

LOST LUGGAGE FORM.



Look at all the documents and complete the form.
Mirá todos los documentos y completá el formulario.



LOST LUGGAGE FORM

PLEASE PRINT CLEARLY

Passenger name:	Booking #:	12345
Departure city:	Departure date:	22 Sept
Hotel name:	Room #:	
Number of bags:	Description of luggage:	
Daytime phone:	Evening phone:	Same
Cell phone:		
Email address:		

Did you leave valuables in the safe of your hotel? Yes NO

As soon as we have located your belongings, you will be contacted either directly or by our travel agent to make arrangements for pick-up.

Ad2941 10/05

As difficult as it may be to believe, the major airlines have actually improved their mishandled-baggage record in the recent past.

According to the U.S. Department of Transportation, the chances of your luggage getting „mishandled“ - a term that includes lost, damaged, delayed or pillaged baggage - are about 1 in 200. Of course that's not much consolation if any airline has lost your luggage.

Is there a way to improve those odds? And when your luggage doesn't show up on the carousel, what should you do?

The airline carriage agreement

While the Federal Aviation Administration and Department of Transportation set some guidelines for the airlines, since airline deregulation in the late '70s and early '80s, virtually all of your rights are dictated by the airline's carriage agreement. When you buy an airline ticket, the carriage agreement clearly discloses that you are entering into an agreement (i.e. a binding contract) with the airline. You agree to give them your hard-earned cash, and they agree to give you certain services in return. If one of your „rights“ is not in that agreement, then it doesn't exist.

The recent media coverage of passengers' rights involves only legislation that has been either proposed at the federal level or overturned at the state level; so while we hear a lot about passengers' rights, nothing currently exists.

Airline passengers' right: flight delays.

If your flight is delayed to such a degree that it wrecks your entire vacation, are you simply out of luck? If you want to sue the airline for lost sun time, yes. But there is still hope, for a couple reasons: First, airlines do realize that if they treat their customers poorly they will not survive. Second, and possibly more importantly, the Department of Transportation has persuaded the airlines to maintain certain „rights“ in their carriage agreements, which generally provided the following:

* If your flight is delayed more than four hours between the hours of 10 PM and 6 AM, the airline must give you vouchers for transportation to a hotel room.