

Luxembourg, 20 July 2017

Luxair and LuxairTours warn about fake competition

Over the past few days, several people from the Greater Region and Luxembourg were contacted by phone and informed that they were the lucky winners of a LuxairTours competition. The supposed winners were then asked to call a special number, in order to claim their prize. This special telephone number then charged excessively expensive connection fees.

Luxair and LuxairTours would like to inform you that neither Luxair nor LuxairTours have organized such a competition and that the phone calls are a scam. Luxair and LuxairTours never contact their customers directly by phone to provide product information or to ask them to take part in competitions.

Luxair and LuxairTours competitions and their regulations are available on their social media channels and are authorised by a bailiff.

Luxair and LuxairTours are taking necessary steps to prevent and stop this fraudulent practice.

In the event of suspicious phone calls, please call LuxairTours (+352 2456-1).