**Re: Your request dated 05.09.2012 8:03 (COM-230623) [DE|en|5006]**

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From:

your\_feedback\_lhcom\_eu01@services.dlh.de

| Date: 05 September 2012 09:59:20 PM

To:

Scribepj<scribepj@bigpond.com>

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Dear Mr Johnston,

Thank you for your email.

Please contact our baggage Call Center in Germany at tel: 0049-69 / 95 30 79 62 Mo-Su 8-21 h
The colleagues there will try to help you.

6995307962

Best regards

Lufthansa Internet Service Center
Christiane Marzischewski

Corporate Headquarters: Deutsche Lufthansa Aktiengesellschaft, Köln
Registration: Amtsgericht Köln HR B 2168
Chairman of the Supervisory Board: Dipl.-Ing. Dr.-Ing.
E.h. Jürgen Weber
Executive Board: Dr. Christoph Franz (Chairman), Simone Menne, Stefan H. Lauer, Carsten Spohr

I refer to my 'phone call with Martin in Baggage 44 8719 459 124 from 11:55am today who gave me this email address and your phone # of 0049 6969 021 291

Reservation ID QC3NWU Ticket #2205081088312

My flight 7GX7BZ from Frankfurt to CdeG Airport Paris on 4 Sept was cancelled due to industrial stoppage. My one item of check-in luggage is a bicycle which Lufthansa charged me $150 for excess baggage at Terminal BA00223 at Seattle Washington state, even though it was my only check-in item. The baggage identification tag number is LH187388. The following number appears above on the baggage tag 0220 187388. The Lufthansa female representative at gate A21 at Frankfurt airport told customers that we could enter via the internet at our ticket booking file (listed at top) the forwarding address and Lufthansa would immediately on-send my luggage. I spent 60 minutes last night trying to enter the above address of Camping des Grands Cols, 422, Avenue du Mont-Cenis for Lufthansa to send today my bicycle urgently, as I am competing in a bicycle event there today. Please email response to me that today you will urgently deliver my bicycle to me at The Reception Office for Philip Johnston in Lower Chalet at Camping des Grands Cols, 422, Ave du Mont-Cenis, St Jean de Maurienne 73300 for LH187388.

**Phil Johnston aka**[***Bank Teller***](http://muggaccinos.auswide.net.au/muggaccinos/ChoresnCrew/Scribe/Scribe.htm)**0434 715.861
Skype enabled:  muggaccinos**