

LOST LUGGAGE

Read the text and choose the word that best fits the gap.

You get off your plane and (0)_____ your way to the Baggage Reclaim area, where you locate the carousel for your flight and wait patiently for your luggage. After quite some time spent waiting, there is no (1)_____ of your bags and you begin to consider the possibility that they may have gone (2)_____. What should you do?

Firstly, don't panic. The most likely (3)_____ is that your bags simply didn't make it onto the flight, perhaps because they were mislaid at the departure airport, or perhaps because the aircraft had already (4)_____ its weight allowance. If they (5)_____ to appear on the carousel, report the loss before you leave the baggage hall and go through customs. (6)_____ your luggage should be no problem, provided you've kept (7)_____ of your baggage checks - those little barcodes stuck to the back of your tickets at check-in.

Go to the handling agent's desk and (8)_____ a Properly Irregularity Report (PIR) form, which describes the checked bag and its (9) _____. Then, ask the baggage-services manager for a contact telephone number and confirm that your bags will be forwarded to your final (10) _____.

Most bags (11) _____ up within a day or two, but if yours never show (and it may be weeks before the airline accepts that they are permanently lost), you can claim (12) _____ from the airline.

