



Topic: HiSky – HYS L&F

Headquarters: RMO

System: NO (Manual Handling)

Delivery Company: NONE

- DHS manual PIR form
- Apology letter NOT available

AHL – Delayed Baggage

- Ensure all fields are completed correctly, special attention to: bagtag number, baggage description, contact details
- No BDO – Pax must pick up bag at airport

DPR – Damaged Baggage

No report should be accepted for:

- Limited Release tags
 - small scratches / minor damages
- *Required: age + price of bag + photo of the damage

OHD – Unaccompanied Baggage

- should be sent to HDQ (RMO) after 5 days of registration

FWD – Rush Baggage

- No Rush Certificate required
- DHS rush tags
- Rush via other airlines is NOT allowed/ rush only with HiSky flights

Cabin Found Items

- should be registered in WT and stored to L&F Locker
- should be sent at the end of each month to HDQ – RMO

Special Note:

*For AHL/DPR/OHD – all manual, an email should be send with the form and photos to customer.service@hisky.aero / put in cc: fra-ll@dhs.aero and adelina.vata@dhs.aero

* For manual FWD – DHS rushtag, inform Halle Mitte and attach photo in Avbis to inform TRC.

Thank you!
Adelina Vata