



# Marine Wings

Air Ticket Professionals

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## LOST LUGGAGE

### Short Guidelines for Marine Travellers

1. Do not put valuables in your luggage, money, documents, expensive items (cameras, computers, phones, games, jewelry).
2. Label your luggage properly: first name, family name, street address, personal mobile or telephone number, personal email, employer telephone number, employer email.
3. If you can, take a photo of the luggage.
4. Take note of colour, type, make of case(s). This is the sort of detail you will be asked to provide in case of loss.
5. Take note of contents of luggage, at least a fairly good idea.
6. Always travel with at least a little ready cash (US Dollars or Euros) in case something goes wrong.
7. When you check in, the ticket clerk attaches a tag to each piece of luggage, tears a sticker off the end of each tag and gives the sticker(s) to you. Each tag bears a unique identifier that the international airline system uses to track your luggage. Usually the clerk sticks the stickers onto your boarding pass or ticket, maybe to the back of your passport, somewhere. **THESE STICKERS ARE ALL IMPORTANT.** Lose them and you really run a high risk of not being able to recover luggage that gets lost. So, in short, look after luggage stickers.
8. When you realize that your luggage is lost, immediately advise the agent or contact meeting you. You will be delayed and the agent/contact needs to know. He may also be able to help you.
9. Lost luggage must be reported **IMMEDIATELY** and **LOCALLY**. If not immediately, then absolutely as soon as possible. Even if you have to leave the airport and someone else must report the loss, the report must be made **LOCALLY**, at the arrival airport. Absolutely, you **MUST REPORT** the loss.
10. The authority to whom the loss should be reported can vary from airport to airport. Some airports have a lost luggage service. Otherwise, or additionally, the loss must be reported to the airline operating the flight that brought you to the airport. This airline may not have a desk of its own, but it will have a representative or agent at the airport. Make your report, fill in the forms and **PAY SPECIAL ATTENTION TO THESE POINTS:**
  - If they wish to take the luggage stickers, photocopy or take a photo of the stickers and make a note of the numbers
  - Make sure you know with whom you filed the loss report, taking note of the office or airline name, clerk's name, office or desk telephone number, generally everything you can find to identify the authority with whom you filed the loss report. –

The person dealing with the report should give you a **CLAIM REFERENCE** – do not leave without it.



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11. You will have to tell the airline where to send the luggage when it is found. Unless your employer has given you specific and different instructions on this point, there are generally two possibilities: - if your ship will DEFINITELY not leave for twenty-four hours or more, and if you have all the details of your employer's local port agent, tell the airline to forward the luggage to the agent IF IT IS FOUND WITHIN THE PERIOD FOR WHICH YOU ARE CERTAIN YOUR SHIP WILL REMAIN IN PORT; - if the luggage takes longer to find, tell the airline to send it to your home address. You MUST GIVE the name, telephone number and other contact details of the person who will collect the luggage from the airline in your home country.

12. Ask the airline whether you are entitled to purchase emergency items and clothing at their expense. The answer varies from airline to airline. Some airlines let passengers make purchases immediately, others demand a 24 hour wait, others follow yet different procedures. Some airlines give cash, some give a voucher, some tell passengers to keep receipts and later forward a claim. Make sure you know what to do, follow instructions and make use of whatever you can get. 13. Ask the airline how you can keep in touch and track their progress in finding your luggage. Usually there will be an online service of some sort for lost luggage passengers to use. Make sure you know how to use the service. 14. Lost luggage normally turns up in less than a week but can take much longer. Ask the airline how long you must wait before they will accept a total loss claim and compensate you, and what you must do in this case.

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