

Passenger Form for Checked Baggage

P.I.R. no. _____

This form is to be completed in case of loss, delay or damage of your checked baggage.

Important notice: Aegean Airlines has a limited liability relating to claims for checked baggage. The liability of Aegean Airlines is based on the Montreal Convention, according to which the applicable limits of liability in the case of destruction, loss of, or damage or delay to baggage is 1,000 Special Drawing Rights (approximately GBP 820 or EUR 1,230 or USD 1,375). Claims for damage or loss to items in checked baggage, which are fragile, perishable or of special value cannot be accepted.

Please complete the following details of your claim form and hand it over to AEGEAN AIRLINES lost & found department at the airport of your destination or alternatively send it by registered mail or fax to:

AEGEAN AIRLINES S.A.
Customer Service Dept.
31, Viltanioti str. - Kifissia 145 64 - Greece
Tel: + 30 210 6261921/ Fax: + 30 210 6261941

Name (Mr/Mrs/Ms First Middle Last): _____

Address: _____

Telephone: _____

Employer: _____

Occupation: _____

Business Address: _____

Business Telephone: _____

E-mail Address: _____

Flight Itinerary	Airline	Flight Number	Date	From	To

Frequent Flyer No.: _____

ID or Passport No.: _____

No. of bags checked: _____

No. of bags received: _____

No. of bags of this claim: _____

Weight of each bag missing: _____

Weight of each bag delivered: _____

Was excess value declared? ☐ Yes ☐ No / If yes, attach copy of excess valuation coupon

Passenger Ticket No. (also attach copy): _____

Baggage checked at: ☐ Check-in Counter ☐ Gate

Baggage was last seen at: _____

Was original routing changed after starting trip? ☐ Yes ☐ No If yes, then state new itinerary: _____

Has loss been reported to any other airline? ☐ Yes ☐ No If yes, to whom? _____

Have you ever filled previous baggage claim(s) on Aegean Airlines? ☐ Yes ☐ No

If yes, was claim(s) for lost baggage or missing contents? _____

Have you ever filled previous baggage claim(s) with other airlines? ☐ Yes ☐ No

If yes, state type of claim(s), name of airline and date of loss: _____

If your bag was delayed, have you received First Need Expenses: ☐ Yes ☐ No / If yes, please state the amount: [_____]

If your bag is lost or damaged then you must refer the brand name:	
The model:	The cost and date of purchase:
Descriptive elements (check if applicable): ☐ Combination Locks ☐ Pockets ☐ Straps ☐ Wheels ☐ Markings (labels, etc.)	
If your baggage is damaged, did you report it immediately after receipt? ☐ Yes ☐ No	
If no, please state reasons for delay:	
Did you lock your baggage? ☐ Yes ☐ No	Who packed the baggage?
Do you have insurance cover in respect to this journey? ☐ Yes ☐ No	
If yes, please name the insurance company:	and your policy number:
What is the excess on your policy?	

Description of contents of missing baggage – List separately if more than one bag involved

[illegible]

Please note that the listing of your contents in this form does not imply an admission of liability by Aegean Airlines to compensate you with the amount you have declared. It merely helps the airline to better assess your claim. Also note that all original receipts must be retained until final settlement of your claim.

By signing, dating and sending this claim form to Aegean Airlines:

- I, the undersigned, having considered the penalties provided under the applicable law, declare that any and all statements made herein are true, complete and accurate in every respect.
- I also declare that it is expressly understood and agreed by me that the furnishing of this form and any assistance furnished by employees of Aegean Airlines S.A. are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of Aegean Airlines S.A. its employees or agents.
- I do understand and accept that my personal data reported herein will be retained by Aegean Airlines pursuant to Law 2472/1997 for the purpose of processing my claim. I also consent to the exchange of information between Aegean Airlines and other airlines or insurance companies for the purpose of processing my claim.

In the case of damage to baggage written complaints should be submitted to the carrier forthwith after discovery of the damage and at the latest within 7 days from receipt. In case of delay the written complaint must be made within 21 days from the date the baggage was delivered. Receipt by the person entitled to delivery of checked baggage without complaint is prima facie evidence that the same has been delivered in good condition.

Please allow us 4-6 weeks processing time from the date claim is received.

Date: _____

Signature: _____