

Notice for lost and damaged baggage under Canadian Air Passenger Protection Regulations (APPR)

1. Track your baggage

Check the status of your baggage on [WorldTracer baggage tracking system](#).

2. Canada baggage service centre

- Our ground handling staff provide a customer support team to assist you with baggage services and issues at Vancouver and Toronto airports.
- You can contact us at the local [Air India office](#) for all lost baggage claims.
- A lost luggage claim will be filed after verification.
- The reference number of the claim can be used to liaise with our customer support that is available 24x7.
- You can contact our customer support on our toll-free number at 1800 452 308 or email us at baggageservices@dnata.com

3. Lost baggage

Luggage will be categorised as lost if we are unable to trace it for 21 days from the date of filing the Property Irregularity Report. All claims shall be substantiated with an itemised list of contents, description, age, and proof of purchase or ownership of all items.

4. Damaged baggage

Luggage is designed to protect its contents. With use, the baggage can have minor cuts, scratches, scuffs, stains, dents, soil, or other normal wear and tear that does not affect the functionality and usage of the baggage. Air India will not be responsible for this type of damage.

Additionally, we will not be responsible for:

- Damage to overpacked or oversized baggage
- Damage to luggage with fragile or perishable items
- Baggage with manufacturing defects

For baggage which is damaged/pilfered, please report the same to the Air India personnel at the arrival hall.

5. International baggage regulations and limitations of liability

The liability must be in accordance with the provisions of APPR Air Passenger Protection Regulations SOR/2019-150 and the Carriage by Air (Amendment) Act 2009.

As per the Montreal Convention 1999 and the revised limits in 2024, in case of loss, delay or damage to baggage, the liability is limited to 1288 SDR per customer.

6. Time limit for submitting a claim

- **Damaged Baggage**

Customers need to submit a claim in writing to Air India within 7 days of receiving their damaged baggage.

- **Temporary Loss**

If the baggage was returned within 21 days of your arrival: The claim can be submitted up to 21 days after receiving your baggage.

- **Lost Baggage**

If the baggage was not returned within 21 days of your arrival: The claim needs to be submitted in writing to the airline as soon as possible.

7. Applicable reimbursements

If your baggage has been lost or submitted, you will be refunded for the amount spent on baggage-related services. This includes:

- Standard baggage fees
- Fees for extra baggage
- Fees for oversized and/or overweight baggage

Please keep copies of your baggage information, baggage tags, and receipts for any expenses to temporarily or permanently replace items that were in your baggage.

If you are not satisfied with the response to your claim or you haven't received a response within 30 days, you can make a complaint with the Canadian Transportation Agency.

8. Mishandled baggage desk

Vancouver

- Location: Vancouver International Airport, Arrival level
- Timings: 0700 to 1400 hrs and 1500 to 2100 hrs
- Contact number: +1604 379 9309
- Email ID: Baggage.YVR@swissport.com

Toronto

- Location: Toronto Pearson Airport, Terminal 1, Arrival Level
- Timings: 1000 to 1800 hrs
- Contact number: + 1 4372 407 736
- Email ID: ai.mhb@menziesaviation.com or Apm.yyz@airindia.com

9. Note

- Avoid carrying valuables such as jewellery, encashable articles, legal documents, and currency in the checked baggage.
- Air India will not be liable for loss, damage, or delayed delivery of fragile, perishable articles, or items of value and importance such as money, jewellery, silverware, cameras, electronics, computers, photographic equipment, legal documents, securities, heirlooms, antiques, artefacts, work of art, irreplaceable books or publications, manuscripts, business documents, precious metals, or other similar valuables of commercial effects.
- We recommend that you get adequate insurance coverage prior to travelling.

For more information on baggage, please refer to our [baggage guidelines](#).
You can refer to our excess baggage charges [here](#).