



## Delayed Baggage - Emergency Expenses Claim Form

We are sincerely sorry your checked-in baggage has been delayed and we endeavour to return your belongings to you as soon as possible.

We understand you may have to purchase basic essential items while your bag is delayed. If your bag is delayed for more than 24 hours, this form will assist you in making a claim for reasonable expenses you have incurred as a result of the baggage delay.

<b>Section 1 Guest details</b>			
We respectfully remind all customers making a claim for essential items due to delayed baggage that item description, date of purchase and cost of purchase, along with purchase receipts must be sent to Virgin Australia with this signed claim form before any settlement is considered.			
Claims will be assessed in line with Virgin Australia's Conditions of Carriage and depreciation will be deducted if required.			
First Name		Surname	
Reservation Code		Baggage File Reference	
Velocity #		Flight #	
Contact Number		Email	
Permanent Address			
Temporary Address			
Have you made a claim or planning to make a claim through your travel insurance provider?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

<b>Section 2 Description of Essential Expenses</b>		
Please list the essential items you have purchased due to your baggage being delayed on arrival (Please attach a separate sheet if necessary)		
Description	Purchase Price	Date of place of purchase. Proof of purchase (receipt) must be enclosed



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Section 3 Bank Details	
If your claim is successful, settlements are made via bank transfers. Please supply the following information:	
Account Holder Name	
Bank Name	
Bank BSB	
Account Number	
Sort Code*	
IBAN*	
Routing Number*	

\*Only required for international bank accounts

**Please complete the below:**

I \_\_\_\_\_ confirm that the details listed on this form are true and correct.

\_\_\_\_\_  
Signature of person making the declaration

\_\_\_\_\_  
Date

### Section 4

Please ensure you have enclosed\*:

- Copies of your ticket (or itinerary)
- Proof of purchase receipts

\*These items are not required by Virgin Australia if you are making a claim through your own insurers.

**Please scan and email this completed and signed form together with the relevant paperwork to:**

**Email:** [baggage.claims@virginaustralia.com](mailto:baggage.claims@virginaustralia.com)

**Or by post to:**

Virgin Australia Baggage Claims  
P.O. Box 1034  
Spring Hill Qld Australia 4004

**Virgin Australia Baggage Tracing and Claims Centre can be contacted on the following numbers:**

From Australia (Toll Free): 1300 170 911  
From New Zealand (Toll Free): 0800 443 744  
From USA (Toll Free): 1833 301 7565  
From all other Countries (International tolls apply): +61 7 3295 2257

Virgin Australia is collecting your personal information to assess your claim for emergency expenses and provide you with compensation where applicable. We may disclose your information to third parties, including those who process claims on our behalf. If you share sensitive personal information with us, such as claims relating to medical conditions, you consent to us collecting and handling that information for these purposes. The Virgin Australia Privacy Policy outlines how we will collect, use and share personal information, including any overseas disclosures. You can also find details in the Privacy Policy about how to make an access or correction request, or how to make a privacy complaint. You can access the Virgin Australia Privacy Policy here: <https://www.virginaustralia.com/au/en/about-us/policies/privacy/privacy-policy/>