


ATTACH BAGGAGE CLAIM TAG(S)

ATTACH EXCESS BAGGAGE TICKET(S)

ATTACH PURCHASE RECEIPT(S)

BAGGAGE IDENTIFICATION CHART
Circle appropriate item and any descriptive elements (handle, wheels, etc.)



Baggage Identification Chart

Material Elements: WT, BK, GY, BU, PU, RD, YW, BE, BN, GN, MC, PR

Basic Elements: 01-12 (Closes without zippers), 13-19 (Closures), 20-29 (Closes with zippers)

Descriptive Elements: Material (01-12), Basic (13-19), External (20-29)

Miscellaneous Articles

50-59: Cases, bags, boxes, etc.
60-69: Tools, instruments, etc.
70-79: Electronics, etc.
80-89: Sports equipment, etc.
90-99: Other miscellaneous items



Baggage Claims Questionnaire

ใบเรียกร้องค่าเสียหายสัมภาระ

Dear passenger

Please accept our apology for any inconvenience caused by the delay in locating your baggage. Most missing baggage is located within 24 hours and returned promptly to our customers.

Only if you have not received your baggage after 5 days of arrival, you should complete and return this form. Please, use a separate form for each piece of missing baggage.

This completed and signed form is the official written notice of claim. It must be returned to us within 14 days of your arrival. Failure to do so may result in the denial of any settlement request.

The contents and description listed by you on the form(s) enable us to extend our computerised search. Erroneous or incomplete statements will hamper the tracing in spite of our staff's best efforts and could hinder any settlement.

This form should be faxed, e-mailed or posted to the fax number, e-mail address or the address on the bottom of this form within 5 days from the date of report issue. Please complete both sides of this form and forward with the following documents:

- Property Irregularity Report
- Baggage identification tag(s)
- Copy of excess baggage ticket (if applicable)
- Purchase receipts for baggage contents or damaged bag(s)

Airlines are not liable for the loss of money, jewellery, silverwear, samples, business documents, electronic equipment or other valuable articles whatever the circumstances. Special rules also apply to fragile and perishable items.

If your baggage is insured against loss, it is advisable to keep copies of documents and deposit a claim at your insurance or credit card company rather than with the airline. Most insurance's cover loss on basis of value and not – as practicable in the airline industry – on basis of lost weight of baggage.

We thank you for your cooperation and understanding.

Bangkok Airways.

Should you require more information, or if you change your address, or have any additional information concerning your baggage, please do not hesitate to contact our Central Baggage Tracing at the following address:

Central Baggage Tracing
Bangkok Airways Public Company Limited
Domestic Arrival, Fl. 2
Suvarnabhumi Airport
Nongprue Bangpli
Samutprakan 10540 Thailand
Email: Centralbaggage@bangkokair.com
Fax : 02-134-3877
Tel : 02-134-3961

