

Lost/Delayed/Damaged Baggage

For passengers traveling into, out of, and through Canada

Liability Limits	For damaged, delayed or lost baggage, the liability limitations under the Montreal Convention (for Canada Flights), and PAL's Conditions of Carriage shall apply.
Special Declaration	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). In the event a special declaration is made, an additional valuation fee shall be charged as follows: • For a declared baggage value in excess of the airline's liability limitations, the charge is USD1.00 for every USD100.00. • The declared value of goods must be based on evidence, with a maximum limit of USD 2,500.00 For more information, please reach out to any of our check-in agents.
Claim Timelines	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: • 7 days from your receipt of your destroyed/damaged baggage; • 21 days from the time of the passenger's receipt of the baggage, if the baggage was returned within 21 days; or • Immediately, if the baggage was not returned within 21 days.
Baggage Fee Refunds	If your baggage is delayed, damaged, or lost, PAL will refund the fees you paid to check it in.