

## **DELAYED, LOST & DAMAGED BAGGAGE POLICY**



**Delayed Baggage-** For baggage which is not received, please contact Alliance Air personnel in the arrival hall and report the same. Property Irregularity Report will be filed and a copy will be given with a reference number for follow up action.

**Lost Baggage-** If a delayed baggage could not be traced for 21 days from the date of Property Irregularity Report, the same may be treated as lost. The compensation claim will be processed as per laid down procedures. All claims to be substantiated with itemized list of contents, description, age together with proof of purchase / ownership of all such items.

**Damaged Baggage-** For baggage which is received in damaged or pilfered condition, please contact Alliance Air personnel in arrival hall and report the same before leaving the arrival hall. This will enable our personnel to physically examine the affected baggage and assess the nature, extent and reparability of the damage. A Damage Baggage Report in this regard will be issued by Airport staff, duly completed. A copy of Damage Baggage Report will be given to passenger for follow-up.

### **Important Points**

- Subject to the foregoing, Alliance Air's liability for lost Checked-in Baggage is limited to **INR 200 per kg** up to a maximum limit of **INR 20,000/-**
- For delayed Checked-in Baggage, Customers agree that Alliance Air's liability shall be limited and determined by Alliance Air as per its discretion and based upon its prevailing policy. Alliance Air will not provide any kit allowance in case of delay delivery of baggage to the passenger.
- Alliance Air shall not pay any compensation to Customers on account of any indirect, consequential or remote reasons attributable to Alliance Air for lost, delayed or damaged Checked-in Baggage.
- Alliance Air will not be liable for lost, delayed or damaged Checked-in Baggage to the extent such loss, delay or damage is a result of inherent defect or quality of the Checked-in Baggage or any negligence on part of Customers.
- Alliance Air shall not be liable for lost, delayed or damaged Checked-in-Baggage if it proves that it took all measures that could reasonably be required to avoid such loss, delay or damage or that it was impossible for it to take such measures.
- If Alliance Air proves that the negligence or other wrongful act or omission of the Customer claiming compensation, or the person from whom he or she derives his or her rights caused or contributed to the loss, delay or damage to the Checked-in Baggage, Alliance Air shall be wholly or partly exonerated from its liability to the extent that such negligence or wrongful act or omission caused or contributed to such loss, delay or damage to the Checked-in Baggage.
- Customers will be solely responsible for carriage of their Hand Baggage / personal belongings and Alliance Air will not be liable for any loss or damage in relation thereto.
- Alliance Air assumes no liability for fragile or perishable articles. Alliance Air will not be liable for loss or damage to articles not permitted to be carried in Checked-in Baggage.
- In addition, Alliance Air assumes no liability for wear and tear to Checked-in Baggage, which includes: Broken wheels or base, loss of external locks or security straps, damage to any protruding part of the baggage, damage resulting

from over-packing, damage to retractable luggage handles, scratches, torn zippers, straps and handles scuffing, denting, soiling or manufacturing defects, damage to perishable or fragile baggage or any other wear and tear.

- A Customer shall be held solely responsible for any loss or damage caused by the Customer's Checked-in Baggage to any other person or property, including Alliance Air's property and Alliance Air will not be held liable to any third person in relation thereto.

#### **PROCEDURE FOR CLAIMING LOST ITEMS (Onboard)**

The Item may be claimed by the Owner and should be in possession of the following documents:-

- Copy of Boarding Card/ proof of journey
- Copy of Passport/ ID card issued by any Government Unit
- Details of the items being claimed.

OR

- The authorized person should carry the following documents.
- Letter of authorization to collect the Item on behalf of the owner.
- Copy of Boarding card
- Owner's Government authorized Photo-Id Preferably Passport/Driving License/PAN card
- Photo -I card of the person who is authorized to collect the Item

***Note: Item must be collected within 90 days from the date of deposit. On expiry of 90 days, it will be disposed as per government directive and handed over to customs. Alliance Air will not be liable for any types of further claim.***