

Type of Claim:

Damage

Loss

Pilferage

File Reference Number: _____ **Baggage Claim Check Numbers:** _____

Personal and Flight Information:

Last name/First name/Middle name		Home phone	Business phone	
Home address		Cell phone		
City		Province/State		
Postal code/Zip code		Country		
Email address				
Westjet Rewards #	Total # of guests travelling	When and where was bag last seen?	Total # of bags checked	Total # of bags lost
Excess bag fee paid? YES <input type="checkbox"/> NO <input type="checkbox"/>		Where did you check your baggage? Kiosk _____ Ticket counter _____ Curbside _____ Other _____		
Was your bag rerouted or rechecked during your journey? YES <input type="checkbox"/> NO <input type="checkbox"/>		If YES, were you given a different baggage tag? YES <input type="checkbox"/> NO <input type="checkbox"/>		City and airline who handled the re-routing and reason why?
Did you claim your bag immediately upon arrival? YES <input type="checkbox"/> NO <input type="checkbox"/>		If NO, please explain the reason for the delay.		
Has this loss been reported to another airline? YES <input type="checkbox"/> NO <input type="checkbox"/>		If YES, which airline and city was it reported?		
Have you, a member of your family, or a person residing in your household ever filed a claim with an airline(s) for baggage delay, loss, damage or pilferage? List all.			YES <input type="checkbox"/> If yes, airline(s)	NO <input type="checkbox"/> Date(s)

Complete Itinerary

From	To	Airline	Flight number	Date

Declaration of Contents

Description of contents must include the below. QTY = quantity.						
Qty	Item	Size	Description (colour, brand etc.)	City/ store where item purchased	Purchase date	Purchase price
If you require additional space, please attach a separate piece of paper but ensure the same information is included exactly as listed above.					Total claim amount CAD \$	

Please read and sign the consent portion on the following page to validate claim.

Certification and Understanding

Name: _____ File Number: _____

I declare that the foregoing information and statement and any documentation attached hereto are true, accurate and complete. I acknowledge and agree that:

- any misrepresentations, omissions or false statements may void my claim against WestJet;
- WestJet, in its sole discretion, may prosecute fraudulent claims;
- WestJet may, where applicable, exchange any of the foregoing information with my insurance provider(s) for the purpose of processing my claim(s) against WestJet and/or my insurance provider(s) and I consent to such use and disclosure of the foregoing information;
- I have not been contacted by any carrier with information regarding my baggage;
- in order to locate lost baggage, WestJet shall share the foregoing information with other air carriers;
- in order to validate purchases, retailers may be contacted to confirm specific information on a receipt, invoice or quote;
- in order to detect and prevent fraud, WestJet may provide the foregoing information with other air carriers via WorldTracer and held on file for 24 months.

Signature of Claimant: _____ Date: _____, 20____

*Requires signature of each guest included in the claim

Reminders

Remember to include the below items with your claim form:

- Copy of signed photo identification
- Copy of itinerary (e-ticket)
- Baggage tag/claim checks
- Copies of original purchase receipts for items claimed

Consequential damages such as loss of enjoyment, loss of business, inconvenience, etc. are not compensable.

Contact Information

Phone: 1-866-666-6224 or 403-444-2581