

# GOVERNORS' AVIATION LEFT LUGGAGE INFORMATION



**Is there a charge?** There is no charge for storing your luggage at our aviation office at Wilson Airport.

**What luggage can be left?** Hard plastic suitcases that cannot fit in our baggage pod on the aircraft, extra bags that are outside the weight limit for our flights, beach stay / golfing gear as well as any other items that you will not need in the Masai Mara. Please remember that the weight limit is **strictly 15kgs in soft bags (including hand luggage)** on regional flights.

**Where is it stored?** Your luggage can be left in a locked room at our aviation office at Wilson Airport.

**What labelling is applied to the bags?** We provide eco-friendly (biodegradable) tags as per the below diagrams. Each tag has a unique serial number on it. The tag is attached to two sides of the luggage and once the client's details have been filled in, the tag is perforated so that the client retains the slip indicating 'LEFT LUGGAGE' and the serial number copy. Please keep your serial number safe as that is what we use to identify your bag from our storage area.

**What client information is recorded on the tag?** We require the name of the client, the client's booking reference number (PNR), the client's date of travel, date of return and the time of return flight to Wilson (AM or PM). These details are crucial as they help us identify your luggage correctly.

**When can luggage be collected?** Our aviation office is open every day from 07:00 to 17:00hrs. In the event that clients are re-booked on another airline other than Governors', we encourage clients to indicate this info on the luggage tag. If clients are arriving at a time after our office closes, please communicate this to us well in advance so that we can make a plan to get your luggage to you after hours. In case of any queries, the Governors' Aviation hotline is +254 705 454 583 / 780 221 533 or email [res@governorsaviation.com](mailto:res@governorsaviation.com) / [flightops@governorsaviation.com](mailto:flightops@governorsaviation.com)

**Which security processes are applied to left luggage?** Our storage space is safe, protected by security codes to enter the building. We also have working CCTV cameras in operation.

