1 (855) 228-1395 Cathay Pacific Lost Baggage Policy: Step-by-Step Guide

What Should You Do First If Cathay Pacific Loses Your Bag?

Report it before you leave the arrival airport. Cathay asks passengers to speak with the team at the baggage service counter, who will help you make a delayed baggage report. Doing this on the spot gives the airline the earliest possible start on tracing your bag. cathaypacific

Step 1: Go to the Baggage Service Counter at Your Arrival Airport

Find the baggage service or enquiry desk in the arrivals hall. Bring your boarding pass and baggage tag.

Step 2: File Your Delayed Baggage Report

The counter staff will file the report with you. Check that your contact details and your delivery address are correct, because that is where a recovered bag will be sent.

Step 3: Save Your Report Reference Number

This number is essential. Cathay says that to make a claim, you need to have reported the case and received a report file reference from the baggage enquiry desk at your arrival airport. Photograph the report and keep a copy. cathaypacific

Step 4: Track Your Bag Online

You don't have to keep calling. Cathay lets you follow the progress on your report by entering your unique reference number on the delayed baggage report website. cathaypacific

Step 5: Report Any Damage Within Seven Days

If your bag arrives damaged, report it to the baggage service counter, or call your local baggage service office. Cathay notes that you must report damages within seven days of receiving your baggage. Take photos of the bag and any broken items right away. cathaypacific

Step 6: Submit Your Claim

If your bag is missing or damaged, follow the "Making a claim" procedure on Cathay's baggage page. Have these ready:

- Your report file reference number

- Booking reference, boarding pass and baggage tag
- Photos of any damage
- An itemized list of contents with values, and receipts for essential purchases

Step 7: Check the Liability Limits

Compensation is capped by the airline's terms. Cathay directs passengers to its General Conditions of Carriage for passengers and baggage for its notice of baggage liability limitations. Read it before filing so your expectations match the limit. cathaypacific

What Else Can You Do to Protect Yourself?

- Check whether your travel insurance or credit card covers baggage
- Put contact details inside and outside your bag
- Photograph your bag and its contents before departure
- Carry medication, documents and valuables in your cabin bag

FAQ

Where do I report a delayed or lost bag?
At the baggage service counter at your arrival airport.

How do I track my report?
Enter your unique reference number on Cathay's delayed baggage report website.

How long do I have to report damaged baggage?
Seven days from the day you receive it.

Can I claim without a report reference?
No. Cathay requires a report file reference from the arrival airport's baggage enquiry desk.

Where do I find the compensation limits?
In Cathay's General Conditions of Carriage for passengers and baggage.