

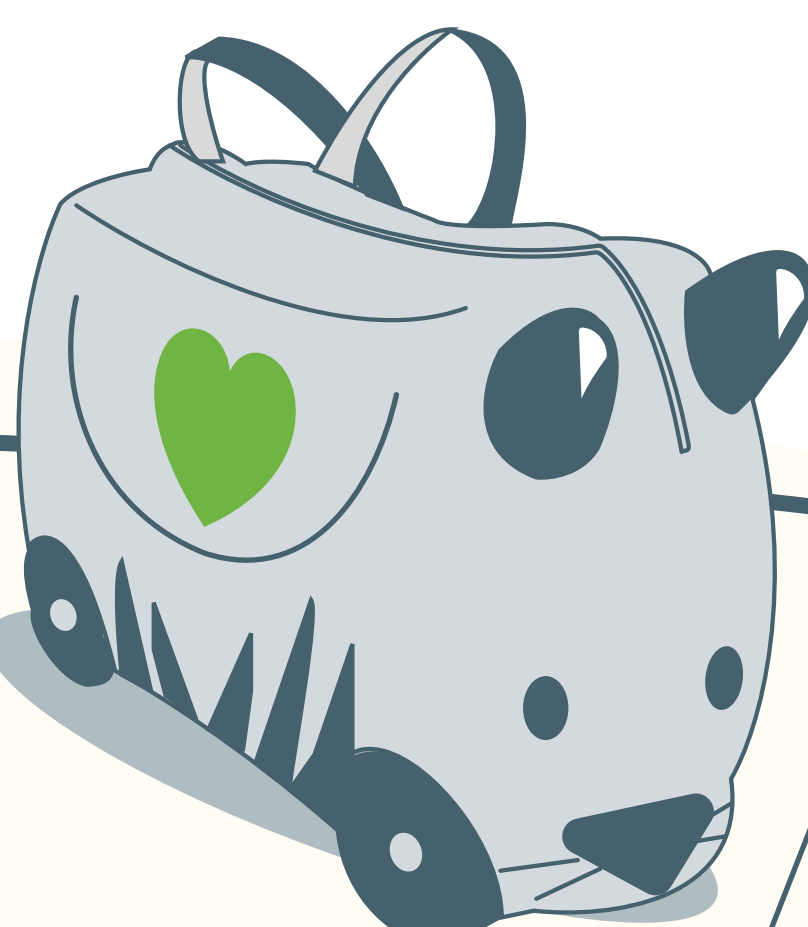
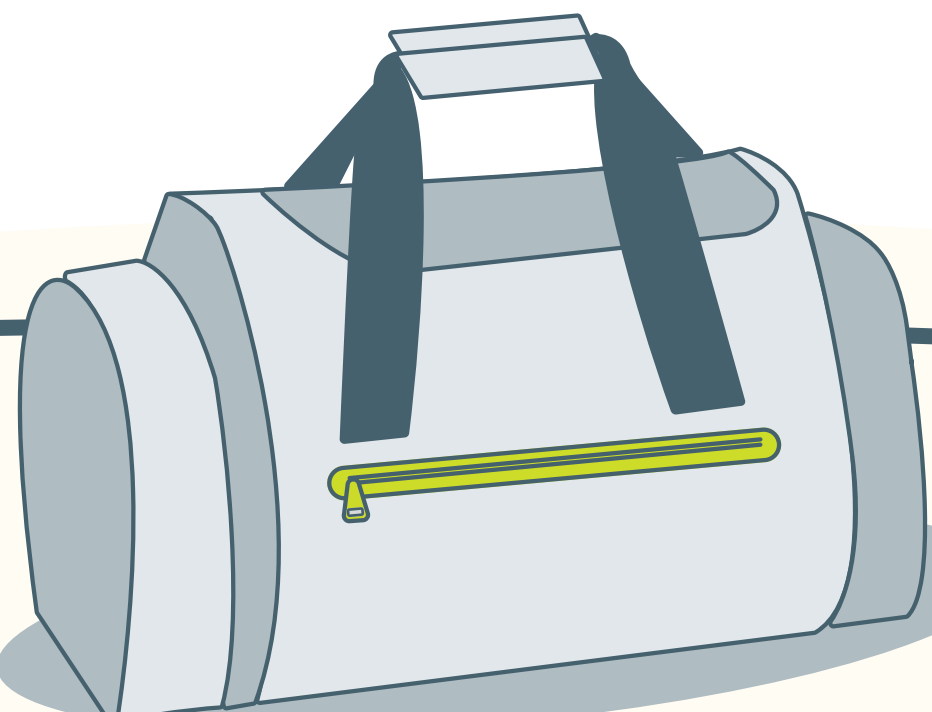
Can't find your luggage?



Millions of bags are lost or mishandled every year

UK airlines have 21 days to track down your bag before declaring it lost

Connecting flights can increase the chance of lost luggage



What to do if your bags go missing



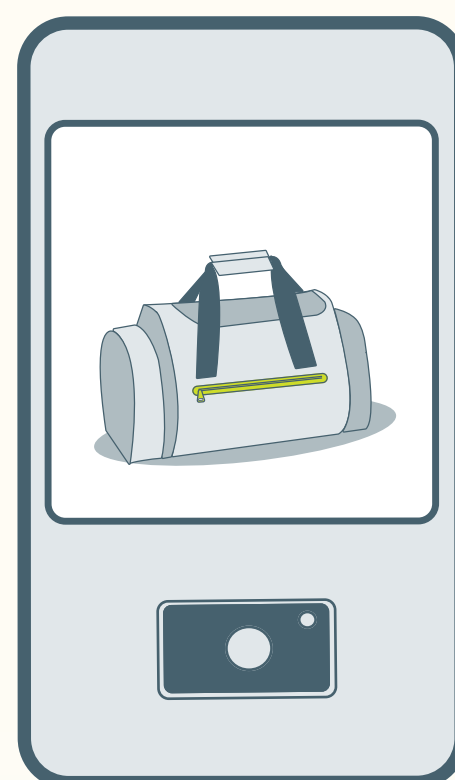
Help desk



PIR



Reference numbers



Photo

1. Go straight to the airline's desk and they'll let you know what to do

2. If possible, get a copy of their Property Irregularity Report (PIR) used to record the details

3. You'll need your original booking reference (PNR) usually made up of six digits and baggage tag number (usually stuck onto your boarding pass or passport)

4. You'll be asked to give an accurate description of a missing bag, so it doesn't hurt to take a photo before you travel!

Courier



5.

If it's found in the next few days, it's up to the airline to courier it to you – you can track it using their tracking service.



7 Days



6.

If your bag doesn't turn up, you have 7 days to write to the airline with a copy of the PIR.

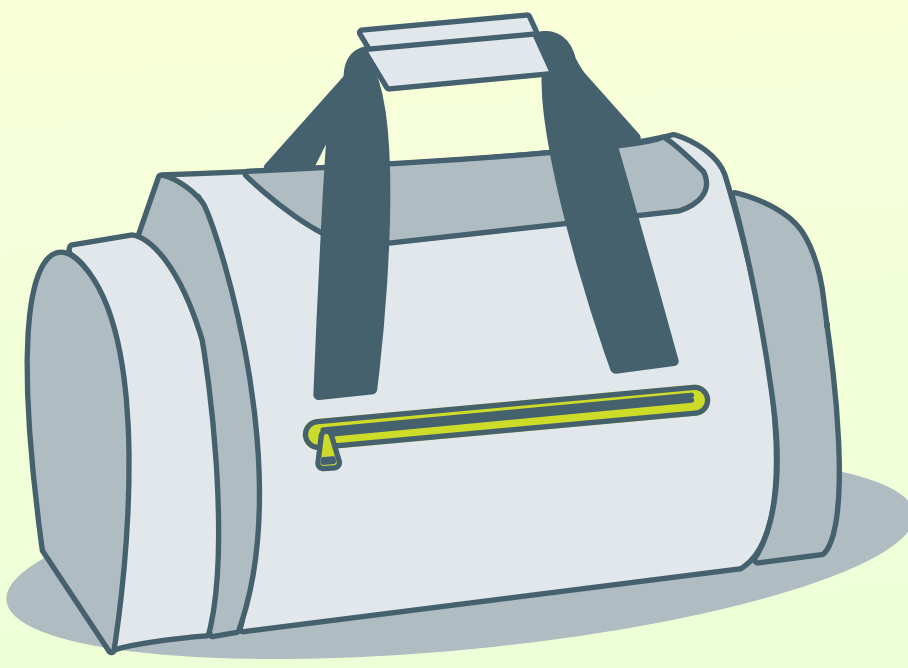


Claim

7.

If there's still no sign after 21 days, the bag will be declared lost and you can claim for compensation.

When to claim



UK airlines have 21 days to return your bag before you can claim compensation



The amount of compensation can vary and it's limited to about £1,100 per passenger



If your luggage is damaged, report it at the airport right away



If a baggage delay means you have to buy essentials like clothing and toiletries, keep the receipts so you can claim them back

Tips to prevent lost luggage

Bags that stand out are less likely to be taken by mistake

Take photos of your bags and tags

Write luggage labels with your name, city, phone number and PNR reference

Put a wireless tracking device in your luggage, like a smart tracker

Try to avoid connections under two hours, or take hand luggage only

Check in nice and early and, if possible, fly direct

