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Market inquiry into the supply of airport services by BAA within the UK

As a regular user of BAA facilities at Heathrow, Gatwick and Stansted I wish to make the following observations:

1. Airport toilet facilities are third world. Some third world airport facilities are better than BAA. Toilet facilities in BAA airports are generally cramped and basic. They are very often dirty and smelly.
2. Waiting time at entrance security is unacceptable due to insufficient staff.
3. There is nowhere pleasant to wait in departure lounges.

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