

CHAPTER FIVE: LUGGAGE OPERATIONS AND PROCEDURES

The amount of luggage that flows through Alaska each summer is simply staggering! Making sure this luggage gets from point A to point B is one of the many challenges that we face each summer. Although most of the luggage operations are behind the scenes and out of guests view, they certainly notice when they do not receive their luggage on time or when luggage has been damaged during the transportation. The following sections will give you the background and the tools to ensure that guests luggage arrive in a timely manner. Also, this chapter walks you through our procedures for lost, delayed, or damaged luggage and what to do in each of these situations. This information can also be located in Chapter 7: Guest Service Recovery.

LUGGAGE PROGRAM OVERVIEW

The luggage program for Holland America Line and Princess Cruises are the same. Guests are asked to pack one bag that will “join them” every night at each location they travel to. The remainder of their luggage will “Join them” at their final destination. Guests may receive this information in several ways:

Online at the respective cruise websites: “Know before You Go” from the Holland America Line and Question and Answer Book from Princess Cruises (specific to their itinerary vs. general information – guests need to log in on the website to retrieve information). For the Holland America ships, a cruise specialist is onboard to help cruise-tour guests transition from ship to their land portion. Onboard the Princess ships as well as at the Lodges, a TV channel is dedicated to explaining the luggage program. Each guest arriving into Anchorage and Fairbanks will have instructions and information in their Welcome Envelopes regarding how to tag their luggage appropriately. With all these resources, however, the communication that our Tour Directors and our Guest Service Hosts have with guests will have the most impact on ensuring that guests understand the program and tag their bags accordingly.

Our GrayLine of Alaska (GLA) guests also follow the program to a small degree. They will be given Join Me Tonight tags, but they do not use the Join me in Anchorage or Join me in Fairbanks tags. With some itineraries, our GLA guests will not and should not receive any tags (examples: when guests take the train from Anchorage to Fairbanks or Fairbanks to Anchorage in **one** day, when they stay at Backcountry Lodge or Talkeetna Lodge they do not get bag tags) but rather, should check their luggage in at the Alaska Railroad Depot.

PRE-CRUISE

For guests doing their land tour before their cruise, they will either start in Fairbanks or Anchorage. Upon their first night, guests will be given luggage tags: Join Me Tonight and Join Me Onboard, along with their next destination’s tag (i.e.: Denali Princess, McKinley Princess or McKinley Chalets). The night before they depart their city, guests will pack one bag that will travel with them on their land portion of the tour via luggage truck. They will put 2 tags on this bag: Join Me Tonight (this tag will remain on their luggage for the duration of their land tour), and their destination tag (this tag will be replaced at each location with their next destination tag). The remaining luggage will be forwarded to their cruise ship (Join Me On Board). These bags must also have 2 tags attached: Join Me Onboard **and** their Ship tag (i.e.: Statendam, Sapphire). Each piece of luggage must have 2 tags,

otherwise the luggage is considered miss-tagged, increasing the chances of their luggage being delivered to the incorrect location. Once the guest is onboard the ship, all luggage will be delivered to their stateroom.

POST-CRUISE

For guests doing their land tour after their cruise they will either finish in Anchorage or Fairbanks. Guests will be instructed before disembarkation how to tag their luggage and will be given the appropriate tags onboard the ship. Similar procedures as pre-cruise tours will be done for the post cruise tours. For guests ending their tour in Fairbanks, they will be given 1 tag per person to attach to their luggage: Join me in Fairbanks. If guests are ending in Anchorage they will be given 1 tag per person to attach to their luggage: Join me in Anchorage. These bags will be delivered to their Fairbanks/Anchorage hotel the day of their arrival into those cities. The luggage they wish to travel with them at each destination will be given 2 tags: “Join me Tonight” along with the disembarkation tag that coincides with their first destination (if guests are going to McKinley – it is an orange disembark tag and Join me Tonight. If their first stop is in Anchorage it is a blue tag –for both Holland America and Princess Cruises – along with a Join me tonight tag).

Holland Cruise Tour Exceptions

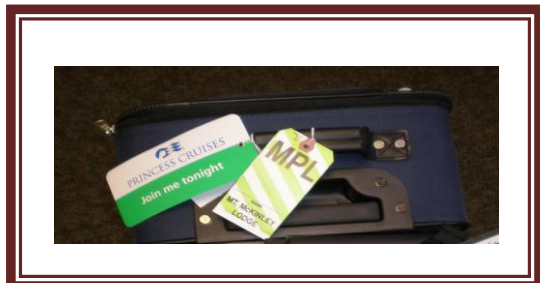
For Holland “Yukon” Tours (Y1-Y6 tours) that start in Anchorage, luggage (with the exception of their “Join me Tonight” luggage) will be forwarded to Fairbanks and stored until guests arrive to their Fairbanks hotel. While in Anchorage, the guests will receive “Join me in Fairbanks” tags along with their Fairbanks Hotel destination tag. They will also receive their “Join Me Tonight” tag with their appropriate destination tag. When guests depart Fairbanks, all luggage will travel with them via motor coach until embarkation day in Skagway. For post cruise tours that end in Anchorage, all luggage pieces will travel with guests via motor coach until they arrive Fairbanks. Upon departing Fairbanks, luggage will be tagged “Join me Tonight” (1 bag per guest) along with their destination tag, while the remainder of the luggage will be tagged for “Join me in Anchorage” along with their Anchorage Hotel destination tag. Luggage is forwarded to Anchorage the day guests depart Fairbanks and stored until guests arrive to their Anchorage hotel). Guests on these pre-cruise tours should **NEVER** receive Join me Onboard tags.

CRUISE ONLY

Guests who are booked on a cruise only (or Cruise Plus hotel stay) will not be participating in the Join Me luggage program. All guests are encouraged to take a hand carry tote that can be taken onboard the coach or train with them. This tote should contain medications, travel documents and any valuables. Their luggage that is being forwarded to the ship (pre-cruise) or Anchorage/Fairbanks (post cruise) are inaccessible until the day of embarkation or the day of arrival into Anchorage/Fairbanks, thus no medications or anything they might need should be packed in that luggage. In extreme emergencies only will every effort be made to retrieve luggage that has been put into storage, but there is no guarantee (especially in the case of the Join Me Onboard luggage) the luggage can be retrieved before scheduled delivery day.

While the cruise line companies have no restrictions to how many pieces of luggage a guest can bring onboard, guests are still held to any airline restrictions that may apply (varies by airlines).

Pre Cruise Luggage:



Post Cruise Luggage:



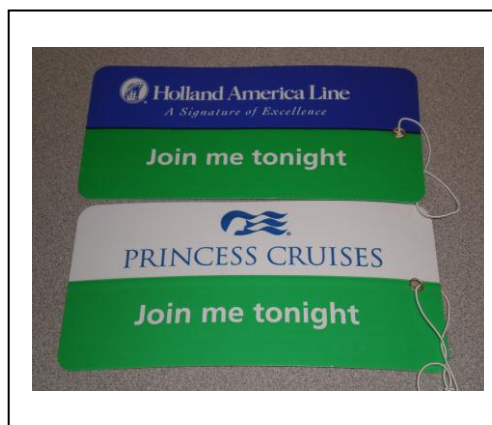
LUGGAGE TAGS

Luggage tags play a vital role in the transport of luggage throughout the state. Luggage Crew and Guest Service Hosts should be familiar with all tags that are relevant to your region. Each tag has been carefully designated with a unique color and/or pattern (for example, some have stripes). Most tour desks and airport kiosks/desks will be stocked with excess tags and you will be able to provide them to guests. The following is a list of luggage tags that you may encounter over the course of the season for each region.

PLEASE NOTE THE FOLLOWING:

- All airport tags are red.
- For the most part, Fairbanks and Anchorage area hotels are solid tags.
- Denali area hotels, McKinley Princess Lodge and Copper River Lodge all have white diagonal stripes.
- The Holland America/GrayLine Highway Tour Tags follow these guidelines:

- Tours with the same tour pattern (destinations and length of stay) are fashioned from the same color spectrum. Southbound tours are dark, and northbound tours are light. For example, Tours Y3C and Y3T follow the same tour pattern. Both tags are green. Tour C is Southbound, and thus is dark green. Tour T is Northbound, and thus is light green.
- The number of people on a given Highway Tour may need to be split into more than one motor coach. When this occurs, groups are assigned letters or splits: A, B or C. Tags for split A are solid, tags for split B have grey stripes, and tags for split C have white stripes.
- When a high profile “Key Account” group is traveling with us on a highway tour, they will receive a regular tour tag (that best fits their itinerary) as well as a pink or green tag that says “Special (A)” or “Special (B)”. These “Special” tags will allow us to quickly identify the bags for the Key Account groups.



DELAYED/DAMAGED LUGGAGE INSTRUCTIONS:

When a guest experiences delayed luggage and informs the Tour Desk/GSH or their Tour Concierge of missing luggage, the appropriately branded damaged/delayed form must be filled out immediately (this is a triplicate copy). This form will help provide the necessary information needed to locate the luggage as well as provide all necessary information to contact guests once luggage has been found.

All claims must be turned into the Property Claims department at the end of the shift, regardless if luggage is found or not.

These reports are useful and necessary tools to help recover guest items. It is a formal documentation for the guest, the field division and the corporate offices. Each 'party' gets a copy of the form. It is useful to know and must be understood that these forms are used for researching, for insurance claims, for documentation, etc. thus it requires your most legible writing, the most accurate and detailed information, from description of item to when it is found. It's not just a form. Failure to do any of the above will result in delayed research, delayed compensation and, ultimately, could result in lost loyalty from our guests.

MISSING LUGGAGE/ITEM REPORT

For missing luggage, regardless of guests, a report should be filed immediately. For Holland and GrayLine guests, the Holland America Shoreside Report should be filed. The Princess Report should be filed for Princess guests only. The report needs to be filled out **COMPLETELY**. Taking the time to fill out completely and immediately will save a lot of heart ache and frustration later, and will help find and expedite the bag or item sooner. The branded forms have a distinctly different format, but they require the same information. We will break down each form section by section so that you will be familiar with filling out the necessary information – information that will help your Property Claims Department to do their job as best as they can in finding guest luggage.

Corporate/contact info below
(for claims)

Personal Property Claims Dept.
300 Elliott Avenue West
Seattle, WA 98119
PH: (206) 298-3073/ FAX: (206) 281-0671
seattle_property_claims@hollandamerica.com



CIRCLE "LOST"

Shoreside Report for Lost / Damaged
Baggage or Personal Property
(please circle one)

(Please print)

Last Name: _____ First Name: _____ Ship: _____
Address: _____ Sail Date: _____
City: _____ State: _____ Zip: _____ Cabin #: _____
Country: _____ Telephone: () _____ Booking #: _____
Tour #: _____
CPP: yes _____ no _____

Section 1: Fill out guest name, address and contact phone number (cell and/or home). At some point you need to fill out ship, sail date etc before turning form in. Please print legibly.

(USD)
Item: _____ Brand: _____ Color: _____ Year Purchased: _____ Original Cost: _____
Item: _____ Brand: _____ Color: _____ Year Purchased: _____ Original Cost: _____
Item: _____ Brand: _____ Color: _____ Year Purchased: _____ Original Cost: _____
Last seen? _____ Debark Tag Color: _____
Describe damage or loss: _____
Next Destination: _____
 Loaner Bag Issued Luggage Repaired (attach repair receipt)

Section 2: Fill out description of item as detailed as possible. Important: Next Destination information needs to be included.

AIRLINE LOSSES ONLY

Airline: _____ Flight #: _____ Flight Itinerary: _____
(Indicate all carriers) (Indicate all connections) (Indicate all connecting cities)
Flight Arrival Date: _____ Arrival Time: _____ # of Bags: _____ Claim Check #: _____
HCA: yes _____ no _____

Section 3: This section is for airline loss related only – and is filled out AS A COURTESY. This section needs to be filled out at the airport at the time of loss.

Where Found: _____ Date/Time Found: _____
Date Sent: _____ Expedite Tag(s): _____ Date/Time Guest Received: _____
How Delivered: In Person (employee name) _____
 Motorcoach (coach #, driver name) _____
 Mailed (indicate carrier and attach certificate of mailing /airway bill) _____

Section 4: If the item is found before handing case over to your property claims dept. please fill out as detailed as possible. Simply writing "found" is not sufficient.

A. You have reported missing personal property which we will take action to find and deliver to you. Continuing the search must be done through our Lost and Found Department, 300 Elliott Ave. W., Seattle, WA 98119.
Guest Signature: _____ Date: _____
B. No settlement made — guest will contact Property Claims Department, in writing, within 60 days (see back of report for baggage repair instructions).
Guest Signature: _____ Date: _____
 Credit of \$ _____ received for lost luggage delay (after 24 hours). Check # _____
C. This is a courtesy report and does not constitute a claim. If damage or loss done by airline, hotel or any company/conveyance Holland America Line does not own or operate, claims must be filed directly with responsible company.
Guest Signature: _____ Date: _____
Comments: _____
Representative Name: _____ City: _____ Date: _____

Section 5: For missing luggage, line B. should be checked and signed by guests. Contact Prop. Claims dept. or your supervisor for needed assistance.

Please print the name of the reporting Guest Service Host, should PC have any questions regarding the form.

White: Seattle Property Claims Pink: Reporting Location Yellow: Guest



MISSING & DAMAGED LUGGAGE REPORT

Check all that apply: Missing Luggage Damaged Luggage Missing Property

Section I. Cruise Passenger / Hotel Guest Information				DATE OF REPORT	PRINCESS REPRESENTATIVE	LOCATION / PORT
LAST NAME	FIRST NAME	SHIP / HOTEL	VOYAGE NO.	BOOKING NO.		
PERMANENT HOME STREET ADDRESS			HOME PHONE	BUSINESS PHONE	CELL PHONE	
CITY	STATE	COUNTRY	POSTAL CODE	LOCAL ADDRESS / NEXT LOCATION	UNTIL (DATE)	

Section 1: Fill out guest name, address and contact phone number (cell and/or home). At some point you need to fill out ship, booking, etc. before turning form in. Please include name of GSH filing claim. Please print legibly.

Section II. Tracking Information						
LUGGAGE / PROPERTY LAST SEEN	AIRLINE	FLIGHT #	DATE	DEP / ARR TIME	TO / FROM	
Circle: AIRPORT BUS HOTEL ONBOARD SHIP PIER	1					
OTHER (Describe):	2					

Section 2: Last seen info. to be completed.

Section III. Missing Luggage / Personal Property Description						
LUGGAGE / PROPERTY TYPE	COLOR	SIZE	MATERIAL	BRAND	CLAIM CHECK #	DESCRIPTIVE ELEMENTS / DISEMBARK COLOR TAG
1						
2						
3						
4						
LUGGAGE CONTENTS / DESCRIPTION OF MISSING PROPERTY						
1			5			9
2			6			10
3			7			11
4			8			12

Section 3: The top portion should be filled with the description of the missing items – as detailed as possible. The bottom portion should list a few contents inside each piece for matching purposes (especially in the event there is no ID on the bag)

Section IV. Damaged Luggage Information						
LOCATION	(x)	INVOLVING	(x)	DAMAGE	(x)	DAMAGED ITEM
SIDE		LOCK		SOILED		Circle: LUGGAGE OTHER PROPERTY
END		ZIPPER		WATER		Describe damage to property:
TOP		WHEELS / FEET		CRUSHED		
BOTTOM		HINGES		PUNCTURED		
FRAME		HANDLE		TORN		
BINDING		STRAP		BROKEN		
		LINING		BENT		

For damaged claims. Check all that apply to describe damage.

Section V. Comments	
ADDITIONAL COMMENTS:	
FOLLOW-UP NOTES:	

Section 5: Document additional information: itinerary, description, if found information. Include any follow up information pertaining to search (incl. names, locations, etc.)

This form is provided for your convenience to verify a report of loss or damage has been made. The completion of this form DOES NOT CONSTITUTE A CLAIM AGAINST THE COMPANY. The name appearing herein "Princess Representative" above in no way implies liability on the part of said representative as an individual, nor on the part of Princess Cruises as a Company. Information regarding your follow-up on reported missing or damaged luggage is provided on the reverse side of this form.

CRUISE PASSENGER / HOTEL GUEST SIGNATURE _____ DATE _____

Section 6: Guest signature just states that guest must contact the company for "official" and unresolved claims made in the 'field'.

DAMAGED LUGGAGE/ITEM REPORT

As much as HAP tries to remain as consistent as possible across Brand Lines, in the area of damaged luggage, HAP follows Holland America Line (HAL) and Princess Cruise Line (PCL) corporate protocol, which happens to be slightly different from each other. Please review the below procedures for damaged luggage by brand. Always ask for a supervisor, manager or your property claims department's assistance if you need help in clarifying the differences.

HAL GUESTS:

- Complete Shoreside Report of Damaged Baggage. Circle "Damaged" and "Baggage" in top right corner. Complete each category in BAGGAGE INFORMATION section. Indicate where last seen and describe damage. If guest does not know the age or purchase information (old, borrowed, a gift, etc.), an approximate value should be given.
- **Repairs:** Time allowing, repairs can be done by a HAL approved vendor in your city. Rope, tape, or luggage straps can be used for temporary repairs. If luggage is damaged but guest is still able to travel, they may make a claim when they arrive home through HAL Corporate (a damaged luggage report MUST still be filed, with guests receiving their copy and the rest to go to your property claims dept.).
- **Replacement Bags:** A bag may be so severely damaged that it cannot be used for the remainder of the trip (extreme rips and tears). Guests should be given a complimentary blue vinyl HAL tote bag(s) in which to put their belongings. Should the guest refuse a tote, replacement bags must be purchased by the guest. Advise amount they are entitled to spend based on the Damaged Luggage Policy and to submit the purchase receipt to the Seattle Property Claims department upon their return home. All receipts should be kept for submittance (including extra baggage claim fees, taxi cab charges to go to store, etc.). Contact information is located on the front of the form.
 - Actual purchase price less 5% depreciation per year (not to exceed limit of liability below)
 - Up to \$100.00 maximum compensation for those who did not purchase CPP/PPP-P
 - Up to \$600.00 maximum compensation for those who purchased CPP/PPP-P
- **Wet:** Document if rain damaged. Send message to Property Claims advising of the incident and that guest may need complimentary laundry/dry cleaning service. Quarters, soap, or dryer sheets may be given to guests requesting to wash their own clothing in a self service laundry. Document cleaning results in COMMENTS section of Damaged Luggage Report.
- **Fire:** If luggage damaged by fire (motor coach, hotel, etc.), immediately inform Property Claims Supervisor.
- Verify report is complete and forward to Property Claims Supervisor.

PCL GUESTS:

- Complete the Delayed/Damaged Luggage/Personal Property Report. Check "Damaged Luggage" in top right corner. Complete each category in DAMAGED LUGGAGE INFORMATION section. Indicate where last seen and describe damage.
- **Repairs:** Time allowing, repairs can be done by a local vendor in your city (must have manager approval). Rope, tape, or luggage straps can be used for temporary repairs.
- A bag may be so severely damaged that it cannot be used for the remainder of the trip (extreme rips and tears). Guests may choose to purchase a new bag and keep receipts to submit to the Corporate Property

Claims Department. A replacement bag may be purchased (for the guest) in your location – manager approval is required.

- For correspondence, guest can find corporate information on the back of their copy of the Missing & Damaged Luggage Report.

AMENITY KITS

Ron/Overnights kits can be provided to guests if their luggage has been delayed. If a guest's bag has been delayed after a flight, the overnight kit must be provided by that airline. These overnight kits will be stocked at both Holland America and Princess desks.

Amenities included in each kit:

- Toothbrush
- Toothpaste
- Shaving Cream
- Razor
- Comb/Brush
- Deodorant
- Hair Spray
- Mouthwash

PERSONAL PROPERTY INSTRUCTIONS:

DIRECTIONS FOR *LOST* ITEMS:

1. Fill out the Delayed/Damaged form completely – be as specific as possible.
2. Check for the lost item in the Tour Desk area and with other co-workers.
3. Check for the lost item with the Hotel Front Desk.
4. Call your Property Claims Department to see if the item was previously turned in.
5. If item was left on a coach, call Dispatch and/or driver to search the coach
6. If item was left at a previous hotel (for example DPL or Westmark Dawson), call the location's Front Desk to ask if the item was found there. If the item was left in ANC/FAI, call the Property Claims Department.
7. If an item was left on the north bound train, call the FAI rail department. If item was left on the south bound train, call the Anchorage rail department.
8. Turn in all claims. This includes any follow up results (written on claim form) to Property Claims department at the end of each shift.

DIRECTIONS FOR *FOUND* ITEMS:

1. Check with co-workers and the Log Book to see if the item has been reported missing.
2. Check with the Hotel Front Desk to see if the item has been reported missing.
 - a. If reported, locate your property claims department with information and return the item. This may be division specific information – I’m not sure.
 - b. If reported and the owner/possible owner has left current destination, call your property claims department with information so they can expedite to guests next location.
3. Attach a Pink “Found” Tag to the item and fill out the requested information.
4. If item is not claimed by the end of the day, send it to the property claims department with all information attached and marked “Attn: Property Claims.”

NOTE:

Please be aware that these instructions are general and helpful to follow regardless of location, however, you may want to refer to your location’s specific procedures, forms to use etc. and they may differ from location to location.

DELAYED LUGGAGE---“WHERE SHOULD I LOOK?”-- BY LOCATION

Anchorage

DELAYED FROM AIRPORT

- File claim with appropriate airline if bag does not arrive off of flight (should be done prior to guest departing airport).
- Give 2 hours for delivery of luggage from airport.
- Contact airport staff to check outbound airport luggage tally sheet.
- Ask airport staff to check later flights for luggage.

DELAYED FROM ALYESKA

- Guests are allowed one “Join Me Tonight” bag from Alyeska to Anchorage and are transported via motor coach with guests.
- All other bags were previously stored for final destination (Join me onboard/Join me in Anchorage/Fairbanks) and are inaccessible.
- Check Alyeska Resort for any left behind luggage.

DELAYED FROM DENALI PRINCESS LODGE (DPL)

- Guests are allowed one “Join Me Tonight” bag per person to take from DPL to Anchorage. Luggage from DPL is transported via truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check other Anchorage hotels for possible miss-delivery.
- Call DPL and check tally sheet for number of bags that left hotel.
- Check with FAI Property Claims and MPL front desk – it is likely that bag was put on the wrong truck

DELAYED FROM MCKINLEY CHALETS (DENALI)

- Guests are allowed one “Join Me Tonight” bag per person to take from CHL to Anchorage. Luggage from CHL is transported via truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check other Anchorage hotels for possible miss-delivery.
- Call CHL HAL Bell Desk or GSH Supervisor and check for number of bags that left hotel.
- Check with FAI as bag may have been miss-loaded on to NB truck from Chalets

DELAYED FROM MCKINLEY PRINCESS LODGE (MPL)

- Guests are allowed one “Join Me Tonight” bag per person to take to Anchorage from MPL. Bags are transported from MPL via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Bags from MPL will either be loaded for Denali delivery or Anchorage delivery (depending on guest itinerary).
- Check other ANC hotels for miss-delivery.
- Check DPL for miss-delivery.
- Check with MPL for outgoing luggage tallies.

DELAYED FROM RAIL DEPOT

- Guests can only have carry-ons with them on the train.
- Join Me Tonight bags arrive by truck from McKinley Princess Lodge (MPL) or McKinley Chalets (CHL).
- Guests are given a red claim ticket for any checked bags with Alaska Railroad.
- Check with the Alaska Railroad depot first.
- If not at depot, check with guest’s previous location.

DELAYED FROM WHITTIER OR SEWARD

- Cruise only guests – check Airport, Hospitality Center (9a-6pm open on ship days only), hotels for possible miss-delivery.
- CruiseTour guests - Guests are allowed one “Join me Tonight” bag from Whittier or Seward to Anchorage and are transported via luggage truck.
- All other bags are stored for final destination (Join me in Anchorage/Fairbanks) and are inaccessible.
- Check other Anchorage hotels for possible miss-delivery.
- Call Anchorage Property Claims for any luggage inquiries. Do not call Whittier or Seward– all left over luggage goes to Anchorage

Copper River Princess Wilderness Lodge

DELAYED FROM DAWSON

- Guests are allowed one “Join Me Tonight” bag from Dawson to CPL and are transported via motor coach with guests.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/Fairbanks) and are inaccessible.
- Check Dawson hotel for outgoing luggage tallies.
- Check with Fairbanks hotel for outgoing luggage tallies.

DELAYED FROM DENALI PRINCESS LODGE OR FAIRBANKS

- Guests are allowed one “Join Me Tonight” bag from DPL/FAI to CPL. Bags are coached with the guests.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/Fairbanks) and are inaccessible.
- Check with DPL/FAI for luggage tallies.

DELAYED FROM KENAI PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from KPL to CPL. Bags are coached with the guests.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/Fairbanks) and are inaccessible.
- Check with KPL for luggage tallies.

DELAYED FROM WHITTIER (FROM SHIP)

- Guests are allowed one “Join Me Tonight” bag from the ship to CPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me in Anchorage/Fairbanks) and are inaccessible.
- Call the Anchorage Property Claims department for any luggage inquiries.
- Do not call Whittier – all left over luggage goes to Anchorage.

Dawson**DELAYED FROM WHITEHORSE**

- Tour will be arriving via motor coach from Whitehorse. Please call Whitehorse and check previous night's hotel for the missing/delayed luggage.

DELAYED FROM TOK

- Tour will be arriving via motor coach from Tok. Please call Tok and check previous nights hotel for the missing/delayed luggage. Also, check with the Yukon Queen to see if luggage might have been left onboard.

Denali Princess Wilderness Lodge**DELAYED FROM ANCHORAGE**

- Guests are allowed one "Join Me Tonight" bag from Anchorage to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Call Anchorage hotels and check tally sheet.
- Call MPL as all bags from Anchorage and Denali are cross loaded at MPL.

DELAYED FROM COPPER PRINCESS LODGE

- Guests are allowed one "Join Me Tonight" bag from CPL to DPL. Bags are coached with the guests.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/FAI) and are inaccessible.
- Check with CPL for luggage tallies.
- Check with Dawson or Fairbanks luggage department if luggage never made it to CPL.

DELAYED FROM FAIRBANKS

- Guests are allowed one "Join Me Tonight" bag from FAI to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage) and are inaccessible.
- Check with the Guests original Fairbanks hotel for luggage tallies.

DELAYED FROM MCKINLEY PRINCESS LODGE

- Guests are allowed one "Join Me Tonight" bag from MPL to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/FAI) and are inaccessible.
- Check with MPL for outgoing luggage tallies.

DELAYED FROM WHITTIER

- Guests are allowed one “Join Me Tonight” bag from Whittier to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me in Anchorage/FAI) and are inaccessible.
- Call the Anchorage Property Claims Department for any luggage inquiries.
- Do not call Whittier – all left over luggage goes to Anchorage.

Fairbanks

DELAYED FROM AIRPORT

- Give 2 to 3 hours for delivery of luggage from airport.
- File claim with appropriate airline if guest identified bags off of carousel.
- Contact airport staff to check outbound airport luggage tally sheet.
- Ask airport staff to check later flights for luggage.
- Contact other Fairbanks hotels to check their airport luggage deliveries.

DELAYED FROM WHITTIER/ANCHORAGE VIA FLIGHT TO FAI

- Guests are allowed one “Join Me Tonight” bag from Whittier (WHT) to FAI. Bags are checked in with airline. All other bags are stored for final destination (Join me in Anchorage) and are inaccessible.
- Check other Fairbanks hotels for possible miss-delivery.
- Call Anchorage Luggage Department for any luggage inquiries.
- Do not call Whittier – all left over luggage goes to Anchorage.

DELAYED FROM DENALI PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from while traveling through ‘the railbelt’. The majority of the time Luggage is sent via truck between locations.
- Check with DPL for outgoing luggage tallies. Check all local hotels before calling other locations.
- Because Luggage trucks leave for various locations, throughout the day, it is beneficial to call MPL, Chalets, ANC, CPL and/or FAI if bag continues to be delayed.

DELAYED FROM RAIL DEPOT

- Guests are given a red claim ticket for any checked bags.
- Large bags arrive by truck car from DPL/MPL
- Check with the Alaska Railroad depot first.
- If not at depot, check with guests' previous location.

Kenai Princess Wilderness Lodge (KPL)

DELAYED FROM COPPER RIVER PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from CRL to KPL, and are transported via motor coach with guests to KPL.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check with CRL for outgoing luggage tallies.

DELAYED FROM MCKINLEY PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from MPL to KPL, and are transported via motor coach with guests to KPL.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check with MPL for outgoing luggage tallies.

DELAYED FROM WHITTIER (FROM SHIP)

- Guests are allowed one “Join Me Tonight” bag from Whittier to KPL, and will travel via truck to KPL.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Call Anchorage Property Claims Department for any luggage inquiries. Do not call Whittier – all left over luggage goes to Anchorage.

McKinley Chalets (HAL), Denali

DELAYED FROM ANCHORAGE

- Guests are allowed one “Join Me Tonight” bag from Anchorage to MPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check with Anchorage hotels for outgoing luggage tallies.
- Contact DPL as bags may have been on cross loaded on to Denali truck at MPL.

DELAYED FROM FAIRBANKS

- Guests are allowed one “Join Me Tonight” bag from FAI to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage) and are inaccessible.
- Check with the Guests original Fairbanks hotel for luggage tallies.

DELAYED FROM SEWARD

- Guests are allowed one “Join me Tonight” bag from Seward to McKinley Chalets and are transported via luggage truck.
- All other bags are stored for final destination (Join me in Anchorage/Fairbanks) and are inaccessible.
- Call Anchorage Property Claims for any luggage inquiries. Do not call Seward– all left over luggage goes to Anchorage

Mt. McKinley Princess Wilderness Lodge

DELAYED FROM ANCHORAGE

- Guests are allowed one “Join Me Tonight” bag from Anchorage to MPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check with Anchorage hotels for outgoing luggage tallies.
- Contact DPL as bags may have been on cross loaded on to Denali truck at MPL.

DELAYED FROM DENALI PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from MPL to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Check outgoing luggage tallies from DPL.
- Contact Anchorage Property Claims as bag may have been cross loaded on to Anchorage truck at MPL.

DELAYED FROM KENAI PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from KPL to CPL. Bags are coached with the guests.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage/Fairbanks) and are inaccessible.
- Check with KPL for luggage tallies.

DELAYED FROM WHITTIER

- Guests are allowed one “Join Me Tonight” bag from Whittier to DPL. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Anchorage/Fairbanks) and are inaccessible.
- Call Anchorage Property Claims Department for any luggage inquiries. Do not call Whittier – all left over luggage goes to Anchorage.

Whitehorse

DELAYED FROM DAWSON

- If highway tour is coming south from Dawson, please call Dawson and check at previous night's hotel for the luggage.

DELAYED FROM BEAVER CREEK

- If highway tour is coming south from Beaver Creek, please call Beaver Creek and check at previous night's hotel for the luggage.

DELAYED FROM SKAGWAY

- If tour is coming north from Skagway, please call Skagway and check at previous night's hotel for the luggage.
- Note: One tour does fly in from Vancouver; please check with airlines if luggage is missing.

Whittier

DELAYED FROM ANCHORAGE

- Any bags (Join me tonight, Join me on board and same day embark luggage) are transported via luggage truck.
- Check appropriate Anchorage hotel for outgoing luggage tally – for cruise tour guests.
- Check hospitality center and airport for independent arrivals.
- Call Anchorage Property Claims Department for any luggage inquiries.
- Ask luggage department to check direct to ship container for any bags left behind.

DELAYED FROM KENAI PRINCESS LODGE

- Guests are allowed one "Join Me Tonight" bag from KPL to Whittier and are coached with the guests to KPL.
- Check with KPL for outgoing luggage tallies.
- All "Join me onboard" luggage is transported to Whittier via truck on the day of embarkation.

DELAYED FROM DENALI PRINCESS LODGE

- Guests are allowed one "Join Me Tonight" bag from MPL to Whittier. Bags are transported via luggage truck.
- Any bags (Join me tonight me, Join me on board and same day embark luggage) are transported via luggage truck.
- Check the luggage tallies at DPL.
- Check with MPL and FAI as bag may have been loaded on the wrong trucks.

DELAYED FROM MCKINLEY PRINCESS LODGE

- Guests are allowed one “Join Me Tonight” bag from MPL to Whittier. Bags are transported via luggage truck.
- All other bags are stored for final destination (Join me onboard/Join me in Anchorage) and are inaccessible.
- Check the luggage tallies at MPL.
- Check with DPL and the Captain Cook bell desk as bag may have been loaded on to wrong truck.