

I can not find my suitcase, who can I contact ?

You must contact the corresponding airline or contact the General Administration of Civil Aviation at
+506-2242-8000 Ext 8701, 8703 or 8707

How can I track a lost item ?

To do a follow up, passengers should contact the administration of the General Directorate of Civil Aviation at
+506-2242-8000 Ext 8701, 8703 or 8707

I have a lost or damaged item. How can I file a claim ?

If it is a damaged or lost item inside the plane, the claim process is carried out with the respective airline. If the item is lost at the airport terminal, the claim must be filed with the General Administration of Civil Aviation at +506-2242-8000

Ext 8701, 8703 or 8707

How do I recover an item that was lost from my luggage?

Please contact the airline with your luggage information.