

PAY FOR WHAT YOU HAVE NOT USED!

My wife and I recently travelled to Kenya and back to visit my daughter. I always try and fly Air India. I know most people have very negative experiences, so have I in the past, but I try hard to be nationalistic. But, this experience of mine is mindboggling!

On my return I was a little unwell and decided to gift myself an upgrade to Executive class. This is what I am told by Air India “we can’t do it at Kenya” and that’s it! Then on getting in touch with Chennai, we get these alternatives “You can either cancel the present booking and rebook. The consequence is the cost will be more than double of what we have already paid for the too and fro economy! By the way, you will only get tax refund on the cancellation. Or, we have a better option, pay for Executive Class both ways, the cost is a little less (still more than double the full cost paid earlier)!!” “But why should I pay for a travel I have already completed”. “Sorry Sir these are the policies”.

“By the way I a frequent flier in Indian Airlines / Air India and hold a gold card in Star Alliance”, “Sorry Sir, we can’t do anything”.

The travel agent in Nairobi asked Air India in disgust “Don’t you want to make some money, are you not in business. No other airline does this”.

The supervisor at the booking counter was very courteous. She saw I was unwell and made sure I had a window seat with the aisle seat free since it was a light flight. But, there were three businessmen in the seats behind who decided to have a loud conversation standing in the aisle. They were deaf to the complaints of fellow passengers. May be deafness is a contagion you pick up in Air India flights. Unfortunately, my hearing was fine. It is some times so difficult to feel proud of India.