



EUROPEAN AIR CHARTER

DEAR PASSENGERS,

European Air Charter regrets very much about the inconveniences caused to you in your case of baggage irregularity. Regardless of the circumstances, we would like to assure you, that it is not our airline's mistake and we'll do all possible to resolve the case. Please be informed about the general administrative requirements, procedures and set of documentation, required in order to consider your claim and take proper decision:

1. IN CASE OF NOT DELIVERY OR DAMAGED BAGGAGE

1. Passengers must obligatory obtain PIR (Property Irregularity Report) or DPR (Damage Report) at the Lost&Found Department, before leaving the airport baggage delivery/claim area.
2. In general passengers may address their claim to the airline within seven days after their arrival to the respective destination.
3. In case the baggage is not found/delivered within 21 (twenty one) days after the arrival, passengers may apply for compensation.

2. SET OF NECESSARY DOCUMENTS TO BE PRESENTED

- a) Short written letter with explanation of the case (preferably written in English language);
- b) Damage Report or Property Irregularity Report (original copies);
- c) Boarding pass
- d) Baggage label
- e) Official letter/statement from an atelier or shop, if the baggage is fixable, the price of a new similar one in case baggage is not fixable and the price of the repair, if baggage could be repaired (preferably written in English language);
- f) Other documents, if requested by the airline (invoices/bills for purchasing the claimed baggage, etc).

GENERAL CONDITIONS OF CARRIAGE AND AIRLINE RULES

1. As per International and Airline rules above requirements and procedures concern the registered passengers baggage only, loaded in the baggage compartments of the aircraft.
2. European Air Charter will disclaim liability for any fragile or perishable items, if they are placed in the checked-in baggage.
3. Expensive or other valuable articles, like video cameras, cameras, electronic devices, important business documents, laptops and portable computers, medicine, medical devices, keys, musical instruments or technical appliances, diopter spectacles, cellular phones, jewelry, golden, silver or other valuables, high value garments and accessories, precious or semi-precious stones, banknotes, checks, passport and other identification documents, etc., must be transported as hand baggage only, under the control and responsibility of the passengers.
4. Airline will not be held responsible in case of baggage misidentifications (wrong baggage taken by the passenger). The passenger who wrongly identified the baggage is responsible for its returning back.
5. Property Irregularity Report /PIR/, which is issued from the Lost&Found offices at airports, will apply in cases of pilferage, delayed or lost baggage only. Airline will not be held responsible for damages of suitcases and/or travel bags mentioned, but not limited to here below listed as: minor scratches, minor dents, contamination, cuts, torn or snapped straps or handlers, broken wheels or supports, or the loss thereof, damaged due to overloading of the baggage, damage to or loss of packages affixed to baggage. In such cases Property Irregularity Report /PIR/- as Courtesy- will be issued and could be used for passengers Insurance Company only.
6. Baby strollers, baby seats and sports equipment must be well packed and taken care of before flight, in order to prevent any damage. The airline will not be held liable in case of damage during transportation of baby buggies and specific equipment, which are not properly packed and secured.

European Air Charter kindly recommends all passengers to make an insurance policy for their baggage before the trip and if possible to pack their baggage using the packing machines at the respective airports.

FOR MORE DETAILED INFORMATION PLEASE VISIT OUR WEBSITE:

www.euaircharter.com

OR OUR NEAREST OFFICES, REPRESENTATIONS OR HANDLING AGENTS.

EUROPEAN AIR CHARTER ADDRESS AND CONTACTS:

Bulgaria, Sofia 1138, 35 Pavel Krasov Str., Lost & Found Dept.,

Tel: +359 2 978 76 76

Fax: +359 2 979 06 09

E-mail: office@euaircharter.com

Sofia, May 2021