

COMPENSATION CLAIM FORM FOR DAMAGED, DELAYED OR LOST BAGGAGE

Delayed or damaged baggage must be reported to our ground handling staff in the arrival hall before passing customs . A Property Irregularity Report ( PIR ) will be completed. **Please note:** without a Property Irregularity report ( PIR ) , Jet Time is unable to process your claim.

PIR number (necessary for handling of your compensation claim )		Booking number:	
Name:			
E-mail:		Tel:	
<p>If you have a household insurance or a separate baggage insurance, you should report the claim to your insurance company.</p> <p>If you choose to seek compensation through Jet Time, you should be aware of Jet Times limited liability. See the following document and / or our website <a href="http://www.jet-time.dk">www.jet-time.dk</a>. This form is to be sent by mail as an attachment to <a href="mailto:bagage@jet-time.dk">bagage@jet-time.dk</a></p> <p><b>As stated on the Property Irregularity Report ( PIR ), any damaged baggage claim should be made to Jet time within 7 days from the damage occurred.</b></p>			
<b>Own insurance</b>			
Have you filed a claim with your own insurance company?  Yes                  No	Company:  Policy no.:	Have you received any compensation?    Yes                  No  If yes, please state the amount:	
<b>Describe the damage in detail</b>			
<b>Bank details for use in the event of a compensation payment</b>			
<b><u>IBAN account number and the bank's BIC/SWIFT code for transaction abroad (contact your online bank).</u></b>			
<b><u>To be completed if damaged baggage</u></b> A receipt from the purchase of the damaged baggage must be attached.			
<b>State product type , brand , type no, model, etc.</b>	<b>Date of purchase</b>	<b>Purchase price</b>	<b>Receipt of purchase</b>
			Yes          No
			Yes          No
<b><u>To be completed if delayed baggage</u></b>			
When did you receive your baggage?		Time:	Date:
Have you received any compensation? Yes          No		If yes, please state the amount:	
<b><u>To be completed if lost baggage</u></b> Content list if lost baggage and a receipt for the same must be included			
Have you received any compensation? Yes          No		If yes, please state the amount:	
I confirm that my responses are an accurate reflection of the events that occurred. I hereby grant my permission for the company to exchange information and documentation with other insurance companies.			Date:

## Jet Time's baggage regulations

### Delayed or lost baggage

At best, losing your baggage is a nuisance – and at worst, it can be disastrous. Jet Time's handling operators therefore do their best to prevent delayed or lost baggage. Unfortunately, this cannot always be avoided, and we deeply regret any delayed baggage, and the inconvenience to you.

### Reporting delayed baggage

If your suitcase or other checked baggage does not arrive with you at your destination, you must immediately – before you go through customs – contact Jet Time's handling agent that is responsible for handling baggage after your plane has landed.

You will be required to complete a Property Irregularity Report (PIR) as documentation that the delay has been reported. Please make sure that you write the same name and address on the PIR as appear on the baggage's name tag. Any information concerning the baggage's special characteristics/details may make it easier to locate, so that your baggage can be retrieved sooner. Please also remember to state how we can contact you at your destination – via e-mail, if possible.

### Baggage search

A search for your baggage will commence immediately after your report is made at the airport and is based on the Property Irregularity Report (PIR) that you completed at the airport, with details of the baggage receipt number and your own information concerning the name tag and other characteristics. It is vital to searching for/locating the baggage that both the number and the name and address on the baggage correspond to the information given on the report, and that you assist by providing as many details/special characteristics as possible concerning the baggage – including its content.

You can track the search at:

<https://wtrweb.worldtracer.aero/WorldTracerWeb/pax.do?airlineCode=JTG>

The first five days of the search are undertaken by Jet Time's handling agent at the arrival airport. You should therefore contact this airport if you have any questions or supplementary information during this period.

If the baggage has not been found after five days, the search will be taken over by Jet Time's passenger service department, which can be contacted at [bagage@jet-time.dk](mailto:bagage@jet-time.dk), or on tel. no. +45 32 46 73 17 on business days between 9:00 and 14:00.

You will be contacted concerning delivery once the baggage has been located and has arrived at the airport.

### Compensation for delay at your holiday destination

If your checked suitcase or similar holiday baggage (this does not apply to "special baggage") is delayed at the holiday destination for more than eight hours, Jet Time offers compensation of EUR 100 per suitcase, which in most cases can be paid via your travel agent at the travel destination.

This is a one-off amount to cover essential items such as toiletries and clothing, etc. Any additional cover will be under your own baggage insurance.

If your checked "special baggage", which includes, but is not limited to, prams and pushchairs, wheelchairs and sports equipment, is delayed at the destination for more than eight hours, Jet Time offers to cover your documented expenses for the hire of equivalent equipment until your "special baggage" has arrived.

Jet Time does not provide any compensation for baggage delays of any kind in connection with your return journey.

### **Lost baggage – after 21 days' delay**

If, contrary to expectations, and even though you have given us all necessary information concerning its characteristics, your checked baggage has not been located no later than 21 days after the date on which it should have arrived, you can apply for compensation for lost baggage.

### **Compensation for lost baggage**

As Jet Time's liability is limited, we recommend that you apply for compensation directly via your own insurance company.

If you wish to submit a claim to Jet Time, please note that Jet Time's liability is subject to the condition that the loss is documented, including documentation of reporting in due time, cost/purchase, purchase date and price.

When the compensation amount is determined, deductions will be made for age and any lacking receipt for the purchase.

Furthermore, Jet Time does not cover any loss of particularly valuable, particularly important or fragile effects that may not be packed in checked baggage, including – but not limited to – money, keys, prescription medicine, bottles, cameras, jewellery, watches, precious metals, electronic devices, securities or other valuables/objects that represent significant value.

To make a compensation claim to Jet Time, please complete the "Compensation claim" form and send it to us at [bagage@jet-time.dk](mailto:bagage@jet-time.dk). It is important to add the number of your Property Irregularity Report (PIR).

Other regulations can be found at our website [www.jet-time.dk](http://www.jet-time.dk)

## **Damaged baggage**

At Jet Time we do our best, but unfortunately it is unavoidable that, from time to time, checked baggage becomes marked, scratched or damaged during baggage handling on the way to and from our aircraft at the many airports around the world. If you are unfortunate enough to have your baggage damaged, we regret any inconvenience to you.

### **Reporting of damaged baggage**

If your checked baggage is damaged on collection at the arrival airport, you must immediately – before going through customs – contact Jet Time's handling agent that is responsible for baggage handling after landing, to complete a Property Irregularity Report (PIR).

**Please note** that if you have collected your baggage and left the arrivals hall without reporting the damage to our handling agent and without completing a Property Irregularity Report (PIR), the baggage will be deemed to have been returned to you in good condition, in accordance with the transport agreement.

### **Compensation for damaged baggage**

Jet Time's liability is under Montreal Convention limited. Therefore, we recommend that you contact your own insurance company and enquire about the possibility of compensation for damaged luggage.

Under the Montreal Convention article 31, paragraph 2, if you wish to submit a damage claim, you should complain to the carrier within seven days from the damage occurred. To make a compensation claim to Jet Time, please complete the Compensation claim form and send it to Jet Time at [bagage@jet-time.dk](mailto:bagage@jet-time.dk) no later than seven days after the damage occurred. It is important to add the number of your Property Irregularity Report (PIR) to the compensation claim form.

If you wish to submit a claim to Jet Time, please note that Jet Time's liability is subject to the condition that you can document that a report was made in due time and that the damage occurred while the baggage was being handled by Jet Time. You must also be able to also document your purchase, including the date and price, of the damaged baggage.

When the compensation amount is set, deductions will be made for age and any lacking receipt for the purchase.

You are responsible for ensuring that your baggage is suitable for air transport.

Jet Time does not grant any compensation for damage that is due to errors and defects relating to the nature of the baggage, or for damage due to over-packed baggage, cosmetic and/or superficial damage as a consequence of wear and tear during transport – including minor scratches, cracks, dents, stains/dirt, damage to wheels, handles, supporting feet, pull-up handles/straps, attached locks and zipper tabs, or damage related to broken locks. For security reasons your baggage may be examined without your presence/knowledge – if necessary by breaking the lock.



Jet Time does not cover any type of damage to baggage or effects that may not be carried on the flight, and/or that may not be contained in the checked baggage. Damage to particularly valuable, particularly important or fragile effects, such as bottles, cameras, jewellery, electronic devices, securities or other valuables, will thus not be covered.

Particularly fragile baggage such as, but not limited to, sports equipment, bicycles, prams and pushchairs, which have not been packed in Airshells or equivalent protection/hard packaging approved for air transport, will only be accepted at your own risk.

If Jet Time is liable for damage, it will always be sought to repair the damaged baggage, as far as possible. Jet Time collaborates with suitcase companies that can undertake repair of most suitcase brands.

Damage to unchecked baggage/hand baggage, including personal effects, is not covered unless you can prove that the damage is due to negligence/errors by Jet Time.

To make a compensation claim to Jet Time, please complete the "Compensation claim" form and send it to us at [bagage@jet-time.dk](mailto:bagage@jet-time.dk). It is important to add the number of your Property Irregularity Report (PIR).

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