



## **Interim Expenses.**

Aer Lingus operates an interim expense policy to cover reasonable expenses for customers whose baggage has been delayed. The liability of Aer Lingus for lost or delayed baggage is subject to the limitations set out in the Montreal Convention.

Where a claim is being made with Aer Lingus this form should be submitted with all relevant receipts relating to your out-of-pocket expenses for review.

For claim settlements relating to Irish, UK and US residents, a cheque settlement is issued.

Complete the Customer Relations Form on the Aer Lingus Website.

<https://www.aerlingus.com/support/forms/post-travel-enquiry/>

For claim settlements relating to all other European residents, we will require the bank details outlined below. This form should be submitted with all relevant receipts with regard to your claim.

Please provide us with the following information in order for us to assess your claim:

**Please type or print for our information.**

**Baggage File Reference:**

**Bank Name:**

**Bank Address:**

**Bank Swift (BIC) Code:**

**Payee A/C IBAN Number:ES**

**Bank Account Name:**

**Bank Account Number:**

## **Aer Lingus Customer Relations**

**Aerlingus.com → Travel Information → Baggage Information → Missing or Damaged Baggage  
→ Post Travel Enquiry Form**

<https://www.aerlingus.com/support/forms/post-travel-enquiry/>