

3 October 2007

Service at Gatwick

Dear Sir/Madam,

I refer to the news item concerning the commission's inquiry into levels of service at major airports run by BAA.

I have noted that at Gatwick there is a complete absence of potable water fountains. I cannot understand why such an elementary facility should not be available at all times for the convenience of passengers in transit.

Perhaps BAA is more interested in "forcing" passengers to purchase bottled (tap) water at inflated prices from the concessionaries given that passengers are forbidden from carrying the same water bottle through check in.

I trust that the Competition Commission will look into this minor matter which effects the passenger's free choice.

Yours sincerely

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