



Arrivals

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When you land at an airport and leave the aeroplane, you will most likely head to customs (passport control). Finally, you'll go to **baggage claim**.

Baggage claim → The place where you collect the baggage that you checked in.

On The Plane

You need to check which **conveyor belt/carousel** has been assigned to your flight then you wait for your suitcase to arrive.

Conveyor belt → A piece of rubber material moving around in a circle to transport your suitcase.



On The Plane

If you have lots of suitcases, you could use a **trolley** to help you transport them.

Trolley → A big metal cart on wheels to put your suitcases on in order to transport them more easily.



On The Plane

In some cases, your luggage may not arrive. You should visit “lost baggage” or the airline with whom you were flying.

On The Plane



Hello, how may I help you?

This is a typical basic conversation to claim lost luggage.



My suitcase never arrived.



I'm so sorry to hear that. I need some details; your flight number, your departure airport and your passport



Here you go!



It'll be on the next flight and will arrive on Tuesday. Here is a claim ticket for you.