

HOW TO MINIMISE LOST LUGGAGE

- Clearly label all your luggage with secure tags on the outside (in a covered tag so thieves cannot read your address in passing) and inside, giving your name and contact details.
- Remove old tags and barcode stickers.
- Label individual items in case your luggage is damaged and spills open.
- Keep travel documents, cash, bank cards and irreplaceable jewellery with you.
- Never pack home and car keys in check-in luggage.
- Never pack essential medications in check-in luggage.
- Make sure your luggage bag is in good condition and all zips, buckles and clasps work.
- The most popular bag colour is black, so buy something distinctive.
- Check in early to avoid any last-minute rush.
- Tighter security at airports means some luggage previously considered hand-luggage may now have to be checked in, so pack very carefully.
- Don't forget to retrieve items taken on board a flight and placed in the seat pockets or overhead lockers.
- Keep a list of all items you pack.
- If your luggage is lost, notify the airline immediately.
- Have some travel insurance because the airline may not cover all your losses.

The Association of European Airlines says British Airways is the worst offender for missing baggage, closely followed by Air Portugal and KLM, according to a July quarterly report.

Lost or mishandled luggage is a major problem for airlines and a report this year by the airport technology company SITA says it costs the industry about \$3.8 billion a year.

SITA, based in Europe, runs a global tracking service called World Tracer that is used by about 350 airline companies, including Qantas, Virgin Blue and more than a dozen other airlines which use Brisbane Airport.