

Use air miles on Cathay Pacific Still carrying baggage of encounter

I READ with interest the problems with using one's BA air miles.

My husband was a Gold Card holder for 20 years, had accumulated many air miles and couldn't get a free ticket for any class of travel anywhere.

In the end, by contacting the BA Executive Club in London, he did manage to get a return ticket for me to Spain.

I suggest that your readers use their BA air miles on Cathay Pacific, who are a partner, as they have no problem with my husband using them when he is travelling in Asia.

My husband now uses Emirates for his trips to Hong Kong and to other destinations and has no problem using their air miles for upgrading.

Ruth Tondowski

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

demanding 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

