



## NOTICE OF BAGGAGE CLAIM

In the unlikely event that your missing baggage has not been returned to you within 5 days of your travel, you should complete this Notice of Baggage Claim form.

The form has a dual purpose: to augment the tracing efforts and to be used as the basis of a claim should the search prove unsuccessful. We know that finding your missing baggage is more important to you than the limited indemnities described below. An erroneous or incomplete description will hamper the tracing in spite of our staff's best efforts and could hinder any settlement.

The completed form can be mailed to our Head Office or dropped off at one of our terminals. Please include ALL FERRY RECEIPTS and RECEIPTS FOR ALL ITEMS CLAIMED.

BC Ferry Services Inc.  
1112 Fort Street  
Victoria, BC V8V 4V2  
Attention: Client Services Administrator

Or you can email the completed document to:  
[claims@bcferries.com](mailto:claims@bcferries.com)

Or by toll free fax to:  
Fax: 1-866-644-4547

Any claim is to be made in writing within 7 days of your arrival. This completed and signed Notice of Baggage Claim form is the official written notice of a claim. The report made at the terminals or onboard vessels is an incident report only. All claims will be processed as quickly as possible.

The Conditions of Carriage on your ticket refer to limitations of liability, BC Ferries will compensate passengers, subject to the exclusions below, for the reasonable value of their baggage and its contents that are lost or damaged due to the negligence of BC Ferries.

BC Ferries will not compensate for the loss of money, jewellery, silverware, samples, business documents, electronic equipment or other valuable articles whatever the circumstances. Special rules also apply to fragile and perishable items. Consequential damages such as loss of enjoyment, loss of business, inconvenience, etc. are not compensable.

Thank you for your cooperation and understanding. We sincerely hope that our combined efforts will result in the prompt return of your missing property.



According to section 131 and 132 of the Criminal Code, any person who makes a solemn declaration, knowing that the declaration is false, is guilty of an indictable offence and may be liable for imprisonment for a term not exceeding fourteen years. Similar laws are applicable in other countries.

I also understand that BC Ferries may disallow any claim for loss; which contains misrepresentations, including false statements concerning whether or not previous claims have been made with BC Ferries.

Claimant's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Please Print Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ Postal/Zip \_\_\_\_\_

Country \_\_\_\_\_

Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_

Baggage Tracing Number: \_\_\_\_\_  
(given by the terminal in which you reported your baggage missing/damaged/stolen)

**ATTACH YOUR FERRY RECEIPT(S)**

ATTACH RECEIPTS FOR ANY ARTICLES CLAIMED WHICH HAVE A  
VALUE OF OVER \$100.00

<p>IF YOU SUSPECT or HAVE CONFIRMED BAGGAGE WAS STOLEN PLEASE INCLUDE YOUR POLICE CASE FILE NUMBER</p>
Police Station Notified _____
Reported on _____ Time _____ Date _____ By phone or in person? _____
Police Case File Number _____
<p><u>All suspected or confirmed stolen baggage claims will not be processed until the above information is provided</u></p>

