

# 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.

