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Be aware when using cheap flight search sites e.g.Skyscanner and then taking the cheapest option, in this case Opodo.when completing the booking you are prompted to book checked baggage at this time "it could save as much as 50% over airport checkin costs"What they don't tell you is the baggage cost shown includes there own service fees and are considerably more than booking baggage direct with the airline (which I suspect can be added on to the booking with the airline before travel)Once the booking was completed it was impossible to get a full breakdown of charges and I was told by the Opodo member of staff that it was "too late and I should have written it down before completing the booking"Moral of the story, if the flights are cheaper book them but first check with the relevant airline if checked baggage can be added with them later and at what cost. All extras have service fees built in so just book flight. Recently booked a return flight to Dublin from Bristol with Ryan Air but did it through OPODO to save some money - Will NEVER do it again !When I received confirmation of the booking from OPODO all they stated was that I need to take the email confirmation to the checkin desk to book in, and I don't need anything else, so going by this at 6:30 am on the day of departure I went to the check in desk as requested..... only to be told by the Ryan Air representative that it is their policy to only checkin online ! ..... and furthermore I need to go to the machine at the other end of departures to print the boarding passes and this will cost me 70 !As I had no other option and OPODO wasn't even open at that time, I had to comply ..... once in Dublin I contacted OPODO and thay stated that they do not provide refunds and that I should have read the terms and conditions - as the conversation transpired It turned out that to actually checkin online with Ryan Air I would have needed the credit card details of OPODO which Obviously I had no way of knowing, following them providing this I was able to print my return tickets / boarding pass ..... I then promptly complained and heard nothing, not till I wrote on their facebook page did I receive any contact and then after several emails was told I should have known that there may be additional charges ..... I find this totally unacceptable not only is the process contorted in a way so you have to pay more than the advertised price, the price from Ryan Air simply to print a boarding pass of 70 is daylight robbery ..... unfortunately not being an ABTA member I'm at a loss of who to complain to ..... any suggestions????? Page 2 Home Overseas holidays & travel planning Flights, currency & car hire We'd like to remind Forumites to please avoid political debate on the Forum... Read More We're aware that some users are experiencing technical issues which the team are working to resolve. See the Community Noticeboard for more info. Thank you for your patience. Have you signed up to the Forum's new Email Digest yet? Get a selection of trending threads sent straight to your inbox daily, weekly or monthly! This discussion has been closed. Meet your Ambassadors All Categories350.9K Banking & Borrowing253.1K Reduce Debt & Boost Income453.5K Spending & Discounts243.9K Work, Benefits & Business598.7K Mortgages, Homes & Bills176.9K Life & Family257.1K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards Warning!!!Do not use OPODO for booking flights or anything else!!! - They rip you off and ignore your complaints and don't refund you properly, if at all!!!I've used OPODO quite a few times in the past as we book a lot of separate flights and villas/apartments for our hols.I booked our recent flights to Barcelona and back through them and they have totally pee'd me off!The outbound flight was with Monarch and the return flight was with Jet2.I quoted a total price of 998.82 and I booked it.When I checked my bank statement a few days later I found that there were 3 separate withdrawals OPODO = 95.77, Monarch = 133.94 and Jet 2 = 789.39Thats 1019.10 in total!On top of that, they had charged the Jet2 one in Euros, so there was an extra 23.20 in Euro conversion charges, so a total of 1042.30.I was therefore out of pocket by 43.46! :mad:I rang them and they said I needed to put it in writing and they would look into it. I have sent them loads of emails trying to resolve this and each time they took days to response and kept asking for information that I had already sent them.They emailed me saying that they would refund me just 20.26, which I replied was unacceptable. They have not responded to my email and just refunded the 20.26 :mad::mad::mad:Ive searched online about OPODO complaints and it seems that there is an actual OPODO complaints forum on Facebook with 1000s of posts on it!(Just search OPODO COMPLAINTS on Facebook as it won't let me post the link up on here)Loads of the people are chasing 100s of pounds of refunds for being double charged and people turning up to the airport to find that OPODO had cancelled their flights etcThere are also loads of other posts about OPODO !!!!-ups on other forums and articles on the Guardian website.DO YOURSELF A FAVOUR AN DONT USE THEM EVER!!! Page 2 Home Overseas holidays & travel planning We'd like to remind Forumites to please avoid political debate on the Forum... Read More We're aware that some users are experiencing technical issues which the team are working to resolve. See the Community Noticeboard for more info. Thank you for your patience. Have you signed up to the Forum's new Email Digest yet? Get a selection of trending threads sent straight to your inbox daily, weekly or monthly! This discussion has been closed. Meet your Ambassadors All Categories350.9K Banking & Borrowing253.1K Reduce Debt & Boost Income453.5K Spending & Discounts243.9K Work, Benefits & Business598.7K Mortgages, Homes & Bills176.9K Life & Family257.1K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards As per the title. I'm looking to book flights with RyanAir for a group including myself and Opodo has consistently come up a lot cheaper compared to any other site. I almost ended up purchasing tickets through them before seeing there was an offer to get some money off if you used their app. So I downloaded the app, but the app experience was abysmal due to it being pretty broken.That made me question the legitimacy of it, so I looked up the app reviews and a lot of people are warning against using Opodo. TrustPilot was the same. I also found an article by RyanAir warning against using sites such as Opodo and LastMinute.com to book tickets (which of course they would), but I've found similarly poor ratings for other sites such as MyTrip.com and LastMinute.com on TrustPilot.Are all these bad reviews just the vocal minority? Or have money savers here had success? I would of course like to save as much as possible but not at the cost of poor customer service & issues especially with something important as this. If yes then are there any other sites such people would suggest to avoid? (e.g. MyTrip and LastMinute.com). Home Overseas holidays & travel planning Flights, currency & car hire We'd like to remind Forumites to please avoid political debate on the Forum... Read More We're aware that some users are experiencing technical issues which the team are working to resolve. See the Community Noticeboard for more info. Thank you for your patience. Have you signed up to the Forum's new Email Digest yet? Get a selection of trending threads sent straight to your inbox daily, weekly or monthly! Sorry to through in another case related to flight and Opodo but I would really appreciate some thought on how I can best make my case to seek compensation from Opodo.Situation:- Booking made and paid in early March, due to fly on at 9:25am on 14 March with Lufthansa from MAN to Frankfurt, then to Denver.- On 05 March (9 days before departure) Opodo sent an email saying the carrier has changed the schedule, asking me to call them for details- On 06 March, I called Opodo, who told me Lufthansa has cancelled the flight from MAN to FRA at 9:25am, and offered to put me on a flight at 6:40am instead- I asked them to also bring forward the connecting flight so I will arrive at my destination earlier.The agent said they need to request 'approval' from the airline, and said that I will receive a callback within 48 hours- On Monday 09 March, after >50hours of wait, nobody called me back. I called Opodo again, raising the same issue. The agent said they will sort this out in 12hours- On Tuesday 10 March, after >24hours, nobody called me back and no email communication from Opodo. I called again. At this point I complained and decided to cancel my trip completely, on the grounds that the Airline cancelled part of my trip within less than 14 days of departure and the alternative flight is more than 2 hours before the original departure. Opodo said they need approval from the airline, and ask me to wait for a reply within 24hours, or call them after that.That is the story so far and I highly suspect they will NOT email me and I have to make another call tomorrow, let along the >1hr wait on the queue each time you call them. So I need to be prepared for what may become a longer battle with them to seek my compensation. My questions are:- If Opodo keeps delaying this without communication beyond my flight departure time, can I still ask for 'cancellation' and 'refund'?- I am prepared to write a complaint letter because there is no other way you can contact them by writing. Their online chat is a joke - I waited 12hours today and nobody replied. And I cannot find any email address online. Would their registered address in London be OK?- My grounds will be 1) poor communication leaving me in uncertainty of my trip; 2) confusing instructions from Opodo (in the first occasion, the agent tried to contact the agent while I was on the phone but nobody answered; on the last 2 occasions, they said they need to escalate this to another team and they cannot do it themselves); 3) flight cancellation by the carrier within short notice.But TBH 3) is the responsibility of the carrier, so i am not sure how to make my argument and I am concerned if I file my complain *after* the departure date (because I do not know if Opodo will be able to sort this out in the next few days), Opodo and/or the airline will say it would be impossible to 'cancel' as the flight would have been past-event.Any advice would be highly appreciated! Meet your Ambassadors All Categories350.9K Banking & Borrowing253.1K Reduce Debt & Boost Income453.5K Spending & Discounts243.9K Work, Benefits & Business598.7K Mortgages, Homes & Bills176.9K Life & Family257.1K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards Hi! Newbie here and looking for some advice/guidanceI have booked a weekend away using the Opodo Prime app, found a reasonable deal and booked.agreed to a free trial and that I would be billed after 28 days if I didnt canceli received an email 24 hours later stating that you can only ever have one free trial and that I had apparently had one in April 2023, I dont recall thisOpodo Prime have taken a full years subscription of 89.99 from my bank account without my agreeing to this, where do I stand?I have tried to call but the number rings out, have also emailed and waiting for a responseI feel such a fool for making this mistake and 89. would have gone towards spending money whilst away. The saving was only 35 using themThanks for your time and any comments My friend who is not the most switched-on person regarding internet use, booked a flight through opodo last month. He told me he got an email from Opodo saying they had taken his prime subscription payment. He does not even have an Opodo account as far as he was aware.He had no idea what it was about so I phoned them for him and they said he had ticked something when he bought his ticket that signed him up to a subscription. I asked when the payment had been taken and was told, that very day. I asked for a full refund of his payment which they said was 59. They refused and offered 25 plus a voucher for 90 on a future booking. At this point my friend never wants to use them again, so declined and said he wanted to cancel the prime and take the appeal via his bank. So (with permission) I logged into his bank account and filed a visa claim for what had been taken. Given how he seems to have been trapped into this scammy situation, whereby they refuse a refund even though cancellation was requested the day they took the payment, I wondered if others have fallen into this trap and what is the best way to tackle it? Home Overseas holidays & travel planning Flights, currency & car hire We'd like to remind Forumites to please avoid political debate on the Forum... Read More We're aware that some users are experiencing technical issues which the team are working to resolve. See the Community Noticeboard for more info. Thank you for your patience. Have you signed up to the Forum's new Email Digest yet? Get a selection of trending threads sent straight to your inbox daily, weekly or monthly! I booked Virgin flights to Orlando on 2nd February 2020 for my family of four through a third party - Opodo. We were due to fly out in November 2020, but the flights were cancelled due to the pandemic.I have received a refund for the flights, minus a mediation fee of 388.02 which Opodo are refusing to refund. As I paid on my credit card, I presumed I would have protection, but Halifax are refusing to help as they say MasterCard have an 120 day rule on transactions.Apparently, because I did not complain within 120 days of the transaction, they cannot refund. This means I would have needed to complain by early June - and the flights had not been cancelled at that point!How could I have complained within the 120 day limit? I was still hoping to be able to fly!This raises an important issue. It implies that anyone who uses their credit card to purchase flights that are more than four months in the future do not have credit card cover if the flights are cancelled later. If this is really the case, then it needs to be publicised so that everyone is aware. Do you have a viewon it?I can see no alternative to pursuing this through the small claims court. Has anybody else pursued this with Opodo? Meet your Ambassadors All Categories350.9K Banking & Borrowing253.1K Reduce Debt & Boost Income453.5K Spending & Discounts243.9K Work, Benefits & Business598.7K Mortgages, Homes & Bills176.9K Life & Family257.1K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards Home Overseas holidays & travel planning We'd like to remind Forumites to please avoid political debate on the Forum... Read More We're aware that some users are experiencing technical issues which the team are working to resolve. See the Community Noticeboard for more info. Thank you for your patience. Have you signed up to the Forum's new Email Digest yet? Get a selection of trending threads sent straight to your inbox daily, weekly or monthly! Can anybody help with flights I have booked for 5 11 21 and 12 11 21 with Ryanair. The outward flight I used Opodo prime for discount on the flight, and edreams prime for the return flight. Both Opodo and edreams offer a 30 day free trial and the end date for the trial is 06 11 21 and can be cancelled if you cancel 3 days before 06 11 21. I am worried if I cancel Opodo and edreams before 06 11 21 that my flights would also be cancelled, but not sure if this is the case. Also I couldnt work out if both Opodo and edreams are separate companies as they both have the same T & Cs. If they are separate and I dont cancel it would cost me 118 (59 ea.) for the year! Would be grateful if anybody else has used Opodo or edreams and what happens if they cancelled. Meet your Ambassadors All Categories350.9K Banking & Borrowing253.1K Reduce Debt & Boost Income453.5K Spending & Discounts243.9K Work, Benefits & Business598.7K Mortgages, Homes & Bills176.9K Life & Family257.1K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards Hello,I have encountered an issue with Ryanair this morning, and I was wondering if anyone else had experienced a similar problem.Myself and 3 of my friends booked flights from Edinburgh to Dusseldorf on 25/08/16. We are going over to attend a Celtic Champions League match on 1st November. We booked our flights via skyscanner using Opodo - we actually booked the flights prior to Celtic announcing the date of the match, so we were able to obtain a very reasonable price (62), prior to the costs spiking when everyone else started booking. Within a couple of hours the price had risen to 400. The flight was confirmed shortly after booking.We have this morning received an email from Opodo advising that after submitting our request to Ryanair, our flight has not been confirmed. It's blatantly obvious why this has occurred - because Ryanair have seen the opportunity to get an additional 300+ per passenger off some other customers. This is completely out of order in my opinion, regardless of what their small print says. We have already booked time off work and arranged accommodation etc.Can anyone advise if they have encountered this problem before, and if any resolution was reached?Many thanksSteve

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