

Baggage claim

1. Checked-in baggage

The baggage claims may concern checked-in baggage only. Checked-in baggage is understood as the baggage furnished with the baggage ticket with identification number.

1. a) Damaged baggage

- Pursuant to Montreal Convention the passenger is obliged to claim damage of a baggage immediately upon baggage collection at the handling partner in the destination.
- The damage may additionally be claimed in written to the carrier **7 days** following the baggage collection.
- The additional claim made later shall not be taken into consideration.

For the settlement purpose the following documents are to be filled to the online form claim.travelservice.aero on our web pages.

- a) Damage Report,
- b) air ticket and baggage ticket,
- c) document of baggage repair (should the baggage be irreparable, the repair shop would issue a document of irreparability, and the passenger would present a document of purchase of the damaged baggage),
- d) bank connection (IBAN, SWIFT).

1. b) Pilferaged baggage

- For the claim made additionally the claim period of 7 days upon baggage collection by a passenger applies.
- The claims made later shall not be taken into consideration.
- Should not the baggage ticket of the baggage claimed be in possession of a passenger, the claim would not be taken into consideration.

For the settlement purpose the following documents are to be filled to the online form claim.travelservice.aero on our web pages.

- a) Original of Damage Report (PIR),
- b) air ticket and baggage ticket,
- c) list of lost items with the price and procurement date, bill,
- d) bank connection (IBAN, SWIFT).

1. c) Undelivered baggage

- The claim of undelivered baggage **shall have to be made immediately upon the arrival** of passenger to any destination. The claim is made by a client at the handling partner in the destination. The claims made later shall not be taken into consideration.
- Should not the passenger obtain the baggage for **a longer time than 24 hours, he/she would be entitled to receive payment of compensation of necessary incurred costs**. A flat compensation amounts to 60 EUR per person. Should not the passenger obtain the baggage for **a longer time than 48 hours**, he/she is entitled to procure the necessarily needed items, the procurement of which is subject to support by the bills.
- The undelivered **buggies** are subject to exclusion albeit their compensation is not subject to reimbursement.
- Should not the baggage ticket of the baggage claimed be in possession of a passenger, the claim would not be taken into consideration.

DELAYED BAGGAGE

For the settlement purpose the following documents are to be filled to the online form claim.travelservice.aero on our web pages.

- a) Property irregularity report (PIR),
- b) air ticket, baggage ticket,
- c) document of one-off help acceptance,
- d) list of items procured in the destination + document of purchase (this is obligatory),
- e) bank connection (IBAN, SWIFT).

The client is obliged to notify this fact 21 days upon baggage collection the latest.

Should not the baggage be found in 4 weeks it is considered a lost.

LOST BAGGAGE

For the settlement purpose the following documents are to be filled to the online form claim.travelservice.aero on our web pages.

- a) Property irregularity report (PIR),
- b) air ticket and baggage ticket,
- c) list of lost items with the price and procurement date,
- d) bills,
- e) bank connection (IBAN, SWIFT).

2. Baggage carried under specific conditions

– cf. point 11.4 of the Conditions of Carriage for Passengers and Baggage in Air Transport of Travel Service, a.s. and SmartWings

Should not these items be deposited in the baggage carried in the baggage compartment and be found during the security search, they would be confiscated without compensation.

2. a) Items without the carrier's liability

The carriage of following items in the checked-in baggage is prohibited and the carrier shall not be liable for their contingent loss or damage: perfumes, toilet waters, dioptric and sun glasses, contact lenses, bottles, glassware, porcelain, water pipe, or fast destructible articles, pharmaceuticals, money, credit cards, valuable items and objects of art, jewellery and precious metal articles, keys, securities, stock and shares or bonds, commercial documents, passports or other ID documents, data carriers and electronic devices including accessories.

WARNING: The carriage of beach umbrella shall be subject to limited release and no compensation of their loss shall be reimbursed.

Claims of these items shall not be taken into consideration.