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PRESS RELEASE

SPANAIR IMPROVES ITS LUGGAGE POLICY BY ELIMINATING CHARGES ON SECOND SUITCASES

The maximum luggage allowance of 23 kg no longer includes restrictions on the number of items checked in.

Barcelona, 7th April 2011. As part of its commitment to introducing ongoing improvements to its customer service, Spanair has decided to alter its luggage regulations and allow passengers to check in a second suitcase absolutely free of charge. In other words, luggage will always be included in the ticket price.

Traveler Class passengers are allowed to check-in a maximum weight of 23 kg; but from now on that will be regardless of the number of items checked in. In Premium Class, the weight allowance is 40 kg.

In addition, there'll be no increase in the price per kilo of excess luggage, which will remain unchanged at 10 euros. However, passengers opting to declare excess luggage when purchasing their tickets online will pay half that price per kilo.

With this new measure, Spanair aims to avoid penalizing those passengers whose travel needs require them to carry more than one suitcase.

Spanair is anxious to distance itself from low cost companies that even charge for the first checked item of luggage, thereby offering outstanding services that do not hold any unpleasant surprises for passengers in terms of the final ticket price.

Núria Tarré, Spanair's Commercial Director explains that this change of policy "comes in response to passengers' growing disillusionment with many low cost companies who they feel are giving them a raw deal. It is worth remembering

that our fares always include luggage and this new policy further simplifies our current practices”.

With the introduction of these new regulations, it has taken Spanair less than a month to adapt to the new Spanish civil aviation legislation and comply – as it always has done - with the article that obliges companies to include luggage in the ticket price.

This new luggage policy came into effect last week on flights to the Canaries, and will be applicable in all airports as of 15th April.

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