

Statutory Declaration

Му Ва	aggage File Reference:				
	of				make the
follow	ing declaration under the Statutory Decla	rations Act 19	959:		
	I / we travelled on Vi	0	0 1	•	
	ring the Flight, the following items of my /scribed in Item 4 of Schedule A to this De				
3. The	e Baggage went missing / was damaged	as described	in Item 6 / Item 7	7 of Schedule A t	o this Declaration.
abo	e items listed and described in Item 8 of Sovementioned missing / damaged Baggagtem 6 / Item 7 of Schedule A to this Declar	ge and have a		'	
	e original purchase cost of the missing / d ggage and / or Items is set out in Item 6 /				to repair the damaged
fair	e amount I am / we are claiming from Virg amount taking into account age, wear ar the time of the Flight.				
7. / \	We will notify Virgin Australia as soon as	possible if the	Baggage is retu	urned to me / us.	
	We understand that a person who intentic offence under section 11 of the Statutory	,		t in a Statutory D	eclaration is guilty of
I/We k	believe that the statements in this declara	ation are true i	in every particula	ar.	
(Signa	ature of person making the declaration)				
Made	and declared at	on the	day of Month		Year
Before	e me:				
(Signa	ature of person before whom the declarat	tion is made)			
Δ Ιμε	tice of the Peace / Solicitor				

Note 1 A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which

Note 2 Chapter 2 of the Criminal Code applies to all offences against the Statutory Declarations Act 1959 - see section 5A of the

is imprisonment for a term of 4 years – see section 11 of the Statutory Declarations Act 1959.

Virgin Australia Airlines Pty Ltd ABN 36 090 670 965

Statutory Declarations Act 1959.



Schedule A Mishandled and/or damaged baggage questionnaire & claim form

This form will (1) supply comprehensive additional information that may augment the tracing process, and (2) to be used as the basis of a claim should the search for your bag prove unsuccessful, and (3) this form will also be used when claiming for damage to a bag and/or its contents or for alleged pilferage.

Claims for missing baggage, please complete all sections except section 6. Claims for damaged/pilferage, please complete sections except sections 4 and 7.

Section 1 Guest details

We respectfully remind all customers making a claim for lost or damaged baggage that details of their bag(s) and contents, including description, date of purchase, place of purchase, and cost of purchase, along with purchase receipts must be sent to the Virgin Australia group of airlines with this signed claim form before any settlement is considered.

Claims will be assessed in line with your Terms and Conditions of Carriage and depreciation will be deducted.

Oldinio Will be assess	oca ili ililo witi yodi. Ferrilo aria ooi	namons of Samage and	a depresiation will be deducted.
Surname			
First name		Initials	
Permanent address		Temporary address	
Telephone		Telephone	
Mobile		Mobile	
E-mail		Date leaving	
Frequent flyer ID		Reservation no.	
Frequent flyer Tier			



Section 2 If you are successful with a claim, settlements are made via bank transfers. Please supply the following information:				
Account Name		* IBAN INFO		
Bank Address		 IBAN is an initiative being driven by the European Commission and banks across Europe to introduce a standard account number format for use with cross border payments in Europe. 		
		 IBAN stands for International Bank Account Number and always used in conjunction with a Bank Identifier Code (BIC) also know as a Sort Code. 		
		 The IBAN is a series of alphanumeric characters that uniquely identifies an account held at a bank. 		
Bank BSB		The beneficiary bank will recognise the payment as destined for that country from its country code. It		
Account Number Sort Code*		extracts the domestic account number from the IBA and uses it to pay the funds to the beneficiary's		
		account.		
IBAN*				

Section 3 Please include details of your full itinerary, including all connecting flights					
From	То	Flight number	Date of departure		



Section 4 Missing checked bag	g details		Section 5 Insurance details	
Number of persons travelling togethe	r		If you did not notify the Virgin Austra airlines of the loss at the airport, plea for delay	
Bags check in at			Tor delay	
How long before the scheduled time of you check-in your baggage	of departure did	-	Have you already notified another air carrier about the mishandling of your baggage	Yes 🗌 No 🗌
Bag last seen at		-	If yes please give details	
			Notified [Persons name] in [Type de	tails]
Baggage tagged to (city shown on tag	g)		[Type date]	•
Was your baggage re-checked in or rerouted and new tags issued If yes please give details	Yes No No	-	Have you made any previous claims against any carrier If yes, which carrier?	Yes 🗌 No 🗌
Is your name on your baggage	Yes No No		Was your bag insured?	Yes No
What type of name tag was used	Tes NO		Have you notified your insurers?	Yes No
what type of hame tag was used			Do you intend to claim from your insurers?	Vac DNa D
Is there any other name on your bag apart from your own	Yes No	-	Insurance company name, address	Yes No and
If yes please give details		1	telephone number	
			[Insurance Company name]	
Could there be any old cargo/ baggage labels on your bags	Yes No		[Insurers address]	
If yes please give details		-	[Insurers telephone number] *If you are making a claim from your necessary to send purchase receipts	s, tickets or
Was there any other identification on (i.e. tags, stickers, ribbons etc.)	the bag		baggage claim tags to the Virgin Ausairlines.	stralia group of
Were you charged any baggage fees at check in such as excess baggage	Yes No No	_		
If yes, how much and what was the c	harge for			
(Baggage charge receipt must be end	closed)			



(please attach a separate sheet if necessary)

Section 6 Description of damaged baggage and type of damage

Size, brand, model, colour and description of damaged bag	Descrip	tion of damage to	bag	Purchase price	Estimated cost of repair	
Continue 7 Decembring of missing			4-			
Section 7 Description of missing baggage and contents – type/colour/material/brand/individual markings and other form of ID. Does it have zipper/locks/straps/wheels etc (please attach a separate sheet if necessary)						
Description of contents		Purchase Price		ace of purchase. urchase (receipt) n	nust be enclosed	



Section 8 Description of contents of missing or damaged bag. Please also use this section to list any reasonable purchases being claimed whilst the checked baggage was delayed. (please attach a separate sheet if necessary)

Description	Purchase Price	Date of place of purchase.		
Description	T dicitase i fici	e Date of place of purchase.		
		Proof of purchase (receipt) must be enclosed		

Section 9

Please ensure you have enclosed*:

- Copies of your ticket (or e ticket itinerary)
- Baggage claim tags
- Proof of purchase receipts
- Repair estimates (damage only)
- Pictures of damaged bag
- Any baggage charge receipt

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

Email: 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 committed to protecting the privacy of your personal information. For information about how we handle your personal information, please refer to our Privacy Policy: www.virginaustralia.com/privacypolicy

^{*}These items are not required by Virgin Australia group of airlines if you are making a claim through your own insurers.