

cabin	cancellations	checks	food	jet
luggage	queues	room	seats	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 |