



NOTICE OF BAGGAGE CLAIM

In the unlikely event that your missing baggage has not been returned to you within five (5) days of your travel and you wish to make a claim with BC Ferries, you must complete the Notice of Baggage Claim Form on pages 2 and 3. This form contains interactive fields and required fields are highlighted in light turquoise.

Please provide a complete description of your lost items, including the baggage the items were in. An erroneous or incomplete description will hamper the tracing and could hinder any settlement.

The completed form must be submitted to us within seven (7) days of the loss. **The report made at a terminal or onboard a vessel is an incident report only and will not be accepted as a notice of claim.**

You can submit the form by mail to our Head Office at the address below; email it to us by clicking on the 'Submit by Email' button at the bottom of page 3; send by toll-free fax to 1-866-644-4547 or drop it off at one of our terminals.

BC Ferry Services Inc.
Suite 500, 1321 Blanshard Street
Victoria, BC V8W 0B7
Attention: Risk Management Analyst

Please include ALL FERRY RECEIPTS and RECEIPTS FOR ALL ITEMS CLAIMED.

PLEASE NOTE:

We expect to complete our assessment of your claim in four (4) to six (6) weeks, at which time we will advise you of the status of your claim.

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.

Exclusions:

BC Ferries will not compensate for the loss of money, jewelry, 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.

BC Ferries does not compensate for zippers, scuffs, scratches, nicks, dents, missing straps, feet, clips and wheels, exterior tube handles or similar damage attributable to normal wear and tear.

Thank you for your cooperation and understanding. We know that finding your baggage is important to you and 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 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.

Please note: The personal information in this form is being collected under the *Freedom of Information & Protection of Privacy Act* in order to process your claim. If you have any questions regarding the collection of personal information, please contact the BCF Risk and Insurance department at: Claims@bcferries.com or (250) 978-1126.

Claimant's Signature: _____ Date: _____

Please Print Name: _____

Mailing Address: _____

City: _____ Prov/State: _____ Postal/Zip: _____

Country: _____

Home Phone: _____ Daytime Phone: _____
Area Code Number Area Code Number

Baggage Tracing Number: _____
(given by the terminal where reported)

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

ALL SUSPECTED OR CONFIRMED STOLEN BAGGAGE CLAIMS WILL NOT BE PROCESSED UNTIL THE INFORMATION REQUESTED BELOW IS PROVIDED	
Reported on:	_____ Date _____ Time _____
By Phone or in Person:	_____
Police Detachment Notified:	_____
Police Case File Number:	_____

