

The passenger reviews of Thai Lion Air

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Abstract

Review or Feedback from the passengers is very important for help the airline improve their services, facilities and every thing of their airline.

Nowadays, Many airline have a feedback from the passengers, they get good and bad reviews on the website because there are many airlines in the world, Therefore raised the airline in Thailand's "Thai Lion Air" to use as a research in order to find out whether this airline has a good or bad way and what matters most the passengers being reviewed.

Thai Lion Air is a low cost airline in Thailand. The feedback from passengers from some website has a good ways 47%, common way 16%, bad ways 37%. The most reviews tell about Counter check-in, Time, Facilities, Attendants, Clean aircraft, Ground service, Price and Satisfaction.

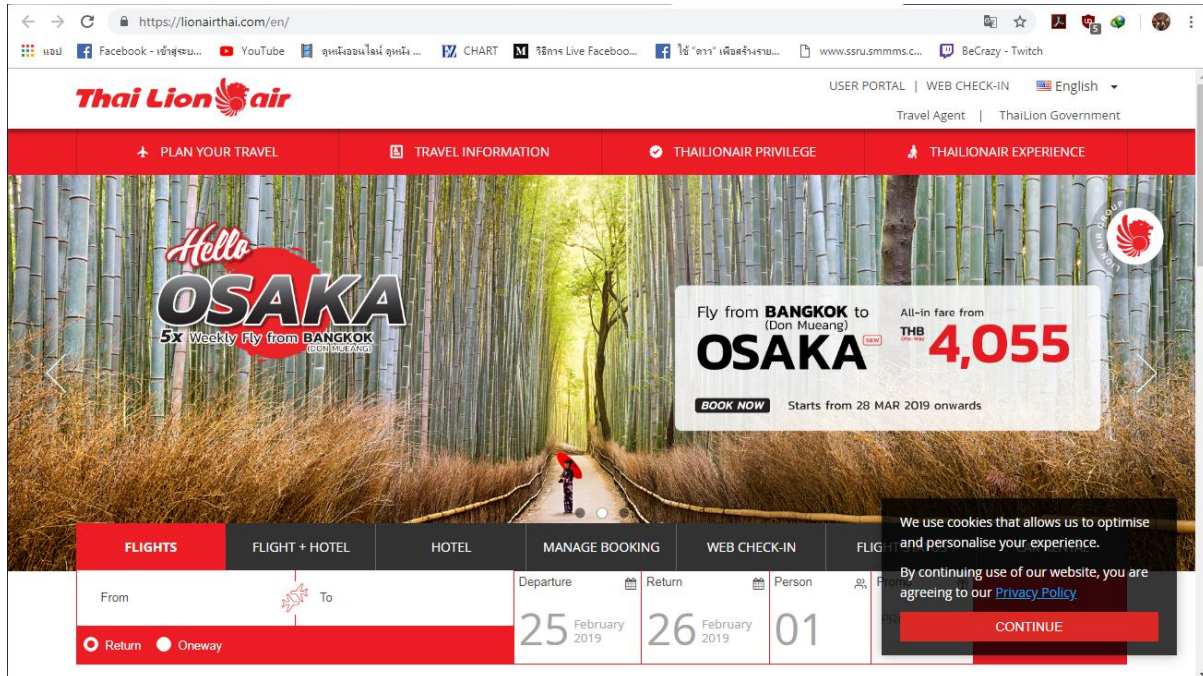
Keyword: Facilities, Review, Satisfaction

Introduction

Thai Lion Air Is a low cost airline in Thailand Thai Lion Air Caused by a joint venture between Lion Air Airlines Indonesia And a group of Thai businessmen Which will start service from Bangkok - Don Mueang to domestic routes And international routes Which started service on 29 November 2013 with Airbus 330-343, Boeing 737 and Boeing 737. Established 4 December 2013, main airport at Don Mueang International airport, 31 aircrafts, 22 destinations(Thailand, China, Taiwan, Indonesia, Myanmar, Nepal, Vietnam, Singapore), Slogan "Freedom to fly", IATA code's "SL", ICAO code's "TLM", Main website "http://www.lionairthai.com/". This research is about review of the passenger comment on the website so I do for study overall about Thai Lion Air such as review about food or beverage.

Research Methodology

- To study about the passenger review of Thai Lion Air



Travel Information

Special Needs

Pregnant Mothers

We take extra precautions to ensure the safety and wellbeing of you and your loved ones. If you are expecting a child or will travel with one, please bear in the mind the following.

It is the duty of pregnant passengers to advise us of the progress of their pregnancy and present a prenatal care document at the point of booking of seat and at the check-in counter. Our carriage of pregnant passengers is subject to the following conditions:

For pregnancies up to 28 weeks

- Pregnancy up to 28 weeks (inclusive): we will carry without a doctor's certificate subject to the passenger signing a Release and Indemnity Form.

For pregnancies from 28-35 weeks

- Passenger shall produce a doctor's letter confirming that she is fit to travel and the date the certificate is issued shall not be more than seven (7) days from the scheduled flight departure date. The passenger will be required to sign a Release and Indemnity Form.

For pregnancies from 35 weeks and above

- Pregnancy above 35 weeks will be refused carriage.

Please do not hesitate to ask our staff for assistance should you need any.

Young Passengers Travelling Alone (YPTA)

Arranging for your child's travel, whether with an adult or independently, Please read condition as below.

Under 8 years:

- Not Accepted

Between 8 years to below 12 years:

- Not Accepted

Between 12 years to below 16 years:

- Accepted but not escort

Baggage Allowance

Carry – on Baggage

กระเป๋าถือขึ้นเครื่อง (Hand Carry Baggage)

กระเป๋าถือขึ้นเครื่องได้ 1 ชิ้น ฟรี

ขนาด : 30 x 40 x 20 ซม.

น้ำหนัก : 7 กิโลกรัม ต่อ ผู้โดยสาร

Quantity : One Piece Hand Carry Baggage

Measurement : 30 x 40 x 20 cm

Weight : 7Kg per passenger



Measure restricted : liquid, aerosol and gel

All liquids, aerosols, and gels in carry on baggage must be carried in containers with a capacity not greater than 100ml.

- Liquids carried in containers larger than 100ml. are not accepted, even if the container is only partially filled.

- Containers must be placed in a transparent re-sealable plastic bag with a maximum capacity of one liter.
- The plastic bag must be presented for visual examination at the screening point.
- Only one transparent re-sealable plastic bag per passenger may be permitted.
- Exemptions may be made for medications, baby milk/foods and passengers with special dietary requirements.
- The plastic bag must be presented separately from other cabin baggage at screening checkpoint.
- Items purchased either at airport duty free shops or on board aircraft must be packed in a sealed plastic bag, and not have been opened. Passengers may be required to display a satisfactory proof of purchase.

LION CONNECT

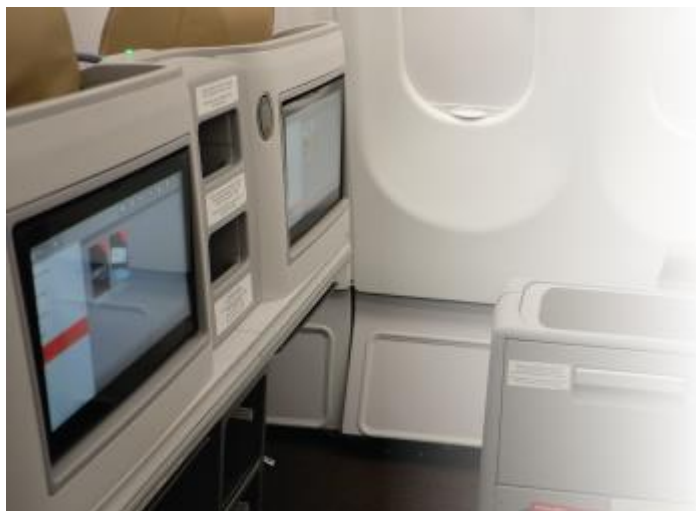
Come experience a convenient flight reservation process that allows passenger to book from two connecting flights under one reservation. Giving you the freedom to fly further with

- Convenient check-in
- Baggage check through

Destinations

Bangkok -- Changsha -- Changzhou -- Chengdu -- Chiang Mai -- Chiang Rai -- Chongqing
 Colombo -- Denpasar (Bali) -- Dhaka -- Fukuoka -- Guangzhou -- Hangzhou -- Hanoi
 Hat Yai -- Hefei -- Jakarta -- Jinan -- Khon Kaen -- Kathmandu -- Krabi -- Osaka -- Mumbai
 Nagoya -- Nakhon Si Thammarat -- Nanchang -- Nanjing -- Ningbo -- Pattaya -- Phitsanulok
 Phuket -- Shanghai -- Shenzhen -- Singapore -- Surat Thani -- Taipei -- Tianjin
 Tokyo (Narita) -- Trang -- Ubon Ratchathani -- Udon Thani -- Wuhan -- Xi'an -- Yangon
 Zhengzhou

Travel Experience

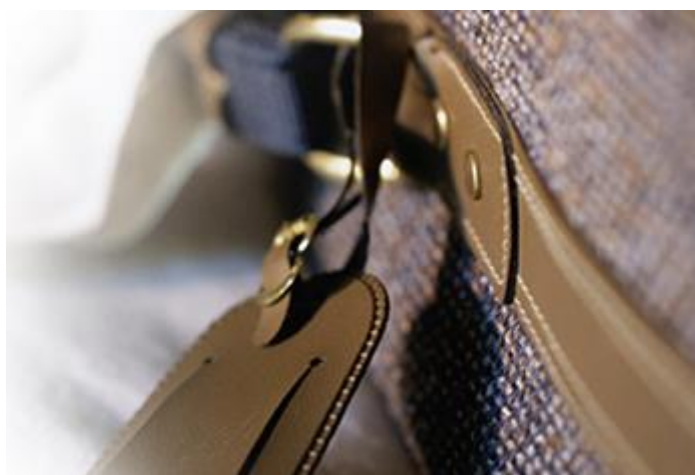


Premium Economy Class

for A330-300 only.

In-flight Entertainment

Work the 11.1" touch screens like your own personal tablet. With the latest blockbusters, TV programs and games, you'll get to your destination in no time.



Extra Baggage Allowance

With 20 kgs for domestic route and 30 kgs for International route of complimentary baggage allowance, leave nothing but only your worries at departure.

- To study about reviews good way

“Unexpectedly great service”

5 stars

Never expected to get such great service from the airlines. Starting from the customer support staffs to the staffs in the airlines everyone was very helpful. Would love to avail your services again.

Credit; Ritesh Paramanik

“Not bad, not great”

4 stars

Nothing special. On time local flight. Take-off and landing were good. Seats were average. Cabin was clean.

Credit; Kelly B.

“Impressive service”

5 stars

Flight left on time, check in was easy and seat allocation fine. Impressive service for a budget airline

Credit; Billy Fergie

“Let down at airports”

4 stars

First the plane was good and clean, but very small leg space, the least I have ever seen! Hot drinks (payable) were good and hot! Udon Thani Airport, the gate no 4, actually had Air Asia flight at out time, chaos! Eventually our flight came up 45 minutes late at that gate! Terrible, no information! On arrival, the plane was disembarked down the stairs etc. about 20 minutes from the terminal, we were crammed into buses! Don Mueang Airport was out of control! No real parking for taxis etc., very badly managed!

Credit; Paul D.

“Good flights.”

4 stars

We have made this trip twice this year. No problems at Don Mueang or Chiang Mai for acquiring a wheelchair for my husband on either trip. Flight attendants very cheerful and helpful, made sure when we boarded that we had time to get into our seats before the bulk of passengers boarded. A little more room between seats would be good, but it's only an hour's flight. The only thing that made our rating a 4.

Credit; Rgundry

- To study about reviews bad way

“Worst airline ever”

1 star

Avoid at all cost. They only give you a 7KG carry on with measurements less than the standard universal one. Then you have to buy extra baggage with cost more than the ticket itself. Terrible staff, they barely speak English and never smile.

Credit; Samar S.

“RIP OFF!!”

1 star

I have checked in online 24 hrs. Before the departure time, received the confirmation thou DOESN'T SAY anything about check in luggage have to pay 300.- THB per kilo or if you book 4 hrs. Before the departure time will be at 60.- THB.

You guys should evaluate your service, oh I forgot, since you don't even care about your bad reviews then its all about ripping of your passenger!!!

Credit; Edwin A.

“CHEATED, RIPPED OFF and SCAM”

1 star

We flew January 8th from Surat Thani to Bangkok, we went through a turmoil a unbelievable experience Thai lion air at the Surat Thani airport. At the check-in we have been asked to pay extra fees for our luggage. while we were allowed for 12 Kg when we left 2 weeks ago for the same trip. At the check-in we had to deal their inflexible rude staff following strictly orders of hierarchy. We have been fined, with that feelings of guilty to have chosen Thai lion air... Today we still have this hard feeling of being mistreated, cheated, RIPPED OFF. My wife 5 month pregnant was shocked being offended by Thai lion ground crew, 1H30 before departure they suggested us to book another flight with competitors for saving a bit of money instead of paying the 8100 bath fine. Thai lion is a SHAME and SCAM

Credit; Jean B.

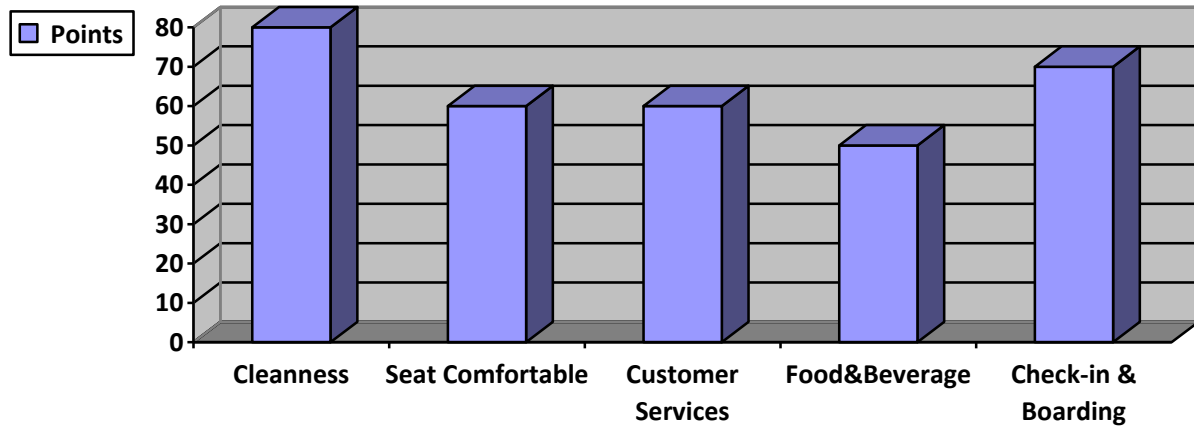
“DO NOT FLY THAI LION AIR”

1 star

We were charged £145 for 15kg of luggage which we could not book on in advance as the site keeps crashing apparently it cannot take UK credit cards, and yet it still allows you to buy a ticket through a third party like opedo,etc but you need to book luggage directly, but you can't. When you get to the airport having tried like 20 times to book your luggage on they tell you its £10 a kilo for every kilo beyond their pathetic 10kg allowance.

Credit; Highonheels

Conclusion



https://th.tripadvisor.com/Airline_Review-d10816884-Reviews-Thai-Lion-Air

Most reviews focus on bad issues, most of the problems come from baggage. As for other matters, it is still a good way such as customer service, booking, price. 50%:50% good and bad way.

Discussion and Recommendation

I think this airline is a good airline in the overall picture, both in terms of price, services, facilities, satisfaction. But the most problem is the baggage.

References

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Tripadvisor.com (15,3,2562)

