, at any time and from time to time, for any reason, without notice to any Passengers affected thereby and, in connection therewith, the Carrier shall not be liable to any Passenger in respect of such cancellation or change, whether or not resulting from an Event of Force Majeure which includes but not limited to bad weather and Acts of God." If their agent on the airport would not have lied to me, I could at least have saved a few hundred bucks!!!! Customer Service only replies within more than a week not being a help at all. I'll probably end up losing 500 Euros. Do yourself a favor and don't book a flight with Malindo Air or Batik Air or whatever they will call themselves in future.

Route: Melbourne to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "JetBlue is exploiting the Caribbean"

Review: JetBlue is exploiting the Caribbean with extremely high fares for the poorest service in return. The tickets economy class are 1700usd one way, in return most of the flights are over 1-4 hrs delayed on a constant. The agents are extremely rude not even a welcome on board, no ice for any of the beverages and the list goes on. I hope that they wont find themselves in the same situation as American Airlines that did the same thing in exploiting the Caribbean countries, and now no one from the islands make them 1st choice when traveling. Also there is a fee attached to everything.

Route: New York to Barbados

Seat Type: Economy Class

Traveller Type: Business

Airline: Lufthansa

Title: "would not recommend travelling with Lufthansa"

Review: We had a flight from Brussels to Vancouver with a change in Frankfurt. Normally we would board in Vancouver 4th of June at 11am to start a cruise. Our flight in Brussels had a delay of 70 minutes, so we missed our connection in Frankfurt. Still on the plane, taxiing to the gate, we received an email that our flight to Vancouver was rebooked to Monday 5th June, that was not ok because the cruise started on the 4th. At the customer desk, after a waiting time of 90 minutes, the lady was very rude, she gave us a flight with a stopover in Chicago and a (theoretical) arrival in Vancouver on the 4th at 11h 33am. That was too late, by no means we could arrive on time to board our cruise ship (11am). The lady was constantly pointing her watch to make clear that her shift was over, she only spent 10 minutes to solve our problem. She threw the new flight schedule on the desk, turned around and went away. I was totally in shock. In our life we have made a lot of travels to all kind of continents and with all kind of carriers. Never, never were we treated in such a brutal, disrespectful manner. We took a train back home, a sad ending of our dream cruise. I would not recommend travelling with Lufthansa.

Route: Brussels to Vancouver via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alitalia

Title: "struggling trying to find ticket"

Review: I booked 3 tickets in March 2021 on Alitalia for trip in July 2021 to Cairo via Rome. In June 11th I learned that the airline decided to cancel my the flight from Washington to Rome due to COVID19 as they stated without notifying me not until a friend of mine who's flying on the same flight told me about receiving an email indicating the cancelation.

Called customer service, they offer me options : either I pay \$1600- \$4000 per ticket to change my flight to New York-Rome-Cairo or they can refund me my money back. What's more interesting that they operate flights back from Cairo-Rome-Washington. I guess that COVID19 only works on the flights from Washington to Rome but not on the flight back or on flights from New York. Now I am struggling trying to find tickets to my destination as I am very close to my trip and all the prices went up.

Route: Washington to Cairo via Rome

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Bulgaria Air

Title: "No complaints with Bulgaria Air"

Review: FB431 on 30 June from Sofia to Paris CDG. Check-in lines were long but for baggage drop it was quicker and they let you use the Business Class counter. Bag tagged to Paris and thru security and immigration to the gate. Boarding was via bus on the tarmac - strange as only 3 of the 10+ jet bridges were occupied. 2 buses filled up the plane. Greeted upon boarding and the attendants checked everyone boarding pass. Bottle of water in the seat for each passenger. Departed on-time and smooth flight. Drink service 2 x and a snack provided (similar to the DUS-SOF flight I was on a few days earlier). Landed on-time in Paris and off the plane quickly - bags took a bit long but overall good flight. No complaints with Bulgaria Air - very nice service and on-time flights for a good price.

Route: SOF to CDG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jeju Air

Title: "the plane was very dirty"

Review: Seoul Incheon to Tokyo Narita. Cheap ticket and wasn't expecting much but the plane was very dirty and tired

looking. My seat back tray had clearly been used as a kids colouring book at some point on a previous flight and was covered in long stripes of multi colored crayon. I didnt purchase any food on the flight so I didnt need to make use of the tray so not a big deal though. The seat pocket and the sides of my seat were utterly gross, caked deep with crumbs, food fragments and assorted gunge that was all a bit nasty. No entertainment screens but there were in flight radio channels available which I didnt use as I had my iPod to listen to as usual. The seats were a bit cramped with my knees touching the back of the seat in front (Im 6ft tall so nothing particularly new on an LCC flight). When I put my bottle of water in the seat pocket I had to sit at an angle so I could fit in the space as well. The flight itself was smooth enough, the cabin attendants were polite and friendly and we got to our destination without any delays or troubles. Not the cleanest plane Ive ever been on but we got from A to B cheaply

Route: Seoul Incheon to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: "faulty seats in business class"

Review: Luanda to São Paulo. Faulty seat, did not allow me to adjust the seat at all! The worst issue is that the staff knew about various (at least 3) faulty seats in business class. The staff avoided my request to try to resolve and offered no solution as business class was full. I had booked a family of 5 passengers all on business class and to say that this ruined my holiday is an understatement. First class was 90% empty, but no offer at all was entertained. I am a frequent traveler and must say this has been my worst trip ever, stayed awake throughout the night and no apology received at all.

Route: Luanda to Rio de Janeiro via São Paulo

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Uganda Airlines

Title: "a really pleasant experience"

Review: Flying with Uganda Airlines was a really pleasant experience. The Bombardier CRJ900 was more than adequate for the task of flying from Dar es Salaam (Tanzania) to Entebbe (Uganda) and back. The aircraft was perfectly clean in both flights, and the cabin crew quite professional and kind. I especially appreciated the leg space available, far better than on most European economy class seats experienced. A snack was served during the 1.50 minutes flight, that included a chicken sandwich, a fruit juice, a small bottle of water and a banana. More than enough for a mid afternoon flight. Worth mentioning is the kind support that I received at Uganda Airlines office in Entebbe, when facing an administrative issue that could have badly affected my trip. Very effective personnel, who did more for me than it was their duty. Thumbs up!

Route: Dar es Salaam to Entebbe

Seat Type: Economy Class

Traveller Type: Business

Airline: S7 Siberia Airlines

Title: "left at Alicante airport"

Review: Alicante to Almaty via Moscow. March 15, 2020, checked in, received a boarding pass. Before boarding, they were taken off the flight and left at Alicante airport, explained their actions by the situation with coronavirus. Tickets were bought back a long time ago, is it really impossible to somehow manage humanly in this situation. Does the whole world in a difficult situation really need to do this? I'm standing at the airport opposite the office of this company. They all left the phone. I'm calling the offices, nobody picks up the phone.

Route: Alicante to Almaty via Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Condor Airlines

Title: "Those who consider traveling it should beware"

Review: My wife travelled this airline from Johannesburg, South Africa on 14 January and had a really terrible experience. Departure was delayed by 2 hours. Connecting flight information at Frankfurt was ambiguous which meant she was not even sure of when her next flight will be or where it will be boarding. She was also served breakfast that did not meet her dietary requirements. I also was quite concerned for her safety and wellbeing. I think that this airline should not be operating. Those who consider traveling it should beware.

Route: Johannesburg to Frankfurt via London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Arabia

Title: "disappointing experience!"

Review: You have a great pilots, that's the only point where I may put 5*. Lets start: the crews are extremely poorly trained, turbulence doesn't give you an excuse to not serve ordered and prepaid lunch or at least to get that poor bottle of water, at least do it once landed. Connected flight...departing delay for almost an hour, crews are chatting, laughing - no one bothered to explain passengers what's happening, unless you ask, next: the passengers walking, standing for almost over an hour and talking loudly to friends or whatever - why are the crews quiet? Again lets go back to prepaid food allowance - why the sandwich was served frozen cold and the Bottle of water 200ml only? Oh these delays. Last year had the same experience, plane arriving late for an hour then definitely will depart with delay, spoiling passengers mood, can you think of those who has short time connecting flight later - why cannot you follow the time schedule. Why SHJ bus driver giving passengers instruction to leave hand luggage outside the plane under rain, my hand luggage bag suiting all the parameters and allowances, what was the bus drivers problem with it? Other luggage I received after a long wait - same Sharjah flight, was full of water inside and arrived unwrapped, can't imagine how did they kept throwing it as all new bottled stuff has been opened, absolutely every single tube opened and leaked out all the liquids. That WiFi even didn't work. \$500 ++ ticket, disappointing experience!

Route: Doha to Tashkent via Sharjah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Southwest Airlines

Title: "Shame on you Southwest"

Review: Ridiculous disaster that is embarrassing to say the least. They didnt update their scheduling software! I have had to buy another ticket with another airline two days later than I was due home. Ive missed work, had to pay for two more nights in a hotel than expected. The weather was bad in some parts of the country, but other airlines are up and on schedule. Not Southwest, because of all those canceled flights, Southwest was responsible for 90 percent of those cancellations. This was my first and last time flying Southwest. Shame on you Southwest, you have failed a lot of people in this country .

Route: Chicago to Ontario

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "The worst airline we've ever taken"

Review: The worst airline we've ever taken. Being experienced travelers, Air Europa is in our opinion the worst airline we've ever taken in our lives. They cancelled our outbound flight Lima - Madrid without any notice - not for covid reasons, the customer service is unreachable and even at their office they refused to help us and to propose us comparative flight alternatives, besides the fact that my wife is pregnant (for that reason we bought business tickets) and needed to quickly reach home. They limited themselves to offer us an alternative flight 12 days after our cancelled flight.

Route: Lima to Zurich via Madrid

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Aurigny Air

Title: "have been a good airline"

Review: Been going with Aurigny Air for years now to fly over to Guernsey and they have been a good airline. Did have a delay in 2015, our flight from Gatwick to Guernsey was supposed to fly out at 10:00 and was delayed till 12:30 so we got the minibus to the plane (as my relative is disabled) got to the place and the plane wasn't even there and was still in Guernsey so we came back into the airport and then got called back down at around 3 - we didn't get any vouchers. A 5 hour delay is nothing compared to other reviews about Aurigny however the flight back was peaceful and the new jet makes the journey quicker - even had a chat to the pilot and cabin crew whilst waiting on the plane to get the minibus and they were all very friendly and pleasant

Route: LGW to GCI

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "boarding was very confusing"

Review: Flight full and boarding was very confusing we were told to get in then had to wait for more then 25 minutes in the sleeve that was very cold with no explanation. Once authorized to get in it looked like a race to get us to our seats, but arrived on time.

Route: Milan to Lisbon

Seat Type: Economy Class

Traveller Type: Business

Airline: Laudamotion

Title: "staff were not friendly"

Review: Düsseldorf to Málaga. Our flight was operated by Ryanair, but at least the legroom was good. The crew and boarding staff were not friendly and did not smile for a second. We also couldn't put the back of our seats back.

Route: Düsseldorf to Málaga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Avianca

Title: "absolute garbage quality"

Review: Terrible airline - not sure why they come across as a major airline, absolute garbage quality. Zero recline on the seats and no neck support, which is shocking. No snack service on a 6.5 hour flight, not even a pack of peanuts. Even water costs money. Stay away if possible.

Route: Bogota to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lao Airlines

Title: "service is pleasant and professional"

Review: Check in at the Vientiane domestic terminal is quite chaotic. However, the on-board experience with Lao Airlines is generally very good. This is a very short flight but Lao Airlines serves water and a snack. Aircraft are quite new and service is pleasant and professional. Overall, it was a very good experience and I would happily recommend the airline.

Route: VTE to LPQ

Seat Type: Economy Class

Traveller Type: Business

Airline: Korean Air

Title: "recommend the airline"

Review: Incheon to Auckland. Im impressed with the way cabin crew serve me with veg meal when I told her that Im a veggie. Crew was friendly, great food and for the service I would recommend the airline in future.

Route: Incheon to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "Worse experience with an airline"

Review: Terrible airline. The staff review documents multiple times and give imprecise instructions to passengers. No call to announce departure and seems like purposely want passengers to miss the flights. Worse experience with an airline.

Route: Mexico to Houston

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: airBaltic

Title: "received no attention whatsoever"

Review: Being unfamiliar with eastern European airlines, and booking myself from Canada, I chose AirBaltic for times and cost. A huge mistake! My dislike began at checkin at Gatwick airport, when the young woman at the desk looked at my passport, determined that I was a North American, and was therefore beneath contempt. She screamed at me, "Do

you have a visa for Russia?" I said, "I am not so dumb as to go to this country without one." Then she put a tag on one of my bags, but not on the other. When I pointed this one, she grabbed the untagged bag, and nearly ripped it. On the aircraft I received no attention whatsoever. At Riga things improved somewhat, as a staff member met me and showed me where to board my connection. The flight from Riga to Moscow was without any assistance or comment from the staff. At Sheremetyevo it took ninety minutes for my luggage to be delivered, at 1.15 a.m.

Route: Gatwick to Moscow Sheremetyevo via Riga

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: South African Airways

Title: "filthiest plane I have ever been on"

Review: Johannesburg to Durban. Flight was on time, no great shakes for a 50 minute domestic flight. A drink and a sandwich served during the flight. However - this must have been the filthiest plane I have ever been on and I have been on hundreds. The dirt, grim and filth on the table and seats was beyond a joke.

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air France

Title: "Nice short trip on time"

Review: Nice short trip on time. We were even served a sandwich and drink on a 45 min flight. Outstanding: due to train delay I arrived at airport just 40 min before flight. Pulled me through first and even baggage arrived.

Route: Düsseldorf to Paris CDG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "The food service needs to improve"

Review: The food service needs to improve. I was offered a cold veg roll from Dubai to Bahrain with no other choice. And from Bahrain to Dubai some were offered a choice between a chicken or veg shawarma. However, as they ran out of chicken, I was told that the veg roll was the only thing on offer. The flight was quite empty as I had three seats to myself. I think catering could have been more effective.

Route: Bahrain to Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kenya Airways

Title: "refuses to refund my ticket"

Review: Due to the Covid 19, I had to cancel a flight to Nairobi. The cancellation was done on time early march. Well Kenya Airways refuses to refund my ticket and proposes a voucher to be used in the next twelve months. On top of that no one responded to my email for over a month. I really believe that this is not acceptable.

Route: Paris to Nairobi

Seat Type: Business Class

Traveller Type: Business

Airline: Ethiopian Airlines

Title: "Not what I expect in business class"

Review: Not what I expect in business class. Booking process, transfer and food was horrible. Seat less than average 2-2-2 configuration seat had no storage possibilities. Service was average. Food had not the selection and quality of

economy standard. The drink selection was limited and of low quality, especially the wine. Lounge in Addis Ababa is also useless and overcrowded.

Route: Accra to Geneva via Addis Ababa

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: TUI Airways

Title: "helpful and very friendly"

Review: First time flying TUI long haul, this time from Manchester to Orlando Sanford. Very impressed on both legs. Staff genuinely helpful and very friendly. Flights left bang on time. Two rounds of free drinks 0 food not bad for economy. Afternoon Tea great. On return leg we had a row to ourselves. Would make it a priority to fly to Orlando with this operator again.

Route: Manchester to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "They lost my bag"

Review: They lost my bag. Call center was busy all the time, unable to contact them. No priority boarding row for business class in Casablanca: stood in line for 30min at the gate and 10min on the stairs of the plane. When asked for explanation ignored by ground personel! Seat was filthy, tray table dirty, not cleaned from previous flight leaving Casablanca.

Route: Milan to Accra via Casablanca

Seat Type: Business Class

Traveller Type: Business

Airline: Ravn Alaska

Title: "give away your seat"

Review: Anchorage to Kenai. They will give away your seat even if you are in the airport. Not worth the risk to fly with them. I give them the lowest rating possible. Who gives away a paid for seat? These guys. Shouldn't I be able to use or not use my seat as I see fit?

Route: Anchorage to Kenai

Seat Type: Economy Class

Traveller Type: Business

Airline: Bangkok Airways

Title: "the crew was friendly"

Review: The flight was on time, cabin was clean and the crew was friendly, flight crew announcements were clear and understandable. We ordered a kosher meal, and got water, banana and apple but crew kindly replaced it for a regular meal. I wanted to purchase some souvenirs onboard, initially cabin crew said she will come back to me, but finally said they didnt had any. Strange, if you dont have any, why do you offer it in a separate public announcement at the beginning of the flight.

Route: Bangkok to Ko Samui

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "staff were friendly and trip was smooth"

Review: Everything but the airline website was great. Departure was on time, staff were friendly and trip was smooth.

Only issue was the booking website, where you need to pay an extra 500 baht or \$18 USD fee for credit cards, essentially acting as a hidden fee. Also, the Nok website on a mobile is very poor. The drop-down menu gets in the way when you want to do anything, rendering the website useless. Much better and cheaper to book through an agency like Klook or Agoda.

Route: Bangkok to Nakhorn Si Thammarat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "refused to board me and my family"

Review: Lahore to Dubai via Bahrain. Gulf Air refused to board me and my family. They refused to give reason of refusal in writing. Verbally they told it is advise from Bahrain office. We had valid family visa and traveled 3 days later on a different airline. Gulf Air further applied cancellation charges. They never responded to my complaint lodged at their site. This complaint has all details and contact information.

Route: Lahore to Dubai via Bahrain

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Emirates

Title: "totally not worth the money"

Review: In December 2022 I travelled from Sydney to Dubai with Emirates First Class. I was contacted by the Emirates car transfer company prior to collection and informed them the number of passengers and luggage, but the car that arrived was too small and the driver was rude and unhelpful. Check-in was ok, but was not given an express pass and was directed to the business lounge not first class as available for gold members. At boarding time most of the other passengers from economy were boarded before the priority boarding due to lack of staff at the gates. After boarding I

asked for my meal after take off but after 1.5 hours nothing had arrived I had to call twice before someone came to me, it took nearly another 20 min before I got my meal, As my teenage children were flying in Premier economy, I checked on them but on both occasions was rudely told to return to seat my by the same cabin crew member and on the second occasion was questioned about my seat, this was totally embarrassing. After landing in Dubai I was not able to enter the first-class lounge unless I paid \$420.00 for my son for 20 min, my sons airmiles were missing at the end of the trip. I complained to Emirates about the service and after 8 weeks was told the transfer company was a third party, boarding was a strict policy, that it was my fault not to help myself to some sandwiches, policy on lounge entry, and that my son was not an air miles member (he is), No apology or mention of the cabin crew behaviour, after responding to their response I basically told by them basically Emirates did not care about my business (over \$250k) per year. Totally not worth the money or air miles.

Route: Sydney to Dubai

Seat Type: First Class

Traveller Type: Family Leisure

Airline: Air Arabia

Title: "they seem not to care at all about passenger rights"

Review: I bought a ticket with Air Arabia in March for a vacation in Morocco. Because of COVID the flight got cancelled. I requested a cash refund but their call center charges crazy amounts. I sent numerous emails to their customer service only to receive standard reply messages. I did not give up and after some time their customer service center finally answered my messages only to let me know that Air Arabia's policy is not to offer a cash refund for COVID-cancelled flights. They said they only hand out a voucher that has to be used within 1 year. Since we couldn't go on vacation, this is completely of no use to me. Moreover, travel to Morocco is currently forbidden by Belgium. EU regulations clearly state that they are obliged to offer EU passengers the choice of a cash refund, but they seem not to care at all about passenger rights. This is the last time ever I travelled with Air Arabia, and I strongly advise anyone to not do business with this company.

Route: Brussels to Tangier

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: China Southern Airlines

Title: "I am very grateful for this"

Review: I forgot my passport in my seat after the first leg from Chengdu to Guangzhou Airport due to my own negligence and only realised I had lost it when I arrived at the international counter to check in abroad. The staff were very attentive and patient in calming me down, and they were able to locate my passport and confirm that it was mine in just 20 minutes. As the cabin was about to close, the staff reduced the process to ensure that everything was normal, allowing me to successfully take my flight. I am very grateful for this.

Route: Chengdu to Auckland via Guangzhou

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "refund form returns an error"

Review: For weeks, I've been trying to contact EVA Air regarding a refund or rescheduling of four flights between NY and Tokyo in July 2020 because of the COVID-19 travel ban. The refund form on the website returns an error although I put in the valid ticket numbers from the reservation that were on the same website. They removed all email addresses from the contact so that it is impossible to contact customer service. Left only phone numbers that, if you call, play a recorded message that they can't take your call. I sent a message on Facebook and they said you have to call us. After I told them the phone number plays a recorded message, they won't reply.

Route: New York to Tokyo via Taipei

Seat Type: Economy Class

Traveller Type: Business

Airline: Jet2.com

Title: "long hard and unfriendly stare"

Review: I missed my flight from Leeds to Geneva airport as I was late. My though is the customer service clerks of Jet2.com at Bradford-Leeds. The two women working that morning at the customer service desk were so rude to me. The customer service clerks in Geneva were so professional, gracious and nice. Geneva to Leeds the airhostesses only smiled and said hello to the white customers but not to customers of color - all I received was a long hard and unfriendly stare! I paid my air-ticket and I believe that I deserve to be accorded the same hospitality as other passengers. All my experience with jet2.com is a zero star. One thing I must say is that the aircraft was clean, comfortable and value for money.

Route: Geneva to Leeds Bradford

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin America

Title: "event feels like a scam"

Review: San Francisco to Boston. I changed a connecting flight from Seattle to San Francisco so Alaska cancelled my San Francisco to Boston leg. When I went to check in, I was told my ticket was cancelled and to get back on the same flight I would have to pay a \$125 change fee and \$328 for a fare difference - for the same flight they cancelled and didnt notify me of. Then, my seat assignment gets unassigned in the hour and a half between repurchasing my ticket amd getting to the airport. Now, I have to wait until 30 minutes before departure, lose any overhead space for my carryon and hope I have a seat. While im sure I'll be told there is some rule that allows the airline to do this, the entire event feels like a scam.

Route: San Francisco to Boston

Seat Type: Economy Class

Traveller Type: Business

Airline: Eurowings

Title: "Just stay away"

Review: 10 hours flight, AC so high it feels freezing and they don't give you small blanket. Just small pillow. Monitors without headphones. Coffee without sugar. Delayed 5 hours because there was no staff to clean the plane. And now waiting for a gate for 20 minutes after landing. Just stay away.

Route: Frankfurt to Salt Lake City

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thai AirAsia

Title: "Very poor service"

Review: At boarding time from Singapore to Bangkok, I requested a wheelchair upon arrival for my 69 year old mother who had a bad knee. When we arrived, nobody said anything about whether they would provide a wheelchair. When we arrived at the airport, we had to walk down the stairs of the plane, take the bus, walk up the stairs again in the airport (lift wasnt working) and then a long walk to immigration. We didnt see a wheelchair. I was even told to pay \$20 but at least they didnt ask to pay in advance. Very poor service.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Viva Air

Title: "\$170 CAD for carry-on luggage"

Review: Worst Airline Ever! I will never fly with this airline again. I checked in online where it said I was allowed a carry-on and personal item. When I get to the gate they charged us \$170 CAD per person for carry-on luggage! I was told if I did not pay I would not get on the flight. Didn't want to get stuck in Medellin! Paid almost as much for carry-ons as I did for the flight.

Route: Medellin to Miami

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Silver Airways

Title: "travel plans are ruined thanks to them"

Review: I have not actually flown on Silver Airways. My family were scheduled to fly last April which of course was the beginning of the real shut downs on travel. Obviously, things were going on that following up on the ticket was not top of mind. In November, I had enough bandwidth to go back to revisit. At first I was told it had been refunded and was sent a receipt with the date of refund and the CC# that I had paid it on. After some research, I found it had not been refunded. I then emailed guest relations as another avenue since I was not getting anywhere with the initial rep and asked what was going on. I was told via email that the money had actually been put in a travel bank with a user ID to login and check. After multiple attempts at requesting a password, to no avail, I called back to find out what was going on since the date I was hoping to travel was fast approaching. The rep on the phone discovered that the User ID I had been provided was in fact not me. Days pass and I'm given a new User ID and successfully manage to log into the travel bank only to see that there was nothing in it. I ask what the status is once again through email and am told it should be resolved in the next few days. Three days after the date I was told it would be resolved by, there is still nothing in my travel bank and the prices keep going up beyond the value of my former ticket, which, if they had done this correctly in the first place, would have been covered by my balance. Now, it is looking like I have to cancel the trip again because of their incompetence. I don't have my money and I don't have a flight. It's appalling. I'm actually trying to book another ticket with them (lawd knows why) but I can't even do that. And sadly, they are the only player to the destination. So now my travel plans are ruined thanks to them. They also cancelled my sister's flight that she had managed to rebook without

another option, so she may also be screwed.

Route: Fort Lauderdale to Eluthera

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "very poor service"

Review: Manchester to Portland via New York JFK. Good points: Smooth flights and food okay. Bad points: Booked premium economy at approx £500 extra, as it was our first long haul journey. Arrived at the airport and checked in, no problem. After going through security, found that our first flight was delayed by two hours. No problem as we had a four hour layover at JFK. During the flight, drinks were "included" but they only came round once except for a wine with our meal! I know it doesn't specify how many drinks but you do expect more than one service! Just before landing we were informed that a representative from Thomas Cook would be there to assist us with our onward journey, once we had cleared immigration. At immigration we were told we had to collect our cases and check them in with JetBlue for the next leg of our journey. Baggage transfer was also supposed to be included in the premium package. We collected our bags and looked for the person from Thomas Cook. We couldn't see them so found our way to the correct terminal and to the JetBlue check in desk. The queue was so long that we missed the flight, despite them putting us in the priority lane. When we reached the desk we were told that we had already been booked on a later flight - instead of travelling at 4.59pm we had been booked on to the 22.40pm flight! Not impressed as you can imagine as we reached our final destination over five hours late. When we arrived at Portland Jetport for the first leg of our return journey we couldn't check in as there was a problem with the ticketing. Even though we had the paperwork and it was showing on the airlines system that we were booked on it, they said a change had been made and they would have to contact Thomas Cook to rectify it. This was taking ages and at one point, the JetBlue staff said it would be unlikely that we would make the flight. We eventually got our boarding passes and made it to gate just 15 minutes before it opened! After a five hour layover at JFK we were finally on the last leg. Only one drinks service on the return journey, even though it was a night flight, would have been good to be offered tea or coffe or other soft drink. Stressful, annoying and very poor service

considering we paid £1600 inc the upgrade to premium.

Route: Manchester to Portland via New York JFK

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Japan Airlines

Title: "imposed a liquor ban on me"

Review:

Tokyo to Singapore. The cabin was very warm and stuffy and no improvement was made after feedback to cabin crews. The cabin crews imposed a liquor ban on me when I only drank 6 cans of beer. I was neither drunk or behaving disorderly to warrant such a ban. I have flown in many airlines and this was the first time that I was humiliated with a liquor ban.

Route: Tokyo to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "it was trying to say the least"

Review: Flight from OAJ was delayed by an hour due to bad weather (which is understandable) departed at 7pm, didn't get to CLT until 8:10 pm, CLT is huge and it takes like 15 minutes to get to my gate, causing me to miss my connecting flight to BWI at 8:28 pm. But I managed to arrive 2 minutes left at B9. However, I was notified that my gate changed to B12. It's 8:29, so I run over and now the door to my connecting flight is closed. Too late to board. Gate agent couldn't help me, so I was directed to AA Customer Service, which took 2 hours to wait in line. Waited in line, and on the phone for an hour. I couldn't get a flight change on the phone, luckily I was near the end and got told that my flight was actually delayed? But it literally left when I arrived. Then was told that I was checked in, meaning someone was checked in with

my seat before I arrived late. That I paid for. Odd. Finally I got another flight which was delayed by an hour. It took 5 hours to get me home. This was my first AA mishap, and it was trying to say the least.

Route: Jacksonville to Baltimore via Charlotte

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peruvian Airlines

Title: "delays were dreadful"

Review: Peruvian Airlines has a total lack of respect for the passengers travelling from Cusco to Lima, flight 0213. First of all, in Cusco Airport, the flight changed gates from 4 to 1 but every passenger was unaware until some of us saw the flight number in gate 1. The staff didn't even bother telling us about the change. Then, the boarding was delayed for half an hour. The flight was supposed to leave at 6:50 but the screens indicated we should board at 7:22. Once we got on the plane, another half an hour (or more) waiting inside with no explanation at all. When I descended from the plane, I asked the staff to introduce me to the pilot so I could ask what happened. They said he was "busy" and said they had problems with the air traffic control in Cusco, but they didn't say anything when I asked them why they hadn't explained it to the passengers: we were all looking at each other wondering what was going on and no one of the staff was around. The top of the cherry: once we got to Lima, the luggage was supposed to arrive at 9:22 to the baggage belts (we arrived at the airport around 9:05). The luggage didn't arrive at 9:22, obviously, but the biggest problem was that there was only one person from the airline that couldn't handle the situation at all. He didn't know what to say, didn't offer an apology and never explained clearly what had happened to our luggage. We left the airport of Lima at 10:05 with our bags that came with another flight's bags, on another baggage belt (not the one that was indicated) and at more than 45 minutes after we arrived. Not only the delays were dreadful, but also the staff didn't offer explanations and never apologised for all the inconveniences.

Route: Cusco to Lima

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LAN Colombia

Title: "a pleasant experience"

Review: Medellin to Palonegro via Bogota. The Colombian subsidiary of the Chile-based LAN Airlines. It was a pleasant experience to fly. Although the check-in/baggage drop process was a little slow, personnel was kind and professional. LAN Colombia mostly operates A320s, which are well-kept, clean and spacious. No complaints about punctuality. Luggage delivery was fast. IFE was ok considering the short duration of the flights as was the cabin service. Good choice if you ever need to fly any of their routes.

Route: MDE to BGA via BOG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Pacific Airlines

Title: "on time and fairly uneventful"

Review: Return leg of my round trip. Again, the great thing about this airline is the departure from Bangkok's main airport rather than the budget terminal across town. Check in was done smoothly and boarding is by passenger ramp instead of being bussed about the airfield so is very convenient and quick. Flight departed on time and was fairly uneventful. Flight arrived 10 minutes ahead of scheduled time. The only let down of the journey was de-planing at Ha Noi was by ground service ramp and bus to the terminal.

Route: Bangkok to Ha Noi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Interjet

Title: "One of the worst airlines"

Review: I and my wife, the first time I was going to fly ever. I had flights booked from Cancun to Havana via Interjet website. Interjet cancelled our flights because of COVID-19. They did not send a voucher or any information e-mail. I have been calling Interjet all week from Turkey and no answer at all. One of the worst airlines ever I have seen

Route: Cancun to Havana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "cabin crew were splendid"

Review: Shanghai to Hong Kong. Nice catering with my favorite ice cream. The service provided by cabin crew were splendid. After knowing my Mainland Chinese identity, they would like to speak Mandarin, even if a bit hard for them.

Route: Shanghai to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "Fix it urgently!"

Review: Cabin crews service mind is in a critical status. Fix it urgently! Compared to Thai Vietjet Air cabin crews service mind, Thai Smiles is much worse.

Route: Bangkok to Ubon Ratchathani

Seat Type: Economy Class

Traveller Type: Business

Airline: Regional Express

Title: "a very enjoyable experience"

Review: Monkey Mia to Perth. The flight attendant Kiara was such a delight. She was so welcoming and made every effort to make the flight as comfortable and enjoyable as possible. Her personality was a delight. I was lucky enough to have her on my return trip to Perth. So much nicer than the Virgin staff (Melbourne to Perth) who could barely crack a smile. Thank you for a very enjoyable experience.

Route: Monkey Mia to Perth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wideroe

Title: "definitely do not recommend"

Review: Bergen to Tromso. I had a flight the past 18 March (my honeymoon) and due to obvious reasons I could not travel to Tromso and I tried sending a lot of emails to the airline. They were not helpful at all and they do not refund the money. Every airline in the world is helping customers in every way they can by giving vouchers for another flight or even doing full refunds. But Wideroe doesn't seem to see that there is a world pandemic going around and decided to not change at all their policies. I will never use this airline in my life, and I definitely do not recommend it to anyone!

Route: Bergen to Tromso

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "Nobody will respond or answer"

Review: Amman to Cairo. I flew to Cairo on Royal Jordanian on 5/20/22 and never got one piece of luggage. The other piece arrived back in Charlotte on 6/17/22. I had to buy clothes in Cairo and have never gotten any response from the

airline on how to file a claim for my missing luggage or obtain a statement for proof of loss and delay in getting bag.

Nobody will respond or answer a phone.

Route: Amman to Cairo

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Austrian Airlines

Title: "expect more from Star Alliance"

Review: Austrian is regular low cost airline. On time performance, friendly crew and relatively new aircraft. Reminded me lot of Laudamotion which is another Austrian low cost airlines. Overall I would expect more from Star Alliance and Lufthansa group member.

Route: Vienna to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "a very uncomfortable and expensive trip"

Review: Flew Thomas Cook from Goa to London Gatwick. Will never use this airline again. My partner and I booked our very expensive premium economy tickets 11 months in advance of our trip so that we could have a two seat together. Unfortunately he had to return to the UK unexpectedly a week before our trip was up. There was no flexibility in his ticket so he paid for another full price ticket. Fair enough, his choice. Problems started when I went to the airport alone a week later. Was refused entry into the airport as mine was not the lead name, after a panicky 40 minutes, myself and the police finally found someone from Thomas Cook and I was escorted into the airport. At the check in I was asked if I wanted seat 2a or 2c as they were in the process of selling my partners ticket for which he had not been able to change or gain a refund. I was fairly dismayed that I would have to sit next to a complete stranger on a night flight as we had

booked these tickets specifically to avoid this. As it happened, I ended up with an empty seat next to me. This was a night flight taking off at 2am, so I wanted to settle down fairly quickly to try and sleep, 30 minutes into the flight, there was a lot of commotion in the seats behind and a stewardess woke me up to tell me that someone's TV screen wasn't working and so she was going to be moved to sit next to me. It took another thirty minutes to move her, after another few minutes I was tapped on the shoulder once again to be asked by a stewardess to move to the seats behind as she was travelling with her husband and I was alone. This was now 3.30am. I explained that I was now starting to get very irritated as we had paid for two seats together and neither of us would be sitting in either, and I didn't really want to move to another seat in a longer row. Eventually due the pressure and awkwardness I felt I did get up and move. Needless to say, I did not sleep on this flight and it was a very uncomfortable and expensive trip. A complaint was made to Thomas Cook. The reply was in badly written English with spelling mistakes saying that I should have made a request for any compensation to the air stewardess! And as I had moved "voluntarily " then they didn't see what the issue is. The crew on the plane were good, the customer service and ethics of this company is unacceptable. People should vote with their feet, which is why I shall never use this airline again. To not have even received a sorry shows the arrogance, and contempt for their customers. We are not treated as human beings at all by this company.

Route: Goa to London Gatwick

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Bahamasair

Title: "Extremely disorganized"

Review: Never again will I fly Bahamasair. Extremely disorganized. Told they only have 5 airplanes and 2 are out of service yet they did not delay any planes and refuse to find new flights for customers. FYI you can keep your \$10 to Wendy's. If we get out at 9.30pm it will be a miracle. Agents at counter area completely incapable of communicating to the masses and their attitudes are only making every other passenger even more angry. They even stated "you can get your voucher at the managers office because I don't have time for you."

Route: Nassau to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: airBaltic

Title: "disappointed about both flights"

Review: I am very disappointed about both flights - from Riga to Frankfurt and return. On both flights they changed my 5 years old daughter's seats, so we needed to wait when they change our seats, but we still could not sit all family of three together (on both flights!). And on return flight they took away my bag from cabin because there was not any free bag space on plane. So now I am sitting with some stranger next to me who is not my husband and I don't have my bag with me. That's good that some necessary items I have in my daughters bag. I feel really angry and disappointed! And plane is still not going, there is still delay.

Route: Frankfurt to Riga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "three major complaints"

Review: Good service generally but three major complaints. Because limited business class space, had to fly economy. After two legs in business class (Johannesburg, Dubai, Miami) this represented huge challenges with luggage, which cost a fortune. Did nobody foresee this disconnect? Loyalty program is a total con - none of benefits (priority boarding, first bag free) materialized. So why bother? Blatant profiling at boarding, clearly rules apply only to certain passengers

Route: Miami to Kingston

Seat Type: Economy Class

Traveller Type: Business

Airline: Bulgaria Air

Title: "nice for short haul flight"

Review: I've always flown with them, and they're nice for short haul flight. Welcome on board with a bottle and after that given a small sandwich compare to other airlines which will even make you pay for it. Sometimes they do have delays but which airlines doesn't? For the price your paying I think its worth it, I've always picked them in front of other companies.

Route: Sofia to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai AirAsia

Title: "very cramped in the seat"

Review: Ho Chi Minh City to Bangkok. Worst airline ever. My friend and I were traveling all over SE Asia for two weeks when I first flew AirAsia, instead of taking buses and trains all over we decided it would be best to fly since the prices weren't bad at all. Several of our flights were close to an hour late, I was very cramped in the seat, and if the people in front of you want to lay their seats in your lap the seats recline far back enough to do so. The flight attendants have no problem getting uncomfortably close in an attempt to have you turn your phone totally off.

Route: Ho Chi Minh City to Bangkok

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qantas Airways

Title: "Didn't find the crew very friendly"

Review: Very disappointed. Didn't find the crew very friendly. We flew from London to Singapore and Singapore to Brisbane. Two weeks later did the return trip. On all flights I found unfriendly crew. Not enough leg room on a 14 hour flight. Charger port for mobile phones didn't work in our 3 seats. Found the plane was in need of good maintenance. Flew same route in 2019 and was definitely a better experience.

Route: London to Brisbane via Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Nok Air

Title: "service has improved"

Review: Nok Air are still using quite old aircraft but service has improved since last time a flew with them a few years ago. It is a cheaper alternative to Bangkok Air on route to Samui. Free snack was provided that seems to be a nice gesture especially the flight took just over 50 minutes.

Route: DMK to USM

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sun Country Airlines

Title: "probably one of the best experiences"

Review: Reading the reviews for this flight before we left on our trip I was a nervous wreck expecting something to go wrong. After my experience with this company I felt it was important to leave a review for those like me that have severe flying anxiety. My first interaction with this company after booking happened when I noticed that I failed to put middle names on my booking so our boarding passes would not match our passports. I called the service number and left my call back number. I had already read that no one answers the phone so I was prepared to be disappointed by not receiving a call back. A couple of hours later a young lady called me back and I explained my mistake. Her response

was "Well let's get that corrected so you can be at ease have a great trip." She corrected 4 middle names on my booking and emailed me a new itinerary while staying on the phone with me to make sure everything looked ok. Disaster averted. We then got to the airport on Sunday to find out our flight was delayed. Again, after reading the horror stories of delayed flights being cancelled and people being left to fend for themselves I began to feel very high anxiety. One of my adult children would be flying from a different airport but same airline into Mexico and I was afraid she'd be in Mexico by herself. The flight was an hour late but finally showed up, they very calmly unloaded the passengers coming into Houston and got us all on the plane as quickly and well organized as I've ever seen. The flight attendants personally apologized to the passengers as we boarded for being late explaining that there were severe storms at their last stop and that they had to wait it out. I don't even know where to begin about our experience with our flight home. From Mexico, coming back into America, you must check in at the counter to show your negative covid test. Of all the check in counters, it was the shortest line, the staff was friendly and very patient with everyone, and they went above and beyond to help us get checked in and to our terminal in time. Wonderful service. I have flown on several airlines and take several trips a year and this is probably one of the best experiences I have had flying (that included set backs). There's a lot of bashing this airline for things that anyone could avoid just by doing their research or reading their booking information. The seating is no different than other airlines. The drinks come with a cup of ice just like every other airline. Oh there's phone chargers on the backs of the seat legs which I have never seen before. That was cool. We got free WiFi. Being surprised by carry on and check bag fees baffles me. This isn't uncommon. Check these things BEFORE you book and there will be no surprises with this airline. If you are flying from Houston out to Mexico this is the way to go.

Route: Houston to Cancun

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flair Airlines

Title: "going to lose out big time"

Review: I had booked a flight with Flair Airlines back in December from Puerto Vallarta to Vancouver on 29th April.

Then 2 weeks ago I received a notification to say that the flight had changed to the 4th May. This obviously is not convenient being that it's a whole week later. I'm already in Mexico so it's not like I can just cancel my trip all together. There was no way to respond to them via the email so for the last 2 weeks I have been trying the online chat, Facebook and other email addresses that I have found for Flair but I'm getting no where. I need to be back in Canada by the 28th April so I'm looking to see if they can still provide the original flight (I have no idea why it changed). Or if they can ideally book me with another airline or provide a full refund. The annoying thing is also that I paid a fair price for this flight and now because the flight is just over a week away prices have tripled so if I have to book another flight I'm going to lose out big time.

Route: Vancouver to San Jose

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Norwegian

Title: "crew was nice, helpful and very friendly"

Review: Dubai to Oslo. The check in went smoothly, the gate was remote though. We waited almost an hour, cause they waited an answer if they could bring transit passengers to Norway, which closed the country for foreigners that day. The plane was almost fully booked, but some free seats here and there. We sat in the second last row, and had a free middle seat. We sat pretty comfortable, the seat is not that narrow as i have experienced on other LCCs. The crew was nice, helpful and very friendly. I tried the free wifi only, it worked part of the way, pretty slow. We could have bought more speed for 5 eur, but i prefer reading books. We landed 20 minutes after schedule

Route: Dubai to Oslo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vistara

Title: "first preference would be Vistara"

Review: I was traveling from Dubai to Ahmedabad connecting Mumbai airport. On Mumbai airport my bag was damaged, I forgot my luggage on arrival waiting lounge and went directly to Vistara desk where Ms. Pooja helped me a lot I really appreciate it because I was extremely tired on that moment but she really made transition very swift & easy. My first preference would be Vistara.

Route: Mumbai to Ahmedabad

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: El Al Israel Airlines

Title: "no news about your luggage"

Review: First of all I received an email from Elal informing me that the check in counter opens 4 hours before the flight due to the high number of passengers. I arrived at the check in counter with my 4 years old daughter and waited 1 hour before the staff finally opened the check-in, the staff was sitting at their counter but not doing anything. I checked in two suitcases. Few minutes before landing, a flight attendant came to me and told me "for security reasons your suitcase was sent in the flight, please approach the lost and found counter at the airport" I had 2 suitcases and the flight attendant could not tell me if both luggages were left behind. When I filed a report for the missing suitcase the El Al staff told me "your luggage will be send in the very worst case in the third flight from Paris to Tel Aviv, I am exaggerating, 3 flights is the maximum". So I tracked all the El Al flights from Paris to Tel Aviv and after the fifth flight I called the hotline for luggage irregularities, "sir, no news about your luggage". That is crazy to be so incompetent, they are abusing the passengers, this is not abusive security, this is a pure example of people abuse. I had fresh food carefully packed in an isotherm bag, it's all wasted. I have important documents for an appointment at the consulate in Tel Aviv. No clothes for few days. At the time of writing, my luggage is still in Paris for security reason. I won't fly El Al again, terrible airline, disgusting service. Few words about the flight itself, it was a very old boeing 737, dirty plane 0 comfort with their dirty seats. No flight entertainments, no drinks and no food.

Route: Paris to Tel Aviv

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "shame for such well known airline"

Review: I flew from Cairo to Heathrow on what they call euro club class which is a cramped coach seat with the middle empty seat. Horrible service. I get to Heathrow airport 40 minutes late so I had to run around looking for my connecting flight. Finally jumping through escalators and train to another building where is my gate. Given a seat that is different than what I paid extra for ?! Its a shame for such well known airline.

Route: Cairo to London

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Nepal Airlines

Title: "delayed by over 5 hours"

Review: Kathmandu to Hong Kong. The flight is constantly delayed and is over price. The flight is 3-5 hours late. The previous time I took the flight which was delayed by over 5 hours and did not provide any good reason for it. The same this time, but the situation is worse because we had to get to airport before 8 and the flight was supposedly should fly at 11:30, which did not happen. I wouldnt mind if they gave a valid reason for why they are late, but yet again they give no reason to why they were delayed or even if they were aware of it.

Route: Kathmandu to Hong Kong

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Brussels Airlines

Title: "poor information from the cockpit"

Review: The flight caught a lot of delay caused by the arguments about the luggage of one passenger. So after 55 min we were finally in the air. Apologies were said in a way "we must do it" unfriendly FA, poor information from the cockpit. You have to pay for drinks and even in business the drinks are served in carton cups. In Hamburg 40 minutes waiting for the luggage;

Route: Brussels to Hamburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Boutique Air

Title: "two thumbs down to Boutique Air"

Review: What a terrible experience! We booked our son on a flight from Altoona, PA, to El Paso, TX. The first leg of his travel was with Boutique Airlines (BA) to Puttsburgh, PA. BA said they couldn't fit my son's guitar on the plane and told him it would be shipped on a plane the next day by United Airlines (UA), which meant we would have to drive an hour and a half back to El Paso the next day to pick it up. The customer service rep offered no alternative solution other than to contact UA the next day to see if they would ship it. Then we had a text from our son saying that he missed his connecting flight in Pittsburgh because the flight departed late from Altoona and the UA connecting flight in Pittsburg left early! The UA rep told our son they left early because BA did not enter his name into the system, so UA thought all passengers were onboard! There were no more flights to El Paso that day so UA kindly put him up in a hotel and gave him a food voucher. Since the flight to El Paso the next day would have our son arriving too late to attend a planned event, we are now driving 3 hours to pick him up in Albuquerque! UA said they will arrange to have his luggage delivered to our door from from El Paso! So kudos to UA and two thumbs down to Boutique Air!

Route: Altoona to El Paso

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air China

Title: "planes are quite old and dirty"

Review: Sydney to Stockholm via Beijing. Really old and rugged airplanes and very little leg room. But the worst part is that the cabin crew makes constant in-flight announcement. Each time there is a little bump of turbulence there is an announcement in Chinese and English. It is impossible to make use of IFE system and I recommend a good pair of noise cancelling headphones. Cabin crew speaks poor English but are nice and let me change seats to the emergency seats without having to pay extra. (I am 192 cm tall so very worth while.) Lounge staff in Beijing were OK but one woman went out of her way to change our seats in the lounge making sure that we got better seats and even bumped us up to emergency row also on the second leg of our trip. Very appreciated. I have never had any issues flying with Air China but I know that Chinese ground services customer service can be very inadequate and unhelpful so happy I have not had to deal with that. Overall planes are quite old and dirty and food is poor but value for money is great and it got us to our destination back and forth without any mishaps.

Route: Sydney to Stockholm via Beijing

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Peach Aviation

Title: "caused me some serious concern"

Review: Okinawa to Hong Kong. In general, this little budget airline get you from A to B, serve is ok and menu offer is nice and not too expensive at all. However, the low rating concerns their safety standards. There were three things that happened during the outbound and inbound flights that caused me some serious concern. When landing in Naha airport at night I was shocked that the cabin light was not dimmed. Usually in exit rows, for safety reasons, people with disabilities, mother with infants are NOT allowed. Yet with Peach, a mother was allowed to sit there holding her baby, and no infant seat belt was even provided. Landing back into Hong Kong, a few people didn't put their window shades

back up, and the crew didn't care, she was more concerned about where they put their bags. Tried to contact them via email, there is actually no email address to write to them. I do like this little airline which offer very cheap tickets to Japan, but their standards leave me wondering.

Route: Okinawa to Hong Kong

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Bangkok Airways

Title: "They cancelled my flight"

Review: Chiang Mai to Hanoi. They have cancelled my flight for February 2020 that was critical to my itinerary by email. Just cancelled it. No explanation. You wait ages for a refund and have to do all the running around to get it. Will not use again.

Route: Chiang Mai to Hanoi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "joins the race to the bottom"

Review: When flying from Brussels to Malta on December 27 I was once more confronted with the total incompetence of Air Malta. Official Air Malta luggage voucher was not recognized (by incompetent check-in staff) and caused a 30 min delay at check-in. Special sized luggage did not arrive with the flight (they said, but very probably badly handled by incompetent luggage handlers at Malta Airport). This is my conclusion because was found back before any other flight from Brussels arrived. Air Malta was not capable to make the late luggage delivery in time (before 17:00) driver could not be reached, and after 18:00 nobody of Air Malta answers any phone. Only after 19:00 the luggage was delivered by a driver that was not even capable to ring a doorbell or use a mobile phone, but made his presence clear by claxonning.

I did not receive any calls back after 18:00 from Air Malta, so there is a general incompetence to pass any messages between staff, or even in a general sense. So even with staff quality Air Malta joins the race to the bottom of the cheapest airlines.

Route: Brussels to Malta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Blue Air

Title: "disappointing experience with Blue Air"

Review: Rome to Bucharest. Booked a flight for myself my wife and 2 children from Rome to Bucharest. Two hours prior departure at checkin we found out that on the reservation ticket, instead of my wife's last name was mine, although family name and date of birth were correct. The ground staff kept us waiting till closing time when they told us that we need to buy another full price ticket for my wife. Apart from keeping us waiting, after buying a new ticket we had to run to catch the flight. They were asked to give me both tickets reserved on my name and they said is not possible. Of course it wasn't possible, the extra ticket sold to my wife was one of my tickets (same seat no), so as conclusion I had to pay for one seat twice. All in all, I had a very bad, disappointing experience with Blue Air. There was no supervisor to talk to in Rome and the complain was given in Otopeni in written as there was no supervisor there as well with response time of 60 days.

Route: Rome to Bucharest

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "All round good value for money"

Review: This was the first time I flew Play and I was happy with all aspects of their product. I flew out of Stansted and

had to get from Gatwick by bus which was a bit of a struggle. Seats were nice and flight personnel were pleasant. We flew to Stewart, USA via Keflavik. We had a two hour stopover and I just sat in transit area and waited. Play is a low cost carrier so you pay for what you need. I usually travel with an under the seat bag so I bought no extras. At Stewart there is a bus that meets the plane and takes you to Manhattan for 25 dollars. I had a friend meet me though. All round good value for money.

Route: Stansted to Stewart via Keflavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: "choosing KLM was the biggest regret"

Review: We fly frequently on long haul flights to Brazil and choosing KLM was the biggest regret. The seats are horrible, we paid for an upgrade which wasnt worth it a single bit. The food on board is tasteless, a block of hard cheese on bread is one of the meals. We paid extra also for our baggage and when we have arrived into Dublin and our luggage is lost. Both of our cases are gone. My wife is pregnant and tried to use another toilet but the staff yelled at her to go to another toilet even though the line was very long. Ill never and I repeat never fly on this terrible airline ever again.

Route: Rio de Janeiro to Dublin via Amsterdam

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Transavia

Title: "book with a different airline"

Review: Pisa to Amsterdam. I do not recommend this airline. After having a three hour delay for my flight over to the Netherlands I didn't love the airline. After they cancelled our flight back to Pisa merely hours before we were supposed to board and leave without reason. When asked we were met with vague scrambled explanations and told there was no

other option to fly back that day. Not only that, but they said they couldn't do anything for at least 48 hours! As a student who's studying abroad and needed to get back at least by Monday afternoon for class (which doesn't allow excused absences because of travel issues like most programs) I was very stressed. They finally after much arguing, to a representative who didn't even work for Transavia we were able to get a flight for Monday night .. which was delayed also. They did provide us with meal vouchers, though not enough to cover all of the meals we needed, and a nice hotel we still had to spend money on transportation to a different airport to fly home. This rant just barely covers what we had to deal with while traveling. I will be calling to get a refund. Definitely book with a different airline.

Route: Pisa to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jazeera Airways

Title: "Worst service ever"

Review: Jeddah to Mumbai via Kuwait. Not recommended if travelling with children. Worst service ever experienced by airline and in-flight staff. No declaration of meal included or not included on ticket. Also no information on baggage check-in counter staff. Restrictions for entry to duty free at Kuwait airport. No support from ground staff at Kuwait airport.

Route: Jeddah to Mumbai via Kuwait

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SereneAir

Title: "truly terrible experience"

Review: I recently had a truly terrible experience with them from Islamabad to Riyadh on June 17, 2023. From start to finish, it was filled with disaster and discomfort. The ordeal began with an unannounced 8-hour delay, during which the airline provided no facilities or support for the passengers. I tried visiting their office and calling the helpline to

understand the reason for the delay, but I was met with indifference and blame, as if I should have known about it in advance. To add to the confusion, when I checked the official website for updates, it indicated that the flight was on time. However, the flight did not appear on the airport screens for several hours. Finally, it reappeared on the screen with misleading information that the delay was only one hour. Throughout this entire ordeal, passengers, including families with children, were left scattered in the airport, feeling helpless and hopeless. There were no refreshments, meals, or any facilities provided. It was a time of extreme inconvenience and trouble. When we approached the airline team at the boarding counter for confirmation, their response was so bad. They informed us that the aircraft was currently loading passengers in Dubai and that the flight's departure time would only be confirmed upon its arrival at Islamabad airport. This lack of clarity and professionalism caused further frustration. Eventually, the flight was delayed for another hour. Despite the numerous challenges faced during the journey, the flight attendants stood out for their attentive and helpful approach. This small act of responsiveness was truly commendable amidst an otherwise disappointing journey" Based on my experience, I will never fly with this airline. Even if it were the only option available, I would opt for an alternative.

Route: Islamabad to Riyadh

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Brussels Airlines

Title: "not even water is served"

Review: Easily the worst airline of the Lufthansa group, not even water is served. Luggage policy leads to delays as they asked a lot of people to check in the luggage leading to a delay and then the luggage racks were free. At other Lufthansa group airlines you can pay with miles for the buy on board. Also delay, personal experience, are more frequent. On the flight I was reviewing my seat pocket was broken.

Route: Copenhagen to Brussels

Seat Type: Economy Class

Traveller Type: Business

Airline: American Airlines

Title: "will never fly them again"

Review: My flight was scheduled to leave at 7:17 am. Since I am supposed to get to the airport 1.5-2 hours before the flight, I was up early and arrived at 5:15am. At 5:36 am I received a notification from American that this flight was delayed until 9:45am because of "logistical issues". As a result I missed my connecting flight. I was supposed to get into Little Rock for 11:15am and now have a connecting flight putting me in little rock for 8:26pm. Having read the reviews on American Airlines before booking this flight, I should have heeded the warnings. Lesson learned! Wanted to give American Airlines a chance to prove the reviews wrong. I was wrong, American lives up to its subpar reviews. Because of "logistical issues" rearrange my transportation, reservations and housing. I have never flown American before and will never fly them again. I tried to call American Airlines and was on hold for 36 minutes. Never got to talk to a person. I fly 6 times a year on average, United, Delta, Jet Blue have been seamless. American is in the bottom tier for a reason, great way to put yourself out of business.

Route: Hartford to Chicago O'Hare

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Garuda Indonesia

Title: "the crews and the meal saved the day"

Review: Jakarta CGK to Manado on board GA600. Frankly, if it was not for the service aspect of this flight, I would've given this flight a 6/10 max. The service itself was the boosting factor of this flight. The check-in staff at Jakarta was fast, friendly, and efficient so all of us were able to check in real fast despite the crowds flocking each check-in counter. Boarding was orderly despite stumbling a bit on the jet bridge - and upon boarding the plane, I spotted several product issues: the cabin was clean but was kept at a high temperature during boarding, the windows and the right wing of the airplane were undermaintained for so long that I was barely able to see the window clearly and the paintings to peel off, and the headrest of my seat had shrunk to the point that I felt like I was leaning against a piece of metal. Adding insult

to injury, the in-flight entertainment experienced a major downgrade - no more live TV shows, no more games, and my headphone jack was nearing its breaking point. The selections were excellent if this flight was taken in 2018, but they were severely outdated by 2022 standards. Its responsiveness was not any better. The aircraft took off late, and we queued for a very long time at the taxiway with a scorching hot temperature inside the cabin. At this point, I was already about to give this flight a 4/10 - but then, the crews and the meal saved the day, both adding 2 points each. The crews were extremely friendly, polite, and proactive. It all started when they escorted me from the seat, and even during disembarking, they were still in a happy and energetic mood. They apologized when they forgot my order. On this 3-hour flight, they also proved that they're still above anyone else by serving not one, but two meals. The first one was a grilled fish with rice and vegetables, while the second one was a piece of strawberry bread. We were also given two bottles of drinks - a bottle of water and a bottle of tea, with other options still available upon request. Overall, this flight was salvaged by the service aspects of the flight. Had the services been as bad as the product, I wouldn't have given this flight an 8/10. Garuda really should consider balancing its service and its product. I know that they're experiencing a hard time nowadays, but who knows that the act of balancing service and product can save Garuda. This flight was a true representation of the following statement: "A+ grade service with a B- grade product".

Route: Jakarta Soekarno-Hatta to Manado

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Wideroe

Title: "Handles the current strike very poorly"

Review: Handles the current strike very poorly. There is extremely little information. We were worried about the strikes but got no info that any flight would be canceled the same day so we went to the airport. Once there, the gate will not appear on the screen until about 20 minutes before the flight is to leave. Then the flight is delayed 1h. Finally, half the airline is canceled 10 minutes before departure. Then about 30 minutes later the other half. O.m we and other travelers could get info earlier at least in the morning the same day we could have booked a train or similar to take us home / to our destination. But since we do not get any info, we lose at least one day on travel / miss important scheduled meetings

etc. The staff does not know much more and we are referred to check our mobile phones to get information about hotels. Do not recommend! Hanterar den rådande strejken mkt dåligt. Det är extremt lite information. Vi var oroliga för strejkerna men fick ingen info om att något flyg skulle vara inställt samma dag så vi åkte in till flygplatsen. Väl där kommer inte gaten upp på skärmen förrän ca 20 min innan flyget skall gå. Sen blir flyget försenat 1h. Sist blir halva flygsällskapet avbokad 10 min innan avgång. Därefter ca 30 min senare övriga halvan. O.m vi och andra resenärer kunde få info tidigare i alla fall på morgonen samma dag hade vi kunnat boka tåg eller liknande för att ta oss hem/till vårt resmål. Men eftersom vi inte får någon info så förlorar vi minst en dag på att resa/missar viktiga inplanerade möten etc. Personalen vet inte så mkt mer och vi hänvisas till att kolla på våra mobiltelefoner för att få information om hotell. Rekommenderar inte!

Route: Bergen to Göteborg

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "their customer service is awful"

Review: As I started to read through these reviews I felt more and more angry as the same issues were happening with me. Had flights scheduled in October 2020 which got cancelled due to the pandemic. We were automatically given Cashpoints which we did not want. Now they no longer fly to/from the United States so I asked for a refund so I can actually use the tickets I purchased. I have now gotten their boiler plate email response twice, like others have attached photos of. This is ridiculous and their customer service is awful. Like others have said, they have stolen our money and have no plans for us to fly with them.

Route: Orlando to Paris

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "now youre a legacy carrier"

Review: I ordered two coffees, with three sugars each, repeated three times; Im first row window seat on left behind door. The cabin steward hands me two coffees with three creamers each, no lids; and no tables to set them on. Why couldnt lids be provided? It took three hours to get my first beverage, Im up at 5 to make 630 flight, and coffee providers are closed. Thanks for really screwing up a mornings start. I also appreciate that Southwest wants my feedback. Click on the feedback tab to ask what did you use app for? Id honestly like to know why I did too? Feedback is static, please make no comments; submit. You used to be low cost, now youre a legacy carrier; and as soon as Ive exhausted my points using my companion fare; your credit card goes in the back of dresser. So spent on the lesser quality of flying southwest now, used to be fun exuberant staff; but now they treat you like a McDonald's employee would treat you. All the draws that made me loyal are falling to the wayside. You can tell the employees look at this like a job instead of a career.

Route: San Jose to Chicago

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Bahamasair

Title: "The worst customer service ever"

Review: They charged me 25 USD for a checked-in bag and then it arrived ripped off on the side to FLL. It was just 5pm however a guy at the baggage claim said that they closed and that he is the only person related to the company at the airport at the moment. He made a claim for me and said to send it by email that he indicated. Well, nothing was happening for a couple of months until I wrote to a contact email from their official website. Again, a long wait and many emails, and in the end, they issued a 75 USD travel voucher for a damaged nearly new suitcase that I got for over 200 USD. Plus, I live in Mexico and went to the Bahamas once, and don't see myself going there anyhow soon, so their travel voucher is useless. I wrote them about that and haven't heard from them ever since (a few months passed). The worst customer service ever, try to avoid this airline at all cost. And well, don't trust them with anything more

valuable than 25 bucks duffle bags.

Route: Nassau to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "my worst experience ever"

Review: It was my worst experience ever. My flight was from Greece to Dublin via Munich. We were not aware that in the Munich airport had some technical issues and the majority of European flights, were being cancelled. Although the pilot prior take off from Greece and due to a flight delay mentioned about these issues in Munich no one bothered to inform us that we might lose our flights and be stuck in Munich. The following 2 days it was known that the staff in Munich airport was in strike so no flights. During the flight I found out that my flight from Munich to Dublin was cancelled. When I asked the flight attendant what am I supposed to do and why they did not inform us earlier to find another option to travel to Dublin, she replied you may be able to travel to Dublin on Tuesday, 3 days later.

Route: Thessaloniki to Munich

Seat Type: Business Class

Traveller Type: Business

Airline: Go First

Title: "dont expect to be pampered"

Review: After booking this ticket I read the reviews for this airline which are pretty negative, especially about delays. So I monitored my flight in the fortnight before my trip. Of the 14 flights only twice did it go on time, but 10 of the flights the delay was only between 20 & 35 minutes. Once it was just over an hour and once it was 5 hours! Go First is a low cost airline so dont expect to be pampered. You will be herded on at the airport. They also maximise the usage of the airplane so if its delayed on the first flight of the day (say fog at Delhi) then all of its flights for that day will be delayed. So

I suggest if you need to be somewhere at a particular time (meeting, wedding, flight connection) then maybe look elsewhere. However if it doesn't matter too much if you arrive an hour or so late at your destination then use them. The plane was clean, crew courteous, a reasonable choice of purchase food/drinks were available and I would use them again.

Route: Ahmedabad to Mumbai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "staff were friendly, professional"

Review: I was pleasantly surprised by the service I received during my recent flight. The staff were friendly, professional, and went out of their way to ensure my comfort. The in-flight meals were delicious and served promptly. When we encountered some turbulence, the pilots kept us informed and made every effort to minimize any discomfort. I would not hesitate to recommend them..

Route: Guangzhou to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Kulula

Title: "check-in grumpy and idiotic"

Review: Cape Town to Johannesburg. Ok flight, take-off delayed by 45 minutes due to late arrival of aircraft, check-in grumpy and idiotic (demanding to weigh a small framed painting that did not even weigh 500gr, despite ample luggage allowance not used up), supervisor felt staff did the right thing, amazing.

Route: Cape Town to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LATAM Airlines

Title: "my flight was late for one hour"

Review: This airlines don't respect thier passengers, my flight was late for one hour, after gathering passengers for boarding they discover that they don't have a staff for this flight, after one hour they call to start boarding again, passenger stand in a queue and they let us waiting for more 30 min.

Route: Sao Paulo to Florianopolis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "haven't received my baggage"

Review: Rome to Pisa. My first experience with this company was really bad. First, the flight is delayed for one hour and the second I haven't received my baggage and still waiting to be found.

Route: Rome to Pisa

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: El Al Israel Airlines

Title: "Ridiculous, non-professional, rude"

Review: I'm a Brazilian, I already visited Israel flying with Aeroflot. The day before yesterday I bought business class for the flight from Vienna to Tel Aviv. During check-in (I was one of the first to make check-in) procedure I was informed my luggage gonna go in another airplane and come later. I need to show my phone, search my name in google and explain

why I bought a ticket at the same day as the flight is, why my flight was booked from the Russian travel agency (my wife is Russian so she used to book for me tickets for the last 6 years - nobody ever asked it). Despite I booked business class I am allowed travel only in economy class. When I refused and ask to give me any document where will be written that they dont allow me to travel - they refused - saying that they allow and that I am refusing. I asked to write that they offered me to travel in economy instead of business and I refused - They said that they cannot give me anything because they dont need explain the security reasons. After me insisting and calling to the agency - they asked airport security to check cameras of the airport and check what I was doing before approach check-in. Of course my luggage was checked 3 times. I felt myself like a suspect to be a terrorist or something like this, despite the fact that I have 1000-s of stamps from all over the world - yes there 2 stamps from Emirates - but even if it could be because of them - its not the representative of the airlines who decide to allow the entrance to the country- and this stamps are old - after this I already visited Israel. Ridiculous, non-professional, rude - worst service I ever saw in my life.

Route: Vienna to Tel Aviv

Seat Type: Business Class

Traveller Type: Business

Airline: Virgin America

Title: "has gone from bad to worse"

Review: Palm Springs to San Francisco. The experience has gone from bad to worse and we havent even boarded the flight yet. Making the reservation ended up in my having to cancel what I had already booked because they wouldnt let my small dog on that flight. So an agent in Denver assisted me in canceling that one and booking a new one. However he forgot to assign seats. When I discovered this error 2 days before the flight, I was told there were no free seats left and would have to pay \$60 for premium seats. I should have fought it because it seemed like an agent error but I paid it. Then we got to the airport and paid another \$100 for the bags. So for a short flight, we paid \$160 just for seats and bags not including the actual flight which was around \$475 including \$100 for my dog. I kept getting flight status emails for the canceled flight, nothing on the new flight. Once we arrived at Palm Springs airport, the flight was to board at 4, take off at 4:42. At 4:15 and no plane at the gate, we asked the agent for an update. Then we were told theres a mechanical

problem, no plane will arrive until 5:30, take off around 6:10, an hour and a half past the scheduled time. When I expressed how horrible Virgin is, the agent agreed and said it will all be Alaska Airlines after April 2018. We finally left Palm Springs 3 hours after the scheduled flight at 7:20. Once in SF), we waited 30 mins for our bags. Worst experience in the US ever!! Oh and no free drinks, no apologies, the customer service was very sad.

Route: Palm Springs to San Francisco

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Delta Air Lines

Title: "a complete disaster"

Review: I had the nightmare flight experience from Delta Airlines. My recent trip from Boston to Shanghai was a complete disaster. Delta Airline flight DL509 got delayed 3 hours and made me arrive late in Los Angeles from Boston. This made me miss my connecting flight to Shanghai with China Airlines. Second, Delta Airlines changed my entire trip without notifying me. I found out my flight changed the next day from my travel agent. Delta changed my entire trip and made me use their airline to fly back to China instead of flying with China Airlines. The new trip now forced me to fly to Seattle and then fly to China through Delta Airlines. This forced me to stay in a hotel for 2 nights and the 2nd night hotel I had to pay out of pocket. Third, Delta Airlines then tried to make me purchase a Main Cabin class ticket for the 3rd day flight to China on their Airlines. This was an \$800 ticket which they said I have to purchase in in order to get on the only next available flight to China. So, for them making me miss my connecting flight I had to pay \$800 just to fly back and also I had to spend \$200 the second night for a hotel in Seattle so I can catch the flight to China the 3rd day is ridiculous. Finally, when I took their flight to China on the third day and arrived in China they lost my luggage. I had important items in my luggage which I had to give to my relatives and now its gone and they are still trying to find it. Delta mentioned specifically that I did not need to worry about my luggage when my flight got changed by them. This entire trip made me feel like a helpless homeless person for 3 days and as an old 70 year old man my health deteriorated greatly from the stress they caused me. Theres no shame in the horrendous customer service they provided and I was never compensated by Delta Airlines for the distress they caused me.

Route: Boston to Shanghai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: GoAir

Title: "cancelled the flight for no reason"

Review: They cancelled the flight for no reason when all the other flights from other airlines were functional. They just get your money pay themselves and say they had to cancel it when there was no lockdown. In fact this is second time.

Route: Chennai to Pune

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "customer service team is horrible"

Review: Flight Attendants were good but their guest experience / customer service team is horrible. Long wait time and generic responses and lack of empathy, Being in customer service, emotional intelligence is important. Another thing to note - if they offer you travel vouchers due to flight cancellations or rescheduling, BE Careful. They misrepresented by not telling me full info when I opted for voucher and when I tried to redeem a \$20 meal, they took my flight amount.

Route: Berlin to Sydney via Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Insel Air

Title: "treat their customers like dirt"

Review: Insel is a poor excuse for an airline. They treat their customers like dirt. Flight from Curacao to Havana was informed to be 1 hours 10 minutes late at check-in October 3. The plane was present at the gate. 1 hour and 20 minutes after the original departure time the screen went black, no audio information. New sign on screen, the plane was now due for Miami! Asking about our flight to Havana we where informed it was delayed 4 days! come back on Friday. Most stupid thing ever heard, who on holiday can change their plans like that? It cost us approx. 200 USD on phone to get new hotel room at Curacao and to cancel our hotel in Havana. We still had to pay for the first night, another 115 USD. Also tried to call Insel Air which have so rude staff on the phone just saying no refund then put you back in the phone queue. Before this flight not taking place, we flew from Miami via Curacao to Bonaire, both flight very much delayed, arriving at Bonaire after rental cars had closed so we could not pick up our car. Also from Bonaire back to Curacao, delayed. So before cancel to Havana three flights all delayed. We noticed that the flight to Miami that was announced instead of Havana was three hours late, so we realized that we had to rebook our return ticket from Curacao to Miami as we had connecting flights going back to Europe. These new tickets by another airline company also cost us. After trying to communicate with Insel, which is more or less a one way communication, we finally got information that our flight CUR-HAV-CUR is valid one year, same for our flight CUR-MIA. However they do not understand that people in Europe very seldom have the possibility to travel this far every year, we cannot afford it anyway, so we have absolutely no use off that offer.

Route: CUR to HAV

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aircalin

Title: "they're proving to be unreliable"

Review: This review is written from the viewpoint of not actually being able to fly AirCalin, despite wanting to. One of my favourite airlines pre-Covid but right now, they're proving to be unreliable. A real shame. Booked my ticket through Air NZ utilising the AirCalin operated flight for a late afternoon flight home on Thursday 27th April, arriving early evening. And why not? A nice leisurely morning a swim at the beach before lunch, then heading to the airport. A pretty decent

early dinner onboard with a good red for the 2 hour flight. Sounds good right? But AirCalin has other ideas. First flight reschedule received was to Friday (28/4) morning at 9 o'clock. Not exactly stellar having to leave the hotel at 5 am but ok, I'll just book another night at hotel. Now today, one week from holiday, the Friday flight has been cancelled outright and rebooked on Air NZ (still pretty good but lacking that certain je ne sais quoi these days). Two things grate. I now miss a friend's wedding on Saturday afternoon and I need to schlep my bag to another hotel (since the other hotel is now full on the Friday night). A shemozzle but at least Air NZ have rebooked flights, veg meal and seat selection without drama on the Saturday lunchtime flight. Thanks AirCalin for messing me about, not once but twice. If and when independence from France eventuates, AirCalin won't be able to hide behind Paris' largesse. It'll need to stand and deliver. That'll be interesting.

Route: Noumea to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia Zest

Title: "happy with the service"

Review: Manila to Kalibo. I am a frequent flier of AirAsia. I am always happy with the service that I am getting. Staff are really friendly. This is a short trip to fulfil a holiday and fantastic service. The best part is being able to sit within the exit row without paying for this.

Route: MNL to KLO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "a great experience"

Review: Excellent service. I flew Dubai- B'Ham- Dubai in economy class. Emirates has common counters where you

can check in your luggage. Initially, I was skeptical (particularly on the DXB-BHX route) but Emirates made no mistakes. This is quite convenient as you can check in quickly and go to the lounge. The flight departed on time, the crew had a smile and were quite professional. Food was sufficient in quantity and quite good with metal cutlery in economy class. There was another snack service followed by juices/hot drinks 1.5 hours before landing. The seating is quite good and has a seat [pitch of 32"]. B777s in use by Emirates are getting old and you can see the signs. Their ICE system was excellent. I am not sure I would like the Business class seats here as they weren't lie-flat but I was flying economy. Families with kids were well taken care of with flight attendants distributing amenities and offering to take and share instant pictures using Polaroid cameras. The in-flight wifi was free for text messaging using WhatsApp, even in economy if you have Skywards membership. My only complaint during the trip is that the plane was parked far off and required considerable walking at Terminal 3 in Dubai to reach immigration (which was a breeze). Overall, it was a great experience but flights are quite expensive compared to the competition.

Route: Birmingham to Dubai

Seat Type: Economy Class

Traveller Type: Business

Airline: Cubana Airlines

Title: "flight was delayed 24 hours"

Review: We booked a Cubana Airlines domestic flight from Baracoa to Havana. The morning we arrived at the airport, a lady came to tell us the flight was delayed 24 hours. No more explanation, no other options, no accomodation to stay. Next we arrive again at the airport with the other passangers. They check us in and after check-in they anounce the flight is canceled again for that day. But we are advised to wait as the airplane might still arrive. From the local Cubans waiting with us, we hear the airplane has been broken for 3 days already and waiting for repair in Haiti. There was no communucation from the Cubana Airlines staff about alternatives to get to Havana whatsoever. They just kept us waiting again. All the tourist passengers decided together to go away and find an alternative ourselves. Several of us already missed our connnecting flights back home, which are not refunded by cubana.

Route: Baracoa to Havanna

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: EVA Air

Title: "Service onboard was okay"

Review: Bangkok to Vienna on 22 March. Ticket Booked, could not check in. No Customer support desk open only Mon - Fri. Could not choose seat even though was in tariff from ticket. Service onboard was okay and staff good. Flight on time. Flight changes random due to coronavirus and little support. And as no more premium economy on route Vienna to BangkokI will be flying with a different Carrier.

Route: Bangkok to Vienna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aer Lingus

Title: "Very pleasant staff"

Review: Just flown Dublin to Alicante. Couldn't find a fault. Very pleasant staff on ground and in the air, but I still think hold luggage costs are pure theft.

Route: Dublin to Dublin via Alicante airport

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Edelweiss Air

Title: "was given a meat dish when I had ordered vegetarian"

Review: Was not happy with this flight, leaving from Birmingham to Vancouver we booked a vegetarian meal, but was

given a meat dish and when asked for a vegetarian they said we needed to book it, which I did on my online check in. The same happened on my return, I was given a meat dish when I had ordered vegetarian. Check-in at Vancouver nearly took 50 min with 15 people in front, they had no ground staff. I will not be flying with Edelweiss Air again, very disappointed with this.

Route: Vancouver to Birmingham via Zurich

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lion Air

Title: "it's always delayed"

Review: Jakarta to Yogyakarta. All the times I've flown with Lion Air it's always delayed up to the point where I have expected that it's going to be late this time around. I was scheduled to board the plane at 5.55pm but the plane got delayed for who knows how long. I haven't heard on whether the plane has arrived or not and it's 7.20 pm now. The most baffling thing is that it's written on the general boarding screen that it's on schedule when it's definitely not. If you have no choice but to fly with Lion Air cause it's the only airline available, never make plans to arrive on time or it'll be ruined like how mine has been ruined. Oh well, lessons learned.

Route: Jakarta to Yogyakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Swoop

Title: "a huge inconvenience"

Review: This is the second time this year Swoop has caused flight cancellations disrupting important family events. It is impossible to contact Swoop to speak to a representative. My daughter bought a Swoop ticket from Toronto to Victoria for a reasonable price. She was flying out for our family reunion and her sisters milestone 50th birthday and was coming

4 days early to help us with all the plans. The day before she was to leave, Swoop cancelled, "Due to Unscheduled Maintenance", without the courtesy of a 24 hour notice. (Swoop sent a second email stating the reason for the cancellation was incorrect and then gave a second reason for the cancellation!) The flights Swoop offered to re-book were all a minimum of 9 1/2 hours as opposed to her original 5 hour direct flight. Swoop said she would also have to pay the fare difference at this very late notice. The only flight she could get to Victoria to make it on time for the family reunion, arrived late afternoon, on the day of the family gathering. She arrived here at 2:30 pm. As a result we had to scramble to do all the event planning which our daughter was going to take care of. My husband just had a knee replacement and I am working in my older years so this is a huge inconvenience and disruption for all of us. After the stress and disappointment, if you can imagine this, there was a second cancellation at 4pm Saturday. She was to leave at 8:00am the next morning with no possibility to re-book. In order to get to Victoria on Sunday, the day of the family celebration, she had to book a one way ticket with Air Canada and Lynx Air from Toronto to Victoria with a 2 1/2 hour stop over in Calgary for \$800. The original Swoop flight was listed at \$120. My daughter investigated her cancelled flight and discovered the Swoop flight was not cancelled but was "fully booked" (see screen shot). We believe that Swoop bumped her lower fare ticket in order to accommodate later higher priced tickets. This poor treatment has happened to many people. We've spoken to a large number of friends about Swoop's unprofessional business practices and now both a friend and another family member have just decided to cancel their Swoop tickets because they are afraid their plans will be ruined too.

Route: Toronto to Victoria

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "Leg space was reasonable"

Review: I was really sceptical about Wizz, but I followed the rules and online check in process and all went well, no extra fees. I already paid for my checked in baggage when I bought my tickets and stuck to the weight category I chose. The plane was clean, had basic features, safe and comfortable. Leg space was reasonable, I was able to sleep during

the flight as well.

Route: Abu Dhabi to Al Madinah Al Munawwarah

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Flair Airlines

Title: "it turns out to be very expensive"

Review: Worst flight experience of my life. From the service at the airport to the boarding, you are angry. The airline sells cheaper tickets but manages to charge 90% of passengers for luggage. They even complain about the size of a personal document bag. They measure and weigh your bag at check-in and at the boarding gate, they walk around looking at backpacks and handbags and barring several passengers who are forced to pay for the bag to board. I've never seen that anywhere and on any company I've flown. When I went to check in online I had a problem because my reservation contained 2 passengers, but when adding hand luggage (charged) the system only allowed me to add one and not one per passenger. So when I arrived at the airport, I explained the situation to the counter attendant and she super arrogantly told me that the system is very simple and clear and that she monitors all its operation, making it understood that I did not have the capacity to do what I needed. In the end it turns out to be very expensive.

Route: Halifax to Toronto

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "I will definitely fly with you again"

Review: My experience with Avelo Airlines was one my family and I would never forget. We had a great time flying from Orlando to new haven. But coming back to Orlando my family and I were surprised when the flight attendant recognized my daughter for her upcoming birthday on November 28th. She had the passengers flicker their lights to congratulate

her which was very special as this was our first time flying in years. I was one happy mama and proud as well. They also gave her the wings that the flight attendants wear and to top it off the captain himself came out and wished her a Happy Birthday. That was very kind of him and such class. I never got to take a picture with him and my daughter which was a bummer, I didn't want to hold up the line behind me. Thank you Avelo for such an amazing experience I will definitely fly with you again. Shout to Avelo Airlines Flight XP 721 and the Captain.

Route: New Haven to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flair Airlines

Title: "First and last time"

Review: Worst experience ever! Paid for upgraded seats and discovered that 3 other people had paid for and been assigned the same seats. On our return we were booked to leave Halifax at 4 p.m. A friend happened to call us at 9 a.m. to say they had received an email saying that our flight had changed to 11 a.m. We had a mad dash back home, grabbed our suitcases and flew way above the speed limit to get to the airport on time. Also had to return a rental car and then run to the gate. Too much for a 68 yr old! Imagine too, not even a coffee, tea or water was offered, except for sale. Never fly Flair again! First and last time.

Route: Toronto to Halifax

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hi Fly

Title: "wouldn't choose to fly with hifly"

Review: Hi Fly operated the route Brunei - Melbourne on behalf of Royal Brunei, due to RB having some sort of issue with their usual fleet for that route. We were told this at Heathrow (full flight was London- Melbourne via Dubai & Brunei).

It stated the flight would be as comfortable, and the same high standard as RB. Not the case, sadly! Plane was older, more cramped and I felt not very clean. In-flight entertainment consisted of about 6 or 7 films, and 2 TV shows. I was lucky to have a vacant seat next to me, but the screen wasn't working; I asked the flight attendant to see if it could be reset, and I doubt she even checked, as it never worked and no-one came back to me to update. Food service was incredibly slow, with warm drinks and nothing explained. I had to ask for my water bottle to be refilled 3 times (over 1 hour!) and finally, to get it refilled, I had to use the call attendant button, as the lady who insisted she hadn't forgotten, clearly had! Also, loads of passengers had to ask about the seatbelt sign, as it was on after take-off for a very long time (smooth flying so no need) and we weren't able to use the toilets. The sign went on again after a period of short turbulence, however again took a long time to go off, so people were just disregarding it to use the toilet (no cabin crew in sight at this time) Upon arrival, it was a brief message of thank you, but no local time update - something which is necessary upon arrival in a new time zone! All in all, a shame to have had this flight as a last leg of a long haul - you need to be comfortable. They were no way near up to RB's standard or service. I wouldn't choose to fly with hi fly, and I'd be hesitant if I knew they were stepping in as a replacement service provider

Route: Bandar seri Begawan to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Austrian Airlines

Title: Austrian Airlines customer review

Review: Booked Hamburg to Phuket via Vienna and Bangkok on one OS ticket. All legs were in C, HAM VIE operated by Eurowings and BKK HKT by Thai Smiles. Was travelling with my partner. We are both status members with LH. In Hamburg and otherwise than stated on their website, Eurowings refused to check luggage through to HKT; reason given we are not Star Alliance and as such we do not. This meant we would have to get luggage in BKK and check it in for the BKK HKT leg. This is more than annoying, not seamless at all and in addition, the check-in desk lady was more than rude. Unacceptable for a business class experience. Flight on Eurowings was a little late with some nice red wine topped up twice by a very friendly purser. LH lounge in HAM the typical LH standard with some good food and beverage

selection. Did not make it to the Austrian lounge, unfortunately. The Austrian flight in VIE left an hour late, due to snow and de-icing. Cabin crew was very nice and charming, absolutely personal and present. Food and wine above LH standards; had booked two "throne seats" which were amazing. IFE sub-standard. C cabin was fully booked. Arrived in BKK half an hour late. When arrived in BKK we were told by ground staff that our luggage was NOT on the plane and that we should directly go to the Thai smiles gate; also got an e-mail saying that Thai Smiles was re-scheduled to over an hour later than the initial booking. We left almost two hours later than planned already then knew, things would be bad. Thai Smile offered water, juice and noodles options in the premium cabin. Far away from premium. When we arrived in HKT it was far too late to catch the latest ferry to Kho Yao Yai (that we had already paid); it took as more than two hours to verify our luggage would not arrive and sort things out with the Thai baggage service counter in HKT. Had to book a hotel room, buy clothes and a new transfer to the island. It took Austrian four days to ship our luggage to BKK (although there are several daily flights within Lufthansa group) and another 24 hours to ship from BKK to Kho Yao Yai. In the meanwhile, no information was given by Austrian, no reaction to calls, mails etc. The only information we got was from Thai Smiles we not not know, we have to wait. I expect an airline like Austrian to be more supportive, responsive and reactive. What I really hate is, that within Lufthansa group, one family member (i.e. Eurowings) behaves like the unloved child and lets customers exactly feel this. That's bad behaviour. No need to pay premium prices if you do not get premium service. Things went as bad flying home.

Route: Vienna to Phuket via Bangkok

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Fiji Airways

Title: "space was pretty cramped"

Review: Nadi to Adelaide. Ground service very good, very fast check in. Business class lounge was new, nicely decorated and well stocked with food/snacks, drinks and newspapers. Only thing: loud music. Flight: a very tired and old plane, seats very uncomfortable for a 6 hours flight. Seat controls did not work properly. Personal space was pretty cramped; sleeping impossible. Blanket and small pillow were provided. No amenity kit. Service was OK, nothing special,

the same for food. Very small portions and service was over within less than 1 hour after take-off. We had expected more reading other reviews. That this flight is a direct one is a plus, however for better seats and service I would not mind a stop.

Route: Nadi to Adelaide

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: China Eastern Airlines

Title: "flight was overall fine"

Review: Flew on China Eastern from Hong Kong to Shanghai Pudong in October. The flight was overall fine and I didn't really have a reason to complain. The food was average, nothing to win prizes with, but given that they offer a full service on a two hours flight that was competitively priced I assume this is not a drawback. Seat pitch appeared to be above average on this airplane as well. Would fly them again.

Route: Hong Kong to Shanghai Pudong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vueling Airlines

Title: "told there is no seat for you"

Review: How can this company take your money for a flight then when you check in, to be told there is no seat for you. Then take no responsibility. So our holiday is ruined as they don't offer an alternative flight because they overbook seats and assume a certain amount of people are not going to turn up for their flight. They say you can wait for the next flight but they do this for every flight, so you won't get on the next one either. Very poor customer service and they should be closed down.

Route: Gatwick to Rome

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Vietnam Airlines

Title: "All flights were adjusted and changed"

Review: During our two week stay in Vietnam we booked three flights weeks in advance. All flights were adjusted and changed within 48 hours of departure, one we weren't even told about until we arrived for check in. Our final flight which was scheduled to get a connecting flight back to Australia was changed with less than 24 hours notice and put us at risk of being unable to get home. Customer service was impossible to reach on the phone and took hours to respond to multiple emails and Facebook messages ruining the last day of our trip. When we went to check in on this final flight we were told by the staff that we were not in their system even though we had an email confirmation, had chosen seats and had ticket numbers allocated to us in the app. I had to literally cry and beg so that the staff would acknowledge their mistake so that they would issue us with tickets for the flight we needed to be on to get home. I've been given no actual apology or compensation for the immense amount of stress they've caused over the last 2 weeks, just auto-generated responses from the customer service team.

Route: Da Nang to Ho Chi Minh City

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Aeromexico

Title: "told that the ticket had not been paid"

Review:

This review is about the ticket purchase. On September 30, 2022, I purchased a ticket from Aeromexico, in my partner's name to fly from Tijuana to Puerto Vallarta. The ticket price was \$169.04. I paid with my Capital One credit card, but the transaction was held because my bank questioned the charge. I responded to the bank immediately and the charge

went through. All this within 10 minutes or so.. I then received an e-mail confirming that the flight was booked and he was ready to fly. Great, no problem. In the meantime Alejandro got the notice that it was time to check in. When he attempted to check in on line he was unable to do so, and instead was notified that he had to see a gate agent. On Monday October 24, Alejandro got to the airport and went to the ticket counter where he was told that the ticket had not been paid, and hed have to pay about \$436.00 for a new ticket. Not having any other recourse, and needing to get home, he reluctantly paid the exorbitant amount that Aeromexico required. The next day, he called Aeromexico and told them that the money had been originally paid for the ticket and that he wanted a refund of the more than \$400.00 that he was forced into paying. Their response was to offer to refund the \$169.04 that was the original cost of the ticket. Note that offering that, indicates that they know they were paid originally and they knew how much. Its hard to think that this is not a scam, but it is highly unusual that an airline would release the ticket and then turn around and claim it was never paid.

Route: Tijuana to Puerto Vallarta via Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "satisfied with their service"

Review: We bought a package to Cuba for the first time at this company. We got a lot of alerts about the flight time before our flight to Cuba and when we flew back. Both flights were on time. In general, we are satisfied with their service. I would just recommend them to create a live chat for addressing customer's inquiries who are abroad.

Route: Winnipeg to Varadero

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAAG Angola Airlines

Title: "This airline is truly sad"

Review: Cape Town to Luanda. TAAG improved dramatically under sponsorship from Emirates but all that is gone. The issues start even before you get on the flight. I have been trying for over 4 weeks to get my name corrected on the ticket I paid for. They booked me under my suffix Jr. and even though they have promised to fix this maybe 5 times now they do not. They have offered to book me on another flight or even for more money but not just change my name. I will always choose another airlines going forward. This airline is truly sad.

Route: Cape Town to Luanda

Seat Type: Economy Class

Traveller Type: Business

Airline: Thai Smile Airways

Title: "Terrible check-in experience"

Review: Terrible check-in experience. The flight WE588 was scheduled for 7.45am departure. I arrive at the airport and straight to check-in counter Row G since 5.30am. However, there was already a very long line of passengers to check-in for the morning flight for international route while only 3-4 counters were opened. One counter for online check-in counter was opened with very short queue of 10-15 passengers. Unbelievable, it took me 45 minute to reach that counter to have my passport checked and receive boarding pass. There were staff sat at the closed countered but only for passengers who nearly miss the flight because of waiting too long for check in. This is irresponsible of airline management. They do not care about passengers at all. The boarding was late as usual for Thai Smile. Take off time was more than 15 minutes late. In-flight service was nothing special. Food was unacceptable as usual. They still serving pie with sloppy, soft, and moist pie crust which should be flaky pie crust. Also they over-used packing. To serve a small piece of bad pie and 100 ml of tap water, they use 2 thick paper boxes.

Route: Bangkok to Krong Siem Reap

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "efficient, polite and friendly"

Review: Rome to Luton return with Monarch Airlines. Outward and inward flights on time and arrived ahead of schedule. Despite a fairly full aircraft the cabin crew were efficient, polite and friendly. I ordered extra leg room seats and an inflight meal, which was of a good quality. I was most impressed by the way one stewardess managed a particularly difficult passenger who was quite rude and aggressive, and that efforts were made to juggle seating to allow a last minute couple to sit together. Monarch Airlines is every bit as good as it's larger contemporaries, just a bit friendlier!

Route: Rome to Luton

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "same as all the other airlines"

Review: Paris to San Francisco. Read the reviews after purchasing my ticket and was quite worried. Ive flown to Europe multiple times on multiple airlines and this flight was just the same as all the other airlines. Economy seats are the same size as United/Delta. Our flight was several hundred dollars cheaper per person than any other alternative. Yes, boarding is a bit chaotic and unorganized (but that was not that big of a deal to me). Yes, there are no screens on the seats, however, they offer free WiFi with access to their entertainment (on your own device) that includes movies, tv shows, games, and music. They do not have charging in seat so bring your own portable charger if necessary. Food was delicious and they had good options for purchase throughout the flight. Flight attendants were very friendly and provided great service. We sat in the back of the plane with 2 seats together and that was great because the aisles were a bit roomier back there.

Route: Paris to San Francisco

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Sun Country Airlines

Title: "Getting worse and worse"

Review: Getting worse and worse. Over an hour late taking off with no explanation as to why. Then had an issue with the number of the bags loaded onto the plane VS the number they checked in so delayed again so they could count them all again, an additional 45 minutes from the time we landed until the time we were actually at the gate to deplane, and after waiting another 40+ minutes, there were still no bags at baggage claim. Two other flights before us were also still waiting for their bags. The woman announcing info about the baggage over the loud speaker actually said that if anyone had any questions about their luggage to please not come ask her about it but to wait until tomorrow to ask any questions - she was not joking! They didn't have any ice on the plane for drinks and had no snacks or pretzels. I finally left the airport and will go back tomorrow for my bag as it'll be at least 3:00 AM before getting home and I have early meetings tomorrow. Thanks Sun Country. This is becoming all too common on your flights.

Route: Fort Myers to Minneapolis

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Japan

Title: "have to fight their policies"

Review: This flight was booked as the final leg of an international series from the US. However, they insisted on applying their domestic baggage rules rather than acknowledging that they were part of a larger booking and allowing the most permissive of the rules. Twenty four hours of travel, and rather than having a relaxing final leg you have to fight their policies and rearrange all of your belongings. Extremely bad form, avoid at all costs.

Route: NRT to KIX

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "Definitely my airline of choice in SE Asia"

Review: In my opinion, Scoot is one of the best low-cost carriers in SE Asia. Little sister to Singapore Airlines, they deliver a diluted version of a five-star airline to the budget-conscious traveller. The seats are just fine, and the legroom is better than on most budget airlines. Definitely my airline of choice in SE Asia.

Route: Singapore to Chiang Mai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "No nonsense and professional"

Review:

No nonsense and professional. Delayed several hours getting out of JFK, but once you're on it's a comfortable, clean flight. The tint control on the windows of the Dreamliner aircraft kept the ambient light in the cabin nice and dim until the approach into the afternoon light of CDG. If you can manage to keep yourself occupied (i.e. asleep and/or entertained), it's a quick slip across the pond.

Route: New York to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetblue Airways

Title: "I had a terrible experience"

Review: I had a terrible experience with this airline - it was undoubtedly the worst I've ever flown with. My flight was

delayed by three hours, which was highly inconvenient as I had to catch another flight right after. I requested the staff to book me on an alternate flight, but their service was incompetent and careless. Based on my experience, I do not recommend it.

Route: New York to Boston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Europa

Title: "Air Europa is not as bad as people suggest"

Review: Air Europa is not as bad as people suggest. With budget airlines I am a great believer that one should start at 10 and take of points for what you don't like rather than with "posh" airlines the opposite. Bought my one way ticket for around £150 worth of airmiles so cheap as chips and consequently in fairness I should rate this airline with consideration to the fare paid. I've read reviews about Air Europa and feel like I must be flying a different airline. Check in was efficient and both members of staff were very helpful. I got given an exit seat at no charge (I am skyteam elite plus this probably helped). Air Europa use the cibelles lounge in T2, I had a very nice lunch in a relaxing setting before my flight. Boarding straightforward, plane new and clean. Flight left on time, we are scheduled to arrive on time. Meal was basic but tasted good. Reasonable selection of drinks, I am not an expert on wine, I guess it was cheap but was fine, the little dessert was delicious. Staff are friendly on this flight. Seat was old fashioned but consequently more comfortable than others I have sat on recently. Entertainment also not the best but some good films on a nice screen. So starting at 10 where do I dock points? I don't like they charge for ear phones but the next cheapest flight was a 100 quid more so money in the bank to pay 3 euro for earphones. There simply is nothing wrong with this flight so I am going to give it a ten.

Route: Madrid to New York

Seat Type: Economy Class

Traveller Type: Business

Airline: LOT Polish Airlines

Title: "It was my first and last time flying LOT"

Review: I am appalled by how poor the customer service was with this airline. Poor communication and attitude by staff. A few observations during my round trip travel from NY to Hamburg. Hardly any of the staff initiated a smile or smiled back - I did not once hear staff say youre welcome. I consistently said thank you with each helpful interaction, and its lovely and polite to return with youre welcome -staff looked inconvenienced when you asked for help - no communication on boarding process. People were crowding around the gate and when I did not follow the expectations on how to board (which was not communicated), the gate agent literally yelled at me in front of other passengers. It was embarrassing. It was my first and last time flying LOT. I would recommend paying more to fly with an airline that values customer service.

Route: Hamburg to Newark via Warsaw

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Amaszonas

Title: "customer service extremely poor"

Review: La Paz to Uyuni. Due to weather issues the airline understandably cancelled our flight to Uyuni, upon learning that rebooking was not an option due to tour constraints we were assured we would be reimbursed and provided the link to give our information. That was June, and in November we still have not received the reimbursement much less any information about it. Despite filling out the paperwork multiple times and sending followup inquiries, they are incredibly unresponsive and have not provided any indication that we will ever see this reimbursement. If you book this airline, be aware their customer service is extremely poor.

Route: La Paz to Uyuni

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Hawaiian Airlines

Title: "Thanks for making a stressful travel day"

Review: So my ticket was zone 3 Priority. My question was will they call a priority line to board or is it just zone 3. This agent yelled at me telling me my ticket says zone 3 over there! (I can read and write) I follow up with, it also says priority boarding so Im just asking to make sure I board with the right group or doesnt really mean anything? Zone 3 over there in an unnecessary loud yelling pitch once more. There is no reason to yell at any passenger. She has the wrong temperament for her job. I was Embarrassed and boarded my flight very upset in Hawaii of all places. Then, There were issues with plane and we were boarded and de-boarded 2x so we had to stand in line. Just my luck we get her again. Patiently waiting, finally our turn, We wait to be summoned to approach her desk after watching her handle all people before us just fine. She looks up and say do yall have a question or what? After standing in line all that time, yes we have questions and need a connection flight issues. She told us she doesnt know anything we dont have any option and just to sit tight, sorry. For Another 6 hours. This has been the rudest experience Ive encountered and added unnecessary stress to a stressful travel day on their part. Now if I would have conducted my self with the same volume and shortness reminding her that Im not a child. Dont yell at me Im standing right here, they would not allow me to board their plane. So I have to take the mistreatment and deal with it after spending my money with this airlines. And I'm sitting here looking at her in her computer helping every guest after me. She didnt even look at anything in the computer to me! I love coming to Maui. We come every year and this is my first time flying with Hawaiian Airlines (Honolulu was my transfer flight) Never Again. Thanks for making a stressful travel day with Hawaiian airlines more uncomfortable and have me sitting here angry instead of relaxing to get through this next 6 hours in the airport. They announced they were helping with connecting flights over the speaker yet at her desk she advises calling the airline my ticket is with. So why did I stand in line 45 mins at 1 am.

Route: Honolulu to Los Angeles

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Cathay Pacific Airways

Title: "the bathroom was dirty"

Review: Very disappointed after having flown Cathay Pacific previously with good experiences. My flight out of SFO on April 30, 2023 was uneventful except the Stewardesses made the flight miserable by serving the meals and disappearing for 2 hours. You couldn't get up to use the restroom and they were not attentive, checking on the passengers. The worst part was that the bathroom was dirty, and there was no toilet paper or paper towels. Flew home on JAL, had excellent service and clean facilities with normal size restroom.

Route: San Francisco to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: XL Airways France

Title: "20 hours later than schedule"

Review: My daughter booked a one-way trip to Paris. XL Airways France was the clear cheapest (\$500 instead of \$1800). Before leaving for the airport we checked online that the flight was still scheduled on time. Arriving at the airport it was scheduled with a 2-hour delay. Check-in was fine. We knew they were very strict with luggage size and weight so we had been careful when packing. Eventually the flight boarded on time but the plane did not leave the gate. After waiting for two hours, we were told that passengers were missing and they had to deplane the aircraft and everybody had to take their luggage back. The plane would leave the following day. We go back to the airport the following day. Plane finally left JFK but it did not go to Paris as planned it first stopped in Montreal to pick up crew members. Flight finally arrived in Paris 3 hours later than the revised arrival time (ie 20 hours later than the original schedule).

Route: JFK to CDG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Juan

Title: "delayed by 2 days"

Review: Puerto Princesa to Cuyo. Looks like a fraud airline. First my flight delayed by 2 days, later delayed again by day. In the end we did not fly, had to arrange a ferry lost 2 days of holidays. Worst thing is that we are still waiting for a refund that is already way after deadline

Route: Puerto Princesa to Cuyo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air France

Title: "Thank you Air France!"

Review: Excellent service at Bengaluru. Due to the short time in b/w transfers one bag did not arrive. However Air France had already sent a list of missing baggage and they informed us whilst we were at the luggage carousel, this saving us time. They tracked where our baggage was and sent it on the next flight. It arrived safely. Very helpful staff at Bengaluru who helped us when we were tired and stressed. Thank you Air France! Re food though it's a different review as the quality was poor, food passed off as Indian, really wasn't food any Indian would eat!

Route: Manchester to Paris via Bangaluru

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Austral

Title: "great little airline"

Review: Great little airline. Although we left one hour late, the service for a 4 hour flight was outstanding from Johannesburg to Reunion. Even in Economy Class, you receive an amenity kit, a hot towel, and a full hot meal with first course, desert, and free wine and liquors. This was followed by a great French movie with subtitles on drop down

screens every 4 rows. A great way to start a magical vacation on a paradise destination in the Indian Ocean.

Route: JNB to RUN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Niugini

Title: Air Niugini customer review

Review: I flew with Air Niugini, 24 August 2015 from Port Moresby to Bali with a B737-700. Overall not very good in service and the flight attendants did the minimum. Check in at POM Airport is very poor, just 2 ground staff to do that and they are very strict with baggage handling and baggage weight. On the B737-700 there were 7 flight attendants but just 2 working in Economy Class causing a very slow service. Inflight Entertainment, seat and toilets were ok.

Route: Port Moresby to Bali

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "mishandling my delayed luggage"

Review: Unbelievably disappointed for mishandling my delayed luggage and offering completely insufficient compensation. Unacceptable service and lack of empathy. Avoid at all costs!

Route: Vilnius to Munich via Berlin

Seat Type: Economy Class

Traveller Type: Business

Airline: Loganair

Title: "the attitude was abysmal"

Review: Islay to Glasgow. Through no fault of ours the flight was delayed which meant we missed our connecting flight to London. To say the attitude was abysmal and non caring is an understatement. We were treated as if it wasn't anyone's fault but ours. An absolute disgrace with regard to customer service.

Route: Islay to Glasgow

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Jordanian Airlines

Title: "very rude towards guests"

Review: This review is for the 11:20 flight RJ111 from Amman to London Heathrow on 10 Feb 2022. The lady at the boarding gate for the economy line was very rude towards guests. She needs retraining on her on how to interact with customers politely.

Route: Amman to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Europa

Title: "overall a very bad experience"

Review: Madrid to Punta Cana. First time to travel with Air Europa, overall a very bad experience. Family with a toddler in emergency row seat. Horrified to find no entertainment system for travellers - a 9 hour flight with no entertainment in this day and age is simply antiquated. The plane was very old and shabby. The main meal was actually OK and free of charge. One drink was provided and a small plastic cup of water too if requested. If you wanted another drink it had to be paid for, yet this service was not always available and only when the cabin crew had finished their duties could we

even begin to pay for another drink. The 2nd meal was paid for. During the flight I was so thirsty and with a baby sleeping on my arm I had to get up and try to get a drink of water. The cabin crew were sleeping or reading a book - it was a big ask to have some water - they were rude and sullen and begrudgingly relinquished a small cup of water. Never have I had this experience, normally cabin crew happily walk up and down the aisle with drinks on a tray. The service was absolutely diabolical. On the outbound flight our baby was refused a meal, despite the fact that he eats too. We were told that we should have specifically requested it yet nowhere was this information available. Imagine refusing to feed a baby! On the way back I made sure to request a baby meal in advance. Unfortunately no water was provided, when I asked for water the cabin crew refused until their current duties were complete. Unfortunately even after this no water was forthcoming. Imagine refusing water to a baby! This is a basic human right. What type of people are they? Simply the worst long haul flight I have ever experienced. The with-holding of basic human rights for a baby is simply beyond belief. I would not recommend travelling with this airline and will never fly with them again.

Route: Madrid to Punta Cana

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Egyptair

Title: "couldnt find the payment for the extra luggage"

Review: My flight was in the early morning from Addis Ababa to Copenhagen. I went to the airport 2hrs prior to my flight as the airport is not busy at all. I bought an extra luggage through the travel agency I booked my ticket, however when I was trying to check in, I was told they couldnt find the payment for the extra luggage I added in their system, though I showed them the confirmation email I got from the travel agency. But still I was asked to pay for the extra luggage, otherwise I wont check in. So I was like okay its fine, I will ask for a refund when I go back to Copenhagen. So the total amount was almost 300 dollars, and I took my credit card from my pocket and I was told they dont accept credit card, but only cash. I was like how am I supposed to have that amount of money in cash when Im leaving the country I had been staying for 3 months. There were no ATM around so I couldnt check in and missed my flight, tho I had money in my credit card. That made me book another flight with Ethiopian Airlines and I payed for the extra luggage by credit

card . I was so disappointed, but I also learned my lesson on the hard way that to never ever fly with Egypt Air.

Route: Addis Ababa to Copenhagen via Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: French Bee

Title: "they refuse to discuss the matter with me"

Review: French Bee lost my bag and is now refusing to refund me for the expenses I incurred while the bag was lost, despite saying they would do so. Let me explain: 1) French Bee stewardess took my carry on bag out of the overhead compartment without telling me or giving me a baggage claim ticket, and then left it at my departure airport. French Bee customer service admitted this was unacceptable and not part of their normal procedures. 2) It took 4 days for me to get my bag back. 3) I was told by French Bee staff to save and submit my expense receipts so that I could be reimbursed for clothes and toiletries I had to buy while waiting for my bag. 4) When I submitted these receipts French Bee staff tells me via email they will only honor 50% of my expenses without any explanation why. I was never informed only 50% of my expenses would be covered prior to incurring my expenses. 5) When I call French Bee customer service line, they refuse to discuss the matter with me, telling me they dont handle customer service complaints like this over the phone and I can only handle it via email. When I ask to speak with a manager/supervisor they hang up the phone on me. 6) Im a college student in over \$100,000 USD of debt and because of French Bee airlines mistake I am out a few hundred euros for expenses incurred while waiting for my bag to arrive. I dont understand why the French Bee team is treating me so disrespectfully and not offering to pay 100% of the expenses I incurred due to the complete fault of their airline.

Route: Los Angeles to Paris Orly

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: British Airways

Title: "the worst airline experience I've ever had to deal with"

Review: My itinerary was supposed to be Las Vegas-Chicago-London-Venice. When I landed in London Heathrow, I was stuck on the aircraft for 2 hours with no explanation as to why and because of such a delay I missed my connecting flight to Venice. Getting off the plane was when the real nightmare took place. Our flight had over 300 people aboard meaning many were in a rush to get to their flights or had already missed their flight. They put us into two lines, one of them being for people who missed their flight. I waited approximately 10 minutes just to come up to a clerk who told me "Since I missed my flight I would have to go to the connecting flight BA service desks for further assistance." If I were to have known that was the only information I would receive I would have skipped being in that line altogether. When I went to the service desk where there were more than 60+ people standing in line, I waited 30+ minutes until a clerk came by passing everyone a pamphlet telling people to create an account online and to book our flights through the BA site since their systems were down and couldn't rebook anyone. It was a hassle doing anything through the BA site so I ended up calling the helpline. After waiting to be connected to a BA rep. I spoke with a woman who said I would have to call Iberia Airlines for a rebook, I called Iberia and they said since I booked through Expedia I would have to call them. Expedia then said I would have to call BA for the rebook so when I called BA again, the rep. said the only flight he could get me booked for was for the following Monday, mind you I was travelling since the 25th which was a Friday. All the hotels in the vicinity of the airport were booked, I was trying to figure out where my checked baggage went (I still don't have it), most of the customer service I got from BA reps was horrible service as if they could care less for the predicament their company caused me. They acted like I was inconveniencing them with "my issues". I also had to sleep in the airport waiting for my flight the next morning because hotels were booked. Overall my experience with British Airlines has been the worst airline experience I've ever had to deal with. I will never book with this company again. I would rather pay more money for a ticket in a different airline than buy through this company again.

Route: Las Vegas to Venice

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Ryanair

Title: "Staff weren't interested"

Review: Paid extra for an extra room seat and didn't get it. Staff weren't interested. Very poor. I'll make a complaint when home. Staff tried lying to me until I showed the seating plan.

Route: Dublin to Murcia

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Thai Smile Airways

Title: "So not impressed"

Review: The staff service was alright but what's not alright was that my luggage was broken and all I got in return was an offer of 500 Baht (less than 15 USD) or let them fix my luggage which would take around 3-4 weeks. Honestly, it would cost me more than 500 Baht to fix the luggage and in case if it cannot be fixed I couldn't even buy the new luggage with the given money. =The ticket is more expensive than other airline but the responsibility is not as high as the ticket price! If this is how they handle your luggage, think about how they will handle other important stuff. Highly not recommended. So not impressed.

Route: Bangkok to Chiang Rai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeroflot Russian Airlines

Title: "on time, with good food and comfort"

Review: New York to NurSultan return via Moscow. Review covers SVO-JFK, SU100/24Sep as this was the best of the four flights. Ground staff in all cities are surprisingly professional. Flights board well in advance of departure and airplanes, when loaded, depart. Schedules are not padded for time and flight time is accurate. Premium Economy is excellent value with comfortable seats, decent amenities, and big, filling meals. The only alcohol served is beer and

wine; drinks service is followed immediately with meal. Oddly, the second meal on both transatlantic flights is served 3 hours before arrival which interrupts the chance for some hours of sleep. Announcements are continuous and interrupting; first, pre-recorded Russian/English followed by crew Russian/English announcements repeating the same message. Crews are typical, ranging from disinterested senior to pleasant, willing, smiling junior cabin staff. Services SVO-TSE-SVO on Airbus equipment with no IFE are similar with nice food, disruptive announcements and decent level of comfort. SVO is sprawling, transiting without visa is easy but you cannot linger between flights due to crowds and distance. Aeroflot was ok on time, with good food and comfort. The nonstop announcements and timing of meal services however are offputting and would cause me to look at other airline options.

Route: New York to NurSultan via Moscow

Seat Type: Premium Economy

Traveller Type: Business

Airline: Air Caraibes

Title: "try to avoid this terrible airline"

Review: The worst airline ever! They don't speak English and rarely do they ever reply to you (and even if they do, that will be in French of course). Online check-in is fake - it doesn't work before the flight and they refuse to help you with that over the phone or email. Their employees at the airport are very unfriendly and completely unhelpful when met in person - you see that you are a burden for them when you need help at the airport. Besides, the airline lost my baggage and it can't be traced any more at all. Conclusion: if possible, try to avoid this terrible airline, it's the worst French airline for sure, low-costs show you more respect and understanding than this horrible airline. Don't fly them if you want a pleasant flight and good pre-/post-flight experience.

Route: Fort de France to Paris Orly

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Berlin

Title: "tired business class product"

Review: Berlin to Chicago. Pretty basic and tired business class product. Terminal at Tegel is little more than a hangar and there's no lounge. You do get a 15 euro voucher for food but that doesn't go very far. You have to walk to the plane. It's not far but it wouldn't have been pleasant if it was raining. Plane was a bit tired, food was adequate and entertainment was ok. Also flew with them economy from Copenhagen to Berlin. Both flights were part of a round the world trip so not sure how they compare cost wise. Suspect they are relatively cheap compared to others. In two minds as to whether I'd fly them again.

Route: TXL to ORD

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Luxair

Title: Luxair customer review

Review: Luxair operates 5 per week flights between Málaga Costa del Sol and Luxembourg City. Prices on Luxair can be high for this route but the value for money is excellent. We had a true tray with a complete meal on board with Luxembourgish specialities (which were pretty good). Cabin crew speaking in more than 4 languages and even in Spanish (very good point for a Spanish passenger like me). Seats and leg room were excellent and the plane was new and clean.

Route: Malaga to Luxembourg

Seat Type: Economy Class

Traveller Type: Business

Airline: Spirit Airlines

Title: "Rip-off for anything extra"

Review: Dregs of the airlines! Every time I get suckered in with their low rate, I vow to never fly with these incompetents again. \$4 for water or coffee. Seats feel like you're sitting on a 2x4. Rip-off for anything extra. Baggage claim taking over 30 minutes!

Route: Fort Lauderdale to Dallas Ft Worth

Seat Type: Economy Class

Traveller Type: Business

Airline: Transavia

Title: "service was incredibly good"

Review: Staff and service was incredibly good, especially in a difficult time as no due to staff shortage. Im getting married in Spain soon and I took a flight yesterday from Rotterdam to Malaga in the morning, HV5023. I was carrying my dress and was very nervous about keeping it well during the flight. The staff was really helpful and kind. It already started at Rotterdam airport while checking in. Also during the flight everyone was taking good care of us and the rest of the passengers! Big shout out to this incredible team! Thank you so much! You gave us an amazing experience!

Route: Rotterdam to Malaga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Vietnam Airlines

Title: "this is the worse airline"

Review: Singapore to Frankfurt via Ho Chi Minh City. This is the worse airline by far that we have flown with. First they sent us a change of flight time 2 days before departure (Singapore - Frankfurt) by 2.5 hours earlier! We do not live in Singapore therefore we naturally had pre-booked weeks before a different flight into Singapore, arriving at approx. 3 hours before our original connecting flight with Vietnam Airlines. The gap then didn't allow for 2.5 hours of flight change time. Trying to contact Vietnam airlines by phone is a futile effort. They are worse if not as bad as bargain airlines where

it's impossible to get a hold of anyone by phone. Their automated phone system tells you to press X for English but nothing happens. It goes in a loop in Vietnamese. I then had to be creative and called up Singapore airport and asked to be transferred to Vietnam Airlines check in counter. Still didn't get a hold of anyone. Singapore then suggested I contact them via FB chat. So I did...oh my gosh, let me tell you, if I can gouge my eyes out it would have been less painful. Their English is so poor they cannot understand my concern. They kept insisting (for over an hour) that the flight time didn't change even after I sent them screen shots after screen shots of email confirmation and email notification of change time. Why did you send me a notice of time change of flight if the time didn't change?! But they kept insisting they are right. At the end (after 2.5/3 hours of chatting) they realized they did change the time. And the answer for that was - we are sorry for the inconvenience. That's it? No offer to cover the cost of our new flight booking in order to connect to their flight, clearly all their fault. Unbelievable! Anyway, as far as business class goes, this airline is poor. The seats, while typical business class cabin, are old, dirty and need new upholstery. There are hardly any nooks and crannies to put away your stuff. Flight attendants are friendly enough but they hardly spoke English. They need to train their staff better if they want to be a global airline. Lounges are sub-par. You get better foods at the restaurants in the airport and seating much cleaner outside the lounges (in Vietnam). Stains on their seats and chairs and tables not cleaned on a timely basis. Disgusting. Never again.

Route: Singapore to Frankfurt via Ho Chi Minh City

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Air Serbia

Title: "baggage fee was excessive"

Review: Ljubljana to Split via Belgrade. 50 euros baggage fee for 1 checked 10 kg bag was excessive. Also, my last 3 messages to their Facebook page about my flight were never replied to. One part of my flight was 25 minutes late, no explanation.

Route: Ljubljana to Split via Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "not recommend this airline"

Review: Booked a flight from Vancouver, Canada to Melbourne, Australia via Shanghai Pudong with a 7-hour layover. Due to work demands, I needed to stay in Shanghai for a few more days. At the check-in counter, I asked for my checked baggage to be taken out at Shanghai, instead of being shipped straight to Melbourne, with the intention of rebooking once I landed in Pudong. This is where the nightmare began. The check-in personnel told me that they could only ship my baggage to Melbourne. Quoting verbatim: You have two choices, either rebooking your flight this instant or shipping your baggage directly to Melbourne. On top of all this, I was not able to rebook my flight with the China Eastern customer service, so I was forced to wait over the phone to rebook my flight while the minutes ticked by. When the flight was rescheduled, I was informed that it was too late for me to board the Vancouver to Shanghai flight. At this moment, I was informed that as a last resort, I could have signed a waiver to take out my baggage in Shanghai. Why couldnt China Eastern have told me this before the check-in counters closed?! Due to the utter ineptitude of the customer service personnel over a minor matter, I missed my initial flight, was made to forfeit my entire round-trip itinerary, and on top of all this, my work obligations were forcibly delayed. No apologies and/or compensation were offered, but there were plenty of finger-pointing and shrugging off responsibility. I would not recommend this airline under any circumstances. Please save your time, money, and sanity and choose a better alternative.

Route: Vancouver to Melbourne via Shanghai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirSWIFT

Title: "choose any other airline than AirSWIFT"

Review: After I booked a flight from Manila to El Nido, I read a slew of bad reviews regarding last minute cancellations

that are common with this airline. And that was concerning to me, but what could I do at that point? Sure as heck, 24 hours before my flight from Manila was supposed to depart, I received an email from Airswift saying my flight was cancelled due to maintenance issues as well. If you choose to go to Palawan, I would choose any other airline than AirSWIFT even if it means a long bus ride to El Nido.

Route: Manila to El Nido

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air India Express

Title: "staff service was good"

Review: Delhi to Dubai. Seats were comfortable and had good leg space. The air conditioning and cabin lights were good. The staff service was good. The food provided was a snacks box, but for the price we booked. its justified. Flight took off late by 50 minutes that was a disappointment.

Route: Delhi to Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Hong Kong Airlines

Title: "5 hour flight was really delightful "

Review: I flew Hong Kong Airlines for the first time in business class, due to a special promotion. My Hong Kong to Denpasar Denpasar flight was slightly delayed for 45 minutes. But we were only 10 minutes late on arrival in Bali, so that was acceptable. On return flight was right on time. Check in was very easy they had a dedicated counter for business class passengers which was almost deserted (beeline at economy!). Their lounge is fantastic, with nice view of the tarmac and freshly made to order food. Ample space to relax and free speedy wifi. Boarding is orderly. Their service is every bit as good as big companies like Cathay and Dragonair. The menu has two choices, and with the local flavour

of Hong Kong which was a nice touch. I had two types of seat go to and back. I had the recliner type seat which was actually very comfortable and spacious. Coming back was their new flat bed, much like the smartium seats of Asiana or Emirates business class. Plenty of storage space and comfortable to take a nap on. For a 5 hour flight, this was really delightful considering the great price. AVOD has somewhat limited choice, but for a flight shorter than 5 hours, that doesn't really matter. All in all, they have a very solid product, great to try if the price is kept low.

Route: Hong Kong to Denpasar

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "a nice flight overall"

Review: Recently flew from Phnom Penh to Washington via Seoul, in their "Prestige Class" (joined First and Business into one), the flight from Phnom Penh to Seoul, was approx 5 hours and none eventful (Slept most of the way), the flight from Seoul to Washington was a nice flight overall with one of the smoothest landing I have had in a number of years, well done captain. The crew is a different story, they have a preset menu, that includes steak, after ordering the steak medium rare (I understand English is a secondary language, but it took an effort to order including having to point at the menu for the item). Approx 10 min later they came back and told me that they had run out and I needed to order something else, a bit annoyed but I complied, I was in row 9, after the flight speaking with one of my traveling companions, the did the same thing to him and he was up in row 5 or 6. I had red wine with dinner, when the meal was complete my tray top was cleared, without even the offer of a refill on the wine, however I did notice that on the far side of the cabin they were walking up and down offer to that side. I know I could have requested a refill, but when you are paying full fare for round trip tickets (close to \$12K) you shouldn't have too. If an item is offered on the menu, it should be available.

Route: Phnom Penh to Washington via Seoul

Seat Type: Business Class

Traveller Type: Business

Airline: Adria Airways

Title: "combined two flights"

Review: Worst Airline ever! They combined two flights to save costs. Instead of flying Pristina - Ljubliana - Zürich we now fly Pristina - Ljubliana - München - Zürich. Now we arrive 2.5h later at our destination.

Route: Pristina to Zürich via Ljubliana

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lynx Air

Title: "airline falls far below all standards"

Review: Avoid this airline at all cost. They delayed my 12:35 am flight flight 7 times 2 hours prior to takeoff, and then cancelled last minute. I called them multiple times at between 7 and 9 am after the flight was cancelled but could not get through due to "Technical issues". After finally getting through to their phone line, I have been waiting on the phone for 3 hours for a customer service representative so that I can ask for my refund. I also have been waiting on their live chat for 2 hours, there were 72 people ahead of me in queue. These wait times mean - many many customers are unhappy right now and that Lynx air has maybe 1 employee working in their entire customer service department. Even if other airlines charge a bit more, it's worth it to pay the extra price for peace of mind and better service. This airline falls far below all standards I have for air travel, I would not recommend this airline to my worst enemy, even though my worst enemy today is Lynx Air.

Route: Edmonton to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cebu Pacific

Title: "Choose another airline"

Review: Worst. Cebu Pacific send me a message that my flight time is changed from 1805 to 21:50 April 18 2023. No option but to accept. This happens not once but several times this year. Unfair to the passenger. When a passenger change the flight, a back charge almost same ticket price will be applied. When the Cebu Pacific chance the flight the passenger will bear the consequences. I highly recommend not to fly with Cebu Pacific. Choose another airline.

Route: Manila to Davao

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "To good to be true"

Review: Avelo set the bait now theyre yanking on the hook. Reel everybody in with low fares for the first year then raise the rates so you cant afford them next year. To good to be true. Prices are going up up and away see ya. So much for the little guy!

Route: New Haven to Myrtle Beach

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "won't be giving me my partial refund"

Review: Probably one of the worst airlines to travel. They called me 2 hours before my flight to inform me that my flight is canceled when I was on my way to the airport and upon asking for refund they told they won't be giving me my partial refund for the flight that got cancelled by the airline. I'd honestly request everyone not to ever ever travel through GoAir.

Route: Goa to Delhi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: LOT Polish Airlines

Title: "employee didnt accept her luggage"

Review: My wife evacuated from Ukraine yesterday. Today at 7 a.m. on registration, LOT employee didnt accept her luggage, 33 kg, when she was allowed to bring 2 x 32 kg. She was exhausted and stressed and you made her reorganize her luggage because of 1kg? Are we talking about business class service? Other companies can let you in even with +2-4 kg.

Route: Warsaw to Barcelona

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: WOW air

Title: "continued to ignore our complaints"

Review: Toronto to Barcelona via Keflavik. We never did get to fly with this airline but seeing other reviews of the actual flights, glad we didn't. Our horror story is all about their customer service and flight cancellation process. We had flights to Barcelona and discovered after we called them to look at extending a layover, that they were in the process of reviewing the flight and it likely wasn't going to fly. We were misinformed on multiple occasions about how we could seek compensation for the additional cost of another flight this late in the game. Long story short, they have continued to ignore our complaints (both written and over the phone) and have yet to compensate us as they should. Will never recommend WOW air to anyone.

Route: Toronto to Barcelona via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Iberia Express

Title: "Very disappointed with the customer service"

Review: Rubbish airlines which change out the flight without calling. Last minute reschedule and cock up the itinerary of people. Suggest not to book. Not really responsible. Tried to fly to Spain today for a important meeting up but unfortunately not able to make it due to last minute changes. Very disappointed with the customer service in CDG airport. Too rude.

Route: Paris to Spain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nauru Airlines

Title: "charming cabin crew"

Review:

Nauru to Pohnpei. Small but friendly airline. The seat configuration was 3+3 and the legroom was OK for my 6ft frame. No real in-flight entertainment. On the relatively short-haul island hopping, only snacks were served but there was beer and wine. The best feature of this airline were the charming cabin crew, clad in blue and I thought of them as Angels in Blue.

Route: Nauru to Pohnpei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "airline doesnt care about their customers"

Review: This is the worst airline ever. First you cant check yourself in at a kiosk you have to go to the desk line. If you wish to print your boarding pass you have to pay them to do it, 25 dollars to print a boarding pass. Then the agents are all rude and unprofessional. When at my gate trying to board after the desk agent had said you can bring a backpack or purse on without paying, I had to pay 99 dollars for my backpack. This airline doesnt care about their customers. This is the first and last time I will ever fly frontier. With the money I had to spend in extra fees I couldve booked a better airline with better customer service, planes, and overall attitude. Its truly disgusting how this airline operates.

Route: Las Vegas to Oklahoma

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "Staff were simply rude"

Review: Booked a return flight BRU-ATH. Away flight fluent: clear check-in procedure, calm flight, about 1/3 Seats occupied. Leg room and seat recline were limited. No inflight entertainment and food menu was limited. No WiFi. Return flight check-in procedure at ATH was below every standard: arrived 2+hours before departure, only for bag drop. 7 counters (3 bag drop, 3 check-in, 1 special assistance), only 3 actually in service for 12 departing flights. Late passengers were awarded with immediate check-in, we waited 90 mins and eventually also got called as our flight was set for departure. Staff were simply rude. Other people in the line missed their flight because of bad management at check in. Ground staff didnt care.

Route: Athens to Brussels

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Etihad Airways

Title: "the flight was pleasant"

Review: The flight was awesome and amazing. Crew should improve their behavior little bit. We loved the flight meal was also average. TV was also big enough and the flight was pleasant.

Route: Mumbai to Kuwait via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alaska Airlines

Title: " A great job by all"

Review: Arrived at Dulles and had to declare a firearm in my checked baggage. AA employee Sahira assisted me and she was training at least 8 new employees. She was efficient, pleasant and quick even while training. My bag was unintentionally put on the conveyor before it was X-rayed by TSA. Sahira and the entire group disappeared and retrieved the bag in only 15 minutes and helped us finish our processing through TSA. The entire group of new employees were eager and happy and it was the best airport experience Ive had in years. A great job by all especially Sahira! She is a credit to Alaska Airlines.

Route: Washington to Spokane via San Diego

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Fiji Airways

Title: "inconsistency of service"

Review: Los Angeles to Nadi. There is still a lot of work to be done by this airline, but don't get me wrong it is my favorite airline and will always be my choice of airline. I am still disappointed with the inconsistency of service, and on this flight some cabin crew just do not live up to the mark. When boarding started one of the cabin crew was standing at the entrance barking at passengers to have their boarding pass ready to show, the other cabin crew welcomed everyone on board with a smile. During the flight the same cabin crew woke me up rudely to serve my dinner. I asked for a

vegetarian meal on this flight from Los Angeles which was just steamed veggies with rice. Apart from two crew, all the rest were wonderful, smiling and making their rounds of the cabin. The ground staff at LA were more friendly and efficient compared to the staff at Nadi.

Route: LAX to NAN

Seat Type: Economy Class

Traveller Type: Business

Airline: LATAM Airlines

Title: "I almost missed my flight"

Review: I arrived 3 hours in advance as required by all international flights but no agents for LATAM. They didn't show up for an hour. I was fourth in line. I showed LATAM my booking, itinerary confirmed my flight. They refused my booking. Customer service was useless as they wouldn't even call Air Canada to confirm booking. It wasn't until 4 other people were booked on the same flight did they react at the last minute. I wrote a complaint with a ticket number just to never get a response. What a useless airline. I almost missed my flight.

Route: Medellin to Bogota

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "Horrible customer service"

Review: Melbourne to Sydney. Horrible customer service. I understand you get what you pay for however based on how horridly unhelpful the supervisor was today (3:30pm on 11th January), I will never fly Tiger again. I understand the person I dealt with is possibly not working in what they would call their ideal job but I personally felt they took that out on me. No matter how cheap your flights are this isn't good enough. Life sucks but people like this (and the workplace environments that enable them) make it worse.

Route: Melbourne to Sydney

Seat Type: Economy Class

Traveller Type: Business

Airline: Virgin Australia

Title: "they were unaccommodating and uncaring"

Review: Virgin Australia has scammed me. They offered me a credit, \$800 however I cant even use it as they no longer offer flights from the US. When I asked if they could somehow transfer it to Virgin Atlantic or make it so my credits are actually usable - they were unaccommodating and uncaring. Thanks for crediting me when I cant even use it.

Route: Los Angeles to Sydney

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "love this air company"

Review: Monastir to Budapest. Everything is okay. This is the third time if I fly with SmartWings. The food (little sandwich) is so tasty, and the water is cold, and everything is okay. I love this air company, and if I fly, I want it to be with the SmartWings.

Route: Monastir to Budapest

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Frontier Airlines

Title: "Canceled our flight out of nowhere"

Review: Terrible. Canceled our flight out of nowhere and offered no explanations or alternatives. Say they give refunds for the flight but what about the accommodations that are already booked and paid for? We had a rental car and airBnB already paid. No flight until two days later even though it was only a 4 day trip. Dont book here, its unreliable and will waste your money.

Route: Las Vegas to Portland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ANA All Nippon Airways

Title: "very polite and courteous"

Review: Jakarta to Tokyo Narita on 13th January 2021 on the way home to Houston after a SE Asia trip. Checked in online and was able to secure bulkhead seats. Bag drop counter person worked very quick and professional, and put a priority tag on our luggage. Boarding was done in an orderly fashion, Business Class first, then Economy by row from back to front. The aircraft was a 5 year old B789 (JA875A). The seats were spacious, with footrest and leg rest, and a small tray for holding drink in between the seats, and an individual reading light. Aside from us, there is only one other person in the whole Premium Economy section. The aircraft is clean, but we still use the Clorox wipes to clean the tray table, seatbelts, armrest and the screen when we got to our seat. The tray table and screen in the bulkhead seat is folded into the seat and the touch screen is quite responsive. There is enough movies and TV series to occupy us for this 6.5 hours flight. We left 22 minutes late because we have to wait for some late passengers. But we arrived at 3:13 PM local time, a good 27 minutes ahead of schedule. FAs for this trip were very polite and courteous, and quite helpful and cheerful, a better crew set than the previous ANA flight from Tokyo 2 weeks before. We were given rice crackers, drinks and wet wipes after takeoff, then the breakfast cart start making their rounds. Choices are pancakes and white fish, and I chose the pancake. The pancake was fluffy and infused with syrup, and the accompanying chicken sausage and veggies are quite decent. The drink cart making its round again with the lunch/heavy snack before we arrived in Tokyo. Altogether this is a nice flight with ANA, and everything was going very smoothly during the trip.

Route: Jakarta to Tokyo Narita

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: ANA All Nippon Airways

Title: "best airline I've tried"

Review: First time flying with this airline with my family for a trip to Tokyo and back to Manila. Have to say, economy service here is better than some business class in other airlines. Tasty Japanese food, not sure if they have other menus for other routes Very polite, trained, patient and efficient crew with little to no language barrier. Seats had pretty good space with good inflight entertainment from the regular movies, episode of series but they also have current news, sports and my favorite touch, helpful how-to act, culture videos for Japan I am trying to think any negative or inconvenience and there was really none for these flights. I guess ground crew wise, there was a couple of gate switches but when I approached the ground crew they directed me promptly. Maybe they can just improve on letting the other passengers waiting know instead of waiting for people to come to them but no worries. Overall, best airline I've tried so far.

Route: Manila to Tokyo Narita

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "wait for landing to eat"

Review: I booked flight for my parents from Delhi to Vancouver via Beijing. I prebooked my father's wheelchair (he can not walk or stand for longer because of permanent leg injury) and their meals AVML since they are pure vegetarian. It was connecting flight through Beijing. All was going well until they reached Beijing. The wheelchair assist guy took advantage of their age and language barrier. He took them to gate no 32. He then asked for money. My parents told him that they couldn't understand, so he wrote on a paper in English that he wants money to take them to gate. They Didn't

know what was happening, after trying to understand him they gave him 400 INR. He asked for more, my parents were not carrying more cash in their hand baggage so they denied outcome of which he left them at gate no 32 and went away saying something in Chinese which they clearly don't understand. They waited there for 2 hours and then my mother decided to go for a walk around and look for the gate number for their next flight because they eventually figured it out that they are stranded on wrong gate. She found a few Indians sitting near gate number 19 who guided her and told her that they are supposed to reach gate number 16 which was really not anywhere near gate number 32. She rushed back to my father and told him the scenario. They couldn't find any other ground staff near by who could understand them so she decided to take my father on a wheelchair by her own along with the 2 hand bags they were carrying. They made it till gate number 20 when someone showed up to help after maybe observing them struggling. The nightmare didn't end there, after taking off for next flight, they were offered Fish to eat. They told the crew that they are vegetarian (I booked AVML which is reflected on their tickets too) and can't eat fish. The crew told them that since there is no vegetarian option available, they have to either eat it or wait for landing to eat in Vancouver. They didn't eat for 12+ hours of flight. I have read about people sharing their experience but never imagined that something like this could happen to my family. How does some big airlines do such kind of money business without having feelings for their passengers?

Route: Delhi to Vancouver via Beijing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "English skill needs improvement"

Review: Los Angeles to Xiamen. The flight was delayed due to unknown reason. The aircraft is relatively new, bright, clean and modern. The interior was specially decorated for this inauguration flight with LAX symbols. The crews welcomed us with big smiles and everyone gets a little gift for the inauguration flight. They personal entertainment system has a large screen, and the system worked just as I wanted without struggle. A safety card, two magazines and a menu in the pocket; a blanket and a bottle of water on the seat. But the menu missed a translation for breakfast. The

food is not bad but can be improved. The crew were trying to act as friendly, but lacked some sincerity, but they did a great job. Their English skill really needs improvement. As a Chinese airline they followed the CAAC rule, which restricted people to use their laptops and other devices only when the aircraft reached cruising attitude and didn't allow passengers to switch on their phones at all. And they locked the 787 windows to a certain brightness which make them impossible to adjust by passengers. Another problem is that I had a transfer flight at XMN, but I had to pick up my luggage and recheck it again.

Route: Los Angeles to Xiamen

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "Painfully long delay"

Review: Pekanbaru to Penang via Kuala Namu. Painfully long delay during transit in Kuala Namu, Medan. There were complaints about it in the past reviews, and the delay seems to have been very consistent if not worse. The airline seemingly waited until the seats were full to board. Loading/unloading of cargo baggage was seen to operate manually without conveyor, causing damages to the baggage. Those who travel with tight schedule and family are advised not to choose this airline. Besides safety, my hope for Lion Air is to be punctual in the future especially when catering domestic flight. Please make sure also that client's baggage was handled with greater care. Thank you.

Route: Pekanbaru to Penang via Kuala Namu

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "the crew welcomed us warmly"

Review: Flying Garuda Indonesia on a short-haul flight along with my wife and 8-months old son in Economy Class. It

was a busy Sunday afternoon in Adi Sucipto airport, but the ground staff processed our check in with genuine hospitality. On board, the crew welcomed us warmly, engaged with my son and consistently demonstrated helpfulness and friendliness despite the flight being full both in Business and Economy Class. The snack served in Economy Class was two breads, a pack of nuts and a bottle of mineral water. Garuda has added to capacity in some of its Economy Class planes, making the seat pitch and leg room less narrower and for me personally less comfortable. The flight could also have been more enjoyable if Garuda added more movie selection in its in-flight entertainment system. The flight departed and landed on time. We appreciated Garuda for bringing us back to Jakarta safely.

Route: Yogyakarta to Jakarta

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "worst flying experience I have ever had"

Review: I never write negative reviews but in this case my review will be scathing. We flew from Washington Dulles to Reykjavik and then onto Bergen. Return was Reykjavik to Washington Dulles. The international flight offers no food. You can purchase on line but all you get for a 5 1/2 hr flight is coffee, water or juice. They did serve some sort of chocolate marshmallow roll up that absolutely no one ate. It was an indescribable mass of I am not sure what and I wont tell you what it looked like, unless you have a pet and then you can imagine what it looks like. The staff have a pasted smile on their face. Poor people working for a horrid airline. The seats are at a bad angle so the pressure is on your lower back. They managed to squeeze more people into a cramped space. There is no legroom, arm room or seat space. I sat next to a tall guy with long legs. Not his fault but I couldnt sleep and he couldnt find a comfortable position for all 64 of him. Upon our return there was no one at the gate to take luggage. No one cued, there was no guidance, no signage, no direction. So, when two people opened their kiosk, it was a mad dash. What a mess and dangerous too! Understaffed, poorly run, horribly executed check in. There was no process. I recommend that you never fly this airline. It was the worst flying experience I have ever had and I am an experienced world traveler. Perhaps if people stop booking on Iceland Air they will get the message. Choose any other airline. Buyer Beware.

Route: Washington to Bergen via Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: El Al Israel Airlines

Title: "I've been waiting eight months for my refund"

Review: Airline cancelled my flights due to Covid. I've been waiting eight months for my refund. Every time I call, the agents are unnecessarily rude. I will never, ever fly this airline again.

Route: London to Tel Aviv

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: CSA Czech Airlines

Title: "you can get good price"

Review: Prague to Helsinki. My 2nd flight with CSA, actually it was SmartWing's plane as they now operate many CSA flights. 14 yr old Boeing 737. Many times CSA flights are delayed, so i was a little bit worried. But this was on time. The price (50eur) included one normal size cabin bag of 8kg. Service was ok. No complains there. Food and drinks were available to buy. I bought some Czech beer and a delicious panini, not expensive at all. CSA has a little bit bad reputation (mostly because flights are delayed) but many times you can get good price, so they are worth trying.

Route: Prague to Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "first and last experience"

Review: Nairobi to Kinshasa via Kigali. This was my first and last experience. The plane seems consistently late for boarding. 30% of passengers had to file a baggage claim and over 50 bags sent on our flight were left unclaimed. They were for previous passengers. T Still awaiting my bag 3 days later!

Route: Nairobi to Kinshasa via Kigali

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: TAP Portugal

Title: "flight was cancelled 1hr before departure"

Review: The flight was cancelled 1hr before departure. I received a text message when I was already at the airport. The customer service desk is understaffed, and absolutely incompetent and slow. I was rebooked on a next day flight that in no way fitted my needs. I made a request of refund, and 6 months later still havent received it.

Route: Lisbon to Nice

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "Worst airline I have flown"

Review: Ponta Delgada to Gran Canaria. Worst airline I have flown so far. Two out of two flights would be allocated a week earlier, so I arrived at noon instead of noon. Both flights were delayed. The food on board was lousy and the aircraft old. You really can not recommend this airline.

Route: Ponta Delgada to Gran Canaria

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "best flight I've ever been on"

Review: I was on Flight no 1018 Delta From Fort Lauderdale to Raleigh and it was the best flight I've ever been on. The reason it was so good was due to the steward Vincent What a nice, pleasant man. He was professional, entertaining and made my day. More people should be like him. Thank you for a great experience.

Route: Fort Lauderdale to Raleigh Durham

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Firefly

Title: "polite and professional"

Review: Subang to Singapore with Firefly. As departure airport is a small airport with little traffic, pushback was quick and flight took off on time, and landed before time. Light refreshments in the form of a snack and a drink were served. There were only 2 cabin crew on this short flight and small aircraft, whom were polite and professional.

Route: Subang to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: TAM Airlines

Title: "staff were extremely friendly"

Review: On our flight with LAN we had to change flights in Sao Paulo to TAM Airlines, retrieve our luggage and check it in again as we were flying a domestic flight to Rio and then to Santiago. There wasn't much time between the connections in Sao Paulo and going through immigration and changing terminals made it almost impossible. With 30

minutes before departure we didn't have our luggages checked in and there was a big line at the counter. The staff on ground made a great job in checking our baggage and then taking us to the plane in a minibus as we were the last ones to board. The luggage arrived safe in Santiago and both flights were on time! On the way to Rio there was a new A319 with lots of leg room and for Santiago an old A320 which gave us a lot of trouble with many turbulences. The food served on TAM wasn't different from the one of LAN but the staff were extremely friendly. Still, the experience in Sao Paulo looked very chaotic to us and we would prefer LAN for further flights.

Route: GRU to SCL via GIG

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Cathay Dragon

Title: "service is efficient"

Review: Ground staff at Qingdao are prompt and responsive. My request for an aisle seat was granted. An A330-300 configured into 3 class cabin was deployed for this flight. Boarding call was made not long after the in bound flight arrived. Such process begins with row by row, elderly and special needs passengers are given priority to board first. The cabin of this aircraft is relatively old despite that the seat has been refurbished and fitted with IFE. Nonetheless, it is neither the latest screen or higher density (HD) one. The flight path map doesn't come with 3D. In flight catering is satisfactory consider that the flight time of approximately 2.5 hours and meal is complemented with Haagen Dazs ice cream. Cabin service is efficient. I had sufficient time of rest throughout the entire journey.

Route: Qingdao to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Buddha Air

Title: "No updates on board"

Review: Pokhara to Kathmandu. 12h35 pm take off time. Now nearly 4 pm. No updates on board. Simply states delayed. Total BS. Nobody can provide us info. Meanwhile Yeti airlines has been flying to KTM since we have SAT here.

Route: Pokhara to Kathmandu

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sky Express Airlines

Title: "charge me more for our bags"

Review: My new fiancé and I arrived to an empty airport for our flight back home after a beautiful trip to Santorini. We walked up to be checked in by the available ticket agent who just looked at us in awe that we were even in Greece. She never called us over, so we took the initiative to walk up to her since she was the only ticket agent available. She never greeted us. She proceeded to charge me more for our bags even though my original purchase included our bags on our first flight to santorini with the SkyJoy package, which means nothing by the way because their is no priority class on these flights and people were able to move wherever they wanted to during the flight. She refused to give me a rundown of the reason we were being charged more. She refused to give me her name (which she forgot she wrote on my receipt). She printed tickets without a gate. She gave us no direction as to where to go.

Route: Thira to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Virgin Australia

Title: "off-loaded because they are overbooked"

Review: Flight VA609 Friday 25. November 2022 11:15 When Boarding, at the gate I have been told that I will not fly today, I have been off-loaded because they are overbooked due to another cancelation. No alternative has been offered, I had to find out on my own. To mention I am flying frequently and spend quite a lot of money with Virgin. I claimed to be

put back on this plane (thanks to the lovely ladies from ground staff in the lounge), that is where I am now but not sure where my luggage is or will be. Plane is already 35 min late due to unloading and reloading of luggage.

Route: Sydney to Brisbane

Seat Type: Economy Class

Traveller Type: Business

Airline: Egyptair

Title: "Most uncomfortable economy class"

Review: Most uncomfortable economy class flight I have ever had in my life. Seats have been made smaller. Every person in economy, left the plane and commented about how small the seats were on the new planes.

Route: Johannesburg to Athens via Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "so bad and customer unfriendly"

Review: My wife and I, we are really outraged by the way we have been treated by the EVA AIR BR75 team. The flight times have been moved up to 5 times, due to technical issues. Finally it was the next day. In the meantime we received 2 food vouchers, which could be used at a limited number of shops. The route from the gate to the shops was a long walk and then back. We are an elderly couple and not very mobile. By the time we got to a snack shop, there was already a queue of 50 people. Reason: many of those kind of shops were closed due to renovations. So we had to walk even further. At the end of the day we had to go to another gate; we had to wait again, without further information. Finally, we followed the whole group of people to the immigration gate, we had to hand over our passports. It is therefore forbidden according to the Dutch government to hand over your passport. Only if there is legal approval for this. A copy of our passports was not accepted. If we refuse, they wouldn't help us any further. So we had to do this. After a 30

minute bus ride we arrived at a hotel. Waiting endlessly again. We got a very basic room, no hot water, no luggage. We got a meal, went to bed exhausted at 11 pm, got up at 3 am, because we had to take the bus to the airport at 4 am. Waiting again, no one from EVA AIR was there to explain anything. 500 passengers, in small groups, were searching for information or help. The flight was not listed. And only around 07:30, the staff arrived and boarding could begin. We had to wait a long time for our passports, because a pile of numbered passports had been dropped. We are regular customers of EVA AIR, but we don't recognize the service anymore. This was so bad and customer unfriendly. This brings down the reputation of the company way down. We have submitted a complaint but unfortunately, have not received any response.

Route: Bangkok to Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Japan Airlines

Title: "putting me on a Finnair flight"

Review: I booked a premium economy ticket with Japan Airlines from Paris to Sydney. My flight leaving Paris with Finnair was delayed. There was only an hour between connecting flights so I missed my connecting flight from Helsinki to Tokyo. Upon arriving in Helsinki I was met by someone from Finnair who said they were putting me on a Finnair flight. I asked them what class I was being put in as my ticket was premium economy and I knew Finnair didn't offer premium economy. They told me it was economy and that there was nothing they could do. I queried this with several people before I boarded the plane which didn't seem to go down well with anybody. I was told I was holding the plane up, to get on the plane and to contact customer service when I landed. I did get on the plane and endured 9 hours of a cramped seat. I contacted Japan Airlines when I got back to complain about this and to ask for a refund for this part of my flight. Japan Airlines have told me it is not their problem and I have to contact Finnair. I asked several questions in my letter - who decided I was being put on a Finnair flight, was Japan Airlines given the option of waiting for my flight, why wasn't I asked if I wanted to fly the next day on a Japan Airlines flight. None of these questions have been answered. I am slightly confused why I would be writing to an airline that I have not paid for a ticket to ask for a refund -

ie Finnair. My tickets were booked through Japan Airlines so surely it is their responsibility to deal with issues/complaints from their tickets holders. I have written to Japan Airlines three times and got the same response each time, with one response finishing with "I do hope you will fly Japan Airlines again". My flight from Sydney to Paris which was actually with Japan Airlines went without a fault. They have a fantastic premium economy product. Plenty of space and legroom. Even though the food served is the same as in economy it was some of the best airline food I have tasted and the service was fantastic too. I actually thought I had found a really good value for money alternative to business class. I am aware things can go wrong and sometimes missing connecting flights is out of anyone's control. However the way my complaint has been handled left me astounded. There has been zero care factor or empathy.

Route: Paris to Tokyo via Helsinki

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "meets all the expectations"

Review: Flew from Osaka to Hong Kong with Peach Aviation. Peach meets all the expectations of a low cost carrier and exceeds some of them. Check in was very simple and straightforward. It only took a few minutes and was totally automated. Staff on board were friendly and efficient and the food and drink was reasonably priced. Seats were comfortable. For short haul flights like this the lack of inflight entertainment isnt really a problem, just bring a good book or your ipad and youre all set. Overall, I highly recommend Peach and will use them again next time I go to Hong Kong

Route: ITM to HKG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "Very terrible experience"

Review: Very terrible experience with the check in crew. They wanted me to find a dust bin and put in the extra weight items which were sweets removed from my suitcase. They did not offer any support and the manager threatened me that she will not issue boarding pass if I don't do it.

Route: Visakhapatnam to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: VivaAerobús

Title: "never book with them again"

Review: Do not book with them - Chances are flights will be extremely delayed or cancelled. We were supposed to fly with this airline on a Sunday night. We were sitting at the gate already when we were told our flight is delayed two hours. Okay, not a big deal. After two more hours of waiting we were told the airplane has technical issues and they're fixing them now and that they're updating us very soon. Another two hours passed. People were starting to get angry, everyone had been waiting for over four hours already. Finally after midnight we were told that the flight is cancelled and that we should all go home and come back at 9am because the flight will leave at 11am the next day instead. We had to pay our own transport to the closest hotel (which in Tuxtla is a 40min cab ride) and also our own hotel. We came back the next morning at 9am as they told us to (after not getting a lot of sleep) and we were told right away that the flight will be another two hours delayed. In the end that wasn't even true- We had to spend all day at the airport and the flight finally went at 5pm (so another 9h at the airport). Absolutely awful experience. Employees are terrible and were deliberately withholding info from us. We weren't offered any sort of compensation either. They basically wasted 1.5 days of our lives for no reason. I've also heard from other passengers that Viva is always delayed for hours (in our case it was a 21h delay!). Will for sure never book with them again.

Route: Tuxtla to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "best domestic transcontinental equipment"

Review: Ground service at EWR was mediocre, as expected. That was probably more about the airport than the airline. However, the new United Club was nice. It was spacious with many food choices (by American carriers' standard). The flight departed on time and arrived early. The 787-10 was the highlight. I purposely booked this flight because of it, and it was perhaps the best domestic transcontinental equipment available today. Service was fine, not over the top but was enough. In-flight meals were quite a step up from my previous UA flights.

Route: Newark to Los Angeles

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Virgin America

Title: "most unprofessional crew"

Review: We took the red eye from Los Angeles to Fort Lauderdale, about 5 hours. Unfortunately we were seated at the back of the plane where the flight attendants spent the majority of the flight talking so loud, nonstop, we couldn't sleep. We had two small children with us so my husband asked them to please keep their voices down so that at least our children could try to get some much needed sleep. One flight attendant acknowledged him, and obviously felt bad, while the others decided that they should talk and laugh louder than before. The worst, most unprofessional crew I've experienced.

Route: Los Angeles to Fort Lauderdale

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Etihad Airways

Title: "No water or food provided"

Review: Athens to Singapore via Abu Dhabi. Firstly paid for a flight that we thought was at least 787. Its a 787 between Singapore to Abu Dhabi however to Athens either way you get a 320 with no screen. Delayed our flight whilst on the tarmac by 2 hours missing our connecting flight. No correspondence given from ground or on air staff. No water or food also provided for four hours. Best option was us to fly to India and then fly with Air India paid by Etihad. We rejected and had to buy our own flights home with Singapore Airlines - currently awaiting reimbursement.

Route: Athens to Singapore via Abu Dhabi

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: El Al Israel Airlines

Title: "They lost my baggage"

Review: They lost my baggage as there was no one to help you at the carousel I tried asking multiple officers and other officials all were looking for the El Al associates who just didnt care to show up today. Barely missed my flight to Boston all because these people working this airline cant figure it out.

Route: Tel Aviv to New York

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "lost a day of our holiday"

Review: Flew Air Malta from Gatwick to Malta for the 1st time on 28 October. Flew with them as they included 20kg baggage and they had a mid morning flight as I hate to arrive any where after dark. Flight was due to leave at 1155. Display boards said gate information at 1105. Checked at 1105 and it now said information at 1715. Went to airline desk who were not that helpful only saying food vouchers would be provided. Finally took off at 1845 or thereabouts. Captain

apologised said the Incoming flight had tech problems and that they had to change aircraft. The aircraft was clean, cabin crew friendly, one guy went out his way to help the couple in front of us with a child in distress. Inflight meal was a snack but fine when the flight is only 3 hours. Arrived at our hotel about 1230 am woke up late so effectively lost a day of our holiday. I guess these things can happen I had a similar experience with Thai Airways years ago, that caused us to miss connecting flights and taxis. Flight home no problems same clean aircraft good cabin crew. I would use them again and would not tell any one considering to fly with them not too. However I was disappointed in the lack of information at Gatwick and the indifference of the staff at the airline desk. I guess a lot of passengers will b claiming delay compensation under the EU 216/2014 rule myself included. Wonder how airlines make a profit on a flight when it goes like this one.

Route: LGW to MLA

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Delta Air Lines

Title: "A glorified bus ride"

Review: Their international product is terrible, compared to other European airlines such as Lufthansa, BA or Air France. Its very difficult to elaborate this in a few sentences since there are many small issues across the full experience that ultimately will impact your body, quality of sleep, mood, etc. Everything from planes condition, served food, utensils, FES, pillows, blankets, lack of basic toiletries (they used to provided in the past), crews behavior and attentiveness, quality of seats - all mediocre to poor. A glorified bus ride. Whats more upsetting is the whole going green charade to cut cost on elements that are so fundamental to the passenger such as food. They provide meals with this sort of pre-packaged configuration where you get useless wood silverware that makes eating completely difficult. Lack of trays makes eating a super annoying task. The portions are a joke for a 10 hours flight, and breakfast is just replica of the American beef pockets. So make no mistake, Delta international economy is no different than Condor or any other budget intercontinental airline that sticks to a schedule. Period. If you really care about a well spacious seat, top service and good food on a long flight, go with a European top airline.

Route: Seattle to Frankfurt via Amsterdam

Seat Type: Economy Class

Traveller Type: Business

Airline: El Al Israel Airlines

Title: "could not fault the service"

Review: This was my first time on El Al's 787 in Premium Economy, a modern version of what Business was when it was introduced over thirty years ago. The seat was very comfortable, there was plenty of leg room, the video screen was large and very responsive and there was a good selection of movies. The seat had a pop up footrest but I didn't use it as I always find them particularly useless. I fly quite a lot and am sick of the regular meals served on all the airlines so I ordered a Vegan (VGML) meal. It was very nicely presented and was delicious. My husband joined me on the return flight and chose the fish (there were three main course options) and also said it was delicious. There were regular cabin patrols by the cabin crew who were very friendly. We could not fault the service. Outstanding flights. El Al was never my first choice of airline but I would not hesitate in the future. Wifi was available but I didn't need to use it.

Route: Tel Aviv to London

Seat Type: Premium Economy

Traveller Type: Business

Airline: Aeroflot Russian Airlines

Title: "not refunding cancelled tickets"

Review: Aeroflot is not refunding cancelled tickets due to Corona. I booked many flights in the past months, all were refunded in a couple of months. Aeroflot refuses to do that, I am so disappointed.

Route: Hamburg to St. Petersburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "so smooth and comfortable"

Review: I recently flew return from Sydney - London. As a family of four with 2 children. (17 month year old, and a 3 year old). I can't thank JAL enough for the exceptionally high standards they provided. From check in at the front desk to the plane journey. It was so smooth and comfortable, and the food was delicious. I also want to mention how they let us board first due to having young children. We are very grateful for this- it was a fantastic experience. Thank you so much, look forward to flying with JAL again in the near future.

Route: London to Sydney via Tokyo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Volaris

Title: "Standard low-cost carrier experience"

Review: They rescheduled the flight to depart 5 hours earlier than I'd initially booked and didn't even notify me. Only when checking in online the day before, did I notice it had changed. Communication seems to be a recurring issue with Volaris, when I've had flights delayed 2-3 hours in the past, even though it shows the delay on their website and in the Volaris app, they don't send any email/SMS/push notification about it. Their customer service via WhatsApp takes hours to respond. That being said, the bag drop process at MEX was surprisingly quick and efficient. The cabin crew were nice, the flight departed on time. Seats were okay, no recline and not much leg room. Snacks on board for purchase. Standard low-cost carrier experience, in my opinion.

Route: Mexico City to El Salvador

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SATA Air Azores

Title: "the best customer service"

Review: Fantastic airline, with the best customer service ever! I had to change my travel plan at the last moment, I call the customer care and they change all my flights between the islands without charging anything. It took few minutes, I received the new flight plans immediately.

Route: Lisbon to Flores via Ponta Delgada

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thai Smile Airways

Title: "very good service"

Review: Flight Bangkok-Khon Kaen. Lovely staff, smiling, bright, very good service, clean plane. The flight was on time, no delay, when landing, it landed very softly. Impressed. Will definitely use the service again.-

Route: Bangkok to Khon Kaen

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India

Title: "scammed me for such a huge amount"

Review: I first travelled in May 2022 and had return flight Aug 20th 2022. As per the itinerary I reached the airport and stood up in the line and when I reached at the checking counter after looking at my ticket the rep. simply directed me to the manager working on that day. I was informed that the flight has been cancelled from Tel Aviv from where I had my connecting flight. After all the trials and everything I was directed at the reservation counter of air India and assured that I have received the refund on profile but need to contact agent who booked my flight because amount goes back to their

account. For almost an year of a try they have not initiated the refund and the reason they have is of no show? Literally theres no other answer they have which is clearly they are lying and basically scammed me for such a huge amount?

Route: New Delhi to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "rude guy at the check in"

Review: Prague to Nice. Extremely rude guy at the check in desk. First could not find my ticket and straight asked me to pay extra for my luggage - found me after and asked me why I did not check in my luggage all the way to Nice. I am very disappointed and the flight was delayed for 1.5 hours of top of that. Horrible company.

Route: Prague to Nice

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Scoot

Title: "Scoot did the job"

Review: My first time flying with Scoot having read so many negative reviews for this airline. I found a great deal one way to Bangkok and just couldn't resist, so I took a chance. Around 200 AUD one way. Overall my experience was not too bad. If you expect something fancy from this budget airline, you have to ask something, what is important? Is comfort important or simply getting from point A to B? I chose the latter. Most of the time I took a nap while listening to music, so I wasn't in too much discomfort. Leg room was decent. My advice bring your own pillow if you have trouble sleeping on the plane. Overall Scoot did the job. This isn't Singapore Airlines in any manner. If being economical is important for you, give Scoot a try.

Route: Melbourne to Bangkok via Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "a very good product"

Review: Used Thomas Cook Airlines from London to Cape Town Return in their Premium Class. I was worried as their reviews were very mixed - I must say I was impressed by their Premium Cabin and the staff looking after it. Priority check-in, priority boarding and a decent sized seat - wider than BA's Premium product although only 35in legroom which felt spacious enough. A few small issues - they ran out of a specific meal choice by the time they came to us (we sat in Row 1A/C) which was annoying but nothing big as the meals were tasty and drinks were plentiful. Row 1 does not have the same leg room as the rest of the Premium Cabin, due to the bulkhead in front, you cannot stretch your legs out! The in-flight entertainment system is basic in terms of offerings but it was included in Premium (in economy you have to pay £4.50 to unlock it). On the way back we had row 7 and it felt much more comfortable being able to stretch out your legs under the seat in front. All in all, a very good product which I will definitely use again and highly recommend - being able to fly direct from Gatwick to Cape Town and still pay the equivalent BA economy fare and get Premium is an added bonus. Well done Thomas Cook - see you again soon.

Route: London to Cape Town

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: TAAG Angola Airlines

Title: TAAG Angola Airlines customer review

Review: In January 2023, I was originally supposed to go to Cape Town with Taag via Luanda. When checking in, I had the problem that I had to confirm that I had a yellow fever vaccination. Since I couldn't do that, I contacted the airline. She told me that I really need one. So I had to cancel my flight a few hours before departure and book a new

flight and now have 809 euros + 350 euros additional costs. Ultimately, after IATA and the Embassy of South Africa, I wouldn't have needed one. The contact runs via Whats App, which is more than catastrophic. The embassy from Angola has also been blazing with absolute ignorance for the past 3 weeks. I would definitely not fly with them again and I can really advise everyone against this airline. Im Januar 2023 sollte es für mich ursprünglich mit Taag über Luanda nach Cape Town gehen. Beim Einchecken hatte ich das Problem, dass ich bestätigen musste, dass ich über eine Gelbfieberimpfung verfüge. Da ich das nicht konnte, habe ich mich mit der Airline in Verbindung gesetzt. Diese gab mir gegenüber an, dass ich wirklich eine benötige. Ich musste also ein paar Stunden vor Abflug meinen Flug stornieren und einen neuen Flug buchen und habe nun 809 Euro + 350 Euro Mehrkosten. Letztendlich hätte ich aber nach IATA und der Botschaft von Südafrika doch keine gebraucht. Der Kontakt läuft über Whats App, was mehr als katastrophal ist. Auch die Botschaft von Angola glänzt seit 3 Wochen mit absoluter Ignoranz. Ich würde auf keinen Fall mehr mit denen fliegen und kann jedem wirklich dringend von dieser Fluggesellschaft abraten.

Route: Luanda to Cape Town

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "very bad airline and service"

Review: Singapore to Jakarta. I was supposed to board on 20.40 pm and got delayed until 00.50. I'm writing this while waiting and still hasn't boarded. A very bad airline and service. No one told me if it got delayed I have to asked the information desk each time it got delayed, again and again and again. There is no compensation given as well nor any apology said from the airline. I don't recommend ever taking this aircraft.

Route: Singapore to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air France

Title: "There is absolutely nothing to complain about"

Review: This was my first time flying on Air France business class product and it was nothing short of spectacular. The airplane has been in service for 21 years but extremely well-kept. The business class used on this particular aircraft was the extra legroom seats section in the very front of the aircraft, so the row had three seats, but the middle seat was not sold so it was the aisle seat and I had the window seat. The flight lasted under two hours however, the proper business cabin service was still offered. A cold towel pre-flight, and a full gourmet meal as soon as we reached cruising altitude. There is absolutely nothing to complain about, we left on time and arrived on time. Great job Air France! Merci!

Route: Barcelona to Paris

Seat Type: Business Class

Traveller Type: Business

Airline: Alaska Airlines

Title: "employees do not care about customers"

Review: After 3 weeks of visiting my family in Washington, two of my children were returning to Texas today unaccompanied. My wife's and my names were added to the unaccompanied minor packet, however, the desk agent only added my wife's name into the system, preventing me from being able to get a security pass to meet them at the gate. The ticket agents at DFW airport told us of the error, but made no effort to attempt to find a way to rectify the situation or even show a basic level of human empathy. They said it was the fault of the SeaTac branch and was not their problem. They refused to take any company blame and instead continually tried to push off responsibility and without making any effort to solve a problem. I understand the original problem was created by the SeaTac ticket agent, and they need better training and attention to derail, but the lack of even average customer service at DFW ticket counter really irks me as with just minimal effort on their part, I would at least not be writing poor reviews about Alaskan Airlines. I did file a complaint directly with their company, but after seeing the way they Alaskan's employees represent this airline, I will be looking at taking my business to their competitors in the future. Dont fly with Alaskan Airlines, their airport employees do not care about their customers.

Route: Seattle to Dallas

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Qantas Airways

Title: "waited a year for our first business class experience"

Review: Plane delayed 5 hours, first notification when 10mins from airport. Spent 5.5 hours in Business Class lounge, packed. Food for the full 5.5 hours was three hot dishes, rice, butter chicken, pumpkin soup. Four salads, one being a tub of lettuce, sweets being two stale frozen cakes possibly Sara Lea. Bread rolls and butter (which ran out after two hrs). The menu did not change from lunch to dinner. One coffee station, one food station, others closed or needing repair. The overall lounge is shabby and uncomfortable chairs. We waited a year for our first business class experience and this was it. Once at board staff were welcoming but being served dinner at midnight was not enjoyable. Madly trying to contact pick up in Singapore, nightmare.

Route: Sydney to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "Clearly they don't need customers"

Review: I flew to Toronto from Montreal with Flair on March 10th 2023 and upon arrival in Toronto I realized that my suitcase did not arrive with me. I was told that it was left in Montreal and that I may receive it by March 12th. Now I was in town only from 10-13 for a Wedding. Obviously I did not receive my suitcase while I was in Toronto so I had to purchase new clothes to wear to this wedding. My suitcase was only found and returned to me on Mar 23th. I was told to contact them if anything was missing from my suitcase as well as to be reimbursed for the clothes that I had to purchase. I emailed them on March 29th providing all the details of what happened as well as my receipts. They

responded with a generic message asking me to describe what my suitcase looked liked (they clearly didn't even read my email since I already told them that I now had my suitcase). I have been emailing them back and forth since then and every time I do I get a new person asking me to describe what my suitcase looks like. I have yet to receive an email from someone who has any kind of customer service training or experience. It's been two weeks since they bothered to respond to my last email. Clearly they don't need any customers. I will never fly with Flair Airlines again even if it was for free.

Route: Montreal to Toronto

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: "flights were spacious, and service okay"

Review: Recently we have been to Orlando from Philly. Our flight got delayed by 2 hours and we got the notification call just 40 mins before the departure. Obviously we were not happy with this. During our return flight, we had one stop and we missed the first one. It was US Airways flight but managed by American Airlines now I guess. I approached the ground staff and told them how we missed it. When I was preparing myself to pay extra money, to my pleasant surprise they gave us different flight with no extra charge. We were so happy that we would use American Airlines (US Airways) in our next tour again. Apart from that flights were spacious, and service was okay. More courteous behaviour from crew would make it more attractive.

Route: Philadelphia to Orlando

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SATA Air Azores

Title: "experience was terrible"

Review: Ponta Delgada to Toronto. The worse flight and airline I have taken in my extensive 43 years of extensive travel. A 2 hour delay became almost a 6 hour delay in total between issues with crew, boarding, gate availability and more. The food was horrible, the crew were rude and the experience was terrible. On top of everything we are still on the plane after landing 45 minutes ago as we taxiing from gate to gate being told that there are issues (on our way to our 3rd gate now). I dont understand how an airline can be so poorly run and how they coordinate so poorly with its crew. I dont blame SATA for the gate issues (thank you Pearson airport) but everything else has been their fault. Its 2019, all other airlines are doing better than you. Glad theres more competition to the Azores. Stay away from SATA

Route: Ponta Delgada to Toronto

Seat Type: Economy Class

Traveller Type: Business

Airline: Olympic Air

Title: "charge of 70 euros for luggage"

Review: Heraklion to Athens. My husband and I were very disappointed with the unexpected charge of 70 euros (35 each) for our luggage. We were on our way back to Athens from Heraklion after almost 2 weeks of travelling to different islands with our 2 luggage (where are you supposed to leave them?). Finally, we were returning to Athens to catch our flight home and the attendant at the desk told us we had to pay for the luggage. After trying to explain to her, unsuccessfully, the situation, she kept going in circles. Wheres the courtesy to tourists who are coming to the country to spend their money, sounds like abuse to me. Well, I know I sound bitter, and I am. I dont think is fair.

Route: Heraklion to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: SriLankan Airlines

Title: "a very pleasant flight"

Review: We had a very pleasant flight aboard Sri Lankan Airlines. From check-in right through to transit / hotel and the onward journey was great. We are glad we chose to fly Sri Lankan,

Route: Melbourne to London via Sri Lanka

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tianjin Airlines

Title: "couldn't be any worse"

Review: Moscow to Melbourne via Chongqing. The flight with this airline couldn't be any worse. There were not a single movie in English (or Russian), not even with subtitles; at the Chongqing airport passengers flying to Melbourne were not allowed to leave the airport for 20 hours, not even with Australian passports. We lost money paying for a hotel in the city, and had to seat in a small terminal with only a couple of shops and cafes for so long. The airline didn't bother to offer a food voucher. The staff of the business lounge at the terminal tried to rip us off charging \$50 just to take a shower, food was awful as well. My tickets was very expensive due to the soccer word cup in Moscow.

Route: Moscow to Melbourne via Chongqing

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "relatively price worthy"

Review: Long trip to get from Europe to Jakarta, but relatively price worthy. Wonderful interiors on both flights, with nice welcoming colours. Food out of Frankfurt quite poor in quality and quantity. In between the meals, no snacks offered on this very long flight, except for some crackers. Generous offerings for drinks if you asked. On the contrary the proactive mid-flight runs to keep passengers hydrated (trays with water and orange juice) werent many. Unproblematic transfer in Taipei for the onward journey to Jakarta. Food served on this quite turbulent flight was far better (and larger) than the

longer one from Frankfurt to Taipei. Very impressed on how for both flights the boarding process was organised, efficient, clear and quick!

Route: Frankfurt to Jakarta via Taipei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Peach Aviation

Title: "know nothing about student visa"

Review: Sapporo to Taipei. Im disappointed that the staff seems like know nothing about student visa. They were questioning my visa, when I have Japanese resident card! Can I even become a student in japan if my visa is invalid? They keep opening their manual book, calling the other staff just to make sure my visa is valid. I showed them my resident card but they still wanted visa sticker, stating that I will stay for X years. That is written in my resident card.

Route: Sapporo to Taipei

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Egyptair

Title: "Absolute awful experience"

Review: Absolute awful experience, they cancelled my return flight in January 2022, and no offer of alternative unless I flew by March 2022. I had already booked with alternative airline so only option was to request a refund, did this on 15th December 2021 and have heard nothing since, tried to email in January asking for update, no response. Will never recommend Egyptair.

Route: Johannesburg to London via Cairo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: SriLankan Airlines

Title: "SriLankan Airlines is really poor"

Review: Doha to Colombo. SriLankan Airlines is really poor. The planes are old, the food is bad, the staff is not helpful. They run out of blankets and keep the plane really cold. Unless it is very cheap, avoid it!

Route: Doha to Colombo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Corsair

Title: "Good service in business class"

Review: Paris Orly to Pointe-à-Pitre. Good service in business class. 2-2-2 layout. 12 business class seats in total. The outbound flight was quiet, so each business class passenger had two seats on his/her own. Food was good though I thought they served the 2nd meal a bit too late as I was getting a bit too hungry. Inbound flight business class cabin was full. Service was a bit more hurried but was still good and acceptable. There was only one toilet in business class and at times there was a wait as several passengers from premium economy were coming forward to use the business class toilet. I have no problem with this but Corsair should probably have 2 toilets in the business class cabin if it is too be shared with premium economy. The music albums in their entertainment system were surprisingly shocking. I did know any of the artists and I happen to follow French songs/music. For a French airline not to have any mainstream artists like Matt Pokora, Shy'M, Amel Bent or more seasoned stars like Julien Clerc (who happens to have connections with Guadeloupe as well) is quite surprising.

Route: Paris Orly to Pointe-à-Pitre

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Xiamen Airlines

Title: "no personal TV"

Review: Cebu to Xiamen return. Economy: food OK service okay but no personal TV. Business class: food OK service good but still no personal tv, I was given an ipad to watch movies.

Route: Cebu to Xiamen

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: China Airlines

Title: "never fly with China airlines again"

Review: Los Angeles to Jakarta via Taipei. Will never fly with China airlines again, flight attendants are rude no common courtesy, get into your personal space without warning no "excuse me" no nothing! Felt like a harrasment because I purchased a premium economy seats for my infant and have to argue back and forth about it because they didn't believe my 1,5 year old is not 2 years old, I bought 3 premium economy seats for my 2 kids and I but they only gave me 2 meals and not counting my other kid! Their excuse is they don't have infant food even tho I told them my 1,5 year old can eat anything, asking me to show my kid passport all the time because they thought my 1,5 year old is too big for her age. Told me to deflate my flytot even tho other passengers in economy class are allowed to using theirs, even after I deflated it they keep coming back and woken me up because they thought I was still using it! I have to literally show them I didn't use the flytot anymore! Again I will never fly with China airlines ever again. The only reason I gave 2 stars for cabin service and not 1 star is because one of the flight attendant actually felt bad for keep asking me about my child. But out of 4 flights we've taken only 1 was bearable.

Route: Los Angeles to Jakarta via Taipei

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Jetstar Airways

Title: "no more room for cabin baggage"

Review: Just flew Jetstar Bangkok to Singapore on April 1st. Paid for additional \$48 cabin baggage. When in plane, the staff says no more room for cabin baggage, they started carting the baggage out to the hold. I protested politely to the crew, I paid for that cabin space. They kept silent and continue to cart my bag out. Another passenger offered to make space by moving his luggage from top compartment to under his seat. I told the crew to bring my bag back as there is space, they relented and carted my bag back from outside the plane.

Route: Bangkok to Singapore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia

Title: "worst in customer service"

Review: Zürich to Madrid. Is the worst airline in customer service and loyalty program. Ive been flying with them weekly since September 2021 and I put at least one claim every month. And forget about calling, waiting times of 20 mins and not a single time they solved my problem.

Route: Zürich to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Nok Air

Title: "unnecessarily complicated procedure"

Review: Hat Yai to Bangkok. Since air fare can be reimbursed with the organization (foreign government development agency), I turned up at their counter in Hat Yai to ask for the receipt/taxi invoice or any kind of document that has my

name, flight detail, air fare and the organization name on it, for the reimbursement purpose. The staff informed that no document can be issued here, which for me was a bit strange because other airlines I have used could have done this process in literally a minute. After the trip, I sent the request through their e-mail system. Having waited for a week without any contact back, I decided to contact the call center. The response received was that the consideration was in the process (for god sake, I am not applying for job, just a receipt,, what exactly do you need to consider). Then a week later and still no contact from Nok air, I decided to call them again. This time they said they will follow the case and contact back. I did specifically ask them to contact me back today because I got tired of the chasing. Kindly enough, Nok Air contacted me back on that day, informing that my information for issuing tax invoice was insufficient (took them two weeks to realize that). Then, I explained that what I need is just a document from the airline, not necessarily tax invoice, just a receipt is fine. Then, I was told that a receipt cannot be issued after the travel. In sum, the unnecessarily complicated procedure, lack of customer service, poor case/request tracking system, and inability to solve customers' problem had made Nok Air uncompetitive with other airlines.

Route: Hat Yai to Bangkok

Seat Type: Economy Class

Traveller Type: Business

Airline: Vietnam Airlines

Title: "it did not disappoint"

Review:

First time trying this 4 star airline and based on the prices it charged, it did not disappoint. First flight to Ho Chi Minh City was in a A350 with 1-2-1 lie flat staggered seats. The seats were visibly narrower than the Boeing 787s reverse herringbone seats. Food was almost inedible but since the Changi Airport Terminal 4 lounge was quite good, we did not mind. Once in Ho Chi Minh City, the 3rd floor lounge was filled to the brim and we were brought to a first floor lounge. Food was below par except for spring rolls. Second sector in Boeing 787s reverse herringbone 1-2-1 full flat seats (very similar to Finnairs). Slept OK. All flights were on time and we even arrived in London 45 mins earlier than schedule. On each flight, there was 2-3 very attentive FA with the others being less helpful (more training needed). Did not take the

supper but breakfasts was tasty, albeit too small portions. Toilets not as clean. Entertainment not as varied with only about 5 Chinese movies. Overall, recommended to give this airline a try. Keep on improving, Vietnam Airlines.

Route: Singapore to London via Ho Chi Minh City

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Rwandair

Title: "checked baggage did not arrive"

Review: Worst flying experience I have had. Hand luggage was weighed prior to boarding, and a lot of hand luggage was checked-in right before boarding. There was no air conditioning in the flight until 30 minutes after take-off. Even after that the entire flight was very warm. No COVID protocol was followed on board with most passengers wearing masks under their noses and some not wearing one at all. Our checked baggage did not arrive in Kigali. Waited for 3 hours to enter the airport and collect my luggage when the next flight arrived 2 days later, and missed work because of this. Never flying with RwandAir again.

Route: Dubai to Kigali

Seat Type: Economy Class

Traveller Type: Business

Airline: Cubana Airlines

Title: "ground staff dismissive"

Review: Once on the plane, Cubana Airlines is no better or worse than any other low cost airline. The issue arises, as noted in several reviews, in getting on the plane. Flights are subject to very short notice delays and cancellations, the ground staff are at best dismissive, at worst outright rude and are more interested in chatting with their friends than serving customers. Booking tickets is a nightmare (the office in Santiago closes when they feel like it, the website crashes if you try to use the english version) however you can bribe the ground crew at the airport to get on a flight,

tickets sold to non-Cubans seem to cost twice as much as those sold to Cubans. Overall, were there other options for internal flights in Cuba I would not use this airline again however Cubana Airlines seem to have a virtual monopoly, leaving us with no option but to suck up the poor service. This is a shame as the rest of Cuba is populated by the most friendly people who are always happy to help where they can, this airline really let the side down.

Route: HAV to HOG

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "Terrible experience"

Review: Terrible experience. Firstly, the initial "low" prices are a loss leader only. Once you pay for the ability to change or cancel your ticket it's more expensive than SIA business! (Unfortunately we needed a direct flight and Jetstar was our only option). Flight postponed a few hours with email notification. Later postponed again with no notification (found out from our relatives who checked their status page for us). Went from leaving at 9.30pm to 12.30am to 5.30am (check in at 2.30am). So we booked a hotel and rushed to the airport so we could check in so early the next day. Flight cancelled just as we checked into the airport hotel. They refunded the hotel, but there is no compensation for stress, running around, etc. of course. We changed to the flight leaving 9.30pm next day and fortunately this one took off. But late, and not before 90 minutes standing in check-in line (despite being early) because they only had one economy checkin counter open. Staff is abrasive, curt, unfriendly, both on the ground and in-flight. At the other end the wait for our bags was over an hour. My advice - if you travel with Jetstar you're doing it at your own risk. I would advise anyone to take a longer route to get to their destination by choosing any other airline. Jetstar's only redeeming feature is that their economy seats are more comfortable than Emirates economy seats.

Route: Kansai to Cairns

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air New Zealand

Title: "Will never travel with them"

Review: This flight is 17 hour long and the seats in economy are not suitable for this long journey. There is no foot rest which was so surprising and very uncomfortable for this long flight. Even in our US domestic flights we have foot rest. Space between seats are tight. Passenger sitting next to you is almost touching and no way to put your arms on arm rest without touching. And most unfortunate is their food. In such long flight they only offer one meal and a small breakfast not to mention both of them taste bad. There were no snack where other airlines offer snacks in between meals in their 14 hour flights. We are frequent international traveler and flown so many different airlines, so we can compare easily. Will never travel with them when I go to Australia again.

Route: New York to Sydney via Auckland

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air France

Title: "The food and wine was extraordinary"

Review: I was very fortunate to fly business with Air France, first Toronto to Paris, after being bumped by WestJet, and taking a flight a few hours later, which was excellent. Then even better was my flight Paris to Vancouver, with the lovely and very efficient flight attendant. I felt her performance alone deserved attention for how special it was. The food and wine was extraordinary, no request was too much, and I enjoyed getting to try to converse in French. I dont write a lot of reviews, and I usually travel Star Alliance, but for Air France, Ill gladly make exceptions going forward! I will see Air France in business again in April, to Paris and Lisbon, I cant wait!

Route: Paris to Vancouver

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Egyptair

Title: "challenging to get adequate information"

Review: I was booked to fly from London to Douala via Cairo and EgyptAir did an excellent job to contact me four days before my flight to inform me the flight was cancelled. I was directed to get to the ticketing agent to initiate a process to get a refund. It was been challenging to get adequate information from the agent that issued the ticket to me. I have made several attempts to know the next steps to get this sorted out without success. I need to get a refund.

Route: London to Douala via Cairo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Frontier Airlines

Title: "simply cannot be trusted"

Review: I recently had the unfortunate experience of dealing with Frontier Airlines, and let me tell you, it was an absolute nightmare from start to finish. The pinnacle of their incompetence came in the form of a tardy email, attempting to apologize for their abysmal service. Frontier Airlines' late apology email is merely a feeble attempt to pacify disgruntled customers who have suffered through their abysmal service. Their claim to strive for the "best travel experience possible" is nothing short of a hollow marketing slogan. If you value your time, money, and sanity, I strongly recommend avoiding Frontier Airlines at all costs and strongly advise against choosing Frontier Airlines. Their empty promises, lengthy refund timelines, and overall incompetence make them an airline that simply cannot be trusted.

Route: Phoenix to Detroit

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Tahiti Nui

Title: "we had no reimbursement at all"

Review: Los Angeles to Papeete. We used this airline to reach Polynesia for our honeymoon. We read good reviews about this and that's the reason why we opted for this company for the most important trip. When we arrived at the airport in Los Angeles we found out our flight was cancelled without any previous warning. Reason: there was no pilot! Bad organization at the airport and had to wait hours in a queue and lost one entire day of honeymoon stuck in LA. Worst thing is that we had no reimbursement at all as the company is not European and doesn't follow any European rule for reimbursement as the flight doesn't leave or reach an European country. Won't use with company anymore! Much better to prefer Air France to reach Tahiti, as prices are the same, but customers are protected as I found out Air Tahiti Nui often behave like that.

Route: Los Angeles to Papeete

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Ethiopian Airlines

Title: "We had to sit separately"

Review: This was the worst airline I have travelled long distance. Neither flight was I able to sit together with my partner (all together we had 4 flights). We had to sit separately. The seats were broken. The seats in the last row were absolutely ruined, full of springs, on the way back my seat was not fixed - I could remove seating area. I also could not lean back my seat so for 5 hours I needed to sit straight up, sitting between two strong men who took up even 1/4 of my space from each side - it was the same on 2 flights. The seating area is narrow, not comfortable. One plane did not have entertainment so they say we can watch it on our smart phones but it did not work. The food was not good, they ran out of white wine. Stewardesses were not as kind as other airlines. Overall I hope I would never fly with this company again.

Route: Vienna to Seychelles via Ethiopia

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Malta

Title: "forced to check in hand luggage"

Review: Amsterdam to Malta. I was forced to check in my hand luggage. They said there was no room in the plane, so it had to go in the hold. It was opened and things stolen. The whole reason I only took hand luggage. No compensation, it wasn't their responsibility they said.

Route: Amsterdam to Malta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wings Air

Title: "Horrible customer service"

Review: Tambolaka to Denpasar. They are never on time. Which is normal when you dont pay the price - however there is no information. Two hour delay and there is no representative to explain us the situation. So we are late, and not sure how long more we will be. Horrible customer service.

Route: Tambolaka to Denpasar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "have been ignored each time"

Review: My flight in July 2021 from Malaga was delayed by 9 hours. The check in desk person gave me an email address to claim my EU compensation. I emailed their customer service to request a claim form and have been ignored each time.

Route: Malaga to Dammam via Bahrain

Seat Type: Economy Class

Traveller Type: Business

Airline: Air India

Title: "first and last flight with Air India"

Review: I travelled in direct flight from Toronto to Delhi with my brother on 26 June 2023. The entire plane smelled like public washroom. It was so disgusting. The entertainment screen was not working for me and my brother and for many more people. We informed the crew member and she assured it will be fixed soon. Two hours later when I asked them again, all they had to say was "sorry, we tried but only technical person will be able to fix it". The meal they served was not fresh. My brother had booked non-veg option for meal when booking tickets and he got vegetarian meal, that too, 1 hour late than others and had hair in it. When we asked the crew, she said their economy meal was over so they are serving whatever they could arrange. You guys are not even aware how many people are flying with you, forget the rest. WE PAID \$2300 CAD for the ticket which I think was not worth it. This was probably my first and last flight with Air India. Never travelling again and won't even recommend it to anyone.

Route: Toronto to Delhi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "an acceptable experience"

Review: Arrived at Gatwick to face a tediously slow 45 minute queue to check-in, before proceeding through the well renovated security clearance in North Terminal. Swift boarding, although flight was delayed an hour whilst sat onboard due to an ATC issue which required a rerouting. Frequent updates provided by a friendly Captain. Once underway food and drinks service prompt and although not generous, tasted good. PTVs are good but the fim/tv selection is very poor

(c. ten films). Seat pitch good (33") and decent recline, although seats are narrow and can be uncomfortable when you've a large person seated beside you, as I did. On the return flight, smooth boarding by bus, timely departure and landed 45 minutes early. Meal service and duty-free took four hours to be completed, which left less than five hours to sleep before being awoken for a reasonably good English breakfast. All in all, an acceptable experience - you get what you pay for, value for money, and we only opted for Thomson due to the direct flights to Puerto Vallarta to visit friends - preferable to a two-stop option via MAD/MEX.

Route: LGW to PVR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norwegian

Title: "a pleasant flight and service"

Review: Tromsø to Oslo. Easy online booking engine. Everything stored in a own personal account, which is accessible through their homepage or own built app. Online check-in was made available 24h prior to departure, and as I had no checked luggage, I checked in online. 2h prior departure, I got a friendly welcome onboard sms with flight details. As I'd checked in online, I could easily walk thru security and wait at the gate given in the sms. Boarding was quick, as I had priority boarding bought and could get quickly onboard the aircraft. Crew greeting friendly, and inflight entertainment was what we could expect from a low cost carrier - want more wifi speed, you have to pay for it. Flight was ok, some turbulence but nothing to complain about. Pilot gave good information on why the turbulence occurred. All in all, a pleasant flight and service according to the low cost carrier expectation they gave me upon booking the reservation. Not reaching 10/10 as the fee's was a bit to harsh if you'd like to build your own reservation and fee for wifi usage onboard.

Route: Tromsø to Oslo

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wingo

Title: "airline is by far one of the worst"

Review: After flying sometimes as often as twice a week on all airlines across the globe for the last twenty years, I can conclude this airline is by far one of the worst. To make matters worse, they manage to confuse me with repeated and different random requests that seems to serve no purpose except to upset their guests. Other passengers on the same flight were equally confused and shocked. Just fly Avianca to expect normal service levels, Ive paid the same amount if not less for much better service.

Route: Medellin to Cancun

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: CSA Czech Airlines

Title: "best thing was the legroom"

Review: Prague to Brussels. The best thing was the legroom, you had enough space (i'm 187cm). It was a good flight and the cabin crew was friendly and will try to help you if you have a question. It was an A319 without entertainment. Maybe the company can give one free beverage because they are a traditional airline.

Route: Prague to Brussels

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "Not sure whether they will refund or drag on"

Review: I have booked my tickets in Feb-2020 to fly out in July and due to covid the flight got cancelled. When asked for a refund, the Airline assured refund - but only after one year of booking. Now a year has passed and they only keep

issuing request number on mails without any official communication. Not sure whether they will refund or drag on.

Route: Dammam to Bengaluru via Muscat

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Royal Air Maroc

Title: "avoid especially if you are traveling with kids"

Review: Worst airline I have ever traveled with. Delayed baggage on both ends. Delayed carry-on for a week on the way back with all my essentials in it. Broke one of my suitcases on the way back. Customer service keep lying and then stops responding to emails altogether. They ignored the reports and the proofs that were sent to them by email. Very disappointing experience, the staff were very rude and not understanding. They made me bring a toddler car seat to the plane door while I had a stroller and a baby with me. I have never done this with any airline. The car seats get checked in with the rest of the luggage in general. It is more than 10kg and you can't expect a person to carry that to the plane door in their hand. Please avoid this airline especially if you are traveling with kids.

Route: Montreal to Turkey

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "Overall not a good airline"

Review: Food was lousy. Who ever is planning the Asian Hindu Vegetarian meal is clueless as to what this meal includes. The snack was also lousy. It took us 2 hours just to go from T5 to T3 and clear security check. The place was chaotic. We get to our boarding gate and again a long line with 40 minutes wait for someone to check passport and boarding pass. Seats in Premium economy was ok, but when the passenger in front reclines, there is very little space for the window seat passenger to cross over. Overall not a good airline.

Route: Seattle to Zagreb via London

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Blue Air

Title: "pay for my checkin"

Review: I booked a flight from Lisbon to Cluj (via Bucharest, both flights with Blue Air). In Lisbon I was only issued the boarding pass for Lisbon-Bucharest. Upon arrival in Bucharest (with a 1h layover) I was told I had not checked in and need to go to the agency and pay for my checkin. Mine was not the only such issue. I finally paid 40 eur for the checkin and nearly missed my flight.

Route: Lisbon to Cluj-Napoca via Bucharest

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "both flights are my all-time best"

Review: At Changi, despite still being 5 hours prior to departure, the ground staff team let me check in early, and I was glad that I did even though I had checked in online because the process took quite a long time due to this being a US-bound flight. Eventually, I was sent through the automated gates of passport control, and after some rest, I made it to the gate. Boarding was made on time, and strangely, neither I nor my other family members was allowed to accompany our travel party who needed wheelchair assistance, something that was not the case on the Haneda-Los Angeles leg. Having purchased this ticket through American Airlines, JAL and AA made a miscommunication that eventually led to me and my other family members being seated separately from each other on the Singapore-Haneda leg of the trip, but I believe that was a fluke because the seats on the Haneda-Los Angeles leg was set correctly. What I got on both legs were friendly cabin crew despite the agonizingly long duration of the flight, sumptuous meals, in-flight

entertainment system with a great selection of contents and old-school but easy-to-use layout, wide legroom and seat width for economy class, friendly ground staff service on all airports, and adequately air-conditioned cabin and mood lighting. I arrived early at Haneda but arrived late in Los Angeles, and on the latter flight, the crews just couldn't stop apologizing for the delay, something seemingly textbook when it comes to Japanese culture but very appreciated. When one of my family member's IFE system stopped working, the flight attendant, as a gesture of apology, gave him another form of in-flight entertainment through the very stable in-flight wi-fi. Overall, I would surely try JAL again, and I have never said this before - but I learned a lot from this airline. I hope other airlines can also learn from JAL, too, because I can confidently say without a shadow of a doubt that both flights, SIN-HND and HND-LAX, are my all-time best so far. No wonder they're a 5-star airline and in the top 5 best airlines in the 2023 list.

Route: Singapore to Los Angeles via Tokyo

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: SriLankan Airlines

Title: "SriLankan have no concept of customer service"

Review: Poor service. Dirty plane. Awful food. Cabin crew were good. SriLankan have no concept of customer service. On return flight changed my flight to a stopping flight without consulting me. If I wanted a stopping flight I would have gone Qatar. Cheaper and much better. Will never fly with them again. I travel to SL at least 5 times a year.

Route: London Heathrow to Colombo

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Pobeda Airlines

Title: "first and last time to fly Pobeda"

Review: Istanbul to Moscow. Pobeda supposedly started their online checkin procedure several days ago (today is 30

October 2018). Only problem - it doesn't work. I arrived at the airport today to find it was "my fault", and the fault of every other Pobeda passenger at the check in. Due our "fault" we all had to pay 25Euro check-in fees, but they only take Turkish Lira for credit cards at their cashier. They then charged 200 Turkish Lira (32 Euro), but said that if we go file a complaint "in person" at a Pobeda office in Moscow, they will reimburse us (25 Euro). No apologies at all. This was my first and last time to fly Pobeda. I flew Pobeda from Moscow to Istanbul 5 days ago. While it was not chaotic, their customer service was poor. None of the seats recline. If you pay more to board early, they simply let you board the bus to the airplane first; you don't get to the airplane any more quickly!

Route: Istanbul to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Italy

Title: "attentive service non existent"

Review: Milan to Bangkok. They appear to me to be a no frills Business Class. Food is poorly presented and attentive service non existent. One of the crew on the return leg was quite rude and uninterested. Upon boarding I walked past him and turned right towards economy but there are one row of business there in between the galley and economy. My locker was full of crew bags. I walked back to inform him there was no space and he said surely not. I stood for minutes while he continued to mess about with trays and eventually came with me to investigate. He got a shock when he realised I was a Business Class passenger. My short list of what I feel is not in keeping with a proper business product. Staff attitude. 2) Food quality and presentation. Movies very limited. No fast track cards issued for Bangkok Immigration. WI-FI not working. Lounge in BKK pretty poor and lunge in MXP worse.

Route: Milan to Bangkok

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Lufthansa

Title: "We will never fly with Lufthansa again"

Review: We flew from Cape Town to the UK via Frankfurt, the out bound trip was okay. The food was terrible, almost inedible. The return trip was a disaster. The flight out of the UK was delayed causing us to miss the connecting flight home. The flight eventually landed at 22:30. Frankfurt airport shuts down at 22:00, including the in transit hotel. We were forced to stay in the transit terminal without food or water until 6:30 the next morning when the Lufthansa service desk eventually opened. We were put on to a Qatar flight departing at 17:00. 19 hours in the transit area. We will never fly with Lufthansa again and never pass through Frankfurt airport again.

Route: London to Cape town via Frankfurt

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: airBaltic

Title: "seats are surprisingly comfortable"

Review: Compared to many low-cost airlines in Europe, the service is much better, both ground service and onboard, reasonably fast boarding, and none of the usual struggles with luggage that one sees with other low-cost carriers. The A220 really makes most of the difference, the cabin feels more spacious and bright, than A320 and B737, there is plenty of room in the overhead compartment, and the seats are surprisingly comfortable (at least in short-haul flights), with ample legroom and the possibility to recline the backrest. There was a decent selection of food for purchase onboard but nothing special. There is WiFi onboard but no internet, so you can only access the same sort of information that you have on the onboard magazine, it seems like a lost opportunity.

Route: Riga to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nok Air

Title: "not worth the savings"

Review: Ho Chi Minh to Bangkok. They will not let you book a ticket without having a return flight. The website is horrible to book a ticket as well you cannot add check in baggage with just one person only. The website made me buy 2 check in luggage for two people. and then when I try to book a second ticket separately they blocked me from being able to purchase a second ticket. I had to go to the airport customer service and they charged me double the price of the ticket. It is a cheaper airline but its not worth the savings.

Route: Ho Chi Minh to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "airline seems to ignore everything"

Review: Excessive delay of my baggage (>30 days). I went through the whole process and claims for my luggage in the airport, as well as in the airline's website. I have been trying to contact the airline ever since this incident happened and no one has responded to my phone calls, the customer base even hung up the phone multiple times after being on hold for more than 2. I have sent several emails and submitted tens of complaint forms and the airline seems to ignore everything.

Route: Belgrade to New York

Seat Type: Economy Class

Traveller Type: Business

Airline: Regional Express

Title: "reassured and comforted them"

Review: My husband, 2 young boys, aged 4 and 7, and I flew to Merimbula for a holiday and we were allocated 2 x 2

seats in consecutive rows. My boys chose to sit together and my husband and I sat directly behind them. As we ascended, both of them started to panic, one feeling sick, the other saying he couldn't breathe. There was quite a scene which all passengers were witness to. I'd leaned forward to reassure them, but was obviously constrained by my seatbelt whilst the seatbelt sign was on. Our flight attendant, when safe to do so, came directly to my children's side, knelt down to their level, and reassured and comforted them. She was completely forthcoming and generous in her care. My boys were instantly calmed.

Route: Melbourne to Merimbula

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Flynas

Title: "a terrible airline"

Review: Flynas is a terrible airline. Always late and never any explanation by cabin crew. A no frills airline with ageing fleet at very high prices. Over \$300 single from Dubai to Riyadh. Stay clear of this airline.

Route: Dubai to Riyadh

Seat Type: Economy Class

Traveller Type: Business

Airline: Virgin Australia

Title: "pleasantly surprised by the Virgin Product"

Review: Having flown with Qantas many times previously I was pleasantly surprised by the Virgin Product if anything comparing to my last Qantas experience the Virgin was a better product. Checking in while busy was okay. The lounge is comfortable and comparable to the Qantas Club lounge. Boarding was prioritized and you received a beverage prior to take off. The seat was comfortable and larger than the economy seat. The service was very good with a hot meal and multiple beverages offered. The cabin crew were friendly and diligent. On landing my bags came out with priority,

something Qantas has been unable to do for a while.

Route: Brisbane to Canberra

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: China Airlines

Title: "Very unfriendly on weight"

Review: Hong Kong to Singapore via Taipei. Very unfriendly on weight for Business Class. We are first time travel on this Airline on Business Class which was recommended by Flight Center. We booked our Round the World all on Business Class, of course, a lot of shopping which resulted overweight for check in Luggage of 9 kg per person. Check in service insisted us to pay for the 9kg fees and later I had spoken to a friendly Supervisor but not much help. She manage to get us extra 1kg free only per person. We have no choice, open up luggage, throw away 8kg of stuff per person to made them happy but not us. We should have stick to our Singapore Kris Flyer may have avoided all these. China Airlines are too straight to Business Class, moreover, we are travelling Round the World.

Route: Hong Kong to Singapore via Taipei

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Thomson Airways

Title: "There was literally no leg room"

Review: I have flown with Thomson now Tui before to the Canaries and it has always been okay. The staff are friendly and there was very expensive food and drinks on offer should you want to buy anything. My biggest issue on my latest flight was the size of the seat. There was literally no leg room. I am only 5'5 and my knees were touching the seat in front and they were so narrow they were almost impossible to sit in. When I was told to put my bag under the seat in front it left nowhere for my legs. It was the most uncomfortable four hours of my life - never again.

Route: London Stansted to Las Palmas

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Southwest Airlines

Title: "rarely on time"

Review: I have been flying out to Colorado Spring every month for the past 7 months for medical reasons and almost all my Southwest flights are delayed which is costing me more money on wasted hotels, rental cars and stress. The only thing I can count on is them being late. They are rarely on time. Their flight times are merely suggestions not actual times you can count on.

Route: Ontario to Colorado Springs

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LOT Polish Airlines

Title: "do not follow their own policies"

Review: On March 13 2023 I bought the tickets and within 3 hours after purchase I filled the refund form on their official website. After 8 days (21st of March) I received an email confirmation of my refund request which would be processed within 14 days. As per their official website, they have a policy called Procedure 24H, which allows clients to get full refund for tickets if request is filed within 24 hours after purchase and the ticket number begins with 080. My ticket matched both of these criteria as I filed request form within 3 hours after purchase. But on 21st of March I received a refund of 68\$ which is not even half of what I paid for tickets (419\$). Their support team takes ages to reply, both on Facebook messenger and Whatsapp. They do not follow their own policies, just trying to rip off.

Route: Baku to Vienna via Warsaw

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Nostrum

Title: "check-in our hand luggage"

Review: Porto to Madrid. A small aircraft and we were asked to check-in our hand luggage or to leave it by the aircraft and pick it up upon arrival. I find this irritating, as I had one piece of luggage, within the rules. Other people didn't. Those should be asked to do this. Besides this, staff were nice. Seating was OK.

Route: Porto to Madrid

Seat Type: Economy Class

Traveller Type: Business

Airline: Hong Kong Airlines

Title: "very pleasant 2 hours"

Review: Hong Kong Airlines from Hong Kong to Okinawa with a friend, and bought their biz tickets 6 months ago at an excellent price. We were both impressed with the ground service, the lounge and the inflight service, etc. Crew were polite and efficient, meals were average but still a good 7 out of 10 with 3 main choices. The spacious flatbed and 1-2-1 configuration makes flying a pleasure. Aisle access for everyone, that's a plus. A very pleasant 2 hours and we have reached our destination on time. Return flight was more or less the same. They worked hard and maintained their high standard even on a full flight. This is a great airline to travel with on biz class if the prices are right, which often is the case.

Route: HKG to OKA

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Finnair

Title: "old, untidy planes"

Review: Finnair sells flights from Helsinki to Barcelona. However, without any notice to the passenger beforehand they are flown by Iberia with old, untidy planes, the only serving during the 4 hours flight coffee and a muffin. No sales of any additional food or drinks. On the way back they ran out of toilet paper in one of the tourist class toilets.

Route: Helsinki to Barcelona

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Canada rouge

Title: "Both flights were delayed"

Review: Flew Air Canada Rouge twice this week. Booked thinking I was flying Air Canada. Knew nothing about the rouge brand. Both flights were delayed. They did not have sufficient time between flights to properly move planes or service them. Both flights were delayed. So 100% chance of delay. Rude staff who will cut the customers needing extra time off. The flight attendants made a guest put two bags below their seat so they could accommodate one guest who wouldnt find her own open bag spot. Very rude service. First flight, boarded an hour late then sat for an hour waiting to push back as they didnt have weights to fly. No offer of drinks or anything.

Route: Moncton to Toronto

Seat Type: Economy Class

Traveller Type: Business

Airline: Onur Air

Title: "impossible to lower tray"

Review: Onur Air cabin crew and flight deck spoke poor English. Seating was bad, no legroom and I got stuck, seat 15B was 2 cm further forward than A and C (see picture) my girlfriends trousers got a rip because of broken plastic in

armrest. The tray could only be lowered so it stood in an upright positions of 20-30 deg as it would hit my chest, even for my 3 yr old daughter it was impossible to lower tray. Cabin was old and not clean. It was a charter flight. Entertainment was Turkish commercials.

Route: Antalya to Copenhagen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Niugini

Title: "a pleasant surprise"

Review: Fly from Brisbane to Port Moresby with Air Niugini in Economy class today. Leg room in economy was a pleasant surprise! Food was first class. Cabin crew were very friendly & helpful. Let's be honest, no-one really likes flying economy, but it's so much cheaper than Business Class! But over all, I thought the trip was excellent! The only 2 negatives I have are: 1: Only 3 check in staff to book in a plane load of people. (There were 2 customer service staff working, well one was working & the other was surfing the web) 2: Excess baggage charges. You get a 30kg limit in Economy, but if you go over that they charge \$21.00 per kilo.

Route: Brisbane to Port Moresby

Seat Type: Economy Class

Traveller Type: Business

Airline: Philippine Airlines

Title: "What a huge mistake"

Review: I decided to try Philippines Airlines as an alternative of getting from Bangkok to Melbourne. What a huge mistake. The flight connected via Manila, which when I booked had a very reasonable 2hr transfer. After booking I received an email advising that 2hrs was now 6+ hours with no apology or explanation. On arrival in Manila, we went to the transfer desk, and were met with shrugs and total apathy regarding the delay. We were offered access to their

transfer lounge, which was a horrifying basement, we asked about hotels but are not allowed out of the airport. We had to wait in the departures area of Manila airport, terminal 2. This was a very dilapidated terminal, very dirty and no facilities, stores are kiosks, which sell some sketchy looking products, and sometimes cash only and sometimes closed. Very little variety. We were then asked to head downstairs to identify our already checked baggage? After this we were re screened again into the boarding gate. When we finally boarded the flight to Melbourne, we were greeted by unfriendly cabin staff. No explanation for the delay . I asked if there was any option that did not include meat resulted in the cabin crew telling me the options are pork or fish. No further offers of beverages followed the initial service. When we landed, the cabin crew had to awkwardly push aside premium economy passengers to allow business passengers to disembark first. Never again.

Route: Bangkok to Melbourne via Manila

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Kenya Airways

Title: "Everything today was pathetic."

Review: KQ257 from Antananarivo getting late for more than an hour causing passengers missing connections at their own costs with bad customer care and in addition, poor bag management. Passengers losing bags with bad tagging. We had to spend more than 2 hours waiting for baggage tracking. Incompetent staff on duty with no respect towards passengers. Everything today was pathetic.

Route: Antananarivo to Nairobi

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "I wouldn't recommend British Airways"

Review: I wouldn't recommend British Airways at all. I tried to call to customer service for 3 times in different days and time and I waited for more than 30 minutes on the phone! I ended hanging up. They are excusing themselves in the high volume of calls. I write an email and I am still waiting for 2 weeks! Website is difficult to navigate. It is not easy really to have an invoice of proof of receipt or look for another service. They sent you online but you don't receive a PDF file. So if you need a proof of flight, you need to do screenshots. And, once the flight is flown, you have no access to that booking again to reprint any document or try to create a PDF. You need to contact with a customer service which I did it online, long waiting time, and had to wait more than a week to receive it. Expensive and poor, almost inexistent customer service and difficult to use their website. An airline that definitely wouldn't recommend. It is such a shame that in 2023 they are still in this position and sleeping when they have competitors around

Route: Santorini to Gatwick

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Pacific Airlines

Title: "Seats very hard"

Review: This is a low cost carrier code shared with Vietnam Airlines who own 98% of it. It used to be Jetstar. We paid for a full service flight with Vietnam but got this instead. Bit of a con. No inflight entertainment, no service except for pay to buy. Seats very hard. Glad it was only a 2 hour flight. Got us there at least. Full flight but uneventful.

Route: Phnomh Penh to Saigon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SmartWings

Title: "They are consistently late"

Review: Prague to Paris. CSA flights are operated by Smartwings. I really can't see anything "smart" in that company.

They are consistently late, comfort onboard is is that of a charter company. Today's flight from Prague to Paris was 1 h late (which for the 1st flight of the day is a performance) and for a complete pleasure we had to wait 20 mins in a bus to disembark in Paris. This company is simply unreliable. The most terrible is that they boast being members of the Skyteam Alliance although their total lack of quality is miles away from any Skyteam Alliance company.

Route: Prague to Paris

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomas Cook Airlines

Title: "Plane very cramped"

Review: Had booked and paid for priority boarding and extra leg rooms seats each way. No priority boarding either sector, told by check in on outward journey by priority desk to go to the other main queue! Did receive allocated seats outward, but not on homeward for our 4 passengers. Staff at PMI seem to ignore any prebooking and allocate as they see fit. No priority homeward either. Plane very cramped and one of us could not even get his drinks tray lowered at all, as it was so cramped and he is not obese. Staff were helpful but a very disappointing end to a nice holiday. Have spoken to Cooks who are arranging a refund but I really do not like this hassle over what should be a straightforward booking. Won't use this airline again.

Route: Birmingham to Palma de Mallorca

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Dolomiti

Title: "Pleasant flight and great meal"

Review: Catania to Munich. Overall a great flight experience. The cabin crew is very attentive and the plane equipped with an excellent entertainment system that can be used with the on-board wifi on your smartphone, all included in the

ticket price. Pleasant flight and great meal.

Route: Catania to Munich

Seat Type: Economy Class

Traveller Type: Business

Airline: Condor Airlines

Title: "unacceptable handling of the matter"

Review: The flight was booked for my father, a Ukrainian refugee, fleeing the horrific reality of what is going on in Southern Ukraine. He was denied access to the flight because Condor wrongfully told him that he has to be vaccinated / have a negative covid 19 test to enter the country. According to AMENDED NATIONAL INTEREST EXCEPTION FROM PRESIDENTIAL PROCLAMATION 10294: ADVANCING THE SAFE RESUMPTION OF GLOBAL TRAVEL DURING THE COVID-19 PANDEMIC, and I quote: " (President of US) determined it is in the national interest to permit temporarily the entry of noncitizen nonimmigrants who (1) are traveling with a U.S. citizen or lawful permanent resident; (2) were physically present in Ukraine as of February 10, 2022; and (3) possess valid travel documents allowing them to travel to the United States". He had a valid Ukraine passport with a visa that covers him under this mandate. They dismissed him in the most disrespectful manner and misguided him into staying in the airport without means to flying and German language deficiency to escalate the issue to proper channels to get on the flight. It is unacceptable handling of the matter by Condor as a company and its employees. We had to rebook a flight on United at triple the cost and he was able to fly with no issues or any Covid-19 constraints.

Route: Frankfurt to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air New Zealand

Title: "What a bunch of scammers!"

Review: My November flights were canceled and instead of providing a full refund or offering to replace the tickets for other dates, they just credited the amount online - it means that I can use the money within 12 month since cancelation (27 Oct 2021) and guess what - new tickets 5 month in advance for the same time of the day are more expensive now.

What a bunch of scammers!

Route: Queenstown to Auckland

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Monarch Airlines

Title: "staff pleasant and hard working"

Review: Return flights from Birmingham to Dalaman. Aircraft clean, staff pleasant and hard working, service good, and as has been said extra legroom seats well worth it. Return flight equally as good, I only wish the baggage service at Birmingham was as efficient. Well done Monarch Airlines.

Route: Birmingham to Dalaman

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "staff were very helpful"

Review: Me and my wife were satisfied. We had a lot of leg space, staff were very helpful and ground staff in Chicago the best, and landing was smooth.

Route: Chicago to Cancun

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Wizz Air

Title: "no longer allows online check in"

Review: This airline no longer allows online check in, you must join a queue with only 2 staff while over zealous staff check size and weight of bags to try and charge you. After 45 minutes queuing we then had to run to security and the gate, which I would frankly pay a bit more to avoid - so use only if you really have to.

Route: Palma Mallorca to Luton

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "making my flight so pleasant"

Review: Casablanca to Istanbul return. Can't ask for a better company, Royal Air Maroc is the best and the crew for my both flights were so perfect. Thank you RAM for making my flight so pleasant.

Route: Casablanca to Istanbul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: Allegiant Air

Title: "12 hours waiting my second flight"

Review:

4 hour late in Las Vegas. I spent 12 hours waiting my second flight. Nobody had answers. First time I get a flight with this airline and last too. Terrible.

Route: La Vegas to Spokane

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "incompetent customer service"

Review: First, they changed the tyre; then engine, then another issue - why didn't you check the night before? The plane has been in overnight! Do you know how many people's trips are impacted, and how many plans you have ruined? Please, just do your job. Been a frequent flyer, and Air Canada Gold member for 10 years I can't help but giving AC a 2/10 star. Since the pandemic was over, from 2022-2023, AC has lost my luggage TWICE (it took them 25 days to get my luggage back; and I found it; and they didn't compensate my extra flight to look for my luggage). Also, there have been multiple delays - NOT because of weather. It's terrible management and incompetent customer service. I wonder if it would make any difference if there were a competitor in this territory. We, as consumers, sadly, have no choice. Also, AC workers have union's protection - do we, consumers have any protection?

Route: Toronto to Los Angeles

Seat Type: Premium Economy

Traveller Type: Business

Airline: flydubai

Title: "Don't expect any level of good service from the customer service"

Review: I was supposed to fly from Qatar to Dubai on the coming weekend and due to personal issues, I had to cancel my booking with FlyDubai. After deducting the penalty (which is understandable), they gave me a refund as a voucher. Who needs a voucher? I can't get back the money that I paid and that too after deducting the penalty? Don't expect any level of good service from the customer service. It was just horrible and they refuse to give information or pass on the situation to a higher authority. I have flown with FlyDubai last year from Georgia to Dubai and they have rescheduled my flight twice and that is just how pathetic their services are. I am so disgusted by their service.

Route: Doha to Dubai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Jetstar Airways

Title: "food is simply inedible"

Review: I haven't travelled Jetstar previously and doubt I will again. The ground staff, crew and aircraft itself are good but that's where the positives end. The food is simply inedible - atrocious. To have the gall to charge what they do for it is beyond an insult. Had something akin to a quiche but basically stodge, couldn't even eat it even though I was hungry. Seating is a joke. How anyone is supposed to actually sleep in these seats and not wake up with muscle strain or similar is beyond me. It seems to be an airline whose management wants to abuse its customers or milk them at every opportunity. Sad really.

Route: Melbourne to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Transavia

Title: "check-in policy is ridiculous"

Review: Verona to Amsterdam. One-and-a-half-hour delay on the outbound flight and three-hour delay on the return flight. On top of that, the online check-in policy is ridiculous: there are only a fixed number of free seats. When those are reserved, either you pay 10 for a seat, or you "conveniently" check-in at the airport desk. This experience with this company counts twice for me: first and last. Ryanair feels like Emirates compared to Transavia.

Route: Verona to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Virgin Australia

Title: "Huge waste of time"

Review: Gold Coast to Melbourne. Absolutely terrible. I was meant to fly to Melbourne from the Gold Coast the morning of the 5th of July: my flight was cancelled and rescheduled 2 days later with a 4 hour layover in Sydney with 2 hours notice. As if that wasn't inconvenient enough, they cancelled that flight too, rescheduling it to another day later. My 5 day trip was cut in half and then half again. I was meant to arrive 9am on the 5th and now I am scheduled to arrive at 3pm on the 8th. Huge waste of time and massive waste of money. Save your money, time, effort and happiness, fly someone else.

Route: Gold Coast to Melbourne

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "never recommend it to anyone"

Review: I booked our round trip flight me and my husband on May 11 2023, Toronto to Cancun. Our return trip was a huge surprise that they gave a seat beside other nice strangers and my husband was also was in another spot which is around five rows behind me with other nice strangers. Is this a joke. I tried to explain at the plane entrance to flight attendant this problem she promised to talk to someone but never did. Very bad customer service with no apology. They made a mistake at the cus service no big deal they don't care about the customers. No entertainment at all, no screens. I rate your airline service as zero. Will never recommend it to anyone.

Route: Toronto to Cancun

Seat Type: Economy Class

Traveller Type: Business

Airline: Rwandair

Title: "I've emailed again and still had no answer"

Review: On 20 November 2022 the flight from Kigali to Johannesburg was delayed by several hours causing me (and many other passengers) to miss our onward connections. In Kigali I was assured that an agent would assist me in Johannesburg, but when I arrived their desk was empty. I had to book my own hotel and rebook a new onward flight, all at my expense. I have since tried to contact Rwandair by email (one address bounced back and to the other they never responded), by phone (no answer). Finally I asked a friend in Rwanda to go to the office. I got a number where someone picked up, but they repeatedly hung up on me and ultimately only referred me back to the email. I've emailed again and still had no answer. The delay cost me approximately \$500 USD.

Route: Kigali to Johannesburg

Seat Type: Economy Class

Traveller Type: Business

Airline: Frontier Airlines

Title: "Booking with frontier is a gamble"

Review: Booked flight with Frontier 3+ weeks prior. Checked in 10 hrs before take off. Received notice flight was hour and half delayed. 3 hours before boarding received notice flight was canceled. Went thru all options, no offer to assist with another flight, no phone number to get a Re-booking, website routing just kept popping up with do you want a credit or a refund. Tried for hours, only could reach robots with standard response like go to manage flights! Cant manage a canceled flight! Kept trying every avenue. Finally, 6 hours later, after booking a flight that cost 6 times more than my frontier flight I asked to write a complaint! I got a chat agent that gave human responses which were Sorry we had to cancel flight we do this to ensure passengers safety Sadly, I do not see where you contacted us. When I asked for help getting home, rep offered me a flight 3 days from my original date at twice the money Word to the wise. If you can afford another airline, take it. If you have to fly frontier, take snacks and water, they wont give you anything and may strand you and they will not help you to your booked destination. By the time they cancel, you could have booked first class tickets on a dependable, customer friendly and professional airline. As I told frontier, I may be slow but Im not stupid. Booking

with frontier is a gamble but you will eventually loose!

Route: Portland to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: EVA Air

Title: "an excellent airline"

Review: Los Angeles to Bangkok via Taipei. EVA Air is an excellent airline. I have flown them almost exclusively. Great service, food is decent, and they are highly recommended. However, in this era of COVID, they appear to be using the virus as an excuse for some sort of bridge loan, from their customers. I had to cancel a recent flight to the US, and they tell me it will be fully refunded. Within 90 days! Yes, you heard that right. They are going to keep my money for three months, even though they have agreed to a refund. Is any other airline doing this? I can understand that they are busy. But three months?

Route: Los Angeles to Bangkok via Taipei

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Volaris

Title: "Never again Volaris"

Review: At the gate B-18 two staff from this airline asked to line up and weighted our luggage and asked people to pay. I did pay 1500.00 Mexican pesos approximately. Due to the chaos and many people surrounding the desk the lady asked to pay and proceeded to place a tag in may luggage. They did not gave me a receipt or anything and I was able to fly to Guadalajara. In Guadalajara when I was about to board another Volaris staff demanded me to pay for my luggage again! When I try to explained that I had pay in Mexico for my luggage he stated that if I would not pay I would not be allow into the plane. He would not hear my arguments at all and would not let me talk and instead he continued

threatening me with not allowing me into the plane. Also he decided to send me to the security inspection which is something they do randomly. He did it as a way to punish me. I had to pay again 1584.00 to allowed me in. Rude person, abusive and felt humiliated. Never again Volaris.

Route: Mexico city to Seattle via Guadalajara

Seat Type: Economy Class

Traveller Type: Business

Airline: TAR Aerolineas

Title: "worst airline on the planet"

Review: This is the worst airline on the planet, they canceled our flight two day prior to our flight and only one day after purchasing the ticket. I called in to get a refund and they insisted I email them a copy of my bank statement in order to get a refund. I don't know what kind of scam this company is running but don't book with them.

Route: GDL to PVR

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alliance Air

Title: "4+ hour delay with zero information"

Review: 4+ hour delay with zero information to passengers on cause of delay. No apology, no regret, no information and complete disregard for passengers' time and comfort. Shame on this airline and its operations.

Route: Delhi to Jaipur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Surinam Airways

Title: "I'm still trying to get a refund"

Review: Do not book with them! Couldn't travel due to COVID last year and I'm still trying to get a refund. I got an email in July saying there's a delay in getting refunds out and then I sent two more emails in October with absolutely no response to either. It's December and I'm still trying to reach them. Don't do it. It's not worth it. I'm out over \$600 for an unused ticket.

Route: Miami to Georgetown,

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "I appreciate the staff help"

Review: I booked a flight from Guangzhou to London on 14 September 2022. On the morning of 14 September, I received a call that my seat had been canceled. I was so angry and confused, so I went to the airport after I got the call. I arrived at the airport and spoke to the duty manager at the check-in desk. I was told that there were 4 passengers who have the same problem as me and he could help me to see if anyone cancel his seat before the departure so that I could get on the flight. I was so lucky that someone canceled the tickets and I successfully boarded the flight. I appreciate the staff help.

Route: Guangzhou to London

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Rwandair

Title: "disaster for night flights"

Review: Flew on a narrowbody B737-800 at midnight on 2 March 2019 from Kigali to Dubai. Direct flight (in contrast to

fly opposite direction). This aircraft has no lie flat seats which is a disaster for night flights. I purchased the ticket in faith of their refurbished A330, but they made an equipment change obviously due to low load. Check-in online is a joke and waste of time: after filling some 7 pages with info online they eventually laconically inform that check-in must be done in Airport. Worst: landed in T2 in Dubai, which is a messy LCC terminal and fought my way to T1 for onward flights. Homepage misleading and systematically hide info on booking class. Even their most expensive bis-ticket give only few miles which furthermore only can be used on Rwandair. Lounge in Kigali is fine but they have blindfolded all windows with tape to deprive passengers any view of tarmac which is painful, embarasing, and a misunderstood security issue. Luggage checked in to next destination only, thus had to fight again in Dubai for further luggage transfers. These 6 issues deprives rating 6 points of 10, leaving us with a poor score of 4. On the brighter side is the nice atmosphere onboard, great traditional Rwandan decorated interior in business cabin: FAs were great and well caring. Champagne and welcome drinks provided. Menu cards and drink lists provided. Sparse supply, e.g. only one kind of beer and only two dishes offered for supper (only 2 options). The food was only passable but plenty. Breakfast of poor quality. Punctual airline with stunning, tall statured FAs. However, their flight equipment is limited and they are not attached to any airline alliance, thus miles earning is only for their Dream Miles Program, which is very stingy with miles even for full fare business tickets. Will chose Kenya Airways and Ethiopian in future despite detours (over NBO or ADD) as they are considerably cheaper and mostly have a better product.

Route: Kigali to Dubai

Seat Type: Business Class

Traveller Type: Business

Airline: Peruvian Airlines

Title: "staff seemed very disinterested"

Review: Flew Peruvian Airlines from Arequipa to Lima. Departure was only slightly delayed (10 minutes). Plane was old, with uncomfortable seats. This was a short flight and OK overall, however staff seemed very disinterested and even rude (i.e. attendant sneered at me when I asked for milk in my coffee and generally smirked the whole way). The price was also quite high I find for a short trip. For these reasons I would choose another airline.

Route: Arequipa to Lima

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Asiana Airlines

Title: "not given priority to board first"

Review: Seoul to Singapore. I am appalled that with a 2 year old daughter we were not given the priority to board first. This resulted us bashing through the seats with passengers already settled down, especially those by the aisles as my belongings might have hit you while I navigated through the chaotic cabin. I sincerely apologised for the unwanted encounter.

Route: Seoul to Singapore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air Berlin

Title: "Quality was decent for a budget carrier"

Review: Berlin to Copenhagen on an Airbus A320. Quality was decent for a budget carrier. Check-in staff did the job, but the counters of Air Berlin on TXL were understaffed. There were issues with getting the aircraft prepared on time. The aircraft was bare and just "the norm." Seats were alright for the short flight. There was no cabin service or beverages, but given that this was a short haul flight on a budget carrier it was understandable. Recommended only if you are really on a budget. I would take SAS if I was to do this again.

Route: Berlin to Copenhagen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Icelandair

Title: "transatlantic avoid them"

Review: This was our second Icelandair go and back flight. Since their fleet of Boeing 767 and 757 is getting old and worn out they had to find a replacement, and, obviously not being willing to change to Airbus, the only option they had was the ill-fated 737Max, which still needs to regain its reputation. The last grounding was in April, but now Icelandair claims everything is under control. This plane is just new but not more advanced inside or more comfortable than their old planes. Seats are leather and about the same comfort as we had many years ago on old 737s, with not much recline. The galleys are tiny, and so is the room for the toilet cubicles. The first row in Economy is with more legroom, but you pay extra. Noise level is not better than in old planes. The TV screens in that first row are lowered into a pocket between the seats, and the crew has to help everybody to retrieve them and pull them up. The food service is typical Icelandair, just minimal. We flew Saga class last time, and it was the same. Advice: do not fly Saga class, the price difference is too much. Bring your own food. Cabin attendants were friendly but not extremely keen on making you feel comfortable. If you need something you have to tell them. Pilots only announced the bare minimum they are required to. Ground service provided by agent at Zurich was excellent as always, but at Keflavik it was low quality. On-time performance was good, but easy to achieve in low Corona passenger numbers. Fly Icelandair if you go to Iceland, but transatlantic avoid them, the change of planes in KEF is an ordeal.

Route: Zurich to Keflavik

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "Total incompetence from all"

Review: London to Colombo via Kuwait. Awful airline, completely inept to provide a service. We missed connecting flights to and from our destination, due to delayed planes on the first flights, even though all were provided by the Kuwait

Airways. On the return journey we arrived with the aircraft in view, and were told the gate was closed, despite the screen still saying proceed to gate, and being told the flight would be held for us. The plane was there for 30 minutes while we protested, and one gentleman's passport was taken from his person by a security guard when he tried to take a photo of the plane. Following this, there was no communication provided, we were left to gather our own information from the transit desk, where there was over 1000 people we were told. The result was a delay of over 30 hours on the flight out to Colombo, and 20 hours on the way back, and 3 unwanted nights in Kuwait airport's hotel. At no point were we offered an apology. Total incompetence from all involved, each individual shrugged off the blame elsewhere. Do not use.

Route: London to Colombo via Kuwait

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "customer experience is not important"

Review: I think, it would be a very beneficial eye opening experience for Scott Kirby to fly as a regular customer during bad weather conditions. Spend time in a long line for the travel assistance for rebooking the flight, and then trying to figure out where to spend a night or few nights before the next flight. I was coming from a wonderful European vacation on July 9th. As soon as I arrived to the Newark airport, I received a very unwelcome message that my connecting flight was canceled. The next 4 hours were extremely frustrating. The United App was not working. Long line to the travel assistance full of frustrated customers, elderly people, and parents with young crying children kept growing. A travel agent informed me that a seat for me is available no earlier than July 12th. I registered for the standby for the earliest flight the next day as well. I, as every other person in that line, needed to find a place to spend a night, possibly 3 nights. The agent was kind enough to give me 3 vouchers \$15 each. I am a full time employee and have responsibilities. So, I had to inform my manager about my encounter. The next day I spent camping out at the Newark airport on a standby list. The overbooking practices help maximize the profits and brings hefty bonuses to the top management of the airline at the expense of their customers. In Europe airlines are penalized with high fines for overbooking. The airline should be able to develop a backup plans for bad weather, and not use it (bad weather) as an excuse for inconvenience, keeping

travelers stranded for days, passing down the operating cost to customers. Seems like customer experience is not important for United airlines.

Route: Newark to Phoenix

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetblue Airways

Title: "very disappointed"

Review: My family and I have been Jet Blue customers for years and I am wanting to simply change a flight, not looking for a refund or a credit of any sort. The original flight that was booked was MORE expensive than the flight I am looking to change to. However, Jet Blue is wanting to charge twice the amount with all of its fees. I am very disappointed in how customer service treats its customers and will think twice about booking with your airline in the future.

Route: Boston to Denver

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Malta

Title: "shameless overbooking"

Review: My flight was deliberately overbooked and despite having booked my tickets 10 months prior and arriving at the airport 4 hours early I was turned away despite having a ticket. We were persistently told different things by different members of staff. I rang Air Malta customer service who said they would call me back and then literally hung up on me. The Air Malta representative at the airport then refused to speak to us. When I rang the day before I was guaranteed the flight was not overbooked and there was no problem. I have never been subjected to such dreadfully poor customer service. Offers of remedial compensation will not make up for the inconvenience and distress caused by your airlines shameless overbooking.

Route: London Heathrow to Malta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: US Airways

Title: US Airways customer review

Review: Delayed due to hydraulic issue. We're not given any food or drinks as outlined in their policy. Missed connection to Glasgow and were put on same flight the following day. Despite the fact they advertise as being part of one world they could not fly us to Glasgow via London as they are not partners with British Airways. Queried food and drinks policy only to be told they were not a canteen service and wouldn't be looking after a grown man! Had to fight to get food voucher - \$10! Needed to get dinner, breakfast and lunch before the flight. Couldn't even get our luggage out of baggage reclaim. Sent to a terrible run down hotel. Not exactly the end we wanted to the holiday we wanted!

Route: Orlando to Glasgow via Philadelphia

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air China

Title: "plane brought back memories"

Review: Vancouver to Guangzhou via Beijing. On my Boeing 744 trip, the plane brought back memories. Normally, I like a updated and brightly lit cabin, but the Boeing 744 really brought something special. Their food is questionable and their inflight was entertainment system can have more selections. They also have good value of money as my round trip costed just over \$500CAD. Overall, they have great crew and value but can improve on the food and IFE.

Route: Vancouver to Guangzhou via Beijing

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Alaska Airlines

Title: "Alaska is my airline of choice"

Review: Gate check in was short staffed and not overly helpful. In fairness it was a full flight and they looked busy. Flight Crew was a different story, they were beyond amazing! Thomas, Becca and the other 2 attendants were all so kind, and helpful. There was a medical emergency on the flight and all of them worked together to provide support. I have so much respect for the crew and Alaska is my airline of choice!

Route: Honolulu to Seattle

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aegean Airlines

Title: "a very bad experience"

Review: Santorini to Athens. We had a very bad experience with Aegean Airlines. I bought two tickets and by right have combined baggage of 46kgs - however, when we dropped off our baggage, the staff told us Aegean don't combine baggage and charged us for excessive baggage charges although our actual bags combined only 43kgs. Also they dont accept one of our hand carry suitcase as well which have been travelled through so many airlines like Qatar and Swiss with no issues and charge us another baggage charges. Unless you want to be ripped off by this airlines otherwise I highly unrecommend Aegean because they will find all their ways to rip you.

Route: Santorini to Athens

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Lion Air

Title: "worst customer service"

Review: Bangkok to Chiang Mai. Never fly with Thai Lion. They charge you 300 baht per Kg for your baggage. They do claim on their website the premium economy allows 20kg baggage for free, however, they don't even have premium economy seats. If you want to experience worst customer service, delayed flight, pay hundred bucks for your baggage - then fly Thai Lion.

Route: Bangkok to Chiang Mai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Firefly

Title: "cabin crews were attentive"

Review: Kota Bahru to Subang. This was my second time on Firefly, the first was the journey from SZB to KBR earlier in the day. The flight was delayed, supposed to depart at 8.45 pm, but only by 9.30 pm that the plane left the airport. Notwithstanding, the flight was okay all the way to SZB. The cabin crews were attentive and landing was smooth.

Route: Kota Bahru to Subang

Seat Type: Economy Class

Traveller Type: Business

Airline: TAG Airlines

Title: "Very friendly staff and crew"

Review: A Saab340 plane in good condition, both flights were on time. Quick check-in at airport. There was no service on the 1 hour flight. No e-check in. Very friendly staff and crew

Route: Guatemala City to Flores

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Alaska Airlines

Title: "delayed arrival of airplane"

Review: An almost 2hr delay with super clear skies because of their own reasons: delayed arrival of airplane and then waiting 50 min in the plain to get a lane to fly.

Route: San Francisco to Seattle

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: GoAir

Title: "avoid using this airline"

Review: Jaipur to Bangalore. Just before 4 days of journey, we got message that the flight got cancelled. For further processing, we tried to call their customer care numbers. But as usual, there is nobody in other side to receive the call. Now because of their worse response I am forced to book ticket in another flight by paying three times of actual cost. But still so far there is no call or mail from GoAir about apologize or sense of fault. Consider if customer is in some critical situation, how would he reach for help. As per me, if possible, we should avoid using this airline, who doesn't care for their passengers.

Route: Jaipur to Bangalore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Iberia

Title: "I was sorely disappointed"

Review: Hoping for better on the return leg of this roundtrip, I was sorely disappointed. The boarding process was

chaotic - everyone lined up in the jetway and then delayed as wheelchairs were wheeled slowly past us. My outbound experience with being unable to reserve a seat (the American codeshare should have entitled me to American premium economy options which Iberia ignores and wants to charge for) was repeated. Fortunately I arrived at the airport so early that I was given an aisle. As I had waited for boarding, I heard from several other travelers who had booked directly on Iberia in coach and premium economy with the same seat selection complaints and even worse: they had been assigned seats well before but were changed at the airport for no reason, even having paid the assignment fee. The food from Madrid was just as bad as from Boston. My choices were beef and pasta. I was seated in the second row of premium economy and there was only pasta after the first row of 7 people had made selections. The pasta contained some pasta and a wilted indeterminate vegetable with sauce, lots of sauce. The end-of-flight snack was equally poor - a soft roll with pressed white something in it, probably turkey but certainly not Serrano or Iberico ham. What I can say is that the flight arrived ahead of schedule, non-stop, and I was thrilled to be back home. Next time no codeshare and no Iberia.

Route: Madrid to Boston

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: KLM Royal Dutch Airlines

Title: " Horrendous experience"

Review: We booked the new Premium Comfort Class tickets for our flight at the time of booking. However before the flight we were told that this was no longer available and we would be seated in economy. We were not even offered extra leg room or premium economy seats but put back to basic economy. I was advised that we should claim compensation for the difference in price after the journey, which I did so. KLM have since refused our claim on the basis that we used the economy seats. What else were we meant to do as we needed to fly. I just want the difference between what we paid for Premium Comfort and what we should have paid for economy back? Customer service has been zero help in resolving this, and At one point an agent tried to claim that Premium Comfort and economy are the same class! I am now having to waste more time taking this to the ADR to try and get the money I'm owed. Absolutely terrible

customer service. They knew before we flew that they would not be able to offer us premium class so the refund of the difference in cost between tickets should have been ready to go for when we got back. It has put me off ever using this airline again as they seem to think they can charge what they like and not offer what you pay for. Horrendous experience.

Route: Manchester to Bogota via Amsterdam

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Lufthansa

Title: "flight experience Lufthansa was good"

Review: Our flight experience Lufthansa was good. The app was very useful and worked perfectly, we were able to check in and download boarding passes without any issues, information via the app was useful not having travelled via Frankfurt before and directions we needed to follow on arrival were of particular use. Our flights were reasonably on time and flight attendants on both legs were pleasant and attentive. We were given a small bottle of water and a tasty Lufthansa branded chocolate. Having had a large breakfast at Manchester this was all we needed.

Route: Manchester to Ljubljana via Frankfurt

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Airways

Title: "I have not yet received compensation"

Review: A Jetstar flight was booked for me by a travel agency as part of a package from Vienna to the Cook Islands. Flying with this company was the worst experience of my travel life. The ticket was unreasonably expensive and cost 1/5 of the total amount for the entire trip. Auckland to Rarotonga was already delayed for almost 2 hours without an answer as to why. I sat in seat 1A and the seat was reasonably comfortable. After take-off, the flight proceeded normally. The

food served on board the plane was bad as I expected. The flight was turbulent, but the staff handled it very well. On the flight back, they informed us that 27 pieces of baggage were not on the plane. That we don't have to worry about our baggage. I checked in 2 pieces of luggage and both were lost. I dealt with the situation at the airport in Auckland, because I flew back to Vienna on January 10, 2023. One piece of my luggage was returned to me after 42 days damaged and I had to pick it up at the Vienna airport. Everything was soaked and moldy as if it had been soaked in water for a long time. Communication with customer service is complicated and without real answers. In the e-mails, they claimed to have found the luggage and asked for the delivery address. I have not yet received compensation. Despite the increased expenses as we had to buy new winter clothes for the trip back. Not to mention damaged luggage. The second piece of lost luggage was not delivered to me and I still do not have an answer when it will be delivered to me. The only thing I can positively evaluate is the onboard staff, who are pleasant despite the total incompetence of the airline.

Route: Auckland to Rarotonga

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAM Airlines

Title: "just hope things improve"

Review: London to Sao Paulo with TAM Airlines. Left London on time. Cabin staff very helpful and plane clean and comfortable. Food served for dinner and breakfast ok although only 1 alcoholic drink offered with dinner. VOD worked with latest films and water offered during the night. Arrived on time at Sao Paulo and then disaster struck, eventually informed after 1 hour wait that onward flight to Santiago would not be departing at 7.30am but 10pm. After walking around the airport and queueing for 2 hours and retrieving luggage we were eventually given vouchers for a taxi to dump of a hotel on the outskirts of Soa Paulo. Stuck there all day, no leisure facilities, industrial buildings surrounding the hotel and having to arrange hotel shuttle bus back to airport. Have several more flights booked with TAM Airlines on package holiday to South America so just hope things improve?

Route: LHR to GRU

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: US Airways

Title: US Airways customer review

Review: Our flight to Charlotte was delayed due to weather in Charlotte. The pilot and flight attendants told us there was going to be a minimum of one hour delay and probably more. They never advised us to check back every 15 minutes like they are supposed to do as I found out later. We went to get something to eat and when we came back in much less than an hour we found the plane had left without us. It also left with our valuable instruments we had gate checked! We finally convinced the customer service lady to please have somebody meet the plane and store the instruments until we could finally get there. The return trip was no better as they cancelled us from the return flight because we had missed our original flight from Phoenix. We had to fight to get back on the plane. The return flight was no better! If you fly US Air be ready to hear "We are so sorry but your flight has been delayed because of 'insert reason' and we will get you in the air as soon as possible". I heard this so many times when I was stranded in the airport in Phoenix. The flight attendants don't really care either and the whole company seems to display this kind of attitude.

Route: Bakersfield to Charlotte via Phoenix

Seat Type: Economy Class

Traveller Type: Business

Airline: Breeze Airways

Title: "flight times are also convenient"

Review: Breeze specializes in flights out of secondary markets, like my home airport of Richmond. I would probably fly them just for the direct flights to the west; being able to go directly to Arizona without needing to connect is a gamechanger. The flight times are also convenient as well - unlike JetBlue, which showed its disdain for Richmond by scheduling its (since canceled) flight from Richmond to LA at 9 PM, Breeze schedules its west coast flights so that they

leave east coast mid-morning and get back before it's too late at night. But what I really like is that upgrading to their Nicest cabin with a first class seat is very reasonable - maybe \$100 each way. The ability to fly nonstop and in comfort makes Breeze a winning proposition. There are some things they could do better - there's no wifi or IFE on the plane, and the flights only run twice a week, so it's not always possible to use Breeze if your schedule doesn't match up. But I hope these are growing pains that they will resolve as they continue to grow and become more successful.

Route: Richmond to Phoenix

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: PLAY

Title: "Excellent price performer"

Review: Excellent price performer. Reclinable seats. New, quiet aircraft. Reasonable baggage fees (just dont go overweight). No power. Must pay for snacks. No app. No inflight entertainment or power, but thats fine for the price paid. Crew was friendly and efficient. I would like to see an app for the airline for easier access to tickets.

Route: Boston to Reykjavik

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Nok Air

Title: "best low cost I have used"

Review: Bangkok to Chiang Mai with Nok Air and very impressed. Definitely the best low cost I have used : 15kg luggage allowance, boarding and departure in advance as all passengers were in, brand new plane, free snack onboard and free wifi (I am making this review as we just started our descent).

Route: DMK to CNX

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Tigerair Australia

Title: "Do not purchase the insurance"

Review: Sydney to Gold Coast. Do not purchase the insurance with Chubb Insurance, the recommended insurer by Tiger. I have had the worst experience. After 9 months of being asked for more details, (receipts not efficient enough type them out) (send airline report again) and long delays. Has been the worst experience and obvious that the company has been trying to avoid or find an error which has meant they do not have to pay. I advice getting insurance elsewhere.

Route: Sydney to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Serbia

Title: "stunned about how bad this airline"

Review: Athens to Helsinki via Belgrade. Our company booked the trip trough Air Serbia website. I was travelling together with my boss and colleague who had return flights from Helsinki to Athens but I flew to (Athens) from Rome. We booked one-way ticket from Air Serbia website. After filling the payment information we got the "Trip Confirmation" to our e-mail with Confirmation code. This was only e-mail we received from Air Serbia. We printed out this document and showed it at the check in desk on 29.10.2019. They replied "there is no such booking and the aircraft is overbooked". We did not understand what they meant by "overbooked" and why a confirmed flight did not exist. There was no help at the airport to sort the situation so we called Air Serbia. They repeated "we have no such booking". For a reason or another this trip was cancelled and we never got a good answer for why. There was enough credit on the card, the trip was confirmed from the company, we had the necessary document from the confirmation but could not check in. I had to get back to Finland soonest possible and the airline did not do anything about this so my boss booked me a return ticket

to the next available flight (Air Turkey) 724,51 that is quite much for a trip that should cost around 100. Later at the airport I contacted Air Serbia again and now they replied that "we can see the booking but maybe there has been some problem with Air Serbia website". They did not give any explanation about why this flight was cancelled?! Maybe because they had overbooked the plane and had to drop out someone?? I am stunned about how bad this airline handled this situation. The rest of the evaluation about the flight comes from my boss whose reservation was valid.

Route: Athens to Helsinki via Belgrade

Seat Type: Economy Class

Traveller Type: Business

Airline: Norwegian

Title: "we absolutely loved it"

Review: New York to London Gatwick. First time flyer with Norwegian, hopefully not the last. When I booked this flight, I read reviews after I had booked the flight and was horrified. This was for my husbands birthday. However, we absolutely loved it. The airline was prompt, clean, all the staff were courteous from check in to leaving the plane. I would totally recommend flying with them. Flying home, we bid for premium seats and we lucky enough to get them, big seats lots of leg room, attentive staff. Please ignore all the horrific reviews. They were amazing.

Route: New York to London Gatwick

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Akasa Air

Title: "I was treated well"

Review: I was disappointed with the staff at the counter check In at Delhi airport. However, their manager was very cooperative and helped me with my seat assignment. I was treated well by the in flight attendant and was met with all requirements. The take off and landing was very smooth. Baggage clearance was smooth. Just the check in free seats

availability should be improvised and worked on: Pls keep all seats available for everyone who has booked tickets as you guys want to be an airline with a tag - affordable for all. Pls dont charge unnecessarily on extra baggage and seats .

Route: Delhi to Mumbai

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Olympic Air

Title: "must make passengers feel secure"

Review: I flew for business from Kavala to Athens. For a domestic flight I paid the same price as for going to Paris or Frankfurt. They packed us in a tiny airplane filled with passengers. Between the arrival and its departure there was not enough time to disinfect the aircraft. During the flight some passengers had brought their own dinner on board, spending as a result almost all the flight without masks in a jam packed environment. As if this was not enough when arrived in Athens they packed us in busses in order to reach the airport. Very disappointed. If companies want to survive the pandemic in the long term, they must make passengers feel secure.

Route: Kavala to Athens

Seat Type: Economy Class

Traveller Type: Business

Airline: Royal Jordanian Airlines

Title: "not good customer service"

Review: They left my luggage in Jeddah, arrived in Amman not good customer service, and they said will deliver my luggage to the hotel but lied. The next day I want pick up my luggage at the airport they make it hard. I believes if that reviewing all the service will bring improvement, especially with their human resources quality.

Route: Jeddah to Amman

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Air India Express

Title: "crew surprisingly good"

Review: Trivandrum to Abu Dhabi. I am a doctor booked the ticket one week prior to my journey online. Only requirement mentioned in the ticket was check in before 3 hours. I telephoned the customer care several times on the day before the journey, busy all the time and if we get a ring the no one picks it up, wasted almost one hour in vain. On the day I had suffered like anything at the check in. Mental stress was huge. Air India staff behavior were not pleasing at all at the airport. But on board crew the on that day were surprisingly good. My experience at Abu Dhabi airport was extremely good that prompted me to write a review regarding the customer care Air India Express.

Route: Trivandrum to Abu Dhabi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Breeze Airways

Title: "definitely fly Breeze again"

Review: My husband and I were very comfortable and happy with everything about Breeze Airways. Our flights took off and landed on time, flight attendants were very professional and kind. Will definitely fly Breeze again.

Route: New Orleans to Norfolk

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "Change the name from Pegasus to Pega-bus!"

Review: I had a flight from Manchester to Erbil via (Sabiha Gökçen airport) SAW. My flight delayed by about 12 hours at Manchester airport - then, my flight delay at my connecting point was 24 hours! My bag was not transited to the next airport, instead, I had to buy Turkish visa and then check in and out to change my bag! Worst airline ever! Change the name from Pegasus to Pega-bus! A bus is a better than this airline indeed!

Route: Manchester to Erbil

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lion Air

Title: "unbelievably bad service"

Review: Lombok to Surabaya. By far the worst airline I've ever encountered. The person checking us in didn't even look at us, she was too busy flirting with someone else. Just unbelievably bad service. Previous times I've flown Lion air have been equally as bad. Terrible customer service and the flights are nearly almost always late. I will never be flying with them again.

Route: Lombok to Surabaya

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Dragonair

Title: "crew were very attentive"

Review: Dragonair flight KA 854 from Hong Kong to Wuhan was slightly delayed. A refurbished A320-200 registration B-HSP aircraft with new smart bin and seat. An apology was made by the Captain once on board. It was a full flight. The crew were very attentive and helpful. Inflight meals were served and we were given a choice of chicken or fish. As for beverages, only coffee, tea and mineral water were available. I would suggest that a variety of juices are served too. A big thank you to the crew for their professionalism.

Route: HKG to WUH

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Alitalia

Title: "I recommend this airline"

Review: Geneva to Rome. Adorable personnel, helpful, I recommend this airline, my flight was cancelled one day ago and they allowed me to the lounge to wait, offered me breakfast and lunch.

Route: Geneva to Rome

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "crew made a good first impression"

Review: I didn't have high expectations from Malindo Air but despite this my flight was a disappointment on various fronts. New Year's Eve is not a busy time to fly and as expected the flight was only 60% full. The crew made a good first impression but the flaws started appearing early in the flight. Both lavatories had not a drop of soap in them and the crew confirmed they have no soap at all. The temperature inside the cabin was very cold and if this wasn't bad enough the air conditioning was blowing at full force. This was true even once we landed and waited to disembark. The onboard meals are reasonably priced but they come with only one a 350 ml water. The menu doesn't display prices for water bottles (only soft drinks) The cabin was clean and the crew provides good service.

Route: Mumbai to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Iberia Express

Title: "they refused to return it"

Review: I had a flight Tenerife - Madrid - Paris on 7th on June. Customer service told me I can buy additional baggage during online check-in. I did it once which cost me 40 euro. But baggage wasn't added. Okay, I called customer service again and asked why. They advised me to try again, 40 euros were withdrawn from my bank account. After that there were still no baggage in my order. I had to drive to the airport the day before my flight to buy baggage manually from the Iberia desk. Everything went good, and I finally got my baggage. But they still couldn't see two of my other attempts to buy it. So I tried to return money with the help of bank. After two months they refused to return it as they see the service as it was provided.

Route: Tenerife to Madrid

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: American Eagle

Title: "terrible Customer experience"

Review: Charlotte to BirminghamShuttlesworth. PSA an American Eagle operator is killing the American brand. I have been rescheduled twice today on different flight to Birmingham because planes have maintenance issues and all they do is keep moving times out .. both have been knows for hours.. and now they are saying they dont have the manpower to go get a new plane that is parked at another gate As a concierge key member of American Airlines I just wish the American leadership would start looking at these operators in American Eagle and cancel their contracts due to poor performance and terrible Customer experience. The worst I have seen in my 30 years of flying

Route: Charlotte to BirminghamShuttlesworth

Seat Type: Economy Class

Traveller Type: Business

Airline: Copa Airlines

Title: "frustrating in the extreme"

Review: We booked a roundtrip from Atlanta to Lima (CM881 & CM263), and Lima to Atlanta (CM338 & CM880). Both flights included a brief layover in Panama City. We also booked flights from Quito to Lima (Booking No. SP6MHI, Flights CM158 and CM337). This flight also included a brief layover in Panama City. The scheduled itinerary would've had us fly from Quito to Panama City, then from Panama City to Lima, then from Lima back to Panama City, then Panama City to Atlanta. It occurred to us that the flights from Panama City to Lima and Lima back to Panama City might be able to be skipped, so when we entered the Quito airport we spoke with a Copa Airlines desk agent about that possibility. She worked on the computer with another agent for about 15 minutes and printed our boarding passes only for Quito to Panama city and assured us that we could stay the night in Panama City and board our flight from Panama City to Atlanta in the morning. We stayed the night in Panama City as planned but when we arrived in Panama City airport this morning to board our flight to Atlanta, we were shocked to find that because we didn't board the flight from Lima to Panama City our tickets from Panama City to Atlanta had been cancelled. We had been given assurances by Copa representatives in the Quito airport the previous day that this would not happen. We spent about an hour talking with Copa representatives in Panama City about this but they were unwilling to help or honor the assurance that we were given in Quito. We were forced to pay a \$535 penalty fee to re-instate our cancelled tickets to Atlanta. This is frustrating in the extreme and totally unacceptable given that we sought and were given permission and assurances in Quito that everything was in order

Route: Panama to Atlanta

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Transat

Title: "dysfunctional website and app"

Review: A dysfunctional website and app that doesn't allow ticket change or booking a special meal. It leads to errors

all the time. No technical support. No one answering the phone after hours of waiting and dozens of attempts. Therefore no possibilities to change my ticket or do with an agent what I can't do online. No warnings about anything, no one telling you anything. The worst airline I ever flew with.

Route: Marseille to Montreal

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Asia

Title: "unfairness of this company"

Review: Blown away with the absolute rudeness and unfairness of this company and its customer service. I brought a guitar as a carry on from Bali to Singapore with no issues on a jetstar flight. On my flight from Singapore to Kuala Lumpur, they refused to allow me to take my guitar as a carry on and required me to check it. They told me it was the previous attendants mistake on the flight from Bali. I asked for a free bag check and wrap to make sure the guitar would be safe, and they declined, and insisted I pay for their mistake. The guitar was not padded and was not ready for checking. I ended up leaving the guitar in the airport since cost of wrapping the guitar and checking it was almost as much as the guitar, and the wrapping likely would not have kept the guitar safe. The staff was incredibly rude and talked back to me when I was just trying to find a solution to my problem. Never flying with them again. Check bags are incredibly overpriced as well and the weight limit for carry on and checked bags is ludicrously low. Seats are tight and uncomfortable. We almost missed our flight from Oahu to Sydney because the staff didnt communicate that our bags were going through to Bali even though we told the first attendant that they were and she told us all was set.

Route: Singapore to Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Caribbean Airlines

Title: "good value for money"

Review: My wife and I travelled with Caribbean Airlines in August 2015 from Port of Spain to New York JFK Airport. We did not experience any problems with check in (having previously used the web check in service), the flight was on time and the staff were friendly and professional. The flight was on time. The flight experience was mostly comfortable and staff very polite. The complimentary meal was tasty and the entertainment being offered was satisfying even though, with one screen located above for every few seats, one has to strain one's neck and eyes to view it. The seating space was also a bit small and I felt there should have been a few extra inches of space between myself and the seat in front of me. Nevertheless, the flight overall was enjoyable and there were no major issues. I would definitely fly with this airline again as the cost was reasonable and the experience was good value for money.

Route: POS to JFK

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Allegiant Air

Title: "I will never fly this airline again"

Review: My experience flying with Allegiant is my first and last. The ticket agent who checked our bag for the flight down was incredibly rude and tried to bully us into paying 50 for my carry on saying it wouldnt fit under the seat and threatened it would be 80 at the gate. My bag was smaller than many on the plane. Ended up being fine but she added a lot of stress and irritation to the flight down. Also their bag weight is 10 lbs less than almost every other airline in an effort to squeeze more money out of the passengers who are already flying this airline due to limited funds. On the flight home over thanksgiving weekend we arrived 3 hrs before boarding to reduce stress and ensure no issues getting on the flight. We waited in line for 30 minutes only to be told they would not take our bags until 2 hrs prior to check in. All other airlines are 4 hrs. I was uncomfortable with this and asked about the long line at security as well as boarding being so early and doors being closed 10 minutes before departure on way down. She said you can do priority bag check and the lines at security shouldnt be that bad. So I am currently stuck outside security with no seats, no food or drinks and stressing out as I watch the security line hoping we can rush through in time to catch our flight. We certainly wont have

any time for dinner before our 8 pm flight so maybe its another way to make us spend money on the plane? Not sure but I am certain I will never fly this airline again.

Route: Ft lauderdale to Grand Rapids

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Gulf Air

Title: "A321 Neo was amazing and neat"

Review: With regards to terminal experience, I hope they put out a queue for those who have done online check-in in Abu Dhabi airport. I also like to express my appreciation to the airline for it's cabin crew for doing their jobs well in my recent very short flight of 1 hour. I know they had a bit of a hectic schedule since they also provided snacks during the flight given that it takes a while to serve and clean up in between take off and descent/landing. Aside from that, the A321 Neo aircraft was amazing and neat.

Route: Abu Dhabi to Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: LAN Airlines

Title: "will get a very old aircraft"

Review: After taking two more South American flights with LAN after incident reported here with loss of my suitcase etc, I can safely say LAN has a problem. The flight attendants are very friendly and the food is not bad, but ground staff is not helpful, arrogant and indifferent. But what is more worrying is that this airline is frantically buying new planes but sends its very old ones to the Lima, Bogota or Quito based local airlines. So from Lima to Miami I had a very very old 767. From seat 1A the toilet smell was pretty strong and unpleasant. So while you will travel in a lovely Boeing 787 (to USA, Australia, Europe or Brazil) if you depart Santiago, if you depart Lima or Bogota you will get a very old aircraft. The

business class seat on the 767 was extremely uncomfortable, one of the worst ever.

Route: LIM to MIA

Seat Type: Business Class

Traveller Type: Business

Airline: Thai AirAsia

Title: "food fresh, cabin staff professional"

Review: Even though AirAsia is not my favorite airline (because it is always more expensive than Lion Air and Thai Smile) I had no other choice to fly from Utapao to Chiang Mai. Hot seat was nice with enough legroom, food paid on board fresh and cabin staff very professional. I do not understand the meaning of priority boarding of hot seats if all passengers are boarding to the same bus.

Route: UTP to CNX

Seat Type: Economy Class

Traveller Type: Business

Airline: Kenya Airways

Title: "Onboard great service"

Review: Johannesburg to Kigali via Nairobi 5-6 Feb 2020; on Boeing 787-8 and Embraer 190. Almost on time; first flight fell 25 Minutes late. I had made a low, but successful bid for 2nd leg to be upgraded as it also gave access to Kenyas Lounge in Nairobi which is good and spacious. Ticket cheap, bought from an online travel company. Kenya Airways have reduced luggage allowance for regional flights, with Silver level in their Flying Blue FFP I eventually managed to get a 2nd, huge suitcase, added to be check-in (first one included in ticket). Check-in, transfers, and communication went fine. Onboard, great service, lots of drinks as there seem to be a Happy Hour going on at afternoon/evening flights. Whenever passengers ordered juice, beer or wine they were instantly handed double up without discussion. I love that attitude. It gives a feeling of luxury. I have experienced this before with KQ (on their Dubai

route). Food was good, two options with the possibility to add up more as long stock lasted. FAs were fine. Call bells answered. Duty free sales onboard worked well. The Dreamliner is great but space provided in economy is humiliatingly small. I was lucky to have 3 seats to myself to survive lack of leg and breathing space. Pride lounge in Nairobi is a breeze and I slept well till next morning to catch last leg as being upgraded. Last leg morning flight NBO-KGL was uneventful. Of 9 business class seats (1 x 2 configuration). No complaints apart from a joke of breakfast consisting of a tired, reheated croissant. No cheese, only jam to supply. Champagne and coffee/tea given on request.

Route: Johannesburg to Kigali via Nairobi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Regional Express

Title: "We were most impressed"

Review: This was a 4 day Southwest Gourmet Tour of Tasmania. The same aircraft stayed with us the entire time. It was a great size and seemed very efficient. All staff were very friendly and professional. We were most impressed.

Route: Melbourne to King Island via Kingfisher Island

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Flair Airlines

Title: "don't care about their passengers' time"

Review: I agree with one of the reviews. They don't care about their passengers' time. Our flight was delayed for more than 5 hours. They said it was for passengers' safety, they need to do maintenance. That's a lie, probably, there flight is not full so they moved it to a later time. We need to go to Toronto just for 3 days, that's why we got the latest flight so we'll get to Toronto by 1am the next day. Take a few hours rest then start our day. But because of this, our tight schedule is even tighter now. Their website said that you'll be compensated for the meal or hotel accommodations but

when I try to fill out their compensation form, there's no option for it, just rebook or refund. I was hoping to atleast get a nice hotel room while waiting for more than 5 hours so we can rest comfortably and near the airport. Their checked baggage is so expensive as well as their hand carry.

Route: Winnipeg to Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Oman Air

Title: "experience is very basic!"

Review: Casablanca to Kuala Lumpur via Muscat. One of the worst airlines on the planet! Unreliable! They cancelled our flight and delayed it 2 days, no apology no nothing, they didn't even inform us, we had to check to see the change! Very bad service, it's nearly impossible to contact them, and when you do, they are extremely unprofessional, they can't help with anything but waste your time on the phone. The flight experience is very basic! All on all I don't recommend! Their prices are not that different from similar airlines like Qatar or Etihad so it's better to fly with them! You have to pay for WiFi! Even some budget airlines have free WiFi!

Route: Casablanca to Kuala Lumpur via Muscat

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pobeda Airlines

Title: "the flight has been missed"

Review: Moscow to Baden-Baden. During the check-in there were no separate table for baggage drop off. Therefore, there was one queue for the people who was not registered and for the people who had been already registered. We spent 40 minutes in the queue in order to leave a baggage. According my opinion the number of staff from the air company who were involved in registering passengers was not sufficient at all. We dropped off the baggage nearly at

the end of the registration to the flight, ie. it means the only 15 minutes left to go through the customs and etc. As a result the flight has been missed.

Route: Moscow to Baden-Baden

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aeromexico

Title: "one of the worst airlines"

Review: AeroMexico is one of the worst airlines I've ever had to deal with. They have a horrible customer service experience. We called them regarding our flights being canceled and they refused to give us other options. They also refused to give us a refund. When they refused to give us a refund, we asked for a future credit, which they also denied. I will never book any flights through AeroMexico as they don't try to work with you in any shape or form for any cancellations or reschedules, even when things were on their end to fix. For us, our flight got cancelled due to volcanic activity in Mexico City, which I understood it was out of everyone's control. But the fact that they were unwilling to give us a credit / refund / alternative flight it's just outrageous. They essentially just kept the money. Please do yourself a favor and never book through them. Not worth the fight.

Route: Los Angeles to Ciudad Juarez

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia

Title: "Terrible experience all around"

Review: The worst airline I have ever dealt with. They would not allow me to book a pre-flight bag and then charged me \$80 for a bag that was slightly overweight (10 kilos). I had no choice but to pay as I was on the way to the flight. They were totally disinterested in helping. Terrible experience all around.

Route: Kuala Lumpur to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Titan Airways

Title: "awful Titan Airways aircraft"

Review: Gatwick to Dubrovnik. Booked BA but got this awful Titan Airways aircraft. Terrible. Very cramped with little legroom. Knees wedged into the back of the seat which is made of a hard plastic. Reminds me of flights from the 1980s. Seat also too short on the backrest so no head support. Worst flight I've been on for years. Certainly would not use them again. Flights were fairly expensive. Budget airline quality for BA prices.

Route: Gatwick to Dubrovnik

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Breeze Airways

Title: "everything went smoothly"

Review: I had no delays or cancelations, everything went smoothly, and the staff was friendly. I worried that I'd have a bad experience based on other reviews, so I wanted to be sure to include a positive one on here.

Route: Charleston, SC to Providence, RI

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Hawaiian Airlines

Title: "flight's service was appalling"

Review: I flew to Hawaii from Las Vegas on Hawaiian Airlines. Only the ticketing and customer service are excellent. The flight's service was appalling. There was no options for vegetarian and vegan. I just napped on the plane from Honolulu to Las Vegas while they served dinner. They didn't bother to call me. When I inquired about food after 5 minutes, they abruptly informed me that no food will be served at this time. The strangest thing is that if I purchase with a credit card, they would deliver the food. This is inexcusable. During the journey, I only received a small amount of juice. The flight attendant was quite haughty and unprofessional. In general, they treat passengers as though they are travelling free of cost. In the future, I would not fly with Hawaiian Airlines.

Route: Honolulu to Las Vegas

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "will never fly this airline again"

Review: This airline is a joke. I have a disabled child and our passports havent scanned properly anywhere in Europe and because I didnt check in online I was charged \$150! Of course they close online check-in 3 hours before. I will never fly this airline again. Flyers beware.

Route: Venice to London

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Ryanair

Title: "Ryanair cabin crew makes me worried as a passenger"

Review: Ryanair cabin crew makes me worried as a passenger, they seem to be under enormous pressure, anxious, worried, sometimes with unnecessarily alarmed speech, other times with too slow or prostrate diction. The company tries to save on everything even when the passenger asks for a simple receipt for the service provided. The Irish

authorities need to be brought to the attention of the EU to comply with consumer rights, particularly in terms of taxation. While Ryanair is largely responsible for stimulating the local economy, the social, tax and environmental cost is also very high. I will continue to complain to the Portuguese Tax Authority for this company to fulfil its obligations, not least because it is very keen to take advantage of national financial funds when available. Boarding on time, unfriendly crew and dirty planes.

Route: Madeira to Lisbon

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia X

Title: "great value for money"

Review: My wife and I flew Melbourne to Kuala Lumpur with Air Asia X on an Airbus A330. We were in Premier Flex which includes what is called a hot seat in the front row of the child free quiet zone, priority check in, boarding and exiting, 20kg baggage, one hot meal and a bottle of water. Any thing else you pay for. Left and arrived on time, crew fine. Great value for money.

Route: MEL to KUL

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Air Serbia

Title: "horrible customer service"

Review: Because of the airline horrible customer service i am left stranded in NY, having to purchase a ticket with another airline to be able to make it to Serbia. My connection was in NY, and I was erroneously informed at check-in to pickup my luggage in NY, which was not the case since the luggage went directly into the plane to Belgrade. I reached out to the customer service and informed them i will make it to the flight, even though will be close, however they

decided not to work with me. I wanted to extend my appreciation to the TSA personnel in NY, who were willing to let me through expeditiously through security , and to let Air Serbia know that I will not fly with them again.

Route: New York to Belgrade

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: American Airlines

Title: "They delay for no reason"

Review: American has literally managed to screw every one of my family members on three separate occasions. They delay for no reason. And when they delay, it is so excessive that connecting flights are missed. Do not fly American, you will regret it. It cost me \$830 to rebook with another airline. I only got a refund of \$300. Worst experience ever. My son is now going to be stuck in New York because of their stupid delays.

Route: Cleveland Ohio to Portland Maine

Seat Type: Premium Economy

Traveller Type: Family Leisure

Airline: Aeromexico

Title: "the most miserable travel experience"

Review: This is my 5th flight I've taken with Aeromexico. (All within the same itinerary). Currently, waiting for my 6th flight and I don't have high hopes. I had to take 3 one way tickets to fulfill a wedding schedule. LAX to MEX to GTO GTO to MEX to Cancun Cancun to MEX to LAX This airline was not on time once. 5 flights ALL delayed. And I'm sure the 6th will be as well. Apparently the only flight to leave on time was my connection back to LA from Mexico City. 2.5hr delay LAX to MXC 1.5hr delay MXC to GTO 3hrs delay GTO to MXC 2hr delay GTO to Cancun (resulted in a missing my first day at the resort) 1hr delay Cancun to MXC (resulted in a missed connection) My first 2 flights were First Class, the 3rd Economy. The staff is friendly enough, but the food is atrocious. In Cancun, once I finally arrived after being delayed

leaving GTO and MEX, my suitcase did not come out until near the end of the baggage, even though it should have been priority as I was First Class. I am assuming it's because the priority tag was ripped; but I feel that the Ground Staff should know what their Priority tags looks like. All and all, I will never fly this airline again. This was the most miserable travel experience I have ever experienced.

Route: Cancun to Los Angeles via Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: BA CityFlyer

Title: "stress free experience"

Review: BA Cityflyer from London City to Madrid. Stress free experience from online check-in to arrival. No departure or arrival delays, 15 minutes early landing at Madrid Barajas. Comfy seats, good complimentary sandwich and several drinks runs: we had a couple of wines each, bottled water and coffee. Very competent mixed British / Spanish cabin crew had a smile and a friendly word.

Route: LCY to MAD

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Nok Air

Title: "I was disappointed"

Review: Flew Nok Air from Phuket to Bangkok. No priority at all. This time I was disapointed. I tried for the first time their premium seats. As from the banner to their web site they offer priority check in, boarding and baggage. In Phuket airport no special counter for premium. No priority boarding at all. Seat was ok with enough leg room. Aircraft as usual dirty outside but clean inside. Nice and gentle staff inflight but its true that they do not smile anymore as once upon a time. Snack improved. Extra coffee or tea as premium. No priority baggage at all. I took my bag last after 40 mins. Nice

surprise the Wi-Fi. Recommend? Yes for the leg room in premium seats (if to the first row or next to emergency exit) and Wi-Fi. No for the rest.

Route: HKT to BKK

Seat Type: Premium Economy

Traveller Type: Business

Airline: Titan Airways

Title: "smooth and uneventful"

Review: A very professional outfit. Kept fully informed when flight from Gatwick diverted to Grenoble as a result of security alert at Chambéry. Both flights with Titan Airways smooth and uneventful with excellent landings. A welcome change to have pleasant and obliging service from cabin crew and informative announcements from the flight deck.

Route: LGW to CMF

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: SilkAir

Title: "service is quite good"

Review: Singapore to Bandung. I call SilkAir "premium-lowfare" because my base is in South East Asia, so my choice is SilkAir rather than AirAsia for low cost. The service is quite good, seat comfort is standard, the entertainment is accessible on your own device, and they served food too. The cabin crew also nice.

Route: SIN to BDO

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Silver Airways

Title: "I would never recommend this company"

Review: The first flight was over two hours late, getting to our destination. On the way back home., the flight was two hours late departed the gate again. Where I was finding out about the rescheduling, the girl at the desk was very rude, and did not seem to know what she was talking about. When we got on the flight, everything seemed Okay, to about the halfway point to our destination. Then the power came. The intercom said that if the disability was too bad too land, then, the plane would have to turn around and head to Tampa. As we arrived into Tallahassee, they started to descend the aircraft. Then all of a sudden they brought the aircraft back up again in a very jerking movement. Then they got back on the intercom and said that the plane would be diverted back to Tampa. Then I asked flight attendant, would they arrange hotel accommodations for everybody since we had to turn around? She said they would take care of the hotel combinations and then get everybody back on the plane, for the next day. As we arrived in Tampa pilot got back on the intercom, and made the announcement that the plane would leave you in Tampa, then head back to Fort Lauderdale. I asked the pilot and another flight attendant about the hotel accommodations, and they said that, they will not be responsible for hotel accommodations or to arrange for the return home flight. We would have to make all the accommodations ourselves. Those who want to get off in Tampa when they were refueling, would go ahead and get off the plane. And those who wanted to go back to Fort Lauderdale, would just stay on the plane. There were other major problems problems when we arrived inside the building. The ground crew told us, that we had three choices to make. Either get back on the plane and go to Fort Lauderdale. Or we stay in Tampa, and take our chances and fly out the next day on a flight that could only seat 56 people and they were already at least 30 people who decided to get off the flight. And, the last choice was., go back inside and go to the desk and request a refund for the meaning of the trip. They said, if you purchased your ticket through a website that was not the airlines website, then they would put a reference on your account, so is the agency where you bought your ticket from, can see it, and they can apply the refund. Once we got inside, we were told that those who bought tickets off of another website, would not get a reference on our account for them. Every bit of information that weve been told, what is wrong. They have no idea what theyre doing as a company they should not even be in business. Weve also had other problems with the company in other areas that they told me something and it was the wrong information also. Itll be the last time I ever step foot on their aircraft again. I would never recommend this company.

Route: Tallahassee to Ft Lauderdale

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thomas Cook Airlines

Title: "it was a dreadful journey"

Review: Manchester to Barbados. Disappointed before we started. Tried to change seats using online system 1 week before, which was not possible. We were advised to do this when we arrived at the airport, which we did. My husband suffers with back problems and for long journeys need extra leg room. We were told he could have a seat with additional leg room which cost £70. We were told if you book in advance it is a lot cheaper. The seats were uncomfortable and did not recline. There were additional charges for upgraded films as well as the necessary earphone. We have never had to pay additional charges for these facilities on the many other long haul flights we have done. There were also charges for drinks and despite pre booking a vegetarian meal, I was told I will have wait to see if there is one available. I was made to feel a nuisance. It was a dreadful journey. Before leaving Barbados my husband, as advised tried to pre book a seat with additional leg room. Again this was not easy and had to ring the following day. After 23 minutes of being on the phone he was told it would cost £65 which we refused to pay. As with the outbound journey, there were available seats, including seats with extra leg room which others were offered once airborne despite asking before the flight took off. Flying with Thomas Cook was no better than flying with a budget airline which is not acceptable for long haul flights. We will not be travelling with Thomas Cook again..

Route: MAN to BGI

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: KLM Royal Dutch Airlines

Title: "Low quality airline"

Review: Low quality airline, always delayed, small seats, no communication about delays. Takes up to 8 months to get a voucher after a delay.

Route: Bangkok to Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Go First

Title: "changed their schedule frequently"

Review: Had a booking for a direct flight and they changed their schedule frequently and even took money for direct flight and converted with lay over of 6 hours. I do not suggest to go with Go First. Slogan needs to change to Go Last and Nottogo.

Route: Mumbai to Phuket

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jetstar Asia

Title: "a disappointing experience"

Review: Flew on 3K664 from Kuala Lumpur back to Singapore with Jetstar Asia. I purchased this ticket for its cheap price, but I think I made a big mistake. I can say that this airline has entered my avoid list. It is so much worse than AirAsia which I have always flown and relied on, and I think even Tigerair is more enjoyable on this short flight. The boarding process was extremely chaotic and unorganized. The cabin and windows were extremely dirty, I can imagine the cabin will look very dull if it is a night flight. All the onboard refreshments are overpriced and the cabin crews always advertising the different services. I will never fly with Jetstar Asia again after such a disappointing experience.

Route: KUL to SIN

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Cubana Airlines

Title: Cubana Airlines customer review

Review: On the way to Cuba, the wait time was two hours for check-in. Baggage took an hour to arrive as well. On my return flight, I showed up 3 hours early as recommended for my 6am flight. We stood waiting until 5am when they told us the plane was delayed until 9pm. I had a flight at 8pm that night and asked for a refund. So many things went wrong with this flight but the customer service or lack of was ridiculous. I arrived to Mexico city at midnight and ended up having to purchase another ticket out of pocket for the flight I missed.

Route: Habana to Mexico City

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Eurowings

Title: "Absolutely shocking"

Review: A colleague and I flew with EuroWings on Flight EW9331 from Birmingham to Dusseldorf on 17th June 2022. After we had been on the aircraft for about 30 minutes, we were told we would be leaving for our destination without our luggage. We were travelling for a week of business in Dusseldorf. Inside the cases was not only our clothes, but personal effects, laptop chargers, business cards and everything you could imagine when travelling to a business exhibition. Once we arrived at Dusseldorf, we could not do anything about our luggage at the time as it was nearly midnight and the only people on duty were cleaning staff. The aircrew and this was a Baltic Airlines flight simply told us to see customer service, and this we had asked details of as we got off the flight. They did not pass a single piece of information to any passenger unless they asked. On Saturday 18th June we returned to Dusseldorf airport and sought out the help of the EuroWings customer services team. We were then told to go to building P3 (lost and found) and search for our cases, which were clearly not there. We returned to customer services, gave all our details (email, mobile

telephone numbers, the hotel name and address we were stopping at and kept a record of the reference we were given. We were told that the luggage would be transported to Dusseldorf on the next available flight from Birmingham and not just the next available Eurowings flight, which we knew would be in the evening of 19th June. We had colleagues booked onto this flight as well. Despite having our contact details we received no email, text message or telephone call throughout the weekend. We then had to go shopping for alternative clothes and basic essentials such as toiletries. My colleague and I tried calling several times on Saturday and Sunday from 6am onwards (once we had purchased a phone charger), but the telephone number for Eurowings customer services in Dusseldorf constantly rang without being answered. We both tried calling for about an hour before giving up. Our colleagues were asking about the luggage before they boarded their flight on 19th June but staff at Birmingham were unaware that there had been an issue on the Friday night flight. My colleague and I then returned at 6.45am on Monday 20th June to the customer services at EuroWings in Dusseldorf airport. My colleague stayed at customer services while I went to search for our luggage, again in building P3. When I got to building P3 I was told our luggage was still logged on the computer system as being in Birmingham, UK. We were finally shown to the luggage belts airside where our luggage was waiting, along with a lot more abandoned luggage. I have contacted Eurowings customers service three times via the online contact form and have heard nothing back at all. The online check for whether we are entitled to compensation or not cannot be done as this flight was operated by Baltic Airlines, and I am told we have to wait to be contacted by Eurowings. Absolutely shocking, not only in the service from the company themselves, but to not receive a reply from contacting them three times since my return to the UK is appalling. Will never, personally or business wise, use this airline again. Shame I cannot give a 0 on the overall rating.

Route: Birmingham to Dusseldorf

Seat Type: Economy Class

Traveller Type: Business

Airline: Thomas Cook Airlines

Title: "far below standard expected"

Review: I recently flew with Thomas Cook Airlines to and from Barbados from Gatwick Premium Economy with my wife

in seat 5F/5G. I paid £300 pp. I have never had such an awful pair of flights. I have to say the staff were great but the food was terrible with plastic cutlery. The extras ie earphones were disgrace and in general the whole experience was far below the standard expected for this service. I have traveled using Thomson/Tui and found them to be at a different level of service and comfort. This is a sad reflection to the airline and was never worth the money,

Route: Barbados to Gatwick

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Oman Air

Title: "They postponed the refund process"

Review: In January 2020, I bought two round trip tickets from Istanbul to Manila for December 2020. They cancelled the flights and promised me a full refund. They postponed the refund process, wasted my time and energy by employing different time-consuming tactics. Finally, they promised me a refund exactly one year after the issue of the ticket, which was due last January the 21st. It did not happen. What they did was to ask for additional documents. I am disappointed by the way they treated me during this process.

Route: Istanbul to Manila via Muscat

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Cathay Dragon

Title: "Very spacious and good IFE"

Review: Phuket to Hong Kong. New terminal in Phuket and it is much better than before. Spacious and airy. I missed the earlier Thai Airways flight and they directed me to the Cathay Dragon counter. The staff was sympathetic but asked me to buy a ticket online instead of directly from them as it would be cheaper and it was indeed of very good value. Check in was done quickly as I was very early for that flight. The ground staff also told me not to go inside too early as

the lounge they use was not 'up to the usual standard' as the proper one wasn't open yet. Very honest and good advice as I found out later, it was merely a cordoned off area. The flight was full but boarding was orderly with priorities well respected. Smiley flight attendants greeted all passengers and the economy class seats were the same as their bigger brother Cathay Pacific. Very spacious and good IFE. Once level off, the crew immediately served a hot dinner. It consisted of a ham, potato and cheese salad (too creamy) and a chicken curry rice which was served piping hot and very delicious. They came round with ice cream and tea later. The whole meal service took less than 40 minutes - very efficient. Call bells were answered promptly and the flight attendants were kept very busy on this full flight. Landing was on time but parked at the far end of the terminal. Despite that, it took 25 minutes from disembarkation to collect bags to boarding the airport express train.

Route: Phuket to Hong Kong

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air Canada

Title: "No remediation or assistance"

Review: Frankfurt to Toronto was over 1 hour late arriving. Scheduled for 1915hrs actual was 2030hrs. Air Canada (AC) knew this would cause EVERY USA bound connecting flights to be missed because the US Customs would be closed before we could get off the plane. Not to mention the sheer distance between our gate and customs would require landing at least 15 minutes minimum before closing to even try to reach customs before closing. No announcement that we would be stuck in Toronto. No offer of assistance to get us re-booked on a flight after Customs opened again at 0410hrs the next day. No help desk at the airport that apparently CAN help us. 2030hrs When arriving at the closed US Customs the security guy said, "we're closed. come back at 0430 when we reopen" When I told him that we had connecting flights to catch, he said "Welcome to Canada please go downstairs and go through Canada immigration." I thought that meant we could go through that process and still make our flights, but turns out he was actually welcoming us to Canada as we were stuck there tonight and weren't going to make our connecting flight. We were actually told to talk to the person at the desk when you get off the elevator for additional information but that turned out to be a grumpy

older man telling us he's not there to help anyone, just go through the line over there. Which was Canadian Customs and Immigration. Several flights were cancelled on the same night to the US. AC claimed would be handled automatically and notified via email about their new flights, but since my connecting flight still left as scheduled but without me or my family, it wasn't like that situation for us and we didn't get automatically rebooked for the next possible flights via email. Waited in the luggage location line for about 45 minutes about our luggage to be sure it wasn't going to the US without us. After learning the luggage was staying in Toronto, they said it would be safer to keep it in 'the system' and get the luggage assigned to your new flight and it will make it there. Otherwise it would take HOURS to locate and get them to us and we would have to check it back into the system anyways once we were rebooked. This was actually true in the end. We asked around for help and were directed by announcement to follow the "connections" signs to get help there. After waiting a while, that staff was clearly overwhelmed and actually started yelling at the customers about how they were NOT going to help anyone about rebooking or vouchers or anything. The line started getting very long when the staff started shouting over the public address, "we are only two people here and we are not going to help anyone get rebooked, or hotel vouchers, or meal vouchers. You need to go upstairs where there are 15 people up there to help you. That turned out to be a lie. We followed the instructions, which ended up being the ticket counters on the departure floor, but eventually were yelled at again by a queen bee in charge stating that their only job is to help people check into their flights and since we didn't have any flights to board as our flight left without us, it was NOT their job to help us get rebooked. No remediation or assistance was given as to how we could resolve the situation either. I tried asking the special assistance table how I might get help and, after explaining our situation, she told us to go to the other area of ticketing counters for my spec

Route: Frankfurt to Atlanta via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: PLAY

Title: "wide seats and ample leg room"

Review: The plane was quite comfortable with wide seats and ample leg room. I prefer Plays planes that Ive flown 6

times so far over the more compact seating. The overhead compartment is also nice and large. I would like a hard cider on the menu but I have had canned soda and a canned vodka seltzer drink. The soda was flat but the vodka seltzer was really good. The crew is very pleasant. Our flight back to BWI was moved up due to weather and it was very windy. There was a minor maintenance item that held us up for 10-15 minutes and then we rocked our way into the sky. I don't mind that there are no seat screens or power outlets. I downloaded my own movies and used my phone and own headphones on the plane.

Route: Keflavik to Baltimore

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Xiamen Airlines

Title: "new and fresh airline"

Review: Los Angeles to Seoul via Xiamen. We booked this airline because 3 of us could go round trip for the price of 1 major carrier! Such a deal - R/T LAX to ICN (Seoul Korea) for \$450 per person! If you are not Asian or don't like Asian food - please pack your own food. Found this airline to be just as professional, efficient, and friendly to fly with. Our flight did have to go thru 2 Chinese ports of entry (Qingdao & Xiamen). The flight was very comfortable due to the new airplane (Boeing 787-9). I noticed the increased air pressure (6000 ft elevation) and increased humidity did not dry me out and felt good at the end of 14 hours in flight. The flight staff was very courteous, attentive, and tried their best with English but Google translate came in handy to communicate. Wifi was available but not very good - too many people using it and not enough bandwidth for streaming. Food was good - 2 hot meals and 2 cold snacks in-between kept you full and satisfied. Very Chinese cuisines on all 4 legs of the flight (2 international, 2 domestic). Just remember, the airline is Chinese and therefore will serve Chinese food - don't expect Panda Express type food like the US. The food is primarily pork based with some fish, chicken or beef offering. If you elect vegetarian or muslim or any other special needs food, make sure you request this 24 hours before your flight. I saw some western folks unhappy with seeing unfamiliar Chinese food being served on a Chinese airline - I had to chuckle watching them eat the bread and desert for their meals. The only issue which is not the airline's fault was going thru Chinese immigration. We did not have a

Chinese visa which is normally required for landing in China, but 50+ countries can "transit" thru China if you can prove your final destination is outside of China. The government issues a temporary transit visa for those that are going thru the country - it's good for 24 hours. At our 2 hr layover for refueling, Qingdao was the worst - they scrutinized and held up the entire non Chinese group of passengers looking for errors & past problems. They pulled 2 passengers out of the group for failing to register with a local Chinese police agency the last time they were in China. Military uniformed people surrounded them making you feel like you are in a communist country.... The airline staff was very good at preparing you for Chinese immigration - having your itinerary with you, boarding pass with correct name spelled, etc. Landing at Xiamen was much easier and nicer immigration folks. We even had time to visit the First class airport lounge using our Amex Plat card. Return trip was good and we even had an overnight layover and the airline provided a hotel for the night at no cost which was nice. We did have to pay the taxi rides both ways so remember to bring some Chinese Yuan (RMB) currency. We got to also go on a tour of the city on a double decker sightseeing bus that took us all around the perimeter of the island. Overall, a very nice new and fresh airline to fly with for many Asian countries.

Route: Los Angeles to Seoul via Xiamen

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Thomson Airways

Title: "forget all the hype"

Review: Cancun to Manchester on Thomson Airways B787 Dreamliner - this aircraft should have been called the sardinliner. Forget all the hype - they still shoe horn you in your seat and slap a nice review of how much legroom you've got. On takeoff, in the window seats water drips down from a corrugated air channel above your head and you can actually see were people have stuffed paper towels into the vents. As for the mood lighting and bigger dimming windows I don't understand the hype. Inflight entertainment and free drinks but Thomson pale into insignificance compared to Virgin - I hope I never have to fly on sardinliner ever again.

Route: CUN to MAN

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Interjet

Title: "had a very bad experience with Interjet"

Review: Me and my family had a very bad experience with Interjet. We were going to fly to Mexico but the airline did not let us. They changed our flight and later they also said they were not flying anymore and gave us a voucher to fly in the future. Up until today we have not being able to fly and have been like this for almost a year. The worst part is that once the voucher expires, we will lose our money, Interjet will not be responsible for giving us an extension and they will keep our money.

Route: San Francisco to Guadalajara

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "two pleasant domestic flights"

Review: Chicago OHare Dallas Fort Worth return in Economy (Main cabin). Self Check-in in Chicago and Dallas were fast and efficient with helpful staff. Both flights were delayed, the first one 1.5 hours, the second one 20 minutes. Onboard experience was fine: FA's were friendly, cabin was clean and in a good condition. Seats in A321 were comfortable, but in 737 they felt much smaller when someone is sitting next to you. Inflight WIFI worked well with great entertainment options on your own device. There was also one free drink and snack service (cookies or pretzels) on each flight. I thought I had to pay for alcoholic drinks, but to my surprise I got a free beer. Overall I had two pleasant domestic flights except the delays.

Route: Chicago O'Hare to Dallas Fort Worth

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Saudi Arabian Airlines

Title: "different impression between first and second leg"

Review: Once again different impression between first and second leg. Lahore airport is old, a lot of security, a little bit disorganized, Checking counter staff was kind and once again she put us in the row with big leg-room. The boarding gate area is a mess, no priority lines. Its like the wild west and after passing the boarding pass control another security control in the finger just before get onto the plane. So delayed, one hour. Lahore-Jeddah, B-777, in ECO, totally full, majority of passengers were pilgrims to Jeddah. Service on board - this time there were no amenity bag for red eye flight. I had bad luck with the pax next to me, big and his arm reached over my side, that was very uncomfortable. I didn't eat nor watch any movies, just slept or tried to. Flight attendants attitude was totally different, less kind. Transfer in Jeddah, this time was better, because there were hardly any people so it was very fast. Jeddah-Amsterdam, B-787 upgraded by bidding system (paid 370 eu.) and totally worth to pay it, totally different business class than Jeddah - Lahore. Nice seat, comfy. A plus, chef on board. Amenity bag from Missoni. Nothing can compare with Emirates or Qatar Business.

Route: Lahore to Amsterdam via Jeddah

Seat Type: Business Class

Traveller Type: Business

Airline: Wizz Air

Title: "the most clown show boarding"

Review: Arrived with excess time, boarding was called and everyone rushed and got in line. A bunch of people had priority but there was no designated lane for priority nor was there anyone working aside from the gate to ask where to go. Some people waited in the spot that the sign said for priority but they were ignored. So they pushed past the line of everyone else and the gate agent helped them next. Which meant the rest of us with priority were left wondering if we should do the same? Chances are half of us had priority and it would feel fair to cut in line because of that. When I

asked about where priority was supposed to have been as I was boarding, the lady just shrugged with an exasperated look. It was the most clown show boarding Ive ever seen. Luckily there was still overhead space but I imagine many priority passengers had a hard time finding space. It shouldnt be hard to make an announcement to explain what to do. Good news is the plane departed on time, shockingly but it was still an overpriced 1 hour direct flight at almost \$150 with one carryon and a personal item.

Route: Catania to Tirana

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Singapore Airlines

Title: "really nice for a sub 2-hour flight"

Review: The Silver Kris Lounge at SIN T3 was big and nice. However, finding good seating during peak time was still challenging. The lounge offered good selection of food including Western, Chinese and local options. The flight was on SQ regional A350-900, which has similar flatbed seats as other premium airlines' long-haul equipment. That was really nice for a sub 2-hour flight. In-flight food service was very nice for such a short flight.

Route: Singapore to Ho Chi Minh

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: Air France

Title: "service in business class was horrible"

Review: The food and service in business class was horrible. For the dinner flight we were served a tasteless, overcooked and fatty piece of pork and the next morning the staff on the left side of the aircraft failed to serve several business class passengers, including me, our breakfast! Instead they stood in the front of the section talking to people and then cleaning up their trays before the rest of us had even been served! During the flight they never came around

offering us any water. We had to go the galley and request it.

Route: Miami to Paris

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Scoot

Title: "I can't fault Scoot"

Review: Seated in window seat 23K, Flight number TR606, January 8th 930am flight from Singapore to Bangkok. The plane was spotless, and passengers were well spread out. Maybe 15% full. I was on an SQ ticket so I got the meal: a chicken lemak, with a bottle of water, and some chocolate brownies for a sweet. It was delicious; I've had a few nasi lemak on Air Asia, and this was much better. The chicken came in a rich and unctuous sauce, with the right level of spice, the ikan belis was delicious, there was a generous portion of rice. After a near 5 hour transit at Changi I needed that. I mentioned the cabin was immaculate. I gave Scoot a tough review back in early 2019, but that was pre Covid and it was a long haul from Singapore to Berlin. I'm still of the opinion that for long haul you need a modicum of comfort. For this flight though, less than 2 hours from Singapore to Bangkok, I can't fault Scoot. Good job. I came from Melbourne to Singapore on SQ, on an Airbus A350, so I can make a immediate comparison with the Boeing 787. I prefer the 787, the cabin feels more spacious, the wing is more elegant.

Route: Singapore to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Gulf Air

Title: "quality of food was lamentable"

Review: A very disappointing experience and Gulf Air has deteriorated greatly since I used it regularly 5 to 10 years ago. Cabin crew were reasonably polite but not particularly helpful and couldn't solve any issue. The quality of food was

lamentable. Even though my flight via Singapore was very long and at night, no blankets or pillows were available. Toilets were dirty and cabin crew did not seem at all concerned to keep them clean. Gulf Air seems to have become on a par with the most basic budget airlines.

Route: Dubai to Bangkok via Dubai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Air India

Title: "Such a bad experience"

Review: My flight was scheduled from Amritsar to Delhi and from Delhi to New York. The flight was delayed to the point that every passenger missed their connecting flights. On top of this I had another flight from New York to Vancouver the next day which I missed and had to book a new flight for 400\$. I talked to the airline staff and they said that the flight to Vancouver is not with their airline so they couldn't provide me any compensation. They didn't even care to look for any other flights from Amritsar to Delhi to help the passengers catch their connecting flights. Such a bad experience that I'll never travel with this airline in future no matter what. e.

Route: Amritsar to New York via Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia India

Title: "Awesome polite cabin crew"

Review: Great fares. Excellent ground staff who calls you to let you know gate is closing. Awesome polite cabin crew. Comfortable seats. Excellent service. Good food.

Route: Bangalore to Kochi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vietnam Airlines

Title: "seat was very comfortable"

Review: LHR to HCMC in Premium Economy. Seat configuration was 2-3-2 on the B787 and as we were travelling in a group of 3 so had chosen the middle three seats. Legroom was good for Premium Economy and better than we had experienced in either BA or EVA. Although the plane was only around 5 years old, the interior seemed slightly tired and some of the seat recline functions were very stiff, however the seat was very comfortable. The flight left on time and drinks service followed by lunch was soon served. Food was ok, I chose the braised codfish with noodles, which was tasty. Inflight entertainment worked well and with reasonable selection. Flight landed on time and luggage delivered quickly. We paid £500 extra over economy for LHR to HCMC return, which we thought good value.

Route: London Heathrow to Ho Chi Minh City

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: easyJet

Title: "never had a problem with any other airline"

Review: I have always travelled worldwide with my hand luggage suitcase, I have even worked for an airline and I have never had a problem with any other airline. My actual suitcase was brought as hand luggage dimensions requirements, only to find when boarding my flight from Manchester to Ibiza, a man, was standing where we pass with the boarding pass holding a credit card machine and stopping everyone with a hand luggage that didn't fit in which looked like a child size baggage gauge and apparently easyJet don't allow the wheels or handles to be included in the dimensions stated on their site. I wasn't the only one questioning this it looked like an easy money racketeering business going on threatening passengers that they cannot board until they have paid.

Route: Manchester to Ibiza

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Pegasus Airlines

Title: "didn't offer any free drink or snack"

Review: Beirut to Istanbul. We left at 6 in the morning. We stayed around 2 hours flight to Istanbul, they didn't offer us any free drink or snack. All drinks and snacks are priced in euros. While they can at least offer us a free cup of coffee or tea.

Route: Beirut to Istanbul

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Thai Airways

Title: "Im very disappointed"

Review: Ive grown tired of this airline now. Ive flown in total 6 long haul flights with them and the quality of the product is extremely poor. Every single flight has been completely different, not for the good. The cabin crew arent polite, you are very much seen as an inconvenience. The food was terrible. The breakfast on the flight was the worst Ive ever had. Inflight entertainment is poor, small random selection of films/tv programmes to watch. I was flying with Thai Airways purely because they are direct. However I will now avoid them. Im very disappointed. Only positive is the direct flight.

Route: London to Bangkok

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Volotea

Title: "love traveling with Volotea"

Review: Asturias to Seville. I love traveling with Volotea, I fly with them frequently, especially the trip from Asturias to Seville. What I like the most is the quality-price ratio they have. The stewardess are very friendly, and they always help you with your luggage and the flight is always short.

Route: Asturias to Seville

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Aerolineas Argentinas

Title: "aircraft in very good condition"

Review: Check in was flawless, aircraft in very good condition but rather small for a three hour red eye flight; on other positive aspect, flight was scheduled for 0150 am but departed around 50 min ahead of time, which is not always desirable specially when People are meeting you at destination airport But what the heck, would you rather be late?

Route: Santa Cruz to Buenos Aires

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Garuda Indonesia

Title: "I was impressed by the service provided"

Review: Flew on the GA863 from Sorong to Jakarta. Check in and boarding process was well organised. Got the usual warm Garuda welcome when boarding. I ordered a special meal and I had no need to remind the cabin crew as it was presented to me when they were serving the meals. I have flown Garuda many times, mainly in premium class, however I was impressed by the service provided in economy class and the cabin crew came around several times offering soft drinks, tea and coffee. Overall good flight and service.

Route: Sorong to Jakarta

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Vistara

Title: "I had missed my flight"

Review: I had missed my flight due to service from the check-in team. For a flight of 8am, I was in the check-in line, having done mobile check-in earlier, before 6:45am. However, the check-in process took more than 30 min. By then, the person at the counter had refused to take my luggage and suggested that I just try 'my luck' by taking my luggage through security. I has asked in case the team can help me with security or thereafter through buggy. He said he can't help with either and this service was offered later once I missed my flight.

Route: Delhi to Kolkata

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Canada rouge

Title: "disappointing customer service"

Review: Los Angeles to Warsaw via Toronto. Really disappointing customer service - when they ran out of hot tea in my aisle, I had to ask for it couple times and still didnt get it. I was shocked, this attitude is something that cannot be explained. Little leg room, old aircraft, no entertainment in seats and bad experience. No snacks included on a 5,5h flight to San Francisco, meals served only on Europe to Canada flight. Tickets werent cheap and thats why all those mentioned things were more than frustrating.

Route: Los Angeles to Warsaw via Toronto

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: CSA Czech Airlines

Title: "not really an on-line check-in"

Review: Copenhagen to Prague. The airline is offering on-line check-in which is not really an on-line check-in as you have to get your ticket at the baggage counter. This is a big step back as I have travelled a couple of times with this airlines the same route (Copenhagen to Prague) and before August it was possible to save your ticket to your phone wallet or print it at home. Moreover, the staff is rude and always has troubles with some people's cabin baggage even though the cabin storage room is completely empty.

Route: Copenhagen to Prague

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Porter Airlines

Title: "Seats not that clean"

Review: Toronto City to Montreal. Flight was late departing. No option to select seat at check in (only for a fee). Over the years this airlines meals have decreased from a sandwich into a pack of almonds. Seats were not that clean and it smelled bad (my seat was near the bathrooms).

Route: Toronto City to Montreal

Seat Type: Economy Class

Traveller Type: Business

Airline: Air Moldova

Title: "they remain silent"

Review: Air Moldova are hiding behind 'flight cancelled for safety reasons' to avoid delay compensation for a faulty engine leading to a 3 day delay which requires compensation to be paid under UK law. Despite numerous emails they

remain silent on this matter.

Route: Stansted to Chisinau

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: La Compagnie

Title: La Compagnie customer review

Review: Fantastic airline featuring Business Class only seats, flying from Luton to Newark. We paid about £900 each return, cheaper than BA economy on the dates we flew. It is a small airline but one of the best flights I've had. It's not going to compete with the likes of Qatar Airways but you can't beat the value. The seats aren't completely lie flat but the seat pitch is 60" and very acceptable. The staff were exceptional and the experience was like being a guest on a small family outing. They couldn't do enough to help and we were really impressed. I hope they succeed.

Route: Luton to Newark

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Breeze Airways

Title: "The staff was friendly"

Review: Pleasantly surprised at how nice our trip was on Breeze Airways. The plane seemed newer than other planes we had been on. The staff was friendly. The flight was smooth with no delays. We will be flying with them again.

Route: Orlando to Charleston

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Lion Air

Title: "not book a fight with you ever again"

Review: Jakarta to Bali. Despite the dire reviews, my wife and I booked flights from Jakarta to Bali with this airline. Flight departure time was supposedly 5.55pm. At 5.25pm, the posted boarding time, nothing happened. Passengers shuffled their feet hopefully, then at 5.40 an announcement came. Due to operational reasons the flight would be delayed by 2 hours! So we went back through security and got something to eat. Then 1.5 hours later, we negotiated security again and arrived at the gate - and there was a further 1 hour delay. But the man behind the desk couldn't even guarantee that and so we left and caught a taxi back home, weekend ruined. Thanks you Lion Air, we shall not book a fight with you ever again. I knew this review will make no real difference to the shoddy way they treat their passengers, but if just one person decides not to book with them and instead goes with Garuda (like we should have done) then my job here is done.

Route: Jakarta to Bali

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: FlySafair

Title: "option to purchase priority is an absolute scam"

Review: Overall a comfortable flight but extremely frustrated that I paid for priority check in and boarding and received neither on both our flight there and back! Feel ripped off and like the option to purchase priority is an absolute scam. Still had to wait in all the queue both at the check-in counters and on boarding the flights. If you can't deliver the service, don't offer it and certainly don't charge your customers for it. I had 2 other passengers with me who I also paid priority for. What a waste!

Route: Johannesburg to Durban

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: Austrian Airlines

Title: "worst airline experience I have had"

Review: It's 8th days since I hand my family 6 baggages to Austrian Airlines and missing since then. I have been calling every day but they are not willing to provide update. This is the worst airline experience I have had. Austrian Airlines where's our baggage? We have the right to know.

Route: Vienna to Chicago

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: American Airlines

Title: "at least have the decency to be honest"

Review: American Airlines itself is a decent airline, but the fact that approx. 5 - 7% of their flights are direct flights is a capital crime. Almost every trip requires a connection, with about 85 - 90% of those connections being in Charlotte. It is kind of funny that lot of the budget airlines, like Spirit & Frontier among others offer a majority of direct travel all across Canada & The US. How is American Airlines not jumping on this. Honestly, a stopover is not bad, especially if you love flying, like I do. However with American, a stopover is a bittersweet thing. Firstly, a stopover could be anywhere 40 minutes to 1 hour. Hearing that you initially think "OK, not bad at all" then you have your first flight delayed for a bogus reason, rendering your connection pointless, which is frustrating. Frustration increases usually because with American Airlines, your first flight will be an evening flight, and after the delay, you get to your connection 1 hour late if not more, and you have to stay all night in the airport to get your connecting flight first thing in the morning. Yay! If you are lucky to get a representative at a ticket booth, which will be few & far between if that, you will be given some sort of miss-information in regards to why your flight was delayed. After finding out that upgrading my seat from aisle to window, would be \$54, US as well. That's fun! American Airlines screws up and still wants to charge for trying to rectify the situation. Like us customer are the inconvenience. After saying no, I actually had a representative tell me "You can certainly book a flight with United" what kind of answer is that. Your airline messes up and your advice is have a

customer pay more money with a different airline. Alright then! WiFi on American is not the best either, unless you are a Xfinity or Verizon member. If not, don't expect any internet access besides the American Airlines site allowing you to check other American Airlines flights to see your connecting flight is on time and knowing you will miss it. Prices for WiFi on the airline range from \$15 - \$20, just to use the WiFi on 1 device only. Oh Joy! I do realize airlines screw up sometimes, it's a part of travel. The whole "it's about the journey, not the destination" thing. However, at least have the decency to be honest with customers about what is going on and try to accommodate them. The very least you can do is try to keep the customer. At least with your own airline. As much as I love flying, a direct flight is certainly better than this headache I endured. American, please get your stuff together. Remember, you are not the only airline in the skies. Simply put, I almost missed a friend's wedding because of the American Airlines headache.

Route: Atlanta to Detroit via Charlotte

Seat Type: Premium Economy

Traveller Type: Solo Leisure

Airline: Thai Lion Air

Title: "the trip was really good"

Review: Denpasar to Bangkok. Our flight was perfect, check in was 5 minutes, departed on time, crew were polite, arrived on time. Plane was not super comfortable but was fine with sufficient leg space. Considering the flight cost us 100 dollars the trip was really good.

Route: Denpasar to Bangkok

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Jet Airways

Title: "ruined my whole trip"

Review: Amsterdam to Delhi. I never got my baggage and the airline staff had no information about it. The staff said I

will be contacted on any updates about it but never heard anything from them. They have ruined my whole trip.

Customers have to take care of their baggage on their own.

Route: Amsterdam to Delhi

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Thomas Cook Airlines

Title: "seats extremely uncomfortable"

Review: Manchester to Los Angeles. We flew premium outbound and economy inbound as no premium seats available. Premium ok for what we paid and tolerable for 11 hour flight. Economy seats extremely uncomfortable despite having exit seats. Don't recline, narrow and not tall enough for tall people. On both legs, food portions and type were inadequate for the length of the journey. We were hungry. Not enough drinks service. Lights are put out and you're encouraged to sleep. Only pro is cost in comparison to other airlines, direct flight and on time. Staff were fine.

Route: Manchester to Los Angeles

Seat Type: Premium Economy

Traveller Type: Couple Leisure

Airline: Uzbekistan Airways

Title: "it proved to be a fine experience"

Review: I flew from KL to Tashkent economy class, 7.5 hours each way, departing late November 2019 and returning mid December 2019. I had some apprehension about the flight but it proved to be a fine experience. The well experienced 767s were smooth and comfortable and on the first flight had a rudimentary IFE system which had its quirks that nearly resulted in a finger tip blister! (On the return flight on another 767 there was no seat back screen but instead had roof mounted screens that were quite useless). The cabin crew were friendly and the meal service was very adequate and I certainly wasn't hungry afterwards. Perhaps because of the age of the aircraft I felt that there was more

room as they had a 2-3-2 seating configuration and on both flights there were many unused seats and even complete center rows of 3 seats left vacant for sleepers had I wanted to. All in all a good experience with Uzbekistan Airways.

Route: Kuala Lumpur to Tashkent

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Korean Air

Title: "business class product is sub-par"

Review: Auckland to Seoul. I found a lot of the business class service systems of Korean Air quite odd; whilst the crew were polite and responsive, they are working within a set system that means their business class product is sub-par. For example, your menu - which includes the wine list - is taken off you immediately after departure, so you cannot refer back to it. This makes ordering wine particularly difficult. Another thing is that if you order the Korean meal options, then you are deprived of the additional food - such as a soup starter, and bread - that people ordering Western meal options receive. They are not even offered, and as a result, I was starving after my small bowl of rice porridge; I've never been left hungry after a meal, even in Economy class. There was no indication of what snacks were on offer; luckily I was sitting next to a frequent flier and he kept ordering interesting snacks and so I followed suit. On a 12 hour, day-time flight, during which two meals were served, there were only two 'drink runs' by the crew - and they were both during the second meal service. I had to constantly request a drink, and at one stage even went to the galley to see what types of wine were available. I really didn't like this approach to service; I much rather have the drinks offered, rather than have to proactively request for them. However, this seems to be the way they do things - you won't be offered anything beyond the bare minimum, but staff are happy to respond if you do request things. The IFE was poor - a very limited selection of main-stream movies, and little in the way of reading materials. The seat was comfortable, and the cabin was spotless - including the toilets which were regularly cleaned. So whilst the hard product was good, and the service was polite and efficient, I really felt it was a 'bare bones' service culture and therefore, I did not feel pampered or spoilt, as I usually do in Business class. It really felt they were trying to minimise costs by keeping the food and drink away from the public eye.

Route: Auckland to Seoul

Seat Type: Business Class

Traveller Type: Solo Leisure

Airline: China Eastern Airlines

Title: "did not see a single flight attendant"

Review: Bangkok to Shanghai. I received an email message from the airlines stating that my flight was canceled and for me to contact them. In the email they sent me, they never provided a contact number. I had to google for their website and contact number. I called them more than 15 times on different occasion and all I got was answering machine with no option to leave a message. The email they sent me says do not reply as it was sent through an auto-messaging system. It was difficult to reach them through the phone. I have no other option but wait until I get to the airport and talk to them in person. When I get to the airport and ask them to issue me a new itinerary since the original one was canceled by the airline. They still can't help me but provide me with another phone number to call customer services. I finally got a new itinerary for my flight with China Eastern. The flight was a little more than 4 hours. The minute we boarded the plane, I can feel the air inside the plane was extremely warm. I thought the Flight Attendant will turn on the air conditioner once the plane starts to leave the tarmac but they did not. I waited for a long time for the Flight Attendant to come down the aisle so I can ask them to turn on the AC but I did not see one came by. I looked for a call button on my chair but did not find one since it was so dark in the plane. I waited for a long time no flight attendant came down the aisle. I felt exhausted and fall back to sleep. I sat in the middle seat so it was hard for me to climb over another passenger to find the Flight Attendant. On my way to the lavatory, I tried to look for a flight attendant and hopefully have them turn on the AC but did not see a single flight attendant around. Its been like this throughout the entire flight. We were never offered drinks or meals. The seats are tiny. Even with my arms close to my body, my arms still rubbed by other passengers sitting next to me.

Route: Bangkok to Shanghai

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Swoop

Title: "Checkin system seats everyone in the back"

Review: Checkin system seats everyone in the back. Upon boarding, the flight is delayed because they have to shuffle passengers to the front of the plane because of a weight imbalance. Safety first right. Just a coincidence how all the front seats are more \$\$ to sit in then the back and people dont wana pay to sit in the front so the system seats 90% passengers in the back. So we spend 10 minutes shuffling passengers from the back free seats to the front paid seats then the flight is delayed due to a airport issue. Go figure. Profits over safety is the underlying moto for all low cost airlines.

Route: Edmonton to Kelowna

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Airways

Title: "Avoid Jetstar!"

Review: An absolute disgrace. Less then 5 hours before the flight was due to leave, the flight was cancelled. The only other "alternative" flight involved an overnight stopover in Sydney. Avoid Jetstar!

Route: Melbourne to Gold Coast

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: AirAsia

Title: "I will never take AirAsia again"

Review: I will never take AirAsia again if there is a choice. Worst ever airlines I have ever experienced. They

rescheduled my flight and changed me and my kids' seating from first row (hot seat) to a normal seat in the back row. And there is no refund for this change. I tried to chat in Airasia App multiple times but the only response I got was 'we are experiencing technical issue, please try again later.' It is really frustrating when the planned schedule was simply changed by AirAsia and the seat row (I bought first seat for the comfort of me and my kids as I was travelling without husband) was changed to normal seat. And is there is no refund for this row change.

Route: Bangkok to Kuching via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: airBaltic

Title: "worst service ever"

Review: Riga to Bordeaux. Terrible airline, worst service ever, humiliating experience! Don't recommend anyone this airline, but especially if you are musician. Stay away from them.

Route: Riga to Bordeaux

Seat Type: Economy Class

Traveller Type: Business

Airline: Sriwijaya Air

Title: "flights are outdated"

Review: Sorong to Makassar. This month, I flew four times with this airline and and all four times we started late. The delay was on average one hour. The flights are outdated and the food was not good either.

Route: Sorong to Makassar

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Emirates

Title: "Everything went smooth"

Review: I was pleasantly surprised by level of service and experience on this flight. Everything went smooth, food was very tasty, great choices of dishes and beverages. Overall, staff was very helpful always trying to accommodate the customer needs

Route: Warsaw to Phuket via Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Go First

Title: "Most horrible airline"

Review: Most horrible airline. Rescheduled flight 3 times on the day of departure before finally cancelling it. Had to book an Indigo flight at the last moment for double the price to get back to work. Am really ashamed that the government allows this so called airline to operate in India.

Route: Kolkata to Bangalore

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Sunwing Airlines

Title: "all-round bad organisation"

Review: Montreal to Puerto Plata. Delayed 11 hours, short of staff and just all-round bad organisation. Sat on the plane for 3 hours after 5 hours delayed in the airport only to be moved back to the airport for another 3 hours. Will not be booking with them again.

Route: Montreal to Puerto Plata

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Royal Air Maroc

Title: "I would recommend this airline"

Review: This review relates to the second Royal Air Maroc flight I took, on a Boeing 737-800 from Casablanca to Paris Orly Airport. The gate staff were rather bureaucratic and unfriendly and I saw one staff member walk away from an elderly woman who needed and asked for assistance. Boarding was fairly orderly and one gained the impression of a very clean and nicely set out interior reflecting Moroccan designs and culture. The crew were a little cold but very correct in terms of their service. It was great to see a proper breakfast served to the passengers. My concern was that a clearly very sick woman was allowed to board the flight. She hardly stopped coughing for the entire duration of the flight and did not use a face mask at all. The captain did not give much information and announcements were made only in Arabic and French. Disembarkation was via a bridge and there were some uniformed RAM staff waiting to assist needy passengers. Overall this was a good experience and I would recommend this airline without hesitation!

Route: Casablanca to Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Royal Brunei Airlines

Title: "staff were so polite and pro-active"

Review: London to Bandar seri Begawan via Dubai. I was so pleased but the service and hospitality being given to us. The cabin staff were so polite and pro-active to provide service and help. Foods and drinks were supplied adequately. I strongly recommend travellers to take an experience of flying from it.

Route: London to Bandar seri Begawan via Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Norse Atlantic Airways

Title: "my bag was too large"

Review: I booked two Norse Airlines flights and it is doubtful that I will ever be booking another one. A great budget airline if nothing goes wrong; however, any complaint will go unresolved. My flight from NYC to London Gatwick was all right. You can only receive your official Norse boarding pass 2-3 hours before your flight actually arrives, so expect to be waiting in yet another line at the airport. The movie selection changes often and is lackluster compared to most other airlines. To their credit: they are a budget airline. If you're flying Norse, the goal is to get from point A to point B as cheaply as possible. At least that was my goal, and it was going great! That is until I tried to fly from Berlin to my home country of the United States. Here's where my real complaint begins. At Norse, you are at the mercy of the employee who gives you your official boarding pass (if something goes wrong, you're on your own because they have very few staff members to help you). After waiting in the Norse line for ~1 hour, they finally began signaling for prospective passengers to receive boarding passes. Unfortunately, I approached the most unfriendly woman I have met in my entire life (and I worked in food service for 2 years). From the beginning, she was impatient and rude, rolling her eyes when I asked simple questions and asked if she spoke English. Then she proceeded to claim that my bag was too large to count as a personal item. I was backpacking in Europe for 22 days and boarded multiple flights using budget airlines like easyJet and Ryanair. My backpack fit in all personal item containers, including the Norse Airlines' container from NYC to London Gatwick. It is also worth mentioning that all 3 of my travel companions (with the same size backpacks) were met with Norse employees who happily provided them with personal item tags. This service worker charged me \$65 and classified my bag as a carry-on item (it also fit underneath my seat on the flight). When asked for her employee ID number so I could file a complaint, she declined.

Route: Berlin to New York JFK

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Omni Air International

Title: "no leg room in comfort class"

Review: Honolulu to Las Vegas. I purchased a first-class as I have a disability and overweight. The seat was so small I made to sit sideways the entire flight. On my return flight, I changed seats to sit in comfort class, that was a joke. I felt unsafe on both flights as we had no leg room in comfort class and no room in first class. The people I changed seats with said that they would never pay for first class on this airline again. All in all, this was the biggest mistake I ever made, this was a joke. I felt the staff were wonderful, the service was great, but that's where it stopped. Just to let you know how bad my first-class seat was when I got to Las Vegas I could not walk for 2 days. I don't write reviews but this was so bad I thought you needed to know.

Route: Honolulu to Las Vegas

Seat Type: First Class

Traveller Type: Couple Leisure

Airline: Air Tahiti Nui

Title: "flight crew was excellent"

Review: The best airline I have flown with. Everything was as expected for business class. The seats were to die for! I actually slept and I never sleep on a plane. The flight crew was excellent and the landing was the best Ive experienced. Definitely recommend flying with them.

Route: Los Angeles to Papeete

Seat Type: Business Class

Traveller Type: Family Leisure

Airline: British Airways

Title: "downright rude and abusive"

Review: Obviously many airlines have gone downhill in recent years. Prices have increased and services have gone down. The most disappointing thing about BA is that aspects that really dont need to get worse have. The check in staff at Heathrow are downright rude and abusive, shouting at passengers to line here and there and rolling their eyes if passengers get confused with the constant shouting and bullying. Airlines are now competing globally more and more and this behaviour is particularly noticeable in Asia where the service industry is next level. I wouldnt want to suggest that all the staff are like this and many younger employees are polite and helpful. However there were a couple of older staff that were downright rude and obnoxious.

Route: London to Hong Kong

Seat Type: Premium Economy

Traveller Type: Business

Airline: American Eagle

Title: "service was adequate"

Review: The service was adequate, food (beef salad) was adequate. Equipment old and tired. Cabin crew friendly. However, there appears to be something jinxed about this flight. Second time in 18 months we have flown this route and both times significant delays. This time it was 90 minutes. The frustrating aspect was the number of gate changes; six of them (three of them in the last 60 minutes before departure), the same number as the last time.

Route: DFW to QRO

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: Omni Air International

Title: "the comfort was amazing"

Review: Malaga to Birmingham. Originally a Monarch Airlines flight, this was operated by Omni Air International chartered in by the CAA. The aircraft was excellent, and spotless and the comfort was amazing. However the reason for

my review is the excellent staff. They were kind, polite, helpful, considerate and lovely people, it was only a short flight from Malaga to Birmingham but we all said that we wished it was a longer flight, they gave us drinks and the most lovely toasted sandwiches which were fantastic. Please pass on the thanks of the passengers and myself.

Route: Malaga to Birmingham

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Emirates

Title: "treat every passenger the same"

Review: When travelling from Dubai to Srilanka and from Srilanka to Dubai with Emirates and from London to Dubai and Dubai to London is travelling with 2 different Airlines. Aircraft, the service, food is 1st class when travelling from Europe but completely different services when travelling to Srilanka. I am requesting Emirates hierarchies to review this and treat every passenger the same. Honestly I thought I was travelling with EASYJET when I travelled from Srilanka to Dubai.

Route: London to Colombo via Dubai

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Insel Air

Title: "change our flight by 2 hours"

Review: Aruba to Bonaire via Curacao. We booked in April 2017 for a flight Feb 22 2018. By chance I decided to look at the flight schedule 2/14 and found it had change our flight by 2 hours so we would not make the connection. I got Insel to change us but given the late arrive into BON would not get our hotel to get us. So I tried to cancel only to find they sent me a clause: 9.2 CANCELLATION AND DELAYS 9.2.1 InselAir will take all necessary measures to avoid delay in carrying you and your baggage but times shown on timetables or elsewhere are not guaranteed and form no part of the

agreement. Insel Air may at its own discretion, with or without notice and in order to prevent a flight cancellation, substitute alternate carriers or aircraft and if necessary may alter, add or omit stopping places shown on the ticket or itinerary. Schedules are subject to change without notice. InselAir is not responsible for or liable for failure to make connections or to operate any flight according to schedule or for a change to the schedule of any flight. Under no circumstances shall InselAir be liable for any special, incidental or consequential damages arising from the foregoing. I did not read the contract of carriage, no 1 does. Anyway no refund.

Route: Aruba to Bonaire via Curacao

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: United Airlines

Title: "seats did not recline"

Review: Paid to upgrade our seats and felt like we got a downgrade because our seats did NOT recline. Supposed to have been electronic device charging stations between the seats and there weren't any on the plane at all. One of your flight attendants was very rude! Will NEVER fly this airline again. There was also supposed to be onboard WiFi and it wouldn't work either.

Route: San Francisco to Indianapolis

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Italy

Title: "no apologies for the delay"

Review: Miami to Cairo via Milan. I purchased through Orbitz Economy Premium for my trip with them. My ticket said that I can check-in up to two luggage and I will have priority boarding. When I got to the airport I was denied to check in two luggage even though both of my luggage were under 50 lbs each and that my ticket said that I can check two

luggage. The Air Italy staff told me that they have a policy which says that I can only check in one luggage if I am heading to Cairo. After waiting for more than 40 minutes, the head of staff came in and let me check in my two luggage and said to me that there was a confusion about this. There were no apologies for the delay. During boarding, I went and staying in the priority line but the staff started checking in regular economy before they got to us.

Route: Miami to Cairo via Milan

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Japan Airlines

Title: "best airline I have traveled with"

Review: I traveled back and forth from Paris to Tokyo with Japan Airlines and it is by far the best airline I have traveled with. I am a great traveler, since I work in tourism. I found the staff at check-in and on board, welcoming, helpful, attentive and available. The meal trays were plentiful and very good as well as the snacks between each service. Finally the space between the seats is wide, which allows the legs to unfold well, the size of the screen was also perfect. I have traveled pleasantly, I would take over this company without hesitation and for my customers too. FR: J'ai voyagé en aller/retour Paris -Tokyo avec Japan Airlines et c'est de loin la meilleure compagnie avec laquelle j'ai voyagé. Je suis une grande voyageuse, puisque je travaille dans le tourisme. J'ai trouvé le personnel à l'enregistrement et à bord, accueillant, serviable, à l'écoute et disponible. Les plateaux repas étaient copieux et très bons ainsi que les en-cas entre chaque prestation. Enfin l'espace entre les sièges est large, ce qui permet de bien dérouler ses jambes, la taille de l'écran était parfait également. J'ai agréablement voyagé, je reprendrais cette compagnie sans hésitation et pour mes clients également.

Route: Paris to Tokyo Haneda

Seat Type: Economy Class

Traveller Type: Business

Airline: Kenya Airways

Title: "they decided to cancel the flight"

Review: We boarded Kenya Airways to Seychelles at 3.45am from Dar es Salaam to catch our flight to the Seychelles at 8.15am. We reached Nairobi to find out that our flight has been delayed to 2pm without any notification. When we argued about the 8 hour plus delay, they offered us a croissant and tea. After spending 8 hours, they further delayed the flight to 4pm without any notification. When argued again they called the manager and the manager didnt do anything except tell us its a technical issue. The truth was that they didnt have enough passengers so they decided to cancel the flight.

Route: Dar es Salaam, Tanzania to Mahe, Seychelles

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Brussels Airlines

Title: "another unpleasant experience with this company"

Review: The flight had a delay of nearly 40 minutes - that was entirely caused by the fact a large group of passengers from a connecting flight from Africa was boarding. One attendant at the gate had to do an inspection of all the passports, boarding passes and vaccination proofs or covid corona tests for a fully booked plane. All the passengers were taking far too many and too heavy cabin bags on board so some had be checked in as extra luggage. FA had to do a lot of work. Flight was smooth - at the airport in Hamburg another delay: 50 minutes waiting for the luggage - Once again another unpleasant experience with this company.

Route: Brussels to Hamburg

Seat Type: Premium Economy

Traveller Type: Business

Airline: Air Berlin

Title: "do not recommend Air Berlin"

Review: San Francisco to Munich. I started flying with Air Berlin from Germany to the US for business during a period of strikes by Lufthansa. I did a few flights with them with a few minor problems (delayed flights, delayed luggage); I kept using them as I had already a bunch of miles and a gold status, but the last one was very bad and is the last drop. Connecting in Berlin will require you to change terminals by walking outside and going over security again. Their lounges are so bad that are almost always worse than the comparable regular waiting areas from better airlines. A lot of their web site is not working, specially if you are accesing it from outside of Germany. Their phone app is buggy and of very limited functionality. It is very hard to get hold of them on the phone, you have to navigate a maze of menus to get there and then wait for long periods of time. Their phone service is very fragmented, once I get to talk with someone it often happens that he or she can not do what I need and I need to call again. My average has been four calls to get anything done; this is in total with waiting and menu navigation about 45 minutes. Their phone service is not 24 hours, if you are in a different time zone than Germany you may have to actually wake up in the middle of the night to call. It is practically impossible to make use of miles for flight upgrades in their own flights. It is effectively impossible to use their miles to upgrade or buy any service from other airlines on the network. Booking an award fligh on their own flights requires you to call them, again, this is difficult; you cannot do it online. My last return flight was cancelled and I arrived with a 12 hour delay back home, losing a whole work day; they didn't offer lounge access during my 12 hour wait at the San Francisco airport. Now they are delaying and dragging their feet with lots of bureaucracy to pay the compensation mandated by EU regulations. This is just what I can remember in one go, the list can go on. I definitely do not recommend using Air Berlin.

Route: San Francisco to Munich

Seat Type: Premium Economy

Traveller Type: Business

Airline: Airlink

Title: "wouldn't fly this airline again"

Review: There was a single person manning the counters at check-in. My bags were overweight so was directed to

another counter to pay for the excess which is no issue. But that took 20 mins as they kept allowing other customers in front of the line. In flight food was a joke. Now have been waiting at the baggage conveyor for over 30 mins and no bags have come out. I expect this is due to the fact we arrived earlier than scheduled and were redirected to a parking bay other than the one designated for us and therefore assume this has caused some confusion and delay with the luggage being off loaded and reclaimed. I wouldn't fly this airline again to be honest.

Route: Durban to Johannesburg

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Avelo Airlines

Title: "recommend this with reservations"

Review: I was a bit wary reading the reviews here after I purchased my one way ticket (I usually book a round trip with one airline but I booked two one way tickets due to the holiday period). Check in crew was fine and had no problems checking my prepaid bag in. Boarding process was a lot less orderly than Southwest and the seating was tight (Avelo does acquire used 737-700s from SWA, but uses another airline to buy 737-800s). I knew they didnt have snacks so that didnt bother me. But the flight was bumpy due to the weather and flight attendants were ok. The flight was on time, I made it in one piece and my bag was fine. I recommend this with reservations since they keep SWA competitive pricing wise.

Route: Raleigh to Orlando

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Tigerair Australia

Title: "arrived 8 hrs 3 mins late"

Review: Hobart to Melbourne. We arrive at afternoon 1:30pm to check in. Only one hour trip and we arrived 8 hrs 3

mins late. The airplane delay till middle night time 12. When we went to asked staff reason, they said that Tigerair Australia is budget airline. So what? Budget doesn't mean terrible and unavailable.

Route: Hobart to Melbourne

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: LAN Airlines

Title: LAN Airlines customer review

Review: Flew from Santiago de Chile to Easter Island and back and from Santiago to Frankfurt, Germany in Business Class on Boeing 767 and Boeing 787. On all of the flights, announcements in the boarding area were in Spanish only, even at an International flight. Inflight reading material (Newspapers, Magazines) as well only in Spanish. Flight to Easter Island was very poor service, for almost 6 hours flight - 1 Omelette and that not of any decent quality. No additional offers of anything. Cabin crew enjoyed apparently their free time. On return flight and the intercontinental flight, service was good.

Route: Santiago de Chile to Easter Island and back and from Santiago to Frankfurt, Germany

Seat Type: Business Class

Traveller Type: Business

Airline: Air Niugini

Title: "dont trust the airline to compensate"

Review: The outbound journey was delayed 10 hours in Port Moresby. The delayed flight was organised to leave at 2am, however no ground staff at airport were organised, so we sit on tarmac until ground staff arrive at 5am. The return flight from Pohpei was supposed to leave Pohnpei at 2 am and actually left 9.45am. I turned up to airport at 2 am and found out the flight was rescheduled to 9.45am. I contacted AirNuigini twice via email prior to departure to confirm that no changes had been made. I received an email saying that your servers were not working. I was not contacted about

this change, but others on the flight all new about this change a week before, as they had booked flights only a week earlier. Therefore, you new about the changes a week earlier, did not advise me or even book me on the forward leg of the journey. The flight leaves Pohnpei at 9.45am, but we are not booked on the continuing flight from Port Moresby to Brisbane. This flight leaves half empty, and several passengers are not booked on this flight because Quants reservations are not open on Sunday. People who booked the week earlier are however on the flight. We were then sent to Sydney Airport and a connecting flight arranged to Brisbane. When we land in Sydney, Qantas advise us that Air Nuigini connection to Brisbane is illegal because there is less than an hour between flights. The checkin had closed and there are no more flights that day. We are then stranded at Sydney Airport with no contact available from either Quantas or Airi Nugini. We then go to Flight Centre and are told there is only one flight left to Brisbane at a cost of \$800. Some passengers take this option, but I dont trust the airline to compensate me. So I am stranded with nobody to contact In Sydney at 7pm at night. Luckily some stranger took pity on me and let me sleep on their couch for the night. I contacted your airline in the morning and I was rebooked to Brisbane at 11am with Qantas. Qantas then advised that my 2 bags of 15kg were subject to excess baggage fee of \$70. Eventually I got home at 12pm in Brisbane.

Route: Brisbane to Pohnpei

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Malindo Air

Title: "hard to recommend this airline"

Review: Bangkok to Kuala Lumpur. This flight run 4 hours late, causing me to miss my connecting flight also with Malindo Air to Perth. ON inquiring with a representative of Malindo Air in Bangkok Airport, I was told there was nothing they could do, and I would have to wait to sort things out when I got to KL airport. They did give me a letter stating the plane had been delayed, I would have thought they could have made arrangements before I arrived in KL though. On arrival in KL I went straight to the transfer desk. As i discussed the issue with your representative a very dissatisfied mob formed behind me, while a very upset elderly lady experienced a massive misunderstanding with another Malindo representative. In time, things were sorted for me, and a hotel, food and a flight the next morning was organized which

was great. However I didn't reach my hotel until over four hours later. Some staff were very good, however, it became obvious that processes and staff training were in need of being fine tuned. After only 4 hours at my hotel i was driven back to the airport very early. Jay at KL was very helpful, and although he assured me my luggage would be handled by them, when arriving in Perth later that day, there was no sign of it. I arranged to have it sent to my address, however, this didn't happen, Instead, it was flown to Albany airport where I had to drive an hour there and back to pick it up. While on the flight from KL to Perth I found the crew to be less than helpful. I had paid for a meal, including a drink of water for the second flight that I had missed because of the delayed flight. I showed them evidence of this, but they still argued about providing me with a meal. I also outlined the bigger picture. They were still very reluctant to provide me with the meal I had paid for. They tried to tell me that the document I was showing them was for the cost of the flight. It was an add on, which it clearly stated. They even told me i should not be arguing with them. All i was doing was asking to have a meal provided that was paid for. Under the circumstances, it would have been wise to make it complimentary anyway. (the food was horrible) Even though the airline did some good things and some of their staff performed well; late flights, (yes the second flight didn't run on time either), lost luggage, argumentative staff, and slow processes its makes it incredibly hard to recommend this airline.

Route: Bangkok to Perth via Kuala Lumpur

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Akasa Air

Title: "Very happy with Akasa Air"

Review: Very happy with Akasa Air services. This is the 2nd time I've flown from Agartala to Guwahati and vice versa and was happy to note that both ground and onboard staff were helpful, courteous and well trained and maintained their standards. They had ontime departure and the aircraft was clean and seemed new. I would fly it again.

Route: Agartala to Guwahati

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Lufthansa

Title: "Second time Ive had problems"

Review: For reasons of bad weather we were redirected to Nuremberg, we are now sitting on the tarmac for over an hour, waiting. No water is being passed out, the engine has been turned off and we are sweating like pigs. Complete silence. Second time Ive had problems with this airline.

Route: Bologna to Munich

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: China Southern Airlines

Title: "demonstrated great hospitality"

Review: It's a brilliant journey to travel with CZ308 of China Southern Airline from Amsterdam to Guangzhou. Ground and Cabin staff service demonstrated great hospitality, they were really willing to help. Treating everyone nicely and giving instructions as detail as they can, which I appreciate so much during this pandemic. Great thanks to all the staff.

Route: Amsterdam to Guangzhou

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: TAP Portugal

Title: "tried to charge us for seats we already paid for"

Review: Its a shame that I had an amazing experience in Porto however not with the airline staff checking me in. The young lady was very rude and took the smaller bag that was only 9 kilos and checked it before the bigger bag with 3 kilos overweight. She didnt give me a bag ticket for the smaller bag. Put it on the belt to go to the cargo. I asked her to

wait so I can put other items in the lesser weighting bag and she told me to bad. So unprofessional, how can you take my bag and then ask me to move so I can take items without giving me a ticket. She told me I can pay 130 euros but usually with an airline that would do something like this they would take the total weight. Give you the opportunity to fix your bags but not with the young lady serving me at TAP Portugal. She also tried to charge us for seats we already paid for in advance. Shame to have such a bad taste at the end of my trip. I would come to Portugal again but on a different airline.

Route: Porto to Newark

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Kuwait Airways

Title: "my experience was great"

Review: Manila to Kuwait, my experience was great. The staff were very friendly at ground and throughout the journey. The seat was very comfortable and the leg room was great. The food was great and plenty. The entertainment system was good but could use some improvement in more variety of movies and music. All in all I would say it is 9/10 but considering the ticket price.

Route: Manila to Kuwait

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jet Airways

Title: "aircraft was deplorable"

Review: Toronto to Delhi via Amsterdam. The condition of aircraft was deplorable, 20+ hrs journey no entertainment system was provided, and the staff neither good either. They were having fun mingling amongst themselves, instead of serving and taking care of customers. Wont ever fly again, and not like they seem to be in business anytime soon.

Route: Toronto to Delhi via Amsterdam

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: ZIPAIR

Title: "ZIPAIR staff seem clueless"

Review: This is a warning about checkin at Narita. The self checkin machines dont work. If you are not automatically checked in by the airline, dont bother trying to use these machines. We were sent on a run around by their ground staff and by the time they tried to help us self checkin, there was a huge line for the counter. Fortunately we got to the airport early. The ZIPAIR staff seem clueless & kept asking folk to use the self check in. Not typical Japanese efficiency. I guess you get what you pay for. Note too that biz class doesnt have a separate checkin line. Id recommend this airline only because they have the cheapest lie flat biz class seats on this route

Route: Tokyo to Singapore

Seat Type: Business Class

Traveller Type: Couple Leisure

Airline: S7 Siberia Airlines

Title: "onboard the product is quite good"

Review: Moscow to Samara with S7. Staff at check-in don't speak much English but the service is quite efficient. Outbound flight delayed with minimal communication - eventual boarding via bus was particularly unpleasant in the Moscow snow. Onboard the product is quite good - reasonable legroom for a 1h30m flight. One bar service (juices, water and hot drinks) and a decent sandwich. Staff onboard spoke English and all annoucements in Russian and English. Return trip identical and again good - would recommend for short domestic flights.

Route: DME to KUF

Seat Type: Economy Class

Traveller Type: Business

Airline: Pobeda Airlines

Title: "read the rules and conditions"

Review: Berlin Tegel to Moscow Vnukovo. The cheapest ticket doesn't include any checked luggage and only a small piece of hand luggage. There's a possibility to buy checked luggage in advance - but no such feature for hand luggage! According to this - a person travelling with, for example, a medium-size backpack, should drop it at check-in. Well - it's OK for a LCC to omit any luggage for the cheapest ticket, but why not to let additionally buying an option for large hand luggage? So, if you're travelling with anything bigger than a purse, it's strongly recommended to buy an item of checked luggage in advance - because at check-in desk this will be very costly. Online check-in is tedious, with lots of advertising (do you want to buy an insurance policy? to assign a seat? etc..) One needs to visit the check-in desk for dropping big hand luggage off, for visa check - so a very long queue occurred. Surprisingly, but currently they don't coerce passengers to online check-in as it used to be some months ago - it's also free at check-in desk, but they also accept mobile boarding passes. Tegel terminal C, disorganized, with enormous queues anywhere - is a real nightmare, but that's not Pobeda's fault. They don't provide any meal service onboard, one cannot buy anything, even snacks - some passengers complained on it. Only drinking water is served. However, the aircraft is new and tidy, the seats are acceptable (Ryanair-like), though not reclining, the ground and cabin crew are polite and helpful. As for me, there were too much announcements, especially about smoking prohibition - this was repeated more than 5 times. Usually the flights are punctual, but this time we had a small delay (30 min), due to heavy traffic at VKO, I guess. Generally - for such a price the product is absolutely acceptable. The only recommendation - before the flight read the rules and conditions carefully, in order not to goof.

Route: Berlin Tegel to Moscow

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Jetstar Pacific

Title: "delay flight for over 10 hours "

Review: Raratonga to Auckland. Nearly left us stranded on the Cook Islands after delaying a flight for over 10 hours due to crew issues - something fully in their control. Zero communication before arriving at the airport (no SMS, no email). Nearly ruined our honeymoon, except for the fact that we could buy a ticket on New Zealand for an extra \$800. JetStar did not attempt to make this right by me.

Route: RAR to AKL

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: flydubai

Title: "airport staff were friendly"

Review: Will fly again. The flight was on time and the airport staff were friendly. In-flight food and services was good. Since I'm short, leg space didn't matter much, but even a taller person would have found it comfortable. I'd travel with Flydubai again if I am visiting Dubai again.

Route: Dubai to Tel Aviv

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Wizz Air

Title: "worst company I have traveled with"

Review: Several hours before the flight we find that electronic check in is not available, as the online system does not complete the process. Arriving at the airport 2.5 hours before the scheduled departure, we are informed that the electronic check in is already closed and can only be done at a counter and after an additional payment of 45 eur / person. To our protest about the unfair and disgraceful charge and the complete lack of relevant information, the

employee replied ironically that if we want to fly we have to pay the extra amount. To pay we had to wait at another counter with a huge queue and then back to the first counter to check in, where now only two employees (one of them extremely rude) served the 400 people who were anxiously waiting to catch their flight. While we were waiting, in the queue we realized that many of our fellow passengers had also fallen victim to the same fraud. To top off all the hassle and the charge of 90 Eur (2 people) was the additional delay of the flight for about an hour. Probably the worst company I have traveled with in the last 10 years.

Route: Athens to Milan

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Avelo Airlines

Title: "do not fly Avelo"

Review: Agree with other reviewer, worst experience ever flying. Flight was delayed for 4 hours then cancelled last minute. Leaving us all stranded in Eugene. We were all told that another flight would not be available for another 2 days! Several other passengers had been canceled the 3 days previously 3 times cancelled in a row!! 2 of these were young girls flying alone and were sobbing in the airport after hearing they were being cancelled for a 3rd time. No offer of help from the gate agent, he said he didnt work for Avelo. Hundreds of additional \$\$\$ spent on a hotel for that night (flight was cancelled at 8:00 pm) taxis and cost of 2 flights home the next day, we couldn't wait 2 days for a flight home as we have jobs, children, pets in boarding, and lives to get back to. Hours upon hours spent on the phone trying to reach customer service (what a joke!) to then be told by a surly agent that you have to email in a claim, not call it in. Have heard nothing in nearly 2 weeks after we went in our email claim, nothing. Called them again and asked for management, was told the managers name but he does not take phone calls. The moral of the story here is you get what you pay for do not fly Avelo. On the plus side, Avelo did distribute a generic email offering us \$100 worth of travel credit towards a future flight with them.

Route: Eugene to Burbank

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Air Dolomiti

Title: "lost baggage reports is disgraceful"

Review: Air Dolomiti's customer service and handling lost baggage reports is disgraceful and is a display of the ultimate incompetence of one airline to it's customers belongings. On a long business trip after a flight from Frankfurt to Verona the bag is missing for almost two weeks, Air Dolomiti is putting not even a minor effort to find it or at least reply all the emails. All you can get from Air Dolomiti, after following their lost and found procedures from their website and submitting all their claim forms, baggage content forms and costs reimbursement forms, is a generic email reply. Which gives you no updates, no reimbursement confirmation, no deadlines, no phone number to call. They just don't want to bother. Very frustrating for any traveller as their customers.

Route: Frankfurt to Verona

Seat Type: Economy Class

Traveller Type: Business

Airline: airBaltic

Title: "Terrible service!"

Review: Riga to Oslo. Terrible service! All passengers checked and charged 60 euro for overweight, even if only 1kg, jackets, pocket contents and the book in your hand included. Passengers that took their clothes on accused by the company representative for being childish. If checking in less than one hour before departure you get charged 35 extra euros.

Route: Riga to Oslo

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Monarch Airlines

Title: "herded around like cattle"

Review: Birmingham to Fuerteventura. Flight was delayed for nearly 4 hours, we were boarded onto an aircraft that had flown in with a known fault so we sat in our seats with technicians running around for 1.5 hours, we were then disembarked given a £5 voucher and sent back to departures. Another aircraft was flown in and we finally departed at about 18.00 hours - original departure time should have been 14.15, arrived at destination airport 22.00 getting to hotel at 23.00. I had spent nearly an hour on the phone at Birmingham ringing the transfer company and hotel with updates as departure times kept changing,. We paid for priority boarding, that didn't happen on boarding either planes (when I queried this one of the cabin crew I was told not to ask), we expected to arrive mid evening, relax have a nice meal and start our holiday, instead we arrived absolutely shattered and went straight to bed. There was a lack of information, we were herded around like cattle, we should never have been boarded onto an aircraft with a known fault.

Route: Birmingham to Fuerteventura

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: Gulf Air

Title: "missed the connecting flight"

Review: I've flown with them on 25 Sep 2019, when the plane suffered from technical failure. We have to wait on the plane for 2 hours and the gate (another 3 hours). They provided us with sandwiches and beverages (which not enough). Service on the plane was no problem though. We arrived at Bahrain 6 hours late, thus I have missed the connecting flight, at least they gave us a hotel and meals. We forced to stay in Bahrain for 22 hours. They do have a flight to BKK in the morning but didn't relocate the seats to us.

Route: Frankfurt to Bangkok via Bahrain

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Adria Airways

Title: "very unpleasant experience"

Review: A very unpleasant experience for my family. We bought two return flights (Ljubljana-Prague-Ljubljana, Ljubljana-Warsaw-Ljubljana), and several days before departure both direct flights from and to Prague were canceled and a flight to Warsaw was merged with Prague flight (so added necessary stopover). Instead of a direct flight to Prague Adria Airways finally offered a transfer via Munich. When we arrived at the airport (21/6/2018), we found that the flight to Munich had more than an hour of delay, and therefore it was not possible to catch the next flight from Munich to Prague. The flight to Munich was full of people from the original canceled flight to Prague, who subsequently wanted to continue to Prague. Although the Adria Airways staff were present at the airport, no one came to inform the passengers and the result was tremendous confusion and lack of information. Ljubljana airport servicing staff finally informed us that Adria Airways staff refused to come! Also wasn't possible to call the Adria Airways hotline. Maybe it had been overloaded due to the number of disgruntled passengers because the next gate was full of people waiting for a delayed flight to Vienna, where there also wasn't anybody from Adria Airways who could provide any information. Unfortunately this flight left without us and we were all forced to ride from the Munich airport to a more than 30 km distant hotel and the next morning at 6am again back. Permanent cancellation of flights and subsequent ignorance of passengers are surely a way to reduce operating costs, but in the long-term this will cause the outflow of passengers to other airports around Slovenia, especially to Graz and to Zagreb.

Route: Ljubljana to Prague

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: bmi Regional

Title: "enjoyed the small plane experience"

Review: Stansted to Derry . Nice old fashioned regional airline! No extra charges for baggage, reserved seats or

emergency exits. Comfortable regional jet in 1-2 configuration and plenty of leg room. Once flight attendant managed to serve the whole cabin with a complementary drink and snack an hour, offering second drinks before we landed. Very different to what we have become used to with other, larger airlines! The Embraer jet is small, and no it was not brand new but it departed and arrived on time and all in all, I enjoyed the small plane experience - no crowds, more leg room and a nice free G&T. I would recommend bmi Regional without hesitation.

Route: Stansted to Derry

Seat Type: Economy Class

Traveller Type: Couple Leisure

Airline: AirAsia X

Title: "if approved I will get my money back"

Review: Kuala Lumpur to Melbourne. Upgraded to flatbed only to be advised on boarding that the seats were double booked and sent back to cramped seats with no leg room. Advised I need to request them to investigate via e-form to get my monies returned. Told the investigation may take a week or so and then only if approved I will get my money back for a service they never supplied. So far its cost me \$800.00 for nothing. Not sure if they will refund or not. Thought I would give them another chance this time, what a mistake that was.

Route: Kuala Lumpur to Melbourne

Seat Type: Economy Class

Traveller Type: Business

Airline: airBaltic

Title: "Soviet heritage customer service"

Review: Gatwick to Vilnius via Riga. Terrible customer service. We was denied our flight to Riga from Vilnius due to delay of their inbound flight from Gatwick. It was explained that we missed our last flight and should go to collect luggage and go to ticket office for travel re-arrangement. Lady in reception told that air Baltic offer for us can offer only

ground transportation to Vilnius airport. When one gentleman asked for flight next day it was told that there is no chances to stay overnight ("no available hotels in Riga that night") and that all flights from Riga to Vilnius on next day are fully booked. Then after doubts how it can be that all flights and hotels are overbooked in Riga she told that probably there is 1 seat, then "maybe 3 seats" in morning flight, but hotel for sure she cannot book, and if we wish we can do it on our own money and then apply to refund of 70 EUR. When we started negotiate ground transfer, story continue very interesting way - it was told that cab cannot bring us to hotel/home address, only to drop off in Vilnius airport. After emotional complains why we need to go by cab to Vilnius airport and then back to city by taxi at 5AM, she firstly told that it is because our destination is Vilnius airport, and we will be delivered right here (even if it is after 4 hour drive and no taxi in Vilnius airport at that time). Then after 5 min of emotional discussion she once again changed her mind and told that OK, we may take taxi in Vilnius airport and then to submit receipt to refund. When we told that this is stupid, that we need to cross all city and then go back, she told that ok ok you may ask transfer driver to drop off in your destinations only if this is on way to airport. No consent was given to sign for us, just she gave voucher to driver, and that's it. Now I have problem with insurance company. I not even mention kindness words used like "sorry for inconvenience", "I will do my best" or any provision of refreshments, etc. When we finally asked surname (name was on card) of receptionist she told that this info she is not obliged to provide. So, all long story short - airBaltic represented as its best Soviet heritage of customer service with "Service provider always right" and "No, we can't" attitude. If you want this experience, you may try to travel with this airline. For me enough is enough! I chose airBaltic to London via Riga instead direct flights Vilnius-London with WIZZ and Ryanair because I was expecting more intelligent and kind attitude, and paid for it extra 100 EUR per ticket. How naive I was!

Route: Gatwick to Vilnius via Riga

Seat Type: Economy Class

Traveller Type: Family Leisure

Airline: HOP!

Title: "staff were friendly and helpful"

Review: Couple of short flights with HOP! An Embraer to Paris then a Bombardier down to Perpignan. Both aircraft

cabins were nice, staff were friendly and helpful and the snacks/drinks on board were satisfying. Flights were on time.

As a platinum cardholder my connection between CDG and ORY was without charge saving 23 Euro which is a really practical and helpful perk of Flying Blue membership, thanks Air France for that. I fly a lot with HOP! and they always do a good job, well done again!

Route: Newcastle to Perpignan via Paris

Seat Type: Economy Class

Traveller Type: Solo Leisure

Airline: Olympic Air

Title: "had to document the luggage for 40 euros"

Review: At check in, the agent reviewed our carry on luggage and said it was fine to take to the airplane. But the door another agent said it was too big and we had to document the luggage for 40 euros. We explained the situation but agents at the door keep ignoring us, just wanted the payment. The plane had many empty seats and a lot of room for carry on luggage but none of that matter.

Route: Thira to Athens

Seat Type: Economy Class

Traveller Type: Family Leisure
