

## Thomas Cook Airlines / Condor Flugdienst GmbH

### Information Regarding your Damaged Baggage

We're sorry to hear that your baggage was damaged during the flight today. Our Handling Agents do all they can to take care of your bags, but damage does occasionally arise and we'd like to apologise for any inconvenience this may cause you.

To support a claim for repairs, or a replacement, please complete a Property Irregularity Report form (PIR) before you leave the airport at the Ground Handlers Customer Service Desk. You may then submit a claim through your own travel insurance.

#### Thomas Cook Airlines UK / Condor Flugdienst GmbH

If you choose to claim through our service provider Dolfi 1920 GmbH, or Flughafengepäckservice FGS, you must contact them immediately, and **no later than 7 days** from the date of your flight. **Failure to do so may result in your claim being refused.** To validate your claim please ensure that you provide your PIR form, baggage tags and flight ticket, or boarding card.

#### Flughafen Gepäck Service

for arrival in Frankfurt  
Arrival hall B1  
Post Box 201A 003  
D-60549 Frankfurt/Main  
Fax: +49 69 69 4978

#### Dolfi 1920 GmbH



kundenservice@fgs-frankfurt.de  
+49 69 69 7666831

info.germany@dolfi1920.de  
+49 30 308 067 77

info.uk@dolfi1920.com  
+44 203 966 5000

for US customers only: info.united-states@dolfi1920.com

Our service providers (Dolfi 1920 GmbH or FGS) will review the damage to your bag and will either repair it, or provide a replacement.

#### Thomas Cook Airlines Scandinavia

Customers of Thomas Cook Airlines Scandinavia, please contact immediately, and **no later than 7 days** from the date of your flight, our Customer Service department mentioned below.

#### Exceptional Items

If you have incurred damage to a wheelchair/mobility device, or have missing or damaged items within your bag, such as sporting equipment, please contact the respective customer relations department:

#### Condor Flugdienst GmbH

Customer Relations  
Thomas Cook Platz 1  
D-61440 Oberursel  
www.condor.com/contact

#### Thomas Cook Airlines UK

Menzies Client Solutions  
Baggage Claims Dept.  
5 The Enterprise Centre  
Kelvin Lane  
Crawley  
West Sussex  
RH10 9PT  
thomascookuk@airlinecrm.com

#### Thomas Cook Airlines Scandinavia

Customer Service  
Kobenhavns Lufthavn Syd  
Hanger 276  
2791 Dragor  
Denmark  
customerservice@thomascook.dk  
Phone: +45 32477672