

cabin luggage	cancellations queues	checks room	food seats	jet trolleys
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1 not enough leg.....	6 overbooking of.....
2 lost or delayed	7 flight delays and
3 long at check-in	8 tiredness and..... lag
4 poor quality..... and drink	9 delays for security
5 no baggage available	10 oversized hand luggage in the