

**AOT**

Lost and Found Counter

SUVARNABHUMI
AIRPORT

How Long Does It Take?

for picking up the recovered belongings in the restricted area

ARRIVAL & DEARTURE LOUNGE / BAGGAGE CLAIM

**Belonging items with airline tags may contact the respective airlines. **

IT MAY TAKE AT LEAST 45 MINIUTES

to retrieve the recovered belongings from the arrival lounge or baggage claim area.



1 Make a lost report at the Lost & Found counter

Noted: The passenger must provide specific belongings details, such as **date, area, type, color, brand-name, and model.**

There is no service charge for using the service.

2

Our Lost & found Staff telephone for checking at Information Counter and Co-operated Unit

If the belongings are confirmed to have been found, it suggested to be sent to the Information Counter in the area that is restricted.

*For International Arrival & Departure / Baggage Claim

Our Lost & Found staff bring the items pass through **Customs Declaration Counter** under regulations purposes.
Ex: Only 1 liquor / 1 pack of tobacco per 1 Pax are allowed.

3

Our staff will walk-in and deliver your belongings from the Information Counter

If someone already send the belongings to there.
*If not, passenger may have to **complete the Lost Items Form.**

5

Passenger may have to go through proving the ownership procedures

- Passenger **complete the form to state that they have recovered the property.**
- **For retrieving we need evidence:**
 - The owner's **passport or ID**
 - After take a **photo with their items showing a tag number**
 - Evidence of contact with our staff (email)

4

The passenger & our staff will check the belongings together

After our staff returns to the Lost & Found Counter

YOUR KIND
COOPERATION
IS HIGHLY
APPRECIATED

Please kindly wait while we process your request

be
happy

