

Case History

CASE #: RK2016080120

Case Information:

Status: **CLOSED**Method: **I**Received: **08/24/2016**Closed: **08/24/2016**

Reopened:

Complaint Information:

Complaint Code: **GC0520**

Consumer Action Code:

Airline Code: **AC**Airline Name: **AIR CANADA**Aircraft Size: **C**Airport Name: **Orlando, FL, USA Orlando International Airport (MCO)**Flight Type: **I**Flight Date: **08/20/2016**Incident Date: **08/20/2016****Flight Itinerary:**

AC1861 + AC414

Complaint Summary:**Explanation:**

Non respect of prepaid and pre-assigned seats and separating an eleven year old child from family and assigning her an emergency row seating place.

Notes:

Case History

CASE #: PC2017040115

Case Information:

Status: **CLOSED** Method: **I**
Received: **04/13/2017** Closed: **04/13/2017** Reopened:

Complaint Information:

Complaint Code: **GC0720** Consumer Action Code:
Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **D** Flight Date: **04/08/2017** Incident Date: **04/08/2017**

Flight Itinerary:

AA43 - DFW TO DTW

Complaint Summary:

Explanation:

Hello, At the end of July 2016, a bill known as the FAA Reauthorization Act was passed by Congress. A popular provision of this bill required airlines to seat any children aged 13 and younger "adjacent to the seat of an accompanying family member over the age of 13" at no additional cost. Last weekend, on a flight from Dallas to Detroit, American Airlines assigned us separate seats, and had our 5-year daughter seat by herself at the back of the plane, with the rest of the family seating closer to the front (we were all in the economy cabin). We protested and mentioned the FAA Reauthorization Act to the various agents we talked to. They however responded that there was no such regulation, that the flight was full, that all the seats were already assigned and that there was nothing they could do about it. Has this provision about families seating together recently expired? Or did American Airlines simply decide to ignore it in this case? This is a huge safety concern. Can a 5-year old child really understand the evacuation procedures of an airplane, and act accordingly and by herself in case of an emergency? Also, what are the options for passengers at the gate if the airlines just refuse to follow the rules about families seating together, and still assigns a seat to a young child away from their family? Thank you in advance for your attention to this matter? Best regards, (b) (6)

Notes:

Case History**CASE #: TP2017050053****Case Information:**Status: **CLOSED**Method: **I**Received: **05/10/2017**Closed: **05/10/2017**

Reopened:

Complaint Information:Complaint Code: **DI1200** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**Airport Name: **Phoenix, AZ, USA Sky Harbor International Airport (PHX)**Flight Type: **D**Flight Date: **07/19/2017**Incident Date: **07/19/2017****Flight Itinerary:**

PHX TO ABQ, FLT 2330

Complaint Summary:**Explanation:**

Airline is requesting \$9 per ticket to guarantee minor (5 y/o) is seated with a parent. My understanding is that this is not permitted after 7/1/2017 as described in Section 2309. Family seating of FAA funding re-authorization.

Notes:

Case History

CASE #: PC2016110058

Case Information:

Status: **CLOSED** Method: **I**
Received: **11/14/2016** Closed: **11/14/2016** Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:
Airline Code: **AC** Airline Name: **AIR CANADA** Aircraft Size: **U**
Airport Name: **Non Applicable (NON)**
Flight Type: **I** Flight Date: **10/30/2016** Incident Date: **10/30/2016**

Flight Itinerary:

YOW-YYZ (AC 447) YYZ-TLV (AC 084)

Complaint Summary:

Explanation:

Hi, My wife and I were booked to fly from YOW-YYZ-TLV together with our infant (lap). At booking, we requested bassinet. Shortly after booking the tickets, I called into Air Canada and the representative charged my credit card, and booked us into preferred seats for flight 84 to TLV. We also chose seats for flight 447 out of YOW. The Friday prior to leaving, I spoke with an AC representative and she confirmed our seats were confirmed. When I tried to check in Saturday night, I was horrified to discover that AC had given away our seats and had seated my wife (and baby) and myself separately. I called AC immediately and the Rep. (b) (6) said there was nothing he could do, only at check in desk at YOW. The next morning, at YOW, the desk agent said she couldn't do anything, only at YYZ. I went to the ticketing desk and they also could not help. Later in the day at YYZ, the AC CS Center said there was nothing to do. Essentially, we paid for preferred seats, were downgraded and left to get last available seats at the gate which ended up being middle and window, not at all practical when flying with a baby. The agents claimed that the original AC rep. had made a mistake in selling us the seats as the ticket was issued by UA. Even if that is true, the error was AC's - not ours. They offered us the seats, charged our credit card and booked us in them. To simply strip us of our seats at check in when flying with an infant is not acceptable. It really ruined our trip not having access to the aisle with a young child. Furthermore, the flight attendant came over and told us that if we needed anything, just press the call button on the screen. Except, we did three times during the flight and no flight attendant actually showed up. Toward the end of the flight, when one did, he said they were busy and couldn't come before. I asked for a bottle of water as our baby and ourselves required a drink but they refused and were only willing to give us a small cup. I fly extensively throughout the year and have never had such a horrible flying experience on another airline. At this point, I think it would be fair to get a refund for the money we paid for the preferred seats we were not given in reality, and compensation for the aggravation caused. I am happy to provide any relevant information or clarification that may be needed. Thank you, (b) (6)

Notes:

Case History**CASE #: RJ2017030068****Case Information:**Status: **CLOSED**Method: **I**Received: **03/27/2017**Closed: **03/27/2017**

Reopened:

Complaint Information:Complaint Code: **GC0521**

Consumer Action Code:

Airline Code: **AF**Airline Name: **AIR FRANCE**Aircraft Size: **U**Airport Name: **Paris, France Charles De Gaulle (CDG)**Flight Type: **I**Flight Date: **03/26/2017**Incident Date: **03/26/2017****Flight Itinerary:**

PARIS WASHINGTON FLIGHT 054

Complaint Summary:**Explanation:**

I traveled with 2 children under twelve. We were not seated together despite my request at reservation that we travel together and when I asked why I was informed that the new policy involved paying to be able to reserve seats together, thus effectively families with children need to pay an additional stipend to be able to travel with and care for your children- on my flight was another mother with infants who was in the same situation. I was never offered this extra cost and regardless it seems very inappropriate to have to pay with children who are too young to travel on their own (children under 13 need to pay an unaccompanied minor status if not accompanied).

Notes:

Case History

CASE #: GG2017030003

Case Information:

Status: **CLOSED**Method: **I**Received: **03/02/2017**Closed: **03/02/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:Airline Code: **AS**Airline Name: **ALASKA AIRLINES** Aircraft Size: **U**Airport Name: **Honolulu, HI, USA Honolulu International (HNL)**Flight Type: **D**Flight Date: **02/28/2017**Incident Date: **02/28/2017**

Flight Itinerary:

HNL TO SJC / ALASKA 830

Complaint Summary:

Explanation:

Dear Sir/Madam, I am filing this claim since my family just experienced the worst treatment from an airline company. My family took the Alaska Airlines 830 from Honolulu (HNL) to San Jose (SJC) on 2/28/2017. Our paradise trip turned into a nightmare due to mistreatment from Alaska Airlines. There are six people in my family, including my parents-in-law who are close to 80 years old, my two children and my wife. We reserved the seats of Row (b) (6) from Alaska Airline's website and received confirmation. On 2/28/2017 morning, when we tried to check in online, we were shocked to find that our seats were divided into three groups that are scattered around the airline, with one group in the last row. This is extremely challenging for us so that we arrived at HNL airport two hours and half early to see if Alaska Airline can help us. I talked to the Alaska travel agent after we checked in. The agent told us that she will work on our seating. We were the first who checked the seating. Half an hour later, I checked with the agent and she said that she is working on something else and looked very impatient. Then we had to wait. Later on, we were told that the flight is full and they could not do much about it. We would have believed what the agent said if we did not meet our friend's family, who is also taking the same flight. They arrived half an hour later than us and asked for seating too. Our friend got row (b) (6) together. Our friend's family has two adults and two children. I was shocked and asked the agent manager. He first told me that they adjusted seating so that large group can be together. I asked him why my family was divided. Then the manager said that other family have children. Then I asked how about my family of two children and two seniors. Alaska Airlines still did nothing to help us. My parents-in-law, my wife and my daughter had to handle their own bags, which turned out to be a nightmare.

Notes:

Case History**CASE #: CL2016060022****Case Information:**

Status: **CLOSED** Method: **I**
Received: **06/02/2016** Closed: **06/06/2016** Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:
Airline Code: **NH** Airline Name: **ALL NIPPON AIRLINES** Aircraft Size: **C**
Airport Name:
Flight Type: **I** Flight Date: **06/02/2016** Incident Date: **06/02/2016**

Flight Itinerary:

IAH - NRT FLT NH 173

Complaint Summary:**Explanation:**

I traveling with 2 children 8 and 10yrs. I have seat assigned in my itinerary (b) (6) When checking in they gave 3 separate seats. After report to the agent, she gave me (b) (6) and (b) (6) Even she asked me to complaint. I cannot imagine I will fly 12hrs separate from the kids. Please help me to complaint to ANA. Thanks (b) (6)

Notes:

Case History

CASE #: DD2016060097

Case Information:

Status: **CLOSED**Method: **I**Received: **06/20/2016**Closed: **06/20/2016**

Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **04/23/2016**Incident Date: **04/23/2016**

Flight Itinerary:

FLIGHT NUMBER 2597

Complaint Summary:

Explanation:

My wife, my 7 year old son, my 2.5 yr old son and I were travelling on vacation. We got 4 seats but none of them were together. We kept being told that the issue would be addressed at the gate but it never was. I do not know how American expected my 2.5 year old to sit by himself. My 7 year old also had a difficult time. Thanks to a kind family, we were able to get 2 seats next to each other. When I wrote a letter to American about this, all they said was it was a busy flight. When I booked the tickets, I was unable to book seats together.

Notes:

Case History**CASE #: TP2017060007****Case Information:**Status: **CLOSED**Method: **I**Received: **05/31/2017**Closed: **05/31/2017**

Reopened:

Complaint Information:Complaint Code: **GC1920** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **05/22/2017**Incident Date: **05/22/2017****Flight Itinerary:**

DFW TO MCO

Complaint Summary:**Explanation:**

My party of 5 consisted of 2 adults and 3 children ages 2, 6, and 8. We originally booked a row of 3 seats together and 2 seats together. None of the selected seats were in an exit row at the time of booking. Between booking and travel, American Airlines changed the equipment in use, which resulted in my set of 3 seats together being assigned to an exit row. At this point there was no way to configure my party to travel on the seats assigned. American's suggestion was to split up my party and put my 2 year old, 6 year old, and 8 year old children with strangers. My 2 year old has never flown before and is still in diapers. It is not at all reasonable that a parent would allow their baby to sit among strangers on a 3 hr flight. American's service desk was unhelpful to resolve the situation. When I later complained to American's customer service desk they also were unable to resolve the situation.

Notes:

Case History

CASE #: BM2017050074

Case Information:

Status: **CLOSED**Method: **I**Received: **05/15/2017**Closed: **11/08/2017**

Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **05/13/2017**Incident Date: **05/13/2017**

Flight Itinerary:

PHL - MCO

Complaint Summary:

Explanation:

The airline switched aircraft as I was checking in online. This displaced the entire seating arrangement of the aircraft. Although moved to a larger aircraft with more rows, the airline scrambled all seats. Adjoining seats I reserved a month earlier for my family including two small children under 3 were scattered throughout the aircraft. I was not provided any notice. American refused to help me reseat my family together until at the airport as I had checked-in already. As a result, I was punished for checking into a flight prior to them changing planes. The customer service team informed me that I would need to go to the airport in person to resolve as they did not have authority elsewhere.

Notes:

Case History**CASE #: TP2017050061****Case Information:**

Status: **CLOSED** Method: **I**
 Received: **05/12/2017** Closed: **05/12/2017** Reopened:

Complaint Information:

Complaint Code: **AC0529** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **D** Flight Date: **05/03/2017** Incident Date: **05/03/2017**

Flight Itinerary:

SCHEDULED 1889 > 5244

Complaint Summary:**Explanation:**

(b) (6) (my wife) was flying with my children (b) (6) 5yr, and (b) (6) 8yr). She arrived in plenty of time for the flight, but the initial flight was delayed to the point they missed their connecting flight. As a result, she was placed on another flight where she was separated from her children (a 5yr old and 8yr old should not be separated from his mother). This caused significant stress and delays in the planned travel itinerary. Apologies were non-existent and no remuneration offered at all, despite the whole thing being completely out of (b) (6) hands. The return trip resulted in the exact same scenario....again.

Notes:

Complaint Code: **AC0529** Consumer Action Code:
 Airline Code: **JS** Airline Name: **PSA AIRLINES** Aircraft Size: **C**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **N** Flight Date: **05/07/2017** Incident Date: **05/07/2017**

Flight Itinerary:

SCHEDULED 5065 > 2032

Complaint Summary:**Explanation:**

(b) (6) (my wife) was flying with my children ((b) (6) 5yr, and (b) (6) 8yr). She arrived in plenty of time for the flight, but the initial flight was delayed to the point they missed their connecting flight. As a result, she was placed on another flight where she was separated from her children (a 5yr old and 8yr old should not be separated from his mother). This caused significant stress and delays in the planned travel itinerary. Apologies were non-existent and no remuneration offered at all, despite the whole thing being completely out of (b) (6) hands. The initial trip resulted in the exact same scenario. In both cases the delays were not due to my family.

Notes:

(b) (5)

Complaint Code: **GC1920** Consumer Action Code:
 Airline Code: **EN** Airline Name: **PIEDMONT AIRLINES** Aircraft Size: **C**
 Airport Name:
 Flight Type: **D** Flight Date: **05/07/2017** Incident Date: **05/07/2017**

Flight Itinerary:

SCHEDULED 5065 > 2032

Complaint Summary:**Explanation:**

(b) (6) (my mother-in-law) was flying with her husband, my wife, and our children. They arrived in plenty of time for the flight, but the initial flight was delayed to the point they missed their connecting flight. As a result, she was placed on another flight where she lost her first-class

seat. This is a major issues for two reasons: 1. She suffers from chronic migraines (daily). 2. She was unable to sit with her husband (who also lost his first-class seat). Neither received remuneration and apologies were minimal at best. This caused significant stress and delays in the planned travel itinerary. Apologies were non-existent and no remuneration offered at all, despite the whole thing being completely out of their hands and them losing their first-class seat. The initial trip resulted in the exact same scenario.....

Notes:

(b) (5)

Case History**CASE #: BM2017030020****Case Information:**Status: **CLOSED**Method: **I**Received: **03/07/2017**Closed: **05/18/2017**

Reopened:

Complaint Information:Complaint Code: **GC0720** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **03/08/2017**Incident Date: **03/08/2017****Flight Itinerary:**

CMH-PHX #627

Complaint Summary:**Explanation:**

Traveling on this flight this week. Bought tickets 6 weeks in advance and traveling as family of 4 with two adults and a 2 year old and 5 year old. Can't get seats together so we would be with our young kids. AA refuses to give us assurances that they can seat our minor kids with us without charging us additional fees on top of the \$340 we paid per ticket. It feels like a bait and switch to have purchased seats but have the airline squeeze additional money from us so we can sit by a two and five year old for our 4 hour trip. AA is responsible for a 13 year old girl getting molested on a flight of theirs less than a year ago. I don't think they should be allowed to separate us from our young kids in 4 different middle seats which is all that is available. Is this fair? Is this legal? Please do something so I can sit with my kids!!!

Notes:

Case History

CASE #: CL2016120015

Case Information:

Status: **CLOSED**Method: **I**Received: **12/04/2016**Closed: **12/05/2016**

Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **03/26/2016**Incident Date: **03/26/2016**

Flight Itinerary:

ORD-PHX AA2023

Complaint Summary:

Explanation:

I purchased 4 seats on AA2023. These seats were (b) (6) . When I arrived on the day of travel, My family, with 2 children, were given different seat numbers and only 2 of the seats were together in the back of the aircraft. American Airlines needs to refund my tickets because they did not provide me with the complete service I purchased which includes transportation in the seats I agreed to sit in upon purchase. My belief is that American moved my family and me to accommodate other passengers for a higher price. My reservation # was (b) (6) .

Notes:

Case History

CASE #: GG2017050060

Case Information:

Status: **CLOSED**Method: **I**Received: **05/16/2017**Closed: **05/16/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0520** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Charlotte, NC, USA Charlotte/Douglas Intl Airport (CLT)**Flight Type: **D**Flight Date: **02/09/2017**Incident Date: **02/09/2017**

Flight Itinerary:

AA1725 (CLT-MCO)

Complaint Summary:

Explanation:

As a family with two young children, ages five and six, we booked flights on American from Philadelphia to Orlando, FL for February 9, 2017 in May 2016 to insure we did not have a problem with seating. On February 8, 2017 there was a winter storm predicted and our original flight was cancelled so we had to change to an earlier flight which routed us through Charlotte, NC. When I called to change the flight the telephone attendant failed to mention that we would not be able to sit next to or within eyesight of our children. When I called customer service regarding the matter on February 8th I was told to ask at the airport. On the first part of the flight from PHL to CLT (AA1813) the attendant at the airport in Philadelphia was very helpful and moved our seats so we could be seated next to the children. On the second part of the flight from CLT to MCO (AA1725) the desk attendant told us to ask on the plane and once on the plane the steward replied "you need to just ask around" and refused to provide further assistance, I am sorry but that is a rude and unacceptable response. It is negligent for airlines to so carelessly separate children from their parents without concern, and have employees leave safety matters up to the customers. Please feel free to contact me at (b) (6) if you need additional assistance. Thank you for your attention to this matter.

Notes:

Case History

CASE #: RK2017040108

Case Information:

Status: **CLOSED**Method: **I**Received: **04/19/2017**Closed: **04/19/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0520** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**Airport Name: **Dallas/Ft Worth, TX, USA Dallas Ft Worth International (DFW)**Flight Type: **D**Flight Date: **03/25/2016**Incident Date: **03/25/2016**

Flight Itinerary:

DALLAS TO ONTARIO INTERNATIONAL

Complaint Summary:

Explanation:

We were rerouted from a United Airlines flight as the Denver airport was closed due to weather. We then traveled from Omaha, Nebraska to Dallas, Texas via American Airlines. In Dallas our flight was very late, leaving near 11 pm. We boarded the plane when we got to our seats I realized my 2 year old was across the aisle from me. I sat down and placed my 2 year old in the ticketed seat. I then pushed my call button to summon the flight attendant. She came turned off my button and I explained the situation and asked the woman to help me figure out a solution as a 2 year old would not be able to sit alone. She told me to "figure it out myself" "it's a full flight". I find this to be highly inappropriate and I addressed this with American but the customer service did not see this as an issue. Thank you.

Notes:

Case History

CASE #: PC2017020036

Case Information:

Status: **CLOSED**Method: **I**Received: **02/13/2017**Closed: **02/13/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0100** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Dallas/Ft Worth, TX, USA Dallas Ft Worth International (DFW)**Flight Type: **D**Flight Date: **03/11/2017**Incident Date: **03/11/2017**

Flight Itinerary:

DFW-ORLANDO, FL - 2434 AND 2433

Complaint Summary:

Explanation:

I purchased tickets in September 2016 for my family to fly roundtrip to Orlando. I selected "Preferred" seats for both legs of the flight, and my family members were all seated together. The airline has changed our seats on both legs of the flight. Most of the seats are no longer in the "Preferred" class. Comparable seats were changed so that an extra fee is now required. A customer service manager told me that he could not give me comparable seats and that all seats are "good." He also told me that I would have to pay more now to have seats in the rows that I previously had. This is a bait and switch tactic. On the return flight, my seats were changed from row (b) (6) to rows (b) (6) and (b) (6). On the outbound flight, 4 of my 6 seats are still in row (b) (6) (the row I had before), but 2 of the seats are in row (b) (6). It is still a month away from the flight, but the airline says there is nothing they can do to give me comparable seats without charging me a fee. I realize that no specific seat is guaranteed, but an airline should not be permitted to change the class of seat a person has and then make the person pay to get the seat back.

Notes:

Case History**CASE #: DD2016110041****Case Information:**

Status: **CLOSED** Method: **I**
Received: **11/17/2016** Closed: **11/17/2016** Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:
Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**
Airport Name: **Non Applicable (NON)**
Flight Type: **D** Flight Date: **11/15/2016** Incident Date: **11/15/2016**

Flight Itinerary:

SFO/DFW DFW/MCO AA2433

Complaint Summary:**Explanation:**

I am traveling with my young 9-year-old son and the airline is saying that we have to sit apart. At the time when booking my flights the website wouldn't let me choose my seats for this leg of our trip. This is not safe or secure for me or my son. I have asked the airline to fix this situation they are refusing. I can not put my son next to a stranger without a parent. This is unacceptable I bought my flights directly through American Airlines not through a 3rd party so I don't understand why they can not accommodate our family. I would like this situation rectified and ensure this does not happen to another family.

Notes:

Case History

CASE #: PC2016070065

Case Information:

Status: **CLOSED**Method: **I**Received: **07/11/2016**Closed: **07/11/2016**

Reopened:

Complaint Information:

Complaint Code: **GC1923** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**Airport Name: **New York, NY, USA John F Kennedy Intl Airport (JFK)**Flight Type: **I**Flight Date: **08/24/2016**Incident Date: **08/24/2016**

Flight Itinerary:

AA8846 JFK TO MADRID, AA8712 TO BILBAO, AA8658 BILBAO TO MADRID, AA8647 MADRID TO JFK

Complaint Summary:

Explanation:

I am travelling in a party of 5. Airline requires a \$45 per person per flight charge to book a seat (any seat) in advance. Flights are operated by Iberia Airlines. This charge was NOT disclosed at the time of booking. For my itinerary this charge totals \$900. American Airlines takes no responsibility even though the flight was booked on the American Airlines website and the flights bear American Airlines flight numbers. It was reasonable for me to expect that the price of the tickets included the ability to book seat assignments in advance without charge. I am not referring to any "premium" seating. I view this as a deceptive practice for which American Airlines is responsible. I cannot reasonably expect that when I arrive at the terminal on the date of departure I will be able to get my family (which includes my 90 year old mother-in-law) seated together. I would either like the seats booked in advance without charge or I would like American Airlines to absorb the charge.

Notes:

Case History**CASE #: AT2016120007****Case Information:**Status: **CLOSED**Method: **I**Received: **12/06/2016**Closed: **12/06/2016**

Reopened:

Complaint Information:Complaint Code: **GC0020** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **12/09/2016**Incident Date: **12/09/2016****Flight Itinerary:**

PUNTA CANA, DOMINICAN REPUBLIC TO MIAMI, FL AA 1502

Complaint Summary:**Explanation:**

I spent almost \$2,000 on tickets for my wife and two kids to travel with me to the Dominican Republic, while booking the flight seat selection page indicated they were unable to select seats at this time. I checked several times, when seats were finally available our flight leaving the Dominican Republic all 4 of us were not sitting next to each other. Not the worst, but can any reasonable person imagine a 3 year old not sitting by their parent on a flight? I called American Airlines and was told to just check with the gate on day of travel. This wasn't comforting to me. I attempted to connect with American Airlines again only to be rejected and left with 2 options. 1: Pay \$55 a seat to resolve 2: HOPE that while in a foreign country I can get a hold of someone with American Airlines within 24hrs of departure to have them try to resolve this.

Notes:

Case History

CASE #: DP2017040066

Case Information:

Status: **CLOSED** Method: **I**
 Received: **04/17/2017** Closed: **04/17/2017** Reopened:

Complaint Information:

Complaint Code: **MT0999** Consumer Action Code:
 Airline Code: **BA** Airline Name: **BRITISH AIRWAYS** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **I** Flight Date: Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

I booked seats months in advance due to flying with a disabled child who needed to be sat with me, a fact the airline were well aware of in advance. I was assured the seats were together. On boarding the plane it became aparent that me and my partner were seated in the exit row at the front of the back section of the plane and my 3 children, all under 12 and including my disabled child were seated in the back row of the front section of the plane. There were toilets between us and we couldnt even see them. The air hostess refused to help stating that we were considered seated together as we were in row (b)(6) and the kids in row (b)(6). My disabled son is autistic and suffers from sensory processing disorder. He was treated apallingly througout the flight with cabin staff promising him drinks but never bringing them (instead choosing to put a curtain round her seat and read a magazine) being told they had run out of apple juice then serving it to the next people. Being made to move from his seat without pausing his movie. By the time we landed the poor child was so anxious, over stimultated and convinced the cabin staff were against him that he was banging his head off the walls screaming and unable to control himself. He did not calm down til after we were off the plane, through passport control and had our bags. At no point did any of the american airlines staff check we were ok or take into account his disability when dealing with him throughout the flight and the whole experience would of been avoided had we been seated together as promised. I have avoided flying with american airlines since and will in future as they have terrible customer service compared to other airlines, especially with autistic children.

Notes:

Complaint Code: **GC0520** Consumer Action Code:
 Airline Code: **BA** Airline Name: **BRITISH AIRWAYS** Aircraft Size: **U**
 Airport Name: **Not Available (NOT)**
 Flight Type: **N** Flight Date: **09/04/2016** Incident Date: **09/04/2016**

Flight Itinerary:

BA1599

Complaint Summary:

Explanation:

I booked seats months in advance due to flying with a disabled child who needed to be sat with me, a fact the airline were well aware of in advance. I was assured the seats were together. On boarding the plane it became aparent that me and my partner were seated in the exit row at the front of the back section of the plane and my 3 children, all under 12 and including my disabled child were seated in the back row of the front section of the plane. There were toilets between us and we couldnt even see them. The air hostess refused to help stating that we were considered seated together as we were in row (b)(6) and the kids in row (b)(6). My disabled son is autistic and suffers from sensory processing disorder. He was treated apallingly througout the flight with cabin staff promising him drinks but never bringing them (instead choosing to put a curtain round her seat and read a magazine) being told they had run out of apple juice then serving it to the next people. Being made to move from his seat without pausing his movie. By the time we landed the poor child was so anxious, over stimultated and convinced the cabin staff were against him that

he was banging his head off the walls screaming and unable to control himself. He did not calm down til after we were off the plane, through passport control and had our bags. At no point did any of the american airlines staff check we were ok or take into account his disability when dealing with him throughout the flight and the whole experience would of been avoided had we been seated together as promised. I have avoided flying with american airlines since and will in future as they have terrible customer service compared to other airlines, especially with autistic children.

Notes:

Case History**CASE #: DD2016070079****Case Information:**Status: **CLOSED**Method: **O**Received: **07/15/2016**Closed: **07/15/2016**

Reopened:

Complaint Information:Complaint Code: **GC0020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES**Aircraft Size: **N**Airport Name: **Non Applicable (NON)**Flight Type: **I**Flight Date: **06/10/2016**Incident Date: **06/10/2016****Flight Itinerary:**

DL86 DTW-FRA. Locator: (b) (6)

Complaint Summary:**Explanation:**

See letter attachment. dd

Notes:

Case History**CASE #: DP2016070031****Case Information:**Status: **CLOSED**Method: **I**Received: **07/20/2016**Closed: **07/20/2016**

Reopened:

Complaint Information:Complaint Code: **GC0122** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **C**Airport Name: **Portland, OR, USA Portland International Airport (PDX)**Flight Type: **D**Flight Date: **07/21/2016**Incident Date: **07/21/2016****Flight Itinerary:**

PDX TO YYZ DL 1156 & DL 1874

Complaint Summary:

Sked chg caused seats to be changed

Explanation:

Delta rearranged our tickets due to a schedule change and will not reseal our family together. We booked these tickets over nine months ago and had seats together with our original reservation. We contacted customer service and also Delta corporate and they refused to seat us together. Our seats were randomly assigned and we have no choice but to accept this arrangement, which was not what was represented when we bought the tickets. Delta corporate acknowledged that they make no effort to seat parties together when reissuing tickets due to their own schedule change.

Notes:

Case History**CASE #: TP2016070084****Case Information:**

Status: **CLOSED** Method: **I**
Received: **07/29/2016** Closed: **08/09/2016** Reopened:

Complaint Information:

Complaint Code: **GC0320** Consumer Action Code:
Airline Code: **DL** Airline Name: **DELTA AIR LINES** Aircraft Size: **C**
Airport Name:
Flight Type: **I** Flight Date: **06/29/2016** Incident Date: **06/29/2016**

Flight Itinerary:

DL46 JFK-AMSTERDAM, FINAL DESTINATION MUNICH

Complaint Summary:**Explanation:**

Deceptive Business Practices: Delta Airlines offered me upgraded "Delta Comfort" seats at an additional charge, I paid \$200 for my son and me, about 6 months prior to our departure. I selected the seats, I called to confirm seats, I did on line check-in 24 hours in advance and arrived at airport 3 hours early. Our boarding passes still indicated the same upgraded seats that I selected 6 months before, and paid for. Waited at gate for over 2 hours, was never asked informed or asked about a seat change. As we boarded aircraft and our passports were checked, the gate agent put boarding slip into our passports. We went to our seats and found them to be occupied. Only then did we realize the gate agent changed our seats without our consent. My minor son and I were seated apart during an international flight, and our seats were not the seats that we paid for the additional \$200. When I spoke with flight attendant, I was told "Gate Agent made the change." I clearly was unable to get off aircraft to inquire. So I was on the aircraft with my minor son with our seats given to other passengers with nothing we could do.

Notes:

Case History

CASE #: JI2016080249

Case Information:

Status: **CLOSED**Method: **I**Received: **08/31/2016**Closed: **08/31/2016**

Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **09/01/2016**Incident Date: **09/01/2016**

Flight Itinerary:

JFK/SEA DL462

Complaint Summary:

Explanation:

Months in advance, we had booked seats together for my son and I, (b) (6). The day before the flight when we went to check in, they had changed the plane type and we were now seated in non-adjacent seats. When I contacted customer service, there was nothing they could do to remedy this situation. This means we were given a poorer quality experience than what we had paid for. We are careful to select flights, even if they cost more, based on seat availability so that the family can sit next to each other. The customer service manager also couldn't explain why they had changed planes to a less compatible configuration.

Notes:

Case History**CASE #: JI2016070116****Case Information:**Status: **CLOSED**Method: **T**Received: **07/18/2016**Closed: **07/18/2016**

Reopened:

Complaint Information:Complaint Code: **GC0020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **N**

Airport Name:

Flight Type: **D**Flight Date: **07/19/2016**Incident Date: **07/19/2016****Flight Itinerary:**

#2822 JFK MCO

Complaint Summary:**Explanation:**

Pax is traveling with his wife and two young children. He states that he booked his reservation in February and confirmed his seat assignments. He states that he contacted DL in March about something totally separate and it was then that he learned there was an equipment change and his family was seated all over the aircraft. It was at that time that he learned that his two-year-old had not been attached to the PNR. He states that he spoke to an agent who explained there was a change in equipment and she offered to get him locked into new seat assignments. Pax states that he stressed to the agent the importance of having seats together since his kids are so young. He states that when he went to check-in on 18JUL16 and learned that his family is seated all over the aircraft. He states that he called DL and the agent advised there was nothing she could do. He said that he was on the phone with DL for nearly five hour and his family is finally seated together. He states that luckily his in-laws were also traveling and were able to switch their seats so he and his wife could sit next to the children. Pax is upset that both times there was an equipment change that affected his seat assignments, he was never notified.

Notes:

Case History**CASE #: DP2016120011****Case Information:**Status: **CLOSED**Method: **I**Received: **12/07/2016**Closed: **12/07/2016**

Reopened:

Complaint Information:Complaint Code: **GC0122** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **11/25/2016**Incident Date: **11/25/2016****Flight Itinerary:**

ATL->SAN DL2453

Complaint Summary:**Explanation:**

My wife and myself were seating in different rows while travelling with a 7 month old infant. I called Delta 4 weeks before the flight to change our seats to be together and the center representative told us to ask at check in because he did not have any ability to move other passengers or relocate us to more expensive seats. The check in crew told us that the gate would resolve the issue. The gate crew said they couldn't resolve it and the flight crew would take care of us. The flight crew said the gate crew should have taken care of us and there is nothing they could do. These tickets were purchased over a month before the flight and I called immediately after to annotate the reservation to have infant in arms. Delta is separating families, not empathetic, and placing profits over people.

Notes:

Case History**CASE #: BN2016120013****Case Information:**

Status: **CLOSED** Method: **I**
Received: **12/09/2016** Closed: **12/09/2016** Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:
Airline Code: **DL** Airline Name: **DELTA AIR LINES** Aircraft Size: **U**
Airport Name:
Flight Type: **N** Flight Date: **12/09/2016** Incident Date: **12/09/2016**

Flight Itinerary:

ATLANTA TO BOSTON TO NEW YORK FLIGHT# DL1210

Complaint Summary:**Explanation:**

My 10 yr old daughter and I have reservations to fly from atlanta to New York with lay over in Boston. I went to check-in as soon as it opened to get decent seats as I am traveling with a youngster. The assigned seats are on opposite ends of the cabin. I called and rep could not fix. Twitter rep gave us seats last row jammed in a tight corner for first leg and different rows second leg. She needs medicine and is not accustomed to flying with strangers. I can't guarantee her personal safety where they have us seated. Why ask the age of the child and separate them from the parent. This is unacceptable.

Notes:

Case History**CASE #: JI2016120144****Case Information:**Status: **CLOSED**Method: **I**Received: **12/27/2016**Closed: **12/27/2016**

Reopened:

Complaint Information:Complaint Code: **GC0020** Consumer Action Code:Airline Code: **EK**Airline Name: **EMIRATES AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **12/24/2016**Incident Date: **12/24/2016****Flight Itinerary:**

NEW YORK JFK TO MUMBAI VIA DUBAI

Complaint Summary:**Explanation:**

I booked the round trip flight tickets on 30th October, 2016 on Emirates (from JFK to Mumbai and back) for my son and daughter (b) (6) and (b) (6) respectively (these are students). I paid \$2638.00 for the tickets. The Booking reference number is (b) (6) and the booking date is October 30th 2016. When we booked the tickets we booked the seats and the vegetarian meal preference was given. To our surprise when we checked the site today we do not see the seat numbers on the flight for the sector JFK to Dubai and we see the seat numbers only on the flight sector Dubai to Mumbai. When we logged into the web site of Emirates we could only book the meal preference but not the seats. we called the airlines and spoke to (b) (6) who is a customer services representative, who was of neither help and asked for the supervisor to help us. after waiting we could speak to (b) (6) who claimed to be a supervisor but of no help as such we are writing this concern to the DOT. Emirates is discriminating the passengers and looks like removing the booked seats and giving to others. The passengers like my children must not suffer due to the whimsical and non compliant functioning of Emirates. Request you to call for all the recordings, CRM reports and web site logs related to the above referred booking and initiate appropriate action and penalize the airlines. Please note that when we booked the seats on all the sectors, how come only one sector seats are shown and other sector seat confirmations are eliminated is a matter of concern. We also noticed that the print of the ticket is not showing any seat numbers even for the sector Dubai to Mumbai but the web site shows the seat numbers from Dubai to Mumbai. More over Emirates is now demanding a fee for the seats and not confirming the seats. It seems to me that airlines is adopting these methods to extract additional money from passengers Request your intervention and immediate action as the travel date of my children is on 24th Dec, 2016 at 4.35PM . Request you to take action on Emirates and Justfly.com also Regards

Notes:

Case History

CASE #: BM2017010056

Case Information:

Status: **CLOSED** Method: **I**
 Received: **01/11/2017** Closed: **01/11/2017** Reopened:

Complaint Information:

Complaint Code: **GC1978** Consumer Action Code:
 Airline Code: **EK** Airline Name: **EMIRATES AIRLINES** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **I** Flight Date: **01/04/2017** Incident Date: **01/04/2017**

Flight Itinerary:

apparent violation of 14 CFR 259.7(c)

Complaint Summary:

Explanation:

Dear EK: (b) (6) provided us with the below followup to her complaint that the Department forward to EK on 1/11/4. If her allegations are correct, EK appears to be in violation of 14 CFR 259.7(c) by not providing a timely response. As such, please provide me with a copy of your reply to (b) (6) complaint. Thank you, Brian McQuillen Aviation Analyst DOT From: (b) (6) [mailto:(b) (6)] Sent: Wednesday, April 12, 2017 12:02 PM To: (b) (6) (OST) Subject: Re: BM2017010056 - (b) (6) GC1920 Hi (b) (6), It's been 4 months now and I haven't heard from the airline on this. Kindly help me with this. Thanks (b) (6)

Notes:

Complaint Code: **GC1920** Consumer Action Code:
 Airline Code: **EK** Airline Name: **EMIRATES AIRLINES** Aircraft Size: **U**
 Airport Name:
 Flight Type: **I** Flight Date: **01/04/2017** Incident Date: **01/04/2017**

Flight Itinerary:

EK 225

Complaint Summary:

Explanation:

I travelled with my family (my husband and 3 year old daughter) from Trivandrum to SF via Dubai on 4th Jan 2017 We were assigned seats not close to each other including the one for my 3 year old daughter. Tried to change seat online while checking in online online 24hrs before, but site did not allow. Called up emirates support , they informed us they are unable to do so and told that only airport desk folks can make updates to the seats. They asked us to go early to the airport as it will be done on first come first served basis. We reached airport almost 4 hrs early just to be told that we can get the seats updated only from Dubai. We reached Dubai 20 min late as the flight from Trivandrum to Dubai was delayed. Went to the emirates counter there, where we were asked to go the gate and check there. Ran to the gate and at the gate , we asked to wait to the side while they were boarding other passengers. One person at the gate was checking something at his terminal, not sure what because after around 45 min he told us that all passengers are boarded now and we cannot do anything with your seats. They told us to board the flight and check with people nearby. We were forced to board the flight and inside the air hostesses were so rude with us and no passenger helped. We ended up spending an 18 hr flight wth 3 year old traveling in my lap and left a seat unused and thus losing the money and causing so much discomfort. I am not sure it's legal to force a 3 year to travel alone in a seat. I would request justice served to me and my family for all the discomfort and money loss caused by the airline.

Notes:

Case History**CASE #: ML2016070019****Case Information:**Status: **CLOSED**Method: **I**Received: **07/07/2016**Closed: **07/07/2016**

Reopened:

Complaint Information:Complaint Code: **GC0120** Consumer Action Code:Airline Code: **F9**Airline Name: **FRONTIER AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **07/02/2016**Incident Date: **07/02/2016****Flight Itinerary:**

INDIANAPOLIS/DENVER 609 AND DENVER/PORTLAND 787

Complaint Summary:**Explanation:**

My wife is traveling with our 2 children, ages 5 and 8. She checked in online this morning. The 3 seats that Frontier assigned for both flights were not together. My wife had to pay \$20 total to select three seats on both flights that were together; aisle, middle and row seats. Due to safety concerns, minors are not allowed to fly unaccompanied on flights. The airline should be required to assign seats that are together for a group. The tickets were bought at the same time. We have traveled many times with our children on multiple airlines and have also had assigned seats together. To not provide assigned seats together is inexcusable. And to charge the passengers an additional fee to obtain seats together is obscene.

Notes:

Case History

CASE #: DP2016120046

Case Information:

Status: **CLOSED**Method: **I**Received: **12/19/2016**Closed: **12/19/2016**

Reopened:

Complaint Information:

Complaint Code: **GC0122** Consumer Action Code:Airline Code: **F9**Airline Name: **FRONTIER AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **12/17/2016**Incident Date: **12/17/2016**

Flight Itinerary:

HOU TO LAS FLIGHT 1109

Complaint Summary:

Explanation:

Airline made us pay seat fee to be able to sit together with 3 children ages 4, 6 and 8 but put 2 of the children on different rows and not together. It is unsafe for young children to be sitting alone. We have spent several hours on the phone and in person speaking with representatives and were told they couldn't do anything and we should have paid the higher fee to sit together. First there are regulations about charging fees to sit with your children and they admitted that they don't care. The customer service for this airline is non existent.

Notes:

Case History

CASE #: BN2016070006

Case Information:

Status: **CLOSED** Method: **I**
Received: **07/08/2016** Closed: **07/08/2016** Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:
Airline Code: **F9** Airline Name: **FRONTIER AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **N** Flight Date: **07/02/2016** Incident Date: **07/02/2016**

Flight Itinerary:

LAS VEGAS TO MCO / FLT #: F91676

Complaint Summary:

Explanation:

(SEE ATTACHED DOCUMENT)(b) (6)

Notes:

Case History

CASE #: PC2017050099

Case Information:

Status: **CLOSED**Method: **I**Received: **05/12/2017**Closed: **05/12/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0123** Consumer Action Code:Airline Code: **HA**Airline Name: **HAWAIIAN AIRLINES** Aircraft Size: **U**Airport Name: **Not Available (NOT)**Flight Type: **N**Flight Date: **06/16/2017**Incident Date: **06/16/2017**

Flight Itinerary:

(b) (6)

Complaint Summary:

Explanation:

Oversold a flight that we are taking 1 month out. Would not guarantee seat assignments for a family of 4 people. You go online and it show's NO seats available at all. You have to call 24hours in advance to get seat assignments...so guess what your not seating together. Typical way for airlines and there customer service going in the drain. Charging top rates, selling oversold seats and leaving you hanging without a confirmation. Hopefully this problem will be rectify when we check- in. Thank you

Notes:

Case History

CASE #: KC2016090042

Case Information:

Status: **CLOSED**Method: **I**Received: **09/09/2016**Closed: **12/28/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0220** Consumer Action Code:Airline Code: **B6**Airline Name: **JETBLUE AIRWAYS** Aircraft Size: **U**Airport Name: **Charleston, SC, USA Charleston International Airport (CHS)**Flight Type: **D**Flight Date: **08/26/2016**Incident Date: **08/26/2016**

Flight Itinerary:

CHS-JFK JETBLUE #1674

Complaint Summary:

Explanation:

Day of travel from Charleston, SC to JFK International Airport I knew that my family of three were given seat assignments scattered haphazardly all over the plane. No one was together even though I paid for the low, low cost of an even more space seat. I was ok/fine with this and even checked in at the ticket counter. At the gate without even talking to a GA or supervisor I was given randomly new seat assignments aka the last row of the plane. After realizing what had happened I spoke to the GA and she worked mightily to get the same seats back for us, but couldn't make it happen on what had become a totally full flight. I don't know how because there were 6 passengers that didn't have assigned seating and the only seats left were in the even more space seating. After the first agent couldn't do anything a supervisor took over. The supervisor cursorily attempted to help, but mostly ignored me and said I should just sit in the last row. The supervisor wasn't terribly sympathetic, uncaring, and honestly gave myself the "brush off" altitude. What about even more space seat that I had paid for? The clocked ticked down without any further resolution, and my family boarded the doomed flight from Charleston, SC to JFK International Airport. The flight hit severe turbulence and was super bumpy! The entire situation pits passengers against one another because those people didn't pay anything extra to be in my seats. It's very stressful, tiring, frustrating, and lastly worrying! My family shouldn't have been in this situation in the first place because the plane never changed, I paid extra for one person to be in even more space, would have paid extra for everyone to be in even more space seating, and lastly booked the tickets early before Jetblue oversold our seats.

Notes:

Case History**CASE #: BN2016090002****Case Information:**Status: **CLOSED**Method: **I**Received: **08/31/2016**Closed: **08/31/2016**

Reopened:

Complaint Information:Complaint Code: **GC1900**

Consumer Action Code:

Airline Code: **LAT**Airline Name: **LATAM**Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **08/19/2016**Incident Date: **08/19/2016****Flight Itinerary:****Complaint Summary:****Explanation:**

I was flying from JFK to Argentina via Brazil and the incident happened on the Brazil to Argentina connecting flight, so not sure if the FAA can help. I was flying with two small children (4 yrs old and 7 yrs old) We had requested that we sit together, but were told it was a full flight and we would have to talk to the flight attendants. When we got on the flight not only weren't we sitting together, but two of the seats were EMERGENCY EXITS. When we told the flight attendants they looked puzzled and said "They can't sit there." They did nothing to help and only kept saying "They can't sit there." Luckily we were able to switch seats with friends, but our children had to sit with strangers and across the aisle from each other. It turns out 3 of the seats were emergency exist. Also several people got bit badly on the plane by something.

Notes:

Case History**CASE #: TP2016080110****Case Information:**

Status: **CLOSED** Method: **I**
Received: **08/24/2016** Closed: **08/24/2016** Reopened:

Complaint Information:

Complaint Code: **GC0420** Consumer Action Code:
Airline Code: **PK** Airline Name: **PAKISTAN INTERNATIONAL AIRLINES** Aircraft Size: **C**
Airport Name: **Manchester, England, United Kingdom International (MAN)**
Flight Type: **I** Flight Date: **08/09/2016** Incident Date: **08/09/2016**

Flight Itinerary:

MAN- NEW YORK / PK721

Complaint Summary:**Explanation:**

Booked 4 seats for myself and 3 children on flight and after a long time trying to check in was told no seats together and to speak with boarding gate who would help as block of 4 together in business ,boarding gate staff laughed and dismissed me advising to speak with cabin crew who tried to sit my 5 year old with my 10 year old at the front of the plane and myself in the middle with my other daughter at the back. the whole plane was full and after several complaints regarding my children not being able to sit with me I was given 3 seats together for the 4 of us and advised it was the best they could do as the whole flight was full. I was not given any seat belt for the 5 year old on my knee the whole journey and we were just disregarded and frowned upon. we were so uncomfortable the whole flight and want to complain and receive a refund. these flights cost us nearly £1400 for the most unpleasant and unsafe situation we have ever encountered.

Notes:

Case History**CASE #: DD2017010024****Case Information:**Status: **CLOSED**Method: **I**Received: **01/12/2017**Closed: **01/12/2017**

Reopened:

Complaint Information:Complaint Code: **GC0520** Consumer Action Code:Airline Code: **QG** Airline Name: **SKYWEST AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **01/09/2017**Incident Date: **01/09/2017****Flight Itinerary:**

SBA-SFO UA 5982, SFO-MSP UA 5956

Complaint Summary:**Explanation:**

Seat assignments rearranged by UA which separated young children from their parents.

Notes:

(b) (5)

Case History

CASE #: RK2016100065

Case Information:

Status: CLOSED	Method: I	
Received: 10/24/2016	Closed: 10/24/2016	Reopened:

Complaint Information:

Complaint Code: GC0520	Consumer Action Code:	
Airline Code: WN	Airline Name: SOUTHWEST AIRLINES	Aircraft Size: C
Airport Name: Orlando, FL, USA Orlando International Airport (MCO)		
Flight Type: D	Flight Date: 10/14/2016	Incident Date: 10/14/2016

Flight Itinerary:

ORLANDO TO MILWAUKEE/ 1005

Complaint Summary:

Explanation:

After a magical family vacation of a lifetime to Disney World, our family of 10, which included five children ages eight and under, Southwest put a major dent in it. After a confusion with our boarding passes, the ticket taker forced us to leave the "family" line, leaving the rest of the passengers to board the plane. I chose to leave the group and rush to fix my ticket to get on the plane ASAP, ran to the back of the plane to save seats to ensure my five grandchildren would be able to sit with their parent or grandparent. I was refused any help and the attendant told all passengers entering the plane to disregard my request. By the time the rest of my family boarded the plane, all the seats remaining were middle seats causing even more chaos! After a comment by a flight attendant blaming the delay, shaking his head stating because of "these people" in front of my son-in-law and his retort stating that it was Southwest's fault that caused this, he was told to leave the plane. This causes his three children to become EXTREMELY hysterical, which then of course, causes my daughter, husband and myself to exit the plane as well, leaving my other daughter and two other grandchildren to fly back alone without any help with all the baggage and items left behind. She was also stranded at the airport since we were her transportation home. What added salt to the gaping wound, was that our family of seven, including three small children, were forced to sleep in the airport lounge overnight!! Even though we aren't about to let this six-month planned family vacation of a lifetime be ruined by this fiasco with Southwest airlines, it's obvious Southwest gave it their best shot!!! Never again with Southwest Airlines and messed up unassigned seating policy

Notes:

Case History**CASE #: DD2016090078****Case Information:**Status: **CLOSED**Method: **I**Received: **09/14/2016**Closed: **09/14/2016**

Reopened:

Complaint Information:Complaint Code: **GC0520** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **09/12/2016**Incident Date: **09/12/2016****Flight Itinerary:**

NK779 LGA-FLL

Complaint Summary:**Explanation:**

Hi, Flight : FLL779 Departure : 2000hrs, Laguardia, NY Date: 9-12- 2016 Arrival: 2240hrs, Fort Lauderdale,FL Date: 9-12- 2016 I want to register a complaint about crew's bad behavior. We were 7 family members travelling all together. We got 4 seats in same row (b) (6) and rest of 3 seats were on different places. We requested the crew member if she can allow us to sit together because couple of seats were vacant around (b) (6) . Crew member said we can but we will have to wait until take off. As suggested by crew member we switched our seats after flight take off. Once we got seated another crew member came to us and asked did we switch our seat, We said 'Yes'. She shouted at us saying "SHAME ON YOU". She was enough loud to humiliate us in front of other passenger. We explained that we asked permission from crew member before doing. She said I will deal with the lady who allowed you to switch seats and walked away. We waited for her that she will come to us again after confirming with other staff member. She didn't come to us. After landing before leaving the plane we asked her name but she refused to tell and walked away. Other crew member also didn't tell us her name. But they said she was in-charge at that time in that flight. I felt extremely offended and humiliated by such ridiculous behavior of that air hostess. Please help us to investigate this case. We really want that airline should definitely take action against her for such disgusting behavior. I want to go through the right process against airline before reaching my lawyer for law suit. I would appreciate help in this regard. If you are not person or department, Please let us know where should contact. Thanks in Advance. (b) (6)

Notes:

Case History**CASE #: BM2017040059****Case Information:**Status: **CLOSED**Method: **I**Received: **04/12/2017**Closed: **11/08/2017**

Reopened:

Complaint Information:Complaint Code: **GC1920** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **03/04/2017**Incident Date: **03/04/2017****Flight Itinerary:**

843 CHICAGO TO MYRTLE BEACH

Complaint Summary:**Explanation:**

Spirit airline tried seating my 5 year old daughter 23 rows away from me. I was traveling with 3 minors,(5,13 and 16 year old) they sat me and the 13 and 16 year older together but assigned my 5 year old 23 rows away from us. Isn't that considered child abandonment? For the sake of not ruining the trip I exchange seats with my 5 year older but the minors were still not within my sight. I think it is criminal for them to try to profit off an unethical practice. I'm aware that each row only has 3 seats and we were a party of 4. In situations like such, they should have been assigned in 2s and the minors I accompanied should have seen sat within my sight. I tried addressing the issue several days before with an operator on the phone but they wanted to charge me. when I got to the gate, I attempted to address the issue again but they said there's nothing they could do at that point. How can this airline get away with such unethical practices?

Notes:

Case History

CASE #: RJ2016100038

Case Information:

Status: **CLOSED**Method: **I**Received: **10/14/2016**Closed: **10/14/2016**

Reopened:

Complaint Information:

Complaint Code: **GC0321** Consumer Action Code:Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**Airport Name: **Los Angeles, CA, USA Los Angeles Intl Airport (LAX)**Flight Type: **D** Flight Date: **10/09/2016** Incident Date: **10/09/2016**

Flight Itinerary:

LAX TO IAH

Complaint Summary:

Explanation:

I was traveling with my family (husband and 2 young boys) and our flight was indefinitely delayed due to maintenance. United booked us on another flight from SFO to IAH at 12:30 am and put us all in separate seats. We told them that we needed to at least have one parent next to the children. The United representative said they would change our seats once we got to our connecting flight at the gate. When we arrived to the connection, the attendant at the gate "tried" to move us to sit together but said that she was unable. She advised us that we would have to ask other passengers to move because there was nothing more she could do. We got on the flight because it was 12:30 am and they told us all the other flights that day were booked. Only one passenger would move, so my 7 year old was forced to sit between two strange men. My child was terrified and kept crying saying "i don't want to sit there". The flight attendants didn't help and I had to have my child sit alone next to strangers. The flight was scheduled for 4 hours overnight with the lights down low. Finally after 20 minutes, one passenger decided to move. I was so worried, scared and concerned for my child's welfare! I believe that the airlines MUST put minors with their guardians. This could be child endangerment (see definition!). I filed a complaint to United and they told me their policy was not to guarantee seating. That's all. Can you please address this and possibly make a policy that airlines must put a guardian with anyone under 16 years of age? Thank you for your help!

Notes:

Case History

CASE #: DD2017030091

Case Information:

Status: **CLOSED**Method: **I**Received: **03/22/2017**Closed: **03/22/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0122** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **04/10/2017**Incident Date: **04/10/2017**

Flight Itinerary:

UA1764 EWR- PBI

Complaint Summary:

Explanation:

The very short version is this... I called United to book a flight from EWR to PBI and back. We wanted to use our reward miles for a good portion of the trip, but were short a few thousand, so we would need to purchase the extra. After using Fare Lock to lock in the fare we had found, I booked the reservation, but the person I spoke to said she didn't input the correct additional mileage for purchase so the ticket would need to be re-issued, which would take 24 hours. Since we will be traveling with a toddler, we had to have 3 seats in a row. Because there were no open seats on the flight, she said she would request a waiver for Economy Plus seats so that we could be seated together. I was assured that the seats were ours and would not be given away. The agent also said that she would call me back, 24 hours from the present time to finish the booking and to confirm. Because I was curious how an inbound call person could make any outbound calls, I called back a few hours later just to verify something else and after speaking to another rep, I was told that my previous seats had been ticketed to another passenger and that all seats on the flight were filled. There was nothing she could do on her end because my ticket still needed to be re-issued and I would have to wait the 24 hours...So we went from having seats to not having seats, yet still having the Fare Lock, and there wasn't anything she could do. I called back 3-4 more times, spoke with 3-4 more people, got hung up in by 2 of them, and not one was able to 'fix' any of the issues that they (the airline) caused. It wasn't until I spoke with someone named (b) (6) who informed me that I 'seemed to be given the runaround with a bunch of bad information,' but even he was unable to do anything as he said my reservation was locked. His advice was to maybe wait until 12:00 AM as sometimes confirmations can finally 'take' at that time. Nothing happened at 12:00 AM and after chatting on Facebook Messenger with yet another rep (who said we would have to show up at airport and the attendants at the gate 'would be able to accommodate us' at that time), I went to sleep. I woke up and called at 8:30 AM (Tuesday) and after being placed on hold multiple times in a 30 minute period, the rep I spoke to re-issued the ticket and supposedly booked our seats. I say 'supposedly' because she could not issue me proof or recorded confirmation of the the seats (due to some regulations she cited) and she said I would be receiving the confirmation shortly or in 24 hours. She said she documented everything on her end and with her supervisor...I have yet to receive the confirmation. While this last person did (hopefully) remedy the situation, I should have not had to go through what I did, especially because everything was at the fault of United. And not one person offered a fix to the problem at any time (until this AM).

Notes:

Case History

CASE #: DD2017020084

Case Information:

Status: **CLOSED**Method: **I**Received: **02/24/2017**Closed: **02/24/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES**Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **I**Flight Date: **02/25/2017**Incident Date: **02/25/2017**

Flight Itinerary:

TLV-SF-FAT

Complaint Summary:

Explanation:

I Purchased 3 seats on the plane for my 6 year old, 2 year old sons and myself. the Air company could not seat us together. When I flew from FAT-SF-TLV on the 16th of February we all sat in 2 chairs becuase one of the seats was far away. It looks like a very unsafe procedure for the plane, the passangers and for us. (b) (6)

Notes:

Case History

CASE #: RK2016080047

Case Information:

Status: **CLOSED**Method: **I**Received: **08/10/2016**Closed: **08/10/2016**

Reopened:

Complaint Information:

Complaint Code: **GC1921** Consumer Action Code:Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **C**Airport Name: **Oklahoma City, OK, USA Will Rogers World Airport (OKC)**Flight Type: **D** Flight Date: **07/22/2016** Incident Date: **07/22/2016**

Flight Itinerary:

OKC-SFO-LIH (AND RETURN)

Complaint Summary:

Explanation:

My wife's initial flight to and from Hawaii were both cancelled (one due to weather and the 2nd due to mechanical issues). In both cases, she and my 2 children (ages 9 and 8) were automatically rebooked on new United flights but not sitting together. After her first flight (OKC-SFO) was cancelled and rerouted through IAD, she had to fight with the gate agent to seat our 2 children with her - it took conversations with several folks and an appeal to crew members who were boarding the plane to get the change. After her flight out of Hawaii (HNL-DEN) was canceled, she had to deplane and pick up luggage in baggage claim. After a 3-hour wait at the ticket counter, she was told that the airline had no more hotel vouchers and security was closed for the night. She and the 2 children had to spend the night in the airport. When they had boarding passes printed for their flight the next morning, they were once again not sitting together. Despite multiple appeals to the ticket agents and gate agents, United refused to move seats to allow them to sit together. They did offer to rebook her on a flight 14 hours later and through a different city. By the time she boarded that flight to leave Hawaii, she and the children had spent 29 hours in the Honolulu airport with no offers of hotel or meal vouchers or assistance in getting seats together as a family.

Notes:

Case History**CASE #: BN2016120020****Case Information:**

Status: **CLOSED** Method: **L**
Received: **12/16/2016** Closed: **12/16/2016** Reopened:

Complaint Information:

Complaint Code: **GC0820** Consumer Action Code:
Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **N**
Airport Name: **Not Available (NOT)**
Flight Type: **I** Flight Date: **11/11/2016** Incident Date: **11/11/2016**

Flight Itinerary:

mexico-nj flt 1477

Complaint Summary:**Explanation:**

UA assigned a 3 & 6 year old to sit beside strangers after pax had seat assignments. see attached

Notes:

Case History**CASE #: TP2017040029****Case Information:**Status: **CLOSED**Method: **I**Received: **04/13/2017**Closed: **04/13/2017**

Reopened:

Complaint Information:Complaint Code: **GC1920** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **12/09/2016**Incident Date: **12/09/2016****Flight Itinerary:**

SAO PAULO/ UA861

Complaint Summary:**Explanation:**

Dear Customer Protection, I bought my fly tickets to Brazil in May 2016 to fly in December 2016 and come back in January 2017. I bought it early to get all the seats together because I have a 2 year old child that doesn't stop. I paid U\$ 4,485.78 for 3 seats. On my check in I found out that the seats were not together, not only to Sao Paulo, but on my way back too. So round trip the seats were not together at all. As you can see on my boarding pass. I try to explain the situation twice: 1st when I dispatched my luggage, and 2nd at the gate with a United worker, they said, there was nothing that they could do because the flight was full and inside the plane I will have ask other passengers to exchange seats with me. Inside the plane, it took my husband 30 minutes to exchange sits. He had to ask other passengers so we could seat together, and my son stop to cry that he wants his dad. When I arrived in Sao Paulo, I went to United office to fix the problem, they told me, that all the seats were in different rolls I asked how could a 2 years old child travels by himself ? United Airlines told me to contact Boketto, the place where I bought the fly tickets. Once again, full plane with no option to change seats the only way it was to pay the difference to seat together. So I had to pay U\$ 617.00 to have the seats upgraded to economic plus to have all the seats together and avoid the previous situation. The total of U\$ 5,102.78, it's an unacceptable special because I bought the tickets in May to get the seats together and I specifically said I'm buying early to have all seats together. I asked for seats together. I'm seeking reimbursement for my fly tickets. It was a very frustrating and inconvenient situation with my son crying, and a lot and people getting upset with me. I don't think is fair I have to pay. I bought my flight tickets with Boketto on 05/25/16 a guy named: (b) (6) . Travel Consultant, phone number (b) (6) . Thanks,

Notes:

Case History**CASE #: JI2017040028****Case Information:**

Status: **CLOSED** Method: **I**
Received: **04/14/2017** Closed: **04/14/2017** Reopened:

Complaint Information:

Complaint Code: **GC0020** Consumer Action Code:
Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **D** Flight Date: **04/10/2017** Incident Date: **04/10/2017**

Flight Itinerary:

PWM-EWR 4274 AND EWR-SAN 2397

Complaint Summary:**Explanation:**

Good morning. My daughter (27) and granddaughter(4) traveled on United yesterday. They were not able to assign seats online and when we checked last week to see if they had assigned seats, they had assigned my daughter and granddaughter seats in different rows. We discussed w/this the PWM agent and she put a 'hold' on a two seats together for the EWR-SAN flight to ensure they would be together. The 4274 flight was delayed twice - once to air traffic control in EWR and once for mechanical issues. She barely made it to the 2397 flight. Once she boarded, the flight attendant would not seat them together, but told her to sit down. Thankfully, during the flight, a gentlemen offered my daughter the seat next to my granddaughter so they could be together. I'm not sure what airline would not put a mother and child together; this is the last time we will book w/United.

Notes:

Case History

CASE #: CL2017050219

Case Information:

Status: **CLOSED**Method: **I**Received: **05/24/2017**Closed: **05/26/2017**

Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **I**Flight Date: **07/06/2017**Incident Date: **07/06/2017**

Flight Itinerary:

ARUBA TO NEWARK

Complaint Summary:

Explanation:

I booked round trip airline with United from Newark NJ to Aruba leaving on 6/29 flight 1040 and returning on 7/6 flight number 1039 under the group name (b) (6) and Record Locator (b) (6). 1. I booked this flight on 4/14/17 and at that time spent an enormous amount of time choosing the seats that best suited a family of 10 including 4 minor children. I was assigned seats. I asked the agent if these would be my seats and he said yes. I even brought up the recent incident with the gentleman flying on United who wound up with a broken nose over seats, and once again I was advised I had my seats assigned and would not encounter any problems. This can be confirmed by going back and listening to the recorded phone conversations that took place. Note: I did not take the return flight home of my first choice because I did not like the seats that were available. Also I did not take the Delta flight from Kennedy for that same reason despite the opportunity to save over \$1,000. 2. On 4/19/17 I received an email advising there would be some changes in the schedule so I immediately called United to check on my seats and was once again assured that my seats were assigned and no changes had been made to my seat assignment. 3. During my phone call of 4/14/17, I was told that if the fare went down anywhere between this date and 5/25/17, I could call and get my fare adjusted accordingly. This can be confirmed in the phone recording. However when the fare went down and I called to get an adjustment, I was told I could only get an adjustment if there were 10 seats at a lower price and that was not the case. I had not been informed of this at the time of booking. Note: This was the second reason I did not book with Delta and save over \$1,000, as they advised the fares were locked in from the date of booking. 4. On 5/22/17 I called United to make my final payment. At that time I was advised to send my list of family members scheduled for the flight and then to call back and make final payment. At that time, United sent me some additional documents, one of them being a list of assigned seats that were NOT the seats I chose during my first lengthy phone conversation of 4/14/17. Now mind you, this is a family trip and we are traveling with 4 children and chose this particular United flight based on the seat availability. After a lengthy call with first one person and then a supervisor (b) (6), I was able to get my seats back for flight 1040 from Newark to Aruba on 6/29. But I could not get my ORIGINALLY purchased and assigned seats back for the return flight 1039 from Aruba to Newark on 7/6/17. Furthermore I was told several times that they could not give me seats that were assigned to someone else. But they were able to take them from me. The first attachment is proof of my assigned seats and the next is the seats I was changed to. WE have fixed the flight out but not the return.

Notes:

Case History**CASE #: DP2016120004****Case Information:**Status: **CLOSED**Method: **I**Received: **12/05/2016**Closed: **12/05/2016**

Reopened:

Complaint Information:Complaint Code: **GC0122** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **11/19/2016**Incident Date: **11/19/2016****Flight Itinerary:**

LAX TO DENVER TO SIOUX FALLS AND RETURN.

Complaint Summary:**Explanation:**

Parent and child separated on flights.

Notes:

Case History**CASE #: BN2016120003****Case Information:**Status: **CLOSED**Method: **I**Received: **12/08/2016**Closed: **12/08/2016**

Reopened:

Complaint Information:Complaint Code: **GC0020** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **11/11/2016**Incident Date: **11/11/2016****Flight Itinerary:**

UA 1477 - SJD TO EWR

Complaint Summary:**Explanation:**

Although we booked seats together, the flight separated my from my 3 year old and 6 year old. I understand that the airline has the right to move seats however, they should not be allowed to put minors at risk in doing so. First, there is the emotional impact to the kids as a result of being separated from their parents. Second, there is a safety concern if there are issues with an aircraft and the random individual sitting with them does not take care of them. Third, I do not have any information on the random individual and United put my kids at risk (i.e sexual assault, etc). United was contacted and I spoke to an escalation manager but there did not seem to be any concern on united's part.

Notes:

Case History**CASE #: BN2016110006****Case Information:**Status: **CLOSED**Method: **I**Received: **11/03/2016**Closed: **11/03/2016**

Reopened:

Complaint Information:

Complaint

Code: **GC0800**

Consumer Action Code:

Airline Code: **VS**Airline Name: **VIRGIN ATLANTIC
AIRWAYS**Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **11/05/2016**

Incident

Date: **11/05/2016****Flight Itinerary:**

EWR - LHR VIRGIN ATLANTIC 2

Complaint Summary:**Explanation:**

Upon booking the flight, the \$45 per person fee necessary to guarantee seating together was not disclosed. I will be traveling with young children. This, in my opinion, constitutes an unethical and unfair business practice. As I was not informed, I did not have all the information available when making a purchase decision, and would have chosen a different flight based on this undisclosed cost.

Notes:

Case History**CASE #: RJ2016090029****Case Information:**Status: **CLOSED**Method: **I**Received: **09/13/2016**Closed: **09/13/2016**

Reopened:

Complaint Information:Complaint Code: **DI1200**

Consumer Action Code:

Airline Code: **AM**Airline Name: **AEROMEXICO**Aircraft Size: **U**Airport Name: **Mexico City, Distrito Federal, Mexico Juarez Intl Airport (MEX)**Flight Type: **I**Flight Date: **08/29/2016**Incident Date: **08/29/2016****Flight Itinerary:**

MEXICO/417

Complaint Summary:**Explanation:**

I called Aeromexico on 08/27/2016 to confirm my seats and just to confirm my flight information. I was told I have my seats for my flight on 08/29/2016 but not my return flight 09/03/2016 and the only seats available were the (b) (6) seats which were going to cost me extra \$191 for 4 seats. If i didn't pay the my family and I would be separated. I made the payment because I did not want that to happen. I was sent my confirmation with the seats. On 08/28/2016, when I tried to check in online I only saw three seats and not my husbands information. I was told to go to the airport not to worry that Aeromexico has problems with there computers at that moment. Upon arriving at the airport there no ticket for my husband even though I had a ticket number and seat. Originally, Aeromexico states I called to have a name change, which is not true. They kept saying i called to changed the name (b) (6) to my (b) (6). One is a child and one is an adult. Then they blamed the travel agency stating they did not send a segment for my husbands ticket and that is why it is canceled. The travel agency states otherwise stating that aeromexico canceled the ticket. A manger at the airport originally wanted us to pay more money to put my husband on the flight with us, by putting him on stand by but it would costmore than \$200. Finally she was able to put my husband on the flight with us, no charge. The flight had plenty of extra seats by the way. The person who helped get my husband on the flight, (b) (6) put him on stand by to return. She stated that I needed to get it fixed for him to return. I was also told I did not need to pay extra for those seats that the company automatically, when time of booking section off seats with the number of tickets purchased so families can sit together. On 08/30/2016 while on vacation I called Aeromexico to see how I could fix the problem with my husband flying back because the return flight was booked, even though I had a ticket number for him and seat. I spoke to (b) (6) who stated he was a supervisor, he was rude and condescending. He stated that the travel agency sold too many seats and that is why the ticket was canceled. My question to him was then why wasn't I informed of that when I called to confirm my seats and had to pay extra for four seats. Does no- one inform the customer when something like that happens? He told me I had to pay an extra \$200 or more to get my husband back to NY. He stated there were no stand by seats available and he had a flight that left Mexico around 12:00 am and I have to pay extra. I asked him for a refund for the (b) (6) seat that I paid for my husband and he stated when my husband gets on the next flight he will get an (b) (6) seat. How is that possible when he is on stand by? Either way he refused to help me in any way, only wanted me to pay more money. Is that all Aeromexico cares about is making the passengers pay extra? What happened to helping a customer when someone messed up my flight information? On our return flight my husband was lucky enough to get a seat on the same flight with us, for no extra charge. Also, they put my six year old daughter in a seat by herself. If I hadn't asked the travel agent to please ensure I sit with my kids. This was the worst experience I have had with an airline company. No one took blame for what went wrong they just pointed fingers and tried to extort money from me. My vacation was supposed to be relaxing and all I could think about was how my husband was going to get back to NY. Everyday my kids asked "are you flying back with us"? This is unacceptable.

Notes:

Case History**CASE #: DD2016070113****Case Information:**Status: **CLOSED**Method: **I**Received: **07/25/2016**Closed: **07/25/2016**

Reopened:

Complaint Information:Complaint Code: **DI1200** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **I**Flight Date: **08/01/2016**Incident Date: **08/01/2016****Flight Itinerary:**

PITTSBURGH TO GRAND CAYMAN/4384

Complaint Summary:**Explanation:**

I am traveling with my wife, and our children, ages 9 and 5. I called AA Reservations to try and book seats so at least one of us can be near children. The agent attempted to scare me into purchasing economy extra at \$60 or so a person because we cannot be guaranteed a seat. As a seasoned traveler, I am aware that a 5 year old cannot be seated alone. The agent pushed hard to up-sell my seat. I don't appreciate those scare tactics. Unbecoming a large national carrier.

Notes:

Case History

CASE #: TP2017050053

Case Information:

Status: **CLOSED**Method: **I**Received: **05/10/2017**Closed: **05/10/2017**

Reopened:

Complaint Information:

Complaint Code: **DI1200** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**Airport Name: **Phoenix, AZ, USA Sky Harbor International Airport (PHX)**Flight Type: **D**Flight Date: **07/19/2017**Incident Date: **07/19/2017**

Flight Itinerary:

PHX TO ABQ, FLT 2330

Complaint Summary:

Explanation:

Airline is requesting \$9 per ticket to guarantee minor (5 y/o) is seated with a parent. My understanding is that this is not permitted after 7/1/2017 as described in Section 2309. Family seating of FAA funding re-authorization.

Notes:

Case History**CASE #: KC2017050021****Case Information:**Status: **CLOSED**Method: **I**Received: **05/01/2017**Closed: **11/02/2017**

Reopened:

Complaint Information:Complaint Code: **DI1200** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **05/14/2017**Incident Date: **05/14/2017****Flight Itinerary:**

ARUBA/1003

Complaint Summary:**Explanation:**

Trip purchased January 28, 2017 through Book-It.com As part of the package, had to select seat through the American Airlines website. Seats were selected on 1/30/2017. I needed 5 seats for my family. No free seats were available, so I had to pay for 5 upgrades, (credit card receipt attached) totaling \$161.40 for the 5 seats. On March 14, 2017, American Airlines Website confirmed that these 5 seats were ours. Over this past weekend, (4/28/2017) just to verify, I saw that my seats were no longer mine. I called American Airlines and was told that those seats were not available and had to pay an additional fee for different seats. The additional fee was for an additional \$334.95 and my family is no longer sitting together. The additional money was charged to my credit card and the refund of the \$161.40 will be processed whenever. This is plain and outright FRAUD. I have attached the receipts as proof that everything I have told you is exact. I had to purchase the tickets as I didn't want the family vacation of a lifetime to have a problem, but American Airlines has to be held accountable. I have no problem paying what I have to, but when something like this occurs, it really shows how uncaring the airline is and just want to show a profit. I respectfully request an inquiry to this problem and hope for a prompt response.

Notes:

Case History

CASE #: CL2017050191

Case Information:

Status: **CLOSED**Method: **I**Received: **05/19/2017**Closed: **05/22/2017**

Reopened:

Complaint Information:

Complaint Code: **DI1200** Consumer Action Code:Airline Code: **F9**Airline Name: **FRONTIER AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **05/20/2017**Incident Date: **05/20/2017**

Flight Itinerary:

PHOENIX TO DETROIT ROUND TRIP

Complaint Summary:

Explanation:

I was made to pay a seat assignment fee for each of us in our family of three. My daughter is 5 years old. Then I did some research, and according to a law passed by legislation, Frontier cannot charge me to sit next to my child. They knew her age as it is asked for when booking the flight, so when I was prompted to purchase the seats, otherwise there would be "no guarantee" we could sit together, I believe that would qualify as fraud as they knew the age of our child before prompting us to pay. I called and after one brief exchange, I was refunded the fees for myself and my child almost immediately when I spoke of this law. So they know what they are doing!! How many millions of dollars are they making on this scam? Please force them to comply with the law. It's disgusting the amount of fees that airlines are now able to charge, long after touting their "discount" airfares. It's a ruse.

Notes:

Case History**CASE #: JI2016100021****Case Information:**Status: **CLOSED**Method: **T**Received: **10/06/2016**Closed: **10/06/2016**

Reopened:

Complaint Information:Complaint Code: **DI1200**

Consumer Action Code:

Airline Code: **WESTJET**Airline Name: **WEST JET**Aircraft Size: **N**Airport Name: **Los Angeles, CA, USA Los Angeles Intl Airport (LAX)**Flight Type: **I**Flight Date: **11/16/2016**Incident Date: **11/16/2016****Flight Itinerary:**

LAX YVR

Complaint Summary:**Explanation:**

Pax is traveling with her husband and two year old daughter. She states that when she booked her flight their seats were scattered all over the plane. She states that she called West Jet who told her to contact American Express. She states that American Express told her to contact West Jet, and when she finally got someone to help her, the agent at West Jet told her that she would have to purchase seats if she wanted to sit with her family. She states that since her two year old cannot sit alone, she paid 60 CAD to reserve seats. She states that she still does not have seat assignments for her return flight on 28NOV16. She states that she would prefer to have her family seated together, but she needs at least two seats together for her return flight and is wondering if West Jet will help her.

Notes:

Case History**CASE #: RK2017100036****Case Information:**Status: **CLOSED**Method: **I**Received: **10/14/2017**Closed: **10/14/2017**

Reopened:

Complaint Information:Complaint Code: **GM1900** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **B**Airport Name: **Philadelphia, PA, USA Philadelphia International Airport (PHL)**Flight Type: **D**Flight Date: **10/14/2017**Incident Date: **10/14/2017****Flight Itinerary:**

PHILADELPHIA TO ORLANDO AA2096

Complaint Summary:**Explanation:**

I had purchased 6 tickets for Florida and paid extra to get 3 seats and 3 seats together for we are traveling with two 2 year olds 2 adults can be sitting with each of them. Our original seats that I paid for were (b) (6) and (b) (6). When printing the boarding passes out today the seats we purchased were not the ones we received and when talking to American they said for it was an exit seat and the 2 year olds cant sit there and they gave us not 3 seat x 2 but 2 seats x 3 and have both babies sitting together. The seats on my boarding passes that they gave us is (b) (6) (b) (6) and (b) (6) I paid extra to get the seat at 3 and 3 and was told they cant do anything that talk to them at the airport to see what they can do. I think this is wrong for I paid extra for seats and now my grandsons are sitting alone and not with us like we paid for. And American also stated that they moved the seats for the 2 year olds cant sit on an aisle which when booked we had them in the middle seats between parents and grandparents and now they have their seats together 2 2 year olds. This is so unfair and now stressing over what we are going to do when we get to the airport for our family vacation. We want to sit together and not apart and 2 kids sitting alone.

Notes:

Case History**CASE #: PC2017100158****Case Information:**Status: **CLOSED**Method: **I**Received: **10/30/2017**Closed: **11/09/2017**

Reopened:

Complaint Information:Complaint Code: **DI1400** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES**Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **11/11/2017**Incident Date: **11/11/2017****Flight Itinerary:**

CHICAGO TO ORLANDO/(b) (6)

Complaint Summary:**Explanation:**

My wife was told if she did not purchase seat assignment for our grandchildren traveling with us there was a possibility our grandchildren could be separated from an adult flying with them. I looked up the law "The Families Flying Together Act" Which states minor children (my grandchildren are 11 and 8) Will not be separated from the adult flying with them. I just called again and was told my grandchildren could be separated from an adult unless I purchased seats paying a separate fee. The law states that agents and notice must be written showing passengers that minor children will not be separated for accompanying adult. The fine is \$27,000 per violation. I would like to get my money back for the seats I have paid for on Spirit & Frontier. They do not want to give it back. They broke the law.

Notes:

Case History**CASE #: PC2018010124****Case Information:**

Status: **CLOSED** Method: **I**
Received: **01/17/2018** Closed: **01/17/2018** Reopened:

Complaint Information:

Complaint Code: **GM0020** Consumer Action Code:
Airline Code: **Y4** Airline Name: **VOLARIS AIRLINES** Aircraft Size: **U**
Airport Name: **Not Available (NOT)**
Flight Type: **I** Flight Date: **01/12/2018** Incident Date: **01/12/2018**

Flight Itinerary:

(b) (6)

Complaint Summary:**Explanation:**

My sister purchase a plane ticket for her minor daughter to fly with out nice to Mexico. She purchase the ticket with volaria via telephone and explain to the airline that the minor was flying with our nice that was the only way to purchase the ticket because my nice is a minor. When she got to there airport to check in she was told that my baby nice was not going to be seating next to each other instead they were going to be seating across the aisle from each other. We spoke to the person at the counter she said that's all they can do and they were not going to do anything to repair their mistake. I ask how if they are such of big company they were going to take that liability. Per other passenger this airline makes up their own rules as they go and as a consumer I don't understand how this company is able to be so irresponsible and not be able to protect the consumer. I will contact the news media and let them know how we are able to let this companies are putting people at risk for profit I hope you are able to get some kind of answer for me

Notes:

Case History**CASE #: PC2018060112****Case Information:**

Status: **CLOSED** Method: **I**
Received: **06/19/2018** Closed: **06/25/2018** Reopened:

Complaint Information:

Complaint Code: **GM0000** Consumer Action Code:
Airline Code: **B6** Airline Name: **JETBLUE AIRWAYS** Aircraft Size: **U**
Airport Name: **Lima, Peru Intl Jorge Chavez (LIM)**
Flight Type: **I** Flight Date: **06/30/2018** Incident Date: **06/30/2018**

Flight Itinerary:

LIM-FLL #1824

Complaint Summary:**Explanation:**

Dear FAA: Can you please advise me if the Families Flying Together Act of 2015 passed Congress and became law? If the bill died, are there any U.S. federal laws requiring airlines to seat parents with minor children? I have an upcoming flight on JetBlue from Lima to Fort Lauderdale: me, my husband, and my two children. We are traveling on US Government orders; we PCS from Lima to Jerusalem at the conclusion of our four-year assignment here. We are all seated separately on the aircraft. My children are ages 12 and 14. I have spent the last hour on the phone with JetBlue trying to be seated together. I offered to pay out of pocket for Even More Space to be seated together. The JetBlue representative supervisor said she was not aware of any law requiring the airline to seat children with parents and advised me that no seats were available together. She then hung up on me when asked what else she could do to assist me and asked to speak with her supervisor. I was polite and respectful the entire time on the phone. My flight is # 1824, departing Lima on June 30, at 11:01pm, arriving at 6am. I am not comfortable having my minor children seated next to a stranger on an overnight flight, when they are vulnerable. I have been unable to find confirmation online of this bill passing; I have only been able to find confirmation that it was proposed as a bill here: <https://www.congress.gov/bill/114th-congress/house-bill/3334> H.R.3334 [INVALID] 114th Congress (2015-2016) This bill directs the Department of Transportation to issue regulations directing each air carrier to: (1) establish a policy to ensure that a family that purchases tickets for a flight is seated together during that flight, and (2) make the policy available to the public on the air carrier's website. The bill defines "family" to mean a grouping of individuals that includes, at a minimum: (1) a child age 12 years or younger, and (2) an individual age 18 years or older who is responsible for accompanying that child. Thank you,

(b) (6)

Notes:

Case History

CASE #: PC2018090143

Case Information:

Status: **CLOSED**Method: **I**Received: **09/22/2018**Closed: **09/28/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0177**

Consumer Action Code:

Airline Code: **UA**Airline Name: **UNITED AIRLINES**Aircraft Size: **U**Airport Name: **Not Available (NOT)**Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Parents unable to sit with small children without paying extra fees!! Absurd, discriminatory thievery!!! I should not have to PAY to sit next to my kid. Unless you want to PAY the other passengers sitting by my child babysitting fees.

Notes:

Case History

CASE #: PC2018090144

Case Information:

Status: **CLOSED**Method: **I**Received: **09/22/2018**Closed: **09/27/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0177**

Consumer Action Code:

Airline Code: **UA**Airline Name: **UNITED AIRLINES**Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Parents unable to sit without small children without paying exorbitant fees?! What the heck is wrong with you folks!? This is not a "convenience" it is a necessity! Fix it. Now.

Notes:

Case History**CASE #: ML2018060022****Case Information:**

Status: **CLOSED** Method: **I**
 Received: **06/06/2018** Closed: **06/06/2018** Reopened:

Complaint Information:

Complaint Code: **GC1920** Consumer Action Code:
 Airline Code: **DY** Airline Name: **NORWEGIAN AIR SHUTTLE** Aircraft Size: **C**
 Airport Name:
 Flight Type: **I** Flight Date: **06/11/2018** Incident Date: **06/11/2018**

Flight Itinerary:

DI7073

Complaint Summary:**Explanation:**

I had originally booked this flight on September 5, 2017. I was the first one to book for this flight and paid extra money for bulkhead seats that would give me more legroom. Two weeks ago the airline had remove me from those seats and separated my family and giving me very undesirable seating. When I asked them to make it better they refused on every account. They would not give me my original seats, Nor would they make any concessions whatsoever. I have contacted their customer service and I have escalated my complaint all the way to the top and they still refuse to make any concessions. Due to the timing I was stuck with these flights and I am and able to change it. I asked them if they could at least upgrade my seat and they said that they weren't able to because all of the seats were sold out. The thing that rubs me wrong is that I keep getting emails from their marketing department asking me if I want to upgrade my seat for a price. This seems to be very shady business tactics, like they're just trying to get more money from me. It makes me wonder if they bumped me out of my seating because they knew they can get more money when their rates went up. This happened on my Flight DI7074 coming over to England as well and now I am returning on June 11 and I feel that this is the only way that I can make my voice heard. I am typing this on my phone and I do have documentation that can prove my original seating and the change of seating. If needed I can send this on later but as I'm on my phone now I don't have that with me.

Notes: