

To:
The Productivity Commission

From:
Julian Peterson
Woolloomooloo, NSW 2011

Re: Economic Regulation of Airports

9 July 2018

Dear Sirs,

Re: Sydney Airport

I live in Sydney and fly regularly to Asia and Europe for family and business trips. I took off or landed at Sydney Airport at least every month for the past three years.

It's a trivial matter but one that irritates every time and, I think, shows Sydney Airport's attitude to travellers:

If you have a lot of luggage (eg families like ours with two small children) you are forced to hire a luggage trolley for \$4 per trolley to walk about 40 metres from the drop off zone to the check in areas. Machine pictured below. This is an utter disgrace.

By way of comparison, at Changi Airport the trolleys are free and they are also free at London Heathrow.

A trolley from the drop off zone to the gate is a necessity for families. Seeking to charge the maximum possible amount for what should be free is cynical and monopolistic behaviour. But a useful insight for your enquiry.

Yours faithfully,

Julian Peterson

Attached my photos:
\$4 trolleys at Sydney
Free trolleys at Changi, Singapore

Trolleys at dropoff Sydney Airport - \$4



Trolleys at dropoff Changi Airport, Singapore - \$0 and a lot more of them

