



# THE UNIVERSITY *of* EDINBURGH

## ENGLISH LANGUAGE TEACHING CENTRE

## Travelling by Air: Luggage Information

Transit passengers often experience problems with luggage being delayed or lost. Here are some tips that may help you avoid problems:

### Packing

- Make sure that all bags have a secure label giving your name and Edinburgh address.
- When travelling to the UK do not have your address in your home country visible.
- Have your home address clearly visible inside your bag.
- Tie something to your bags to make them easy to identify e.g. a bright label or coloured ribbon.
- Do make sure that you have insurance to cover personal possessions.
- Make sure that you carry any essential items in your hand luggage, e.g. medication etc. It is also useful to carry with you as hand luggage a warm sweater/jacket, some spare clothing, and toilet bag, etc.
- CHECK WITH YOUR AIRLINE REGARDING RESTRICTIONS ON HAND LUGGAGE
- Be prepared to describe your luggage - size, colour, shape, brand name, what material it is made of, etc. Keep a note of the contents of each piece of luggage.
- Always keep your luggage check-in receipt until you have reclaimed your bags and are sure that you have all your luggage.

### Lost or Damaged Luggage

- If your luggage is not at the baggage reclaim, or if it is damaged, you must report this immediately to the Baggage Control Office of the airline you travelled with. Their desk is clearly visible at the airport.
- You will be asked to complete a Property Irregularity Form, which you should do immediately. Make sure you get a reference number.
- If your luggage does not reach Edinburgh with you it normally will be on the next flight. The airline will arrange for it to be delivered to the address you give when you report that luggage is missing.
- The airline will usually be able to give you information on where the luggage has gone and when it will be in Edinburgh.

### Information to Give for Delivery of Delayed Luggage

**Saturday, Sunday or Evenings:** delivery to your Edinburgh address. If this is a University flat or residence, please say that you are an ELTC student. There will be no-one at the accommodation to receive luggage during weekday working hours.

**Weekdays, 8.30am to 5pm:** delivery to ELTC, Office of Lifelong Learning, Paterson's Land, Holyrood Road, EH8 8AQ

Please note that ELTC has no secure luggage storage area. All baggage must be removed by students on the day it arrives. ELTC staff are authorised to sign for baggage "without inspection". No responsibility will be taken for any loss or damage.

### Compensation for Lost Luggage

Check with your airline. To claim on your insurance or to claim compensation from the airline, it is essential to get authorisation from the airline before buying essential items and you must keep receipts.