

If your baggage is damaged, or delayed or lost for more than 5 days, and you wish to make a claim with BC Ferries, you need to complete the Notice of Baggage form below.

Important information you need to read before you complete the form:

- In most cases, you are required to send the form to BC Ferries within 7 days of the incident.
- Reports made at a terminal or onboard a vessel is only an incident report, and will not be accepted as a notice of claim.
- Provide a complete description of your lost items, including the baggage the items were in. An unclear or incomplete description will hamper the tracing and could hinder your settlement.
- We may require you to provide receipts including ferry receipts, and receipts for claims over \$100.
- If it's suspected or confirmed your baggage was stolen, you will need the Police to file a report and include the details in this form.

Finding your baggage is important to us and we sincerely hope that our combined efforts will result in the prompt return of your missing property. After we receive your claim, we will investigate and get back to you within 1 to 2 weeks to discuss the status of your claim.

Email *	<input type="text"/>	REQUIRED*
Full name*	<input type="text"/>	Today's Date* <input type="text"/>
Mailing address*	<input type="text"/>	
City*	<input type="text"/>	Province/State* <input type="text"/>
Postal code/Zip code*	<input type="text"/>	Country* <input type="text"/>
Daytime phone*	<input type="text"/> - <input type="text"/>	Home phone <input type="text"/> - <input type="text"/>
Baggage tracing #*	<input type="text"/>	BC Ferries incident # (if known)* <input type="text"/>
Date of Incident	<input type="text"/>	

Itemized list and description of all the contents in your baggage

Be specific and use common terminology (e.g., shirt, sweater, turtleneck, blouse, dress, skirt, trousers, sweatpants, jeans).

Total number of bags missing* <input style="width: 100px; height: 20px;" type="text"/>						
How many	Item	Size, colour, brand, serial #(s)	Male, Female or Infant (M/F/I)	City/store where purchased	Date of purchase	Original purchase price*
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Total amount claimed* <input style="width: 150px; height: 25px;" type="text"/>		Canadian dollars		US Dollars		

- Please provide a detailed description of the incident and description of damage. *
- Please include photos, and other relevant info – receipts, website links to item’s purchased online, # of years owned, appraisals, etc.

If it’s suspected or confirmed your baggage was stolen, you will need to the Police to file a report and provide the following information.

Police unit notified

Police case file #

Reported stolen on Date Time

By phone In person

Personal information is collected under the *Freedom of Information and Protection of Privacy Act* for the purposes of administering your baggage claim. If you have any questions, please contact FOIPP@bcferries.com or 250-978-1502.

By submitting this form, you acknowledge the information provided is accurate to the best of your knowledge, and is to be considered the equivalent of signing the document.

Date*

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.

Alternate ways to submit a claim form and supporting documentation

By mail

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

By email claims@bcferries.com

By toll-free fax

1-866-644-4547

In person

Give to a BC Ferries member of staff at one of our terminals.

Revised May 24, 2023

Baggage compensation

What will BC Ferries compensate for?

- Reasonable value of your baggage and its contents that are lost or damaged due to negligence by BC Ferries

What will BC Ferries not compensate for?

- Any items that are fragile, and/or valuable, and/or perishable
- Money, jewellery, silverware, negotiable papers, securities, business documents, prototypes, electronics and office equipment
- Expenses incurred because baggage was delayed
- Baggage scratches, zipper damage, manufacturing defects, dents, nicks, missing/torn straps handles, scuffs, soiling, wheels, locks, torn seams
- Normal baggage wear and tear
- Baggage damage as a result of adverse weather conditions
- Special rules also apply to fragile and perishable items. Consequential damages such as loss of enjoyment, loss of business, inconvenience, etc. are not compensable.

If you have additional questions about baggage claims, you can contact us at:

Phone: 250-978-1126

Email: claims@bcferries.com
