

## Lost/Delayed/Damaged Baggage

<b>Liability Limits</b>	<p>For damaged, delayed or lost baggage, the liability limitations under the Montreal Convention (for Canada Flights), and PAL's Conditions of Carriage shall apply.</p>
<b>Special Declaration</b>	<p>Before departure, you may declare a baggage value in excess of PAL's liability limitations, provided that, that if a sector(s) of the Carriage is performed by another carrier that applies different excess value charged, PAL may refuse to accept a special declaration with respect to such sector(s).</p> <p>In the event a special declaration is made, an additional valuation fee shall be charged as follows:</p> <ul style="list-style-type: none"> <li>• For a declared baggage value in excess of the airline's liability limitations, the charge is USD1.00 for every USD100.00.</li> <li>• The declared value of goods must be based on evidence, with a maximum limit of USD 2,500.00</li> </ul> <p>For more information, please reach out to any of our check-in agents.</p>
<b>Claim Timelines</b>	<p>Upon receipt of the damaged baggage or upon notice of the delayed baggage, kindly reach out immediately to our Airport agents. Claims through our hotline must be submitted within:</p> <ul style="list-style-type: none"> <li>• 7 days from your receipt of your destroyed/damaged baggage;</li> <li>• 21 days from the time of the passenger's receipt of the baggage, if the baggage was returned within 21 days; or</li> <li>• Immediately, if the baggage was not returned within 21 days.</li> </ul>
<b>Baggage Fee Refunds</b>	<p>If your baggage is delayed, damaged, or lost, PAL will refund the fees you paid to check it in.</p>