1 (855) 228-1395 Norse Atlantic Airways Damaged Baggage Policy: Reporting & Claims

What Is Norse Atlantic's Policy on Lost Baggage?

Norse Atlantic treats missing baggage as "delayed" until 21 days have passed, at which point it is deemed lost [verify]. During that window the airline searches for your bag. Once it is declared lost, you can file a compensation claim. airadvisor

Step 1: Report the Missing Bag Before You Leave the Airport

Go to the Baggage Help desk in the arrival hall before you exit. You can file at the Baggage Help desk in the airport, or create a delayed baggage report on the airline's website [verify]. Have your boarding pass and baggage tag ready. airadvisor

Step 2: Get and Save Your Property Irregularity Report (PIR) Number

The airport desk or online form gives you a PIR reference number. Keep the PIR number to use when you file a claim with Norse Atlantic. Photograph the report and your baggage tag as a backup. airadvisor

Step 3: Keep Receipts for Essential Purchases

If your bag is delayed, buy only what you need, such as toiletries and basic clothing, and keep every receipt. According to AirAdvisor, you should write to baggage@flynorse.com within 21 days of getting your bags to be reimbursed for these purchases [verify]. airadvisor

Step 4: Follow Up While the Search Is Under Way

Contact the airline using your PIR number and give them a current phone number and email. A delivery address is also useful, because delayed bags are usually sent to you once located.

Step 5: Submit a Formal Compensation Claim

Once the bag is confirmed lost, email your claim to baggage@flynorse.com [verify]. Include: airadvisor

- Your PIR number and booking reference
- Boarding pass and baggage tag copies
- An itemized list of contents with estimated values
- Receipts or proof of purchase where you have them

Step 6: Check Your Other Coverage

Check whether travel insurance, or a credit card with travel protection, covers lost baggage. These can pay faster than the airline, and some require you to file with the airline first.

What About Damaged Baggage?

Report damage at the Baggage Help desk straight away, and photograph the bag and its contents. AirAdvisor says you have 7 days to file a compensation claim for damaged baggage [verify]. Use the same email address and documents as in Step 5. airadvisor

How Much Compensation Can You Get?

International flights fall under the Montreal Convention, which caps airline liability for baggage. One claims site puts the maximum payout at up to €1,599, but confirm the current figure with an official source [verify]. Payouts depend on proof of value and often take weeks. airadvisor

How Can You Reduce the Risk of Losing Your Bag?

- Put your name, phone number and email inside and outside the bag
- Take a photo of your bag and its contents before you fly
- Pack essentials and valuables in your carry-on
- Keep your baggage tag until the bag is in your hands

FAQ

How long until Norse Atlantic declares a bag lost?
After 21 days, per third-party sources [verify].

Who do I email about a baggage claim?
baggage@flynorse.com, per AirAdvisor [verify].

Can I claim for delayed baggage?
Generally you can claim reasonable essential purchases, with receipts.

What if Norse doesn't respond?
Customer reviews report slow claim responses, so keep dated records of every contact. Follow up in writing, and consider escalating through your insurer or a national consumer authority.