



European Consumer News

March winds brought with them angry outbursts from consumers about spiralling baggage charges. We compare the current baggage charges for Aer Lingus and Ryanair and suggest ways of avoiding some of these expenses.

This month's consumer query comes from a Galway man who received a letter stating he had won €600,000 in the Spanish national lottery. He wants to know if this can be true.

Mary Denise O'Reilly
Editor

- 1. What's bothering you? – Baggage charges**
- 2. Consumer query of the month – Can I win in a foreign lottery?**

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1. What's bothering you? – Baggage charges

Both Aer Lingus and Ryanair increased their baggage charges. Nobody seems to know why but the travelling public isn't impressed.

Airlines can't be stopped from increasing their charges but the best consumers can do for themselves is to know what charges are applied and try and avoid them by packing less and carrying on more.

Here is a comparison of the country's most "popular" airlines and their baggage charges.

Type of Baggage	Aer Lingus	Ryanair
Carry on baggage	Free Up to 6kg 23cmx35cmx46cm	Free Up to 10kg 20cmx40cmx55cm
Check-in baggage (Online)	€5 per bag Max 20kg	€6 Max 15kg
Check-in baggage (At airport)	€8 per bag Max 20kg	€12 Max 15kg
Excess baggage	€8 per kilo	€8 per kilo

2. Consumer question of the month – Yesterday I received a letter from the Spanish National lottery stating I had won €60,000. I normally don't pay any attention to these letters but it looks very official. The company wants my bank account details to deposit the money. Can I be certain this lottery promotion is genuine and the €60,000 is mine?

ECC Dublin receives numerous calls from consumers who have been sent similar letters to you. Our advise is NEVER hand over your bank account details to a third party you are not familiar with because you will probably loose money. Also it is important to remember that you cannot win a lottery unless you buy a ticket.

For more information on scams and how to avoid them click on;
<http://www.eccdublin.ie/topics/scams.html>

If you wish to email your consumer queries to us please do so to info@eccdublin.ie

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