



Jeremy Clark

Moaning madness

Jeremy Clark has a moan about the moaners and offers some positive advice to those travellers determined to complain



I seem to have earned a reputation for being a bit of a moaning-minnie in this column but today is different. I've been reading up on gripes from alleged seasoned travellers and I shall now defend them with positive vibes oozing from my every pore.

First up: 'hidden' charges and the \$5 flight that ends up costing \$975. Easily fixed - book a different airline.

Next: shops. People seem to hate airport shops and want seating instead. Here's some advice: Don't spend money in them, buy before you go like everyone else. Use the savings you make for a Business ticket and the lounge access will resolve your seating problem.

Carry-ons. There is huge confusion over size/weight/dimensions allowances. The answer is to check in everything - carry as little as possible. If you're flying

with a decent airline you'll have an allowance. You paid for it - use it.

Security. Everyone moans about the liquid ban but frankly if you can't manage a five-hour trip without your face cream then don't leave home. Luton has cashed in on these must-have-my-lippy types and charges a quid for the plastic bag! That's your own fault. Pack the stuff in your case and avoid the stress.

I also read this from one reporter on airports:

"With a few exceptions, overcrowded and poorly-designed. Gates are too far from security and the seats - with rigid immovable armrests - are impossible to sleep on". Really? I have two words for those trying to sleep in airports: "Holiday" and



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"Inn". Also, pick your transit airport. If I could transit through Changi on every trip, I would.

The journey. Here complaints are largely about people who talk loudly, put their feet on armrests, suffer with excess wind, are drunk, leave urine puddles in the loo, or ask you if you have found Jesus (is he missing? Didn't know), and of course, top of the list, children.

Sounds like a cross-channel ferry on a Saturday night, but all of this can be avoided by booking the right cabin and the right airline. Of course it costs more - but it's as if these complainers haven't yet discovered that when flying, as with all things, you get what you pay for. Travel can - and is - still exciting and a joy if you plan it right and treat yourself with respect.

Interestingly, my research revealed far less concern about airline food than I expected, which means, as far as the readership of *Onboard Hospitality* is concerned, we are all doing something right. •



