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Posted December 7, 2013 by emile78 | Follow
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Turkish Airlines

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I purchased a ticket for my mother to fly from Cameroon to the United States in May of this year and she was to return in August but due to some unplanned reasons she was unable to travel on her schedule date and so i had to reschedule her flight. I contacted the airline directly and was informed by the customer representative lady that she will make it an open flight and that the only fee i would have to pay when i call back to re-book the flight will be 50 Euros, it sounded to good to be true and i asked the lady was she sure that this would be all that i had to pay and she reconfirmed that again. 3 months down the line on November 20 i called to re book the flight and was told that there were no economy flights available for my mother to travel until Dec 31st, but when i checked online to try and purchase one, they had so many available Economy class seats, when i advised him of this, the representative all of a sudden found a seat available for Dec 3 and then informed me to pay \$571.00 for the re-booking of this flight, when i opened an investigation with their customer care department and was told i would hear back from them within 7-10 business days. One hour later i get a call saying that they found the recording from my conversation with the representative i had called in August and that it stated that she informed me and i said "OK"

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when i asked to hear that recording they said that is not possible. I left that argument at that i went ahead with re-booking this flight. Then the representative informed me that they do not take payments over the phone nor online and that I would have to drive all the way to Dulles International Airport and make the payment and that I had a deadline of 12:55 pm and that if i where a minute late m reservation would be cancelled. I drove there and arrived at 11:45 pm only to be informed that there was no one at their counter until 4 pm and that i would have to go home and come back later. After i expressed mu frustrations about their customer service and how i am not able to do what they asked, they informed me that they will have the office at the airport email me a credit card authorization form so i can pay via that means and i will email the information back. Until this day i am yet to receive this email. after waiting for 4 days and it was 3 days before my mother was to travel, another customer representative informed me over the phone not to worry and that my mother's flight was confirmed i should just show up at the airport that day and pay the fee then.

On the Dec 3 at the airport, everything was good and my mother left without a hitch, until she called me the next day to inform me of her traveling experience. It was a nightmare. My mother's finally destination was Douala Cameroon, but the plane had to land in Yaounde, capital city of Cameroon and then continue to Douala, In Yaounde, the Representatives of the Airlines took all the passengers including my 70 year old mother off the plane at 1:00 am in the morning and put her on a Bus for a 5 hrs ride to Douala stating to them that the Cameroon government officials hired the plane from Yaounde to Douala and so they are to get off the plane. They were rude and could careless about the consumers who paid for a flight to an destination but never did by the means they paid for. When i called the Airlines customer service line to place a complaint that same day i never received a call back. When i called today, they kept hanging up the phone and stated to me that they have no report of this and that i need to submit a receipt of the bus ride my mother received that day in regards to this issue and informed me that they will get back to me within 7 to 10 Business days.

after this incident i turned to Facebook to find out how many people have traveled with them and what was their experienced and i received so many damaging reports alongside some good ones but more bad than good. I want people to be aware of this airlines and their pretentious service. I have had people inform me how when they get the Turkey on many instances, there was no connecting flights to their other destinations and that the airline is rude to them and doesn't care to provide any lodging of any kind to even those with traveling with children. And if they did provide any kind of lodging it looked like a horrible refugee camp. Just because the flights may seem cheap doesn't mean customers have to be treated in such manners of rudeness and impoliteness.

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