WE DON’T WANT YOU TO LOSE YOUR SHIRT

And we don’t want to lose ours either.
Lost baggage is a pain for passengers and costly for airlines.

Airlines are already investing in baggage handling and tracking solutions that will make sure you and your bag arrive together – so you don’t have to worry about losing your shirt

…or your socks and shoes.

These posters are part of a broader campaign to inject a new, fresh perspective in the global conversation on consumer protection.

To find out more, and how you can participate, visit: www.iata.org/consumer
WHEN EVERYTHING IS ON TIME,
YOU ARE ON TIME.

Nobody likes to be late.
So how can we reduce delays?
Any approach to address delays should involve everyone in the picture. So that, together, we can improve on-time performance. And when delays do happen, we can help ensure that passengers are properly cared for.

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Understanding your rights as a passenger should be as easy as boiling an egg.
On many international journeys, it is difficult to know what rules apply.

Over 60 countries have their own consumer protection regulations...and they aren’t coordinated with each other.

Governments can address this problem by working together on a more coordinated approach — so passengers know what to expect when things go wrong.

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