

Delayed or Damaged Baggage Information

We apologise for the inconvenience caused as a result of the mishandling of your checked baggage.

Information and advice for passengers with Delayed Baggage:

Your PIR number is:

Our Central Baggage Tracing Team will begin to look for your bag shortly after the Property Irregularity Report (PIR) has been raised. They will be in contact with you to update you with any news, so please ensure we have your correct contact details. We encourage you to view the location and progress on your baggage by logging onto www.worldtracer.aero/filedsp/km.htm

Alternatively, you can contact the Baggage Tracing Department by email on infobag@as-airport.it or telephone: + 356 23696135 (Opening Hours: Monday to Sunday 0800-2000hrs).

Purchasing Emergency essentials:

If you are away from your usual place of residence, we understand you may need to buy essential items such as toiletries and basic clothing to keep you going until we can find your bag.

You can purchase these items up to the value of €30 (or the equivalent) per day for up to five (5) days.

How to claim re-imbusement for emergency essentials:

To make a claim, we will require all original receipts together with the boarding card, baggage tag and the Property Irregularity Report to be sent to our Baggage Claims Department (*contact details can be found on the next page*). We provide baggage delivery service; hence no refunds of transport will be considered.

What happens if your Baggage is not found after 21 days?

In the unlikely event that your bag cannot be found 21 days after the Property Irregularity Report has been created it is considered to be irretrievably lost and we recommend that you notify your travel insurers.

If you choose to claim from Air Malta, please be aware that our liability is strictly limited in accordance with the Montreal Convention (1999). Please visit our website for further information about the claims process:

www.airmalta.com/information/customer-support/damaged-delayed-and-lost-baggage

If your bag turns out to be irretrievably lost, we'll deduct any sum paid for essential items from the final settlement costs.

We are aware that each incident is different, hence please note that we will look at and work each claim on an individual basis.

Information and advice for passengers with Damaged Baggage:

Your PIR number is:

What to do now:

We offer a local Baggage repair and replacement service in Malta. Please ask our staff at the airport for more information. Alternatively, our Baggage Claims Department can be contacted at the details below:

Email: baggage.claims@airmalta.com

We encourage you to take pictures of the damage sustained as soon as you collect your baggage. Once again, we regret the inconvenience caused.

This report does not involve an acknowledgement of liability.