

# 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](mailto: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 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"/>



