Damaged baggage or missing contents Claim form

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

- Your checked baggage has been significantly damaged

- The contents of your checked baggage are significantly damaged (including wet damage) or missing

Important Information about making your claim

If you are making a claim you must notify us in writing/via email within **7 days** of receipt of your baggage, otherwise your claim will be rejected. (Completion of this claim form and its receipt in our UK office within 7 days of your flight, will serve as notification).

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 and repair estimates (clear and legible copies are acceptable), must be sent to us with this claim form before any settlement is considered. We regret we are unable to return original purchase receipts and/or repair estimates.

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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) nun	nber 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	То	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 No
Was your bag insured?	Yes No
If yes, have you notified your insurers?	Yes No

Section 4: Details of the bag(s) and/or contents that have been damaged

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

Section 5: Details of the missing items

Description of missing items	Purchase price	Date and place of purchase	Receipt enclosed?

Section 6: Declaration and submission of claim

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

Please ensure you have included:

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

To help us process your claim promptly, please save this completed form and email together with all the relevant paperwork to **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