

Irretrievably lost baggage

Postal claim form

You should only use this form if you are making a claim in writing and sending via post. You may only make a claim 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

You must include details of your bag(s) and content along with the completion of this form. Failure to include these will delay processing or claim rejected. For each item you must include:

- Description
- Date items purchased
- Place items purchased
- Cost of items

You need to include clear and legible copies of receipts and repair estimates. We regret we are unable to return original purchase receipts and/or repair estimates.

Claims are assessed in line with our conditions of carriage and settlements are issued via electronic bank transfer.

Section 1: About you

Mr/Mrs/Miss/Ms/Other: _____

First name _____ Family name _____

Permanent address _____

Telephone number _____ Country registered _____

Email address _____

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: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was your bag insured?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, have you notified your insurers?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 5: 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

We recommend you send the completed form (along with all other relevant documents) recorded delivery to: **Virgin Atlantic Airways Ltd, Baggage Claims, The VHQ, Crawley, West Sussex RH10 9DF, United Kingdom**