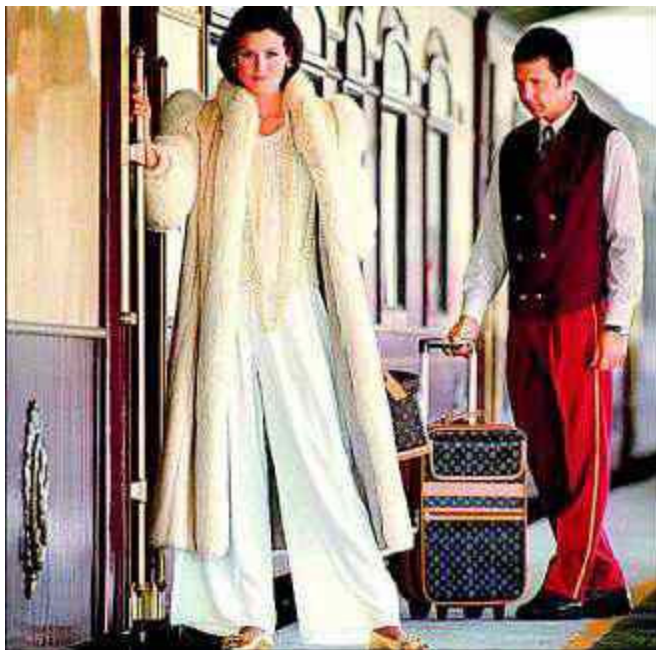




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Brief: PPORTER

Baggage woes a real thorn for travellers



A personal porter is no longer the sole domain of the rich

There are some scary statistics around for people travelling by air.

Internationally, 30 million bags are mishandled a year.

Tampering and problems with baggage are an increasing issue for airlines, according to Lachlan Powell, gateway facility manager at transport company DHL.

Around 180 security cameras are trained on the handling area and every bit of cargo goes through 17 to 20 scans during the whole delivery cycle, he says.

While he says losses are minimal, the bigger problems are weather and Customs and flight delays.

And excess baggage costs are a growing thorn in the side.

Baggage delivery service Personal Porter says if you fly to Europe with a major Australian airline with a 32kg bag in economy, where

luggage restriction is a mandated 20kg, you could face \$576 in excess fees.

The service is an alternative for people willing to pay to have luggage sent separately.

While it may mean being away from your luggage for three to four days, users have the option to get through airports luggage-free and without the need to worry about lost bags.

To have a 32kg bag delivered door-to-door to either Frankfurt or London – the two main European airport gateways – would cost \$465 using Personal Porter, a saving, it quotes, of \$111 compared to baggage fees.

It also means saving time on check-in and arrival.

Personal Porter can be booked online and customers nominate a pick-up time and delivery date.

■ www.personalporter.com