

OPERATIONAL MEMO

Memo #	OM 156
Title	Limited Release Liability for Damaged Bags
Date of Issue	24 th November 2023
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Reviewed by	Customer Ops
English	December 1, 2023

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Reason for Issue

Due to the increased number of Damaged Bags a new process will be introduced to ensure extra compliance checks are conducted by Ground Crew to identify and record any pre-existing damage to hold baggage.

Details

Limited Release Liability for Damaged Bags Guidance has been issued:

easyJet accepts pre-damaged and unsuitably packed baggage only upon completion of the limited release section on the back of a standard baggage tag. Baggage found to have pre-existing damage should be accepted using the "Limited Release" method. The "Limited Release" process releases the airline from liabilities on baggage resulting from any pre-existing damage or general unsuitability for carriage.

Where an item of baggage is deemed to have pre-existing damage the limited release process must be followed. Ground Crew must explain to the customer what the tag is and why you are asking them to sign it. This will confirm their acceptance that their item of baggage now has the limited release terms and conditions applied to it.

The "Limited Release" process must be used in the following circumstances:

- Presentation of unsuitably packed baggage.
- Presentation of baggage intended for the aircraft hold that contains any fragile items that, if broken, could damage baggage contents.
- Presentation of baggage which is already damaged.
 - In this case, specify the type of damage.
 - Encircle the location of damage if applicable on the tag being used.
 - Give a short description of the damage in the remarks field if applicable on the tag being used.

Note: This list is not exhaustive.

The final step for the "Limited Release" process is recording this in eRes (VT100). Ground Crew must add a comment in the customer's booking using the "c-" function.

The document can be found on the Connected Portal :

<https://connected.easyjet.com/shell#/doc//document/817949890>