



Lost Baggage:

If your baggage is lost, you should contact lost&found office at the airport with the following documents:

- The original of your boarding pass
- The original of the baggage tag
- ID-Card (Passport, driving licence etc.)

If your baggage is not located within 7 days; please write to the following address along with the documents described below:

- Irregularity report issued at the airport (PIR)
- The receipt of your flight ticket or the original of your boarding pass
- The original of the baggage tag
- Your complete bank details, Bank/Branch name with IBAN Number (International Banking Account Number) and SWIFT-BIC Code.

FREEBIRD AIRLINES / HURKUS HAVAYOLU TASIMACILIK VE TICARET A.S.
GÜZELOBA MH. BARINAKLAR BULVARI 156/A
07230 MURATPAŞA/ANTALYA

Or you may forward copies by e-mail lostfound@freebirdairlines.com / Fax [0090 242 349 19 95](tel:00902423491995) for quick response.

Please note that our liability for loss, delay or damage to baggage is limited by international convention. Alternatively, if the contents of your bags have a high value, you might like to consider increasing the amount of your own travel insurance.

Damaged Baggage:

If your baggage is damaged, you should contact lost&found office and file a written complaint at the airport with the following documents in order to create a damage report:

- The original of your boarding pass
- The original of the baggage tag
- ID-Card (Passport, driving licence etc.)

In case of a damaged baggage, passengers should report the incident within 7 days to the following address along with the documents described below:

- Damage report issued at the airport
- The receipt of your flight ticket or the original of your boarding pass
- The original of the baggage tag
- The repair bill or statement of its irreparable condition accompanied by the purchase receipt (If the purchase receipt is not available, please indicate the date, place and price of purchase)
- Your complete bank details, Bank/Branch name with IBAN Number (International Banking Account Number)and SWIFT-BIC Code.

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