

Irretrievably lost baggage

Claim form

When to use this form - you may make a claim in writing/via email using this claim form if:

- After 21 days we have been unable to locate your baggage, and we have declared it "irretrievably lost"
- Your bag was returned within 21 days, but you have items which are missing

Important Information about making your claim

There is no need to use this form if you are only claiming back interim expenses. Simply scan and email your interim expense receipts to **baggage.services@fly.virgin.com** quoting your delayed bag reference number (PIR) and your booking reference number. Alternatively, you can post them at the address below.

We respectfully remind all customers making a claim, that details of their bag(s) and contents (including description,

date of purchase, place of purchase, and cost of purchase), along with purchase receipts (clear and legible copies are acceptable), must be sent to us with this signed claim form before any settlement is considered. We regret we are unable to return original purchase receipts.

Claims will be assessed in line with our conditions of carriage and any settlements will be issued by electronic bank transfer.

Section 1: About you

Mr/Mrs/Miss/Ms/Other:	First name:	Family name:
Permanent address:		
Telephone number:		Country registered:
Email address:		
Property Irregularity Report (PIR) number issued by airport staff:		
If you did not notify Virgin Atlantic Airways of the loss immediately at the airport, please state reason for delay:		

Section 2: About your journey (please include any connecting flights)

From	To	Flight number	Date of departure	Booking reference number

Section 3: About your claim

Have you already notified another carrier about the mishandling of your baggage? If yes, give details:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your bag insured?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, have you notified your insurers?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 4: Details of the missing bag(s) and contents

[illegible]

Section 4: Details of the missing bag(s) and contents (continued)

Description - Brand/Model/Size/Contents	Purchase price	Date and place of purchase	Receipt enclosed?

Section 5: Declaration and submission of claim

I declare that to the best of my knowledge the above details are complete and correct

Signature

Date

Please ensure you have included:

- 1) Booking reference number
- 2) Delayed bag reference number (PIR)
- 3) All purchase receipts

To help process your claim promptly, it's best to scan and email this completed form together with all the relevant paperwork. You can email us at **baggage.services@fly.virgin.com**

If you need to send it via post, then we recommend that the completed form (along with all other relevant documents), are sent using a recorded delivery service. Please send them to: **Virgin Atlantic Airways Ltd, Baggage Claims, The VHQ, Crawley, West Sussex RH10 9DF, United Kingdom**