

Subject: Air Malta - LETTER OF COMPLAINT / sports equipment REF:ICCHO007932

Date: Fri, 20 Aug 2010 11:38:26 +0200

From: customercare.airmalta@airmalta.com

To: Duncan Perry

Ref: ICCH010682

Dear Mr Perry

First and foremost I would like to apologise for the delay in getting back to you. This is attributable to the fact that we had to review our sports equipment policy.

In this regard, Air Malta has now agreed to treat diving equipment in a slightly different manner than the other sports equipment and will limit the charge solely on diving equipment which is packed separately and declared as sports baggage at check-in. Diving equipment packed in the checked-in luggage, if this does not exceed the threshold (20kgs for passengers travelling in Economy Class and 30kgs for passengers travelling in Club Class), will be considered as part of the baggage allowance and will not be charged the sports equipment fee. Nevertheless, this does not give passengers the right to pack in the checked-in luggage any dangerous items such as harpoons.

Again, whilst renewing our apologies for any inconvenience caused, we look forward to being of service to you in the near future.

Yours sincerely

Stefania - Customer Care Representative

Air Malta plc

Customer Care

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