[**Orbitz SCAM**](http://orbitzcomplaints.com/)

I bought a Virgin America flight on Orbitz from NYC to San Francisco that was advertised as non-stop. However, the night before the flight, I checked the status of the flight and found out that the flight stopped for an hour in Las Vegas. I called Orbitz and asked that they correct their website and help me get on a non-stop flight which was leaving 30 mins before the 1-stop flight. They claimed there was nothing they could do.
I then called Virgin Atlantic, who said that I needed to address my problems with Orbitz.
After an hour of back and forth, I got both Orbitz and Virgin America on the line at the same time. Like immature children, they argued with one another about whose fault this was. Neither would accept any responsibility and neither offered to make this right and get me on the non-stop flight for no additional fee.
I was on the phone for almost 2.5 hours, until finally Orbitz said they would pay the fee associated with me changing flights to the non-stop flight. This came to 7. They said that I needed to pay and they would refund me, so I agreed.
Orbitz said the refund would be processed in 3-5 business days. It has now been 4 weeks and I have received no refund.
I called tonight and spoke with the same supervisor who I spoke with 4 weeks ago, and she said the process had been processed and I should expect to see it in my account in 3-5 days. She was clearly lying and the refund had never been processed.
She refused to give me a confirmation number, and would not send me a confirmation email or anything that stated the refund had been processed.
After hanging up, they called me back and asked for my Credit Card number to “confirm” that they had the right number.
What a joke…they clearly had never processed the refund and had probably lost my CC number. Now I’m worried that they’ll charge me again instead of issuing the refund.
Orbitz is a lying, dishonest company, and I do not plan to use their services ever again.

[**Orbitz.com FAKE**](http://orbitzaccessamericacomplaints.com/)

:
I’ve been using Orbitz for more than 5 years now and today i’m very upset. I booked a continental flight through orbitz. I believed they have the best price so i didnt bother to check price on continental’s site. Later on i found out that orbitz offered me the same price for the same flight as on continental’s official website. I just paid for nothing. I think this is unacceptable cuz if they have the price assurance thing and the purpose of their site is to find ppl the “LOWEST FARE”, then i should be paying lower price (includes taxes and fees) than what the official site offers.

Hellokitty888
not available, New Jersey
U.S.A.

[**Acces America Online SCAM**](http://accessamericainsurancewatch.com/)

I have thoroughly been deterred from ever using Orbitz for booking travel for my company from this point forward. I have in depth experience with booking travel as I have worked in the airline industry for more than 10 years in addition to booking travel weekly for various business in an administrative capacity. So I have a well rounded understanding from both sides of the fence as to what they can and cannot do for a customer having to book travel. In my current capacity as an executive admin, I book travel through Orbitz weekly for any number of employees throughout our 5 sites and have yet to have an agreeable customer service experience with this company. Just recently I had an issue with one of your agents flat out lying about his ability to handle my reservation and when I was transferred to a ‘supervisor’ for help after being put on hold for 20 minutes, I was told that his actions were justified and basically I should just suck it up as a learning experience. I personally have booked more than thousands of dollars worth of airfare through this website in the past couple months for not only myself but also executives and management and was not in any way treated as a valued customer.

I have heard that Orbitz has a reputation of not coming remotely close to being a people pleasure but their actions today have really gone to the extreme. Flat out lying is where I would say a company has not only failed but also severely fallen below the bar for providing truthful and fair business practices.

I will never use Orbitz again for anything but a price comparison before I book directly through the airline for the exact same price. They do not earn the ticketing fee they charge to book what I could book myself at the same price or cheaper!

Tami
Norfolk, Virginia
U.S.A.

[**Acces America Online SCAM**](http://orbitzwatch.com/)

:
I booked tickets online for a friend at Orbitz they charged his account twice and then refused to call the bank to have the money released.

I spoke with a customer service representive “Meg” whom claimed to have faxed the report.

My friends bank informed him that the report was not sent, I called Orbitz only to be told that “Meg” does not exsists.

I spoke with five different customer agents two being supervisors, they would only offer me a voucher to another trip as if I would book on that website again.

I was on the phone with them from 4pm until after 9pm. No one seemed to care that the account was over drawn due to a glitch on their website.

Quinique
Bronx, New York
U.S.A.
Acces America Online SCAM

[**Orbitz.com FAKE**](http://accessamericawatch.com/)

[**Orbitz SCAM**](http://accessamericainsurancesucks.com/)

DO NOT TRUST ORBITZ WITH YOUR CREDIT CARD INFORMATION!!! I purchased a round trip airline ticket to San Antonio TX from Charleston WV by using Orbitz online. They are a large and well known company and I figured there would be no problem. I could not have been more wrong. I gave them my credit card information. On the very next credit card statement there were nine (9) charges for airline tickets all over the world!!!!!!…. mainly the Middle East. (I am not Middle Eastern nor do I personally know anyone who is) They (or someone they shared my credit card info with) completely tapped a ,000.00 credit limit and tried to do more before they were stopped my the credit card company. Thank God it wasn’t my debit card. When I called Orbitz they said “oh you will have to call the airlines direct”… “we didn’t run those charges through… the airline did”. I had to have the credit card cancelled and filed a dispute. Then I did a litlle research and discovered this happens all the time. There are hundreds of complaints out there on the web and it sounds like the same routine all the time. \*\*\*\*BEWARE\*\*\*\*\* Think long and hard before sharing your credit card information with ORBITZ. You could be very sorry you did.

More results:

Orbitz SCAM Orbitz.com FAKE Orbitz.com FAKE