

Before you go...



FREE passport renewal reminder service

Six months prior to your passport expiry date our helpful email/text reminder service ensures you have plenty of notice to make the necessary arrangements before planning your next trip.

Simply log onto **www.calluma.com** and select Passport Renew, complete the requested information to register your details for a free text/email alert reminding you that your passport is due to expire.

Contact Numbers

We advise that you store these numbers into your mobile phone prior to travelling.

24 hour text number

+44 (0) 7860 010 555

24 hour phone number

+44 (0) 1481 825 118

Services provided by **CallUma**

T24 BlackShield Tag 'n' Traq



Part of the exclusive T24
BlackShield travel
protection membership.



Pack includes

3 x luggage tags, and ties,
3 x hand luggage tags
wallet ID card

Tag 'n' Traq

We Specialise

In protecting our customers' luggage and identity.

In the event of you losing or misplacing your luggage no matter what time zone or destination, we are there to assist you.

Simply attach your luggage tags to your bags prior to any travel and store your wallet ID card safely in a wallet or purse.

Luggage Tracking

Our durable luggage tags provide you with 12 months lost luggage recovery assistance and identity protection.

The unique tracking number eliminates the need for you to display your name and address on your tags.

Your personal details are held on our secure database which is only accessed to identify you with your bags.

How it works

We liaise with baggage handling agents, airlines, airport security, rail, police and many others to quickly identify the owner of lost luggage.

When your lost luggage is found we will contact you to arrange delivery at a time and place convenient to you*

*Please note: The luggage recovery assistance service does not include any delivery/shipping costs incurred for the return of lost items. In certain countries it is necessary for you to collect your lost items from the airport in person. In some circumstances you may wish to contact your insurance provider for more information.

Wallet ID Card



3 x Luggage tags



3 x Hand Luggage tags



How to report lost luggage

In the event of your luggage going missing, first report your luggage missing to the lost property service desk at the airport and obtain a lost luggage reference number.

Then, simply text the words 'lost luggage' and your tracking number e.g. 'lost luggage BST00012345' to the 24 hour text number or call CallUma on the 24 hour phone number printed on the back of your wallet ID card.

If/when you call, please provide as much information as you can, i.e. how many pieces of luggage are missing and travel details.



6 x tag ties

How to attach your tags

