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On August 1st I bough a flight ticket for me and my husband to visit our family in Brazil during our vacation. I used Cheapair service and bought the following flights: from Seattle (US) to Salvador (Brazil):

Departing flights on December 21 from Seattle (SEA) to Dallas (DFW) at 12pm, flight 1642, followed by flight 0251, from Dallas (DFW) to Rio de Janeiro (GIG) at 7:45pm. And finally, flight 3190 on December 22, from Rio de Janeiro (GIG) to Salvador (SSA) at 3:14pm.

Return flights on January 14th from Salvador (SSA) to Miami (MIA) at 10:50am, flight 238, followed by flight 1087 from Miami (MIA) to Seattle at 8:25pm.

In the same day I got the airline confirmation, code MGYCSN for American Airlines.

On August 11th, I received an email from Cheapoair saying that my flight has changed. In the same day, I looked the website and confirmed that I accept the changes from America Airlines. There was a change on our departing flight, from Seattle (SEA) to Dallas (DFW), the new flight: 1311 on 11:15am.

With my trip getting close, on the week before, I accessed America Airlines website, verified my flights, confirmed my seats, filled the required information and printed the confirmation for the flight.

For my surprising, on December 19th, 2 days left for my trip, I receive a call from Cheapoair saying that one of my returning flights from American Airlines has been cancelled, that he tried a different flight and it was not possible to find a flight that was not overnight. My first reaction was ask to talk with a representative from America Airlines that together, we should find a solution.

Cheapoair was able to put me on conference with a representative from America Airlines. As soon as an American Airlines representative start talking to me, named Nancy, I said that this trip was really important to us and I really need to come back on 14th, since I needed to work that day. Nancy said to me that American Airlines hasn't any flight to arrange for me and the company would be able to reimburse me with a partial amount from my flight.

First: this was shocking for me! I was two days from my trip to spend the holidays with my family and a representative shows me coldness and no consideration when talking with me

and prefer reimburse me instead of find a solution for my situation?.. And American Airlines should know that is really hard to find a one way flight with a partial amount return!

My second reaction (while talking to her) was do her job: look for another possible flight I could take. So, I found a reasonable flight for us and I would give up and try to manage arriving late for my job in Seattle. I found the following flight on January 14th: flight 3897 from Salvador (SSA) to Sao Paulo (GRU) at 5:20pm operated by TAM, followed by American Airlines flight 962 from Sao Paulo (GRU) to Dallas (DFW) at 11:55pm, and finally, american airlines flight 738, on January 15th, from Dallas (DFW) to Seattle (SEA). I was going to arrive in Seattle at 10:30am on January 15th, instead of January 14th 11:59pm.

For this flight, the changing was already impacting my plans, I was not going to be able to work in the morning and neither sleep in my home. But Nancy said to me that this was not possible. I complained and Nancy said: your flight changed on August, it was Cheapoair fault not alerting you. By this time, I got even MORE disappointed with this information, it was clear that it was an American Airlines problem, as I said, I had looked a few days before the flight information in American Airlines website!

I asked her if I had another option, she said that my option was getting a partial money back or get a overnight waiting for another flight. I said to Nancy that I need to sleep and not spend my night in an airport, since I need to work at least in the late in the morning on 15th.

She was not interested in our situation and not looking for any other options for us. I ended up having to accept the only option that and that will make us spend the night at Los Angeles airport. We are going to arrive in Los Angeles on January 14th at 10:40pm and wait for the next flight until 6am on January 15th, next day!

Another attitude from American Airlines, that upset me a lot: I requested a hotel and Nancy said the company does not provide any accommodation when flights are changed. I requested at least a more comfortable seat during flights so, we could relax a little more during flights, and her response was indignant: since I have bought a flight in economy class, not business class, I was going to get what I bought". What ?!!? WHAT I BOUGHT?!!?!?!I really appreciate to get what I bought: a TOTAL trip time of 18h, NOT  27hr of trip time! I also paid a little more for less time flight as possible, just one connection, now I am getting two! So, AM I GETTING WHAT I BOUGHT?

So.. did I have an option? I tried an option, the first one and I would be flexible with something close to that! I am really disappointed with the service and treatment from American Airlines to their clients. I really expect in situations like this a little of empathy and quality service.

American Airlines doesn't respect us as people, not only should the customer changes their plans, but also the company understand that there is a certain compromise and try to do the maximum to meet.

I really would like register my dissatisfaction against American Airlines and say that I would appreciate if any another reasonable option happen. I really hope that my first impression on American Airlines customer service isn't the real one.