

EMERGENCY CHECKLIST

LOST BAGGAGE

The first 30 minutes matter.

A practical first-response checklist for a missing checked bag.

30 MIN

airport action plan



DO THESE BEFORE YOU LEAVE THE AIRPORT

01**REPORT IT**

Go to the airline baggage service desk and file the missing or delayed baggage report.

02**GET A REFERENCE**

Leave with a case number, baggage report number or PIR reference. Screenshot it.

03**CONFIRM DELIVERY**

Give the exact address where the bag should be delivered and verify phone/email.

04**ASK ABOUT THE NEXT FORM**

Ask whether a separate online reimbursement or baggage claim form is required.

DO NOT LEAVE WITH ONLY A VERBAL PROMISE

A tracker screenshot helps, but it does not replace the airline report. Save a written reference number before you walk away.

YOUR EVIDENCE KIT

Keep it in one folder on your phone.

- ✓ Boarding pass
- ✓ Baggage tag / bag receipt
- ✓ PIR or baggage case number
- ✓ Photos of the suitcase
- ✓ Tracker screenshots
- ✓ Receipts for essentials
- ✓ Airline emails / messages
- ✓ Delivery confirmation
- ✓ Simple timeline of events
- ✓ Item list if declared lost

DEADLINES WORTH KNOWING

7 DAYS

Damage complaints under the Montreal Convention are generally due within 7 days after receipt.

21 DAYS

Delay complaints are generally due within 21 days after the bag is returned to you.

1,519 SDR

Current baggage liability ceiling per passenger. A ceiling, not an automatic payout.

U.S. CHECKED-BAG FEE REFUND

12h / 15h / 30h

For qualifying U.S. itineraries, a checked-bag fee can become refundable after a mishandled-baggage report once the applicable delivery-delay threshold is crossed.

DURING THE DELAY

- ✓ Buy only reasonable essentials you genuinely need.
- ✓ Photograph receipts before they fade.
- ✓ Record the actual delivery time.
- ✓ If the bag arrives damaged, photograph before repair or disposal.

NEED TO FILE THE FULL CLAIM?

The Full Claim Pack adds ready-to-use claim emails, an expense tracker, lost-item inventory, evidence checklist and airline-response tracker.

FULL CLAIM PACK

\$9 / launching next