

Hello: I reviewed your topics and agree with them all, but I have a few things I have concerns with that I don't see in your discussions.

I have had a couple of situations where clients have booked early because they want to get good seats pre assigned and then the airlines change the aircraft and the seating automatically gets cancelled. Even if the passenger has pre paid for seat selection. The airline doesn't seem to inform the passenger or the agent in advance that the aircraft has changed and now the passenger is not holding seat numbers. And they don't refund the payment for the seats until you call them about it. Should the airline not be responsible to automatically rebook pre purchased seats in this case? If they want to charge for this service they should be accountable to provide the service efficiently.

I also had an incident recently where clients purchased premium economy seats on an AC flight. AC changed the aircraft type and the new aircraft was not fitted with premium economy seating. They slightly altered the time of the flight so it generated a message in my GDS. But the flight number remained the same. It was just by chance I noticed the booking class was no longer showing premium economy. I called AC and they did offer my clients a full refund but if I had not noticed the class change my clients would have showed up for their flight without pre booked seat and have been put in regular economy even though they paid for Premium Economy seating. AC said they would have been able to request a refund after the fact but the point is if a person purchases a specific class of service or extra and the airline is no longer able to provide it, it should be mandatory the airline contact the passenger or agent and sort it out ahead of time. Not leave it to the day of the trip. That's sneaky and fails to provide the product that was purchased.

In my opinion this path the airline industry is on with discounted basic fares and then surcharges for everything is terrible for every aspect of the travel industry. It does nothing to enhance the travel experience, just the opposite. I would think a better business plan is what can I give to my customers not what can I take away. I just don't like the direction this is going. Obviously the airlines are making money on all the supplemental fees.

Thank you for your efforts,

Marsha Ramage