

Greyhound - Lost Luggage Procedure

- Call 1-800-440-7712.
 - Prompt 2 followed by option 2.
- Greyhound representative will answer the phone. If all agents are busy please leave a message with a name/number that can be called back and answered. Ideally this would be a cell phone that would be on the individual in need.
- When speaking with the Greyhound agent, the following information will need to be provided:
 - Bus confirmation number
 - Baggage tag numbers
 - Description of the luggage
 - Last place bags were physically seen
- If the Greyhound agent hasn't located luggage within 72 hours, the individual in need would need to either go to a bus station or online to fill out a formal claim. Link to claim is provided below.
 - <https://www.greyhound.com/en/BaggageLocationRequest.aspx>
 - It can take up to 90 days to receive a check, if luggage is deemed lost. Greyhound will do a thorough check of all facilities to see if they can locate the luggage, prior to issuing a lost luggage check.
- All potential drivers will be eligible for one carry-on bag, up to 25 pounds.
 - In this should be the following items:
 - Birth certificate
 - Social security card
 - Driver's license
 - Medication
 - One change of clothing
- Potential drivers should always be transferring their own luggage from one bus to another.
 - Exceptions below but not limited to:
 - Major city/terminals (Atlanta, GA; St. Louis, MO; Chicago, IL; Indianapolis, IN; & Dallas, TX).
 - If the bus breaks down and passengers are switching buses, the driver will move their luggage for liability purposes.

After Hours Baggage locator and Claim Line: 1-800-413-2871.