



YOUR ONE OF A KIND DELAYED LUGGAGE **PROTECTION** FOR INTERNATIONAL FLIGHTS

As a valued North Shore Business Travel client, we are delighted to offer you the Lost Baggage Service by Blue Ribbon Bags (BRB). Blue Ribbon Bags tracks and expedites the return of baggage lost by the airline. If, in the event that BRB is unable to return your bags to your destination airport within 96 hours, you will receive a satisfaction guarantee payment of NZD1,000 per bag (max of 2 bags per person regardless of contents). Cost is NZD25 per person per booking.

WHAT TO DO IF YOUR LUGGAGE DOES NOT ARRIVE

1 If your baggage does not arrive at your final destination, please report it with the airline first.

2 Upon reporting the missing baggage to the airline, you will receive a file reference number/file locator number

3 Lastly, file your missing baggage report, including a copy of your report with the airline, to Blue Ribbon Bags by phone or via the website within 24 hours of your flight landing

YOU WILL REQUIRE

1. A copy of the file reference/file locator number provided to you by the airline (Step 2)
2. Your Blue Ribbon Bags Service Agreement Number

CONTACT

 +1 888-BAGGAGE (+1 888 224 4243)
 www.blueribbonbags.com/mbrFilingPassenger

Blue Ribbon Bags operates
24 hours a day 7 days a week