

## CUSTOMER SUPPORT & FREQUENTLY ASKED QUESTIONS (FAQS)

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### 1. Introduction

AL Airways is committed to providing timely, transparent, and reliable customer support. This document outlines the available customer contact channels, common passenger questions, complaint handling procedures, escalation mechanisms, and response timelines.

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### 2. Customer Support Contact Channels

Passengers may contact AL Airways through the following channels:

#### 2.1 Digital Channels

- Official website support portal
  - Email support
  - Mobile app (where available)
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#### 2.2 Airport Support

- AL Airways airport ticket counters
  - Customer service desks at departure and arrival airports
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#### 2.3 Call Support

- Dedicated customer care helpline
- Service hours may vary by region

Contact details are published on the official AL Airways website.

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### 3. Common Passenger Questions (FAQs)

#### 3.1 Booking & Ticketing

- How do I cancel or change my booking?
  - Can I correct my name on the ticket?
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#### 3.2 Baggage

- What is my free baggage allowance?
  - How much is excess baggage from Dubai to Chennai?
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### **3.3 Check-In & Boarding**

- When does online check-in open?
  - What happens if I miss my flight?
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### **3.4 In-Flight Services**

- Are meals provided?
  - Is Wi-Fi available onboard?
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### **3.5 Special Assistance**

- What documents are required for infant travel?
  - How do I request wheelchair assistance?
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## **4. Complaint Handling Process**

### **4.1 How to Submit a Complaint**

Passengers may submit complaints through:

- Online complaint form
- Email to customer support
- Airport service desk

Complaints should include booking reference and contact details.

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### **4.2 Complaint Categories**

- Flight delays or cancellations
- Baggage issues
- Service quality concerns
- Refund-related issues

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## **5. Escalation Process**

If a passenger is not satisfied with the initial response:

1. Case is reviewed by the Customer Relations Team
2. Escalation to senior service management if required
3. Final resolution communicated to the passenger

Escalations must reference the original complaint case number.

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## **6. Response Timelines**

### **6.1 Standard Timelines**

- Initial acknowledgement: **Within 48 hours**
- Resolution or detailed response: **Within 7–14 business days**

Complex cases may require additional time.

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## **7. Important Notes**

- Response timelines may vary during peak travel periods
  - AL Airways aims to resolve all issues fairly and efficiently
  - Abuse or misuse of support channels may result in restricted access
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