

Statutory Declaration

My Baggage File Reference: _____

I / We, _____ of _____ in the State of _____ make the following declaration under the Statutory Declarations Act 1959:

1. On _____ I / we travelled on Virgin Australia group of airlines flight number _____ from _____ to _____ ("Flight").
2. During the Flight, the following items of my / our baggage, Tag No(s) _____, ("Baggage") as described in Item 4 of Schedule A to this Declaration, which were checked in as registered baggage.
3. The Baggage went missing / was damaged as described in Item 6 / Item 7 of Schedule A to this Declaration.
4. The items listed and described in Item 8 of Schedule A to this Declaration ("Items") were contained in the abovementioned missing / damaged Baggage and have also been mislaid / damaged in the manner described in Item 6 / Item 7 of Schedule A to this Declaration.
5. The original purchase cost of the missing / damaged Baggage and / or Items and the cost to repair the damaged Baggage and / or Items is set out in Item 6 / Item 7 of Schedule A to this Declaration.
6. The amount I am / we are claiming from Virgin Australia is \$ _____ AUD, which I / we believe to be a fair amount taking into account age, wear and tear and general condition of the Baggage and Items concerned at the time of the Flight.
7. I / We will notify Virgin Australia as soon as possible if the Baggage is returned to me / us.
8. I / We understand that a person who intentionally makes a false statement in a Statutory Declaration is guilty of an offence under section 11 of the Statutory Declarations Act 1959.

I/We believe that the statements in this declaration are true in every particular.

(Signature of person making the declaration)

Made and declared at _____ on the ____ day of Month _____ Year _____

Before me: _____

(Signature of person before whom the declaration is made)

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

Note 2 Chapter 2 of the Criminal Code applies to all offences against the Statutory Declarations Act 1959 – see section 5A of the 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.			
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 – 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. – The beneficiary bank will recognise the payment as destined for that country from its country code. It extracts the domestic account number from the IBAN and uses it to pay the funds to the beneficiary's account.
Bank Address		
Bank BSB		
Account Number		
Sort Code*		
IBAN*		

Section 3 Please include details of your full itinerary, including all connecting flights

From	To	Flight number	Date of departure

Section 4 Missing checked bag details

Number of persons travelling together

Bags check in at

How long before the scheduled time of departure did you check-in your baggage

Bag last seen at

Baggage tagged to (city shown on tag)

Was your baggage re-checked in or rerouted and new tags issued Yes ☐ No ☐

If yes please give details

Is your name on your baggage Yes ☐ No ☐

What type of name tag was used

Is there any other name on your bag apart from your own Yes ☐ No ☐

If yes please give details

Could there be any old cargo/ baggage labels on your bags Yes ☐ No ☐

If yes please give details

Was there any other identification on the bag (i.e. tags, stickers, ribbons etc.)

Were you charged any baggage fees at check in such as excess baggage Yes ☐ No ☐

If yes, how much and what was the charge for

(Baggage charge receipt must be enclosed)

Section 5 Insurance details

If you did not notify the Virgin Australia group of airlines of the loss at the airport, please state reason for delay

Have you already notified another air carrier about the mishandling of your baggage Yes ☐ No ☐

If yes please give details

Notified [Persons name] in [Type details]
[Type date]

Have you made any previous claims against any carrier Yes ☐ No ☐

If yes, which carrier?

Was your bag insured? Yes ☐ No ☐

Have you notified your insurers? Yes ☐ No ☐

Do you intend to claim from your insurers? Yes ☐ No ☐

Insurance company name, address and telephone number

[Insurance Company name]

[Insurers address]

[Insurers telephone number]

*If you are making a claim from your insurers it is not necessary to send purchase receipts, tickets or baggage claim tags to the Virgin Australia group of airlines.

Section 6 Description of damaged baggage and type of damage
(please attach a separate sheet if necessary)

Size, brand, model, colour and description of damaged bag	Description of damage to bag	Purchase price	Estimated cost of repair

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	Date of place of purchase. Proof of purchase (receipt) must 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. 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

*These items are not required by Virgin Australia group of airlines 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

Or by post to:
Virgin Australia Baggage Claims
P.O. Box 1034
Spring Hill Qld Australia 4004

U.S. residents by post to:
Virgin Australia Baggage Claims
5757 W Century Blvd Ste 865
Los Angeles, CA 90045 USA

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): 866 810 7162
From all other Countries (International tolls apply): +61 7 3295 2257

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