

SOCIAL STORY

Lost Baggage





I am in the baggage claim area

The name of my flight and the number of the baggage carousel are on the information board



I am at the baggage carousel

My baggage is gone

I'm calm, sometimes it happens



I am going to the information desk

I am telling them the name of my airline and finding out which of the lost & found offices I need



Розшук багажу
Lost & Found

There are three lost & found offices in the Terminal

I am going to my airline's lost & found office



I am showing my baggage tag

The identifier at the luggage tag is entered into the search database

airBaltic AEGEAN Austrian

BORYSPIL
INTERNATIONAL AIRPORT

AirArabia
العربية للطيران

CSA CZECH
AIRLINES

EL AL
הכי בבית בעולם

flydubai

PEGASUS
AIRLINES

POLISH AIRLINES
LOT

flynas
طيران ناس

KLM

Lufthansa SkyUp SWISS

SAS AIRFRANCE

Wizz

vueling

WINDR*SE

RYANAIR

QATAR
القترية
AIRWAYS

TURKISH
AIRLINES

It is the airline that is responsible for my lost luggage, not the airport

I am solving all questions and making arrangements with the airline 's contact person



I am filling in a warrant in which I am indicating where to deliver my baggage



Estimated delivery time is more than 12 hours

I will be notified by phone or email

If I am no longer in Ukraine, I can pick up my baggage at the airport of the city where I am

