

## Thomas Cook Airlines / Condor Flugdienst GmbH

### Information Regarding your delayed Baggage

We're sorry your baggage has not arrived on the flight today and would apologise for any inconvenience this may cause you. Please be assured our team are doing all they can to trace it.



Please make sure to complete a Property Irregularity Report form (PIR) either before you leave the airport (at the Ground Handlers Customer Service Desk), or by logging on to our online portal [https://bit.ly/World\\_Tracer\\_DE](https://bit.ly/World_Tracer_DE)  
Completion of this form is not an admission of liability.

We will do all possible to return your baggage to you as fast as possible. You can track your case online by going to <https://bit.ly/mybag-DE>

When your baggage is located, it will be returned to the address you have listed on the PIR form.



#### Interim Cost

If you are away from home we appreciate you may need to buy emergency provisions until your bag arrives. We will consider reimbursement of reasonable out of pocket expenses (excluding toiletries), on production of receipts. These should be sent to the respective customer relations department, along with your PIR form, Baggage Tags and flight ticket, or boarding card within 21 days of your return to the address below.

#### Tracing

In the first 5 days our local handling agent is responsible for the tracing.

If your baggage cannot be located within 5 days, please submit a detailed list of contents through the following link <https://bit.ly/mybag-DE> This will initiate our service partner Fraport to carry out extended tracing, and the contents list will help with this. In most cases bags are located, but very rarely this may not be successful. If the bag has not been traced within 21 days, you will be informed by our service partner Fraport that the bag is lost. In this case you may contact your own travel insurance, or the respective customer relations department.

#### Contact Details:

Tracing first 5 days: Local Lost and Found Office / Handling agent

Tracing after 5 days: Service partner Fraport: [tc-baggage@fraport.de](mailto:tc-baggage@fraport.de)

#### Customer Relations Department

**Condor Flugdienst GmbH**  
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[www.condor.com/contact](http://www.condor.com/contact)

**Thomas Cook Airlines UK**  
Menzies Client Solutions  
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