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Majorca Daily Bulletin

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EYEWITNESS: YOUR STORY

Today (10th July) the check-in desks were slow, and inadequate in number, and the necessary security process was slow. Our flight was never listed on any of the airport screens and extracting information was difficult. We were told to try Terminal A, possibly Gate 10 (the Gate was tagged as East Midlands and never changed to Luton) but that's where we went and it turned out correct. We were lucky.

Some passengers never made it and their bags had to be taken out of the hold before we could take off. The worst part of the process was the

slowness of the passport queues into Terminal A.

It was a confusing process from start to finish.

So the question is - obviously the airline has no guilt, so will the airport cover the cost of people's missed flights because they failed to give any gate information?

Majorca makes most of its wealth from tourism and most of those wealth-creators arrive via the airport.

It needs an urgent review, especially in the way it treats visitors from the UK.

Steve Riches



PASSPORT NIGHTMARE AT PALMA AIRPORT

● British travellers face long queues, passengers urged to arrive earlier or risk missing their flights.

● See Page Three Inside.

British government joins battle against bogus holiday compensation claims: Inside



British dancer takes Majorca by storm: See Inside



“A damp squib” - EU parliament reacts to UK proposal on citizens: Inside

Konta becomes first British woman into last eight since 1984: See Sports Inside Today



● Weather 9 ● What's On 10-13 ● Wild Majorca 16-17 ● Cars Feature 18-19 ● Comics 26