

Still carrying baggage of encounter

I'VE been following the correspondence about baggage and Emirates Airlines.

A year ago my daughter travelled to the UK from Durban via the Emirates to attend a family wedding. She used Emirates for its good tariff and baggage allowance.

The cargo hold bag was over the limit as some gifts were volumetric and she was prepared to pay for the excess. However, she was not prepared to have to buy a small bag to carry the excess baggage as

demanded at the check-in counter. As time was running out, she went to the luggage shop to buy an extra bag, incurring in total R3 000.

I sent a letter to the airline's head office in Sandton and to its customer-care page. To date, no reply has been received. I would like to know whether having to buy an unwanted piece of luggage was correct and if it was in line with the airline's extra-luggage policy in terms of the IATA and Asata rules.

M Faria

