

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

-----Original Message-----

From: Customer Care at Airmalta [<mailto:customercare.airmalta@airmalta.com>]

Sent: 10 April 2010 11:39

To: Marjolein Thrower

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

Dear Marjolein

I read the contents of your email, I confirm that you can go ahead and put the diving equipment in your luggage's as long as you do not carry any dangerous items.

If the luggage those not exceed the 20 KG you will not be charged excess weight.

Since our check in staff would not be aware of the contents of your luggage they will go through as normal checked in luggage. However since the rules stipulate that no valuables are to be placed in checked in luggage and since sports equipment is quite expensive please make sure that you insure the contents of your luggage's since Air Malta is not responsible for any damages.

Regards

Christine

Customer Care Representative

Air Malta plc

Customer Care

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