



## Special Luggage Request Questionnaire

Name:

Address:

Phone:

Email:

Reservation #:

Fax:

**REQUIRED FOR REVIEW: Please list all equipment including personal luggage.**

**A detailed equipment list is required for special luggage request consideration.**

A max of 5 Pieces of luggage/equipment per person are allowed with a Special Luggage Request. Please keep each luggage item to 50 lbs. MAX or less.

| Passengers Item Description: | Dimensions:<br>(length / width & height) | Weight: |
|------------------------------|--|---------|
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What are your travel dates?

| Departure Date:       |                             | Time:      | # Passengers:      |
|-----------------------|-----------------------------|------------|--------------------|
| Check Port: San Pedro | Catalina Landing/Long Beach | Dana Point | Avalon Two Harbors |
| Return Date:          |                             | Time:      | # Passengers:      |
| Check Port: San Pedro | Catalina Landing/Long Beach | Dana Point | Avalon Two Harbors |

Office Notes:

Please E-mail complete form to Passenger Services at: [groque@catalinaexpress.com](mailto:groque@catalinaexpress.com) ; or Fax (310) 548-8423 Attn. to Passenger Services Representative.

**Please return this form as soon as possible for review.** *Requests submitted on the day of travel or the day prior to travel may not be processed on time, your equipment will then be*

*subject to review at the boarding gate and possible denial to take onboard if not pre-approved.*

**Please read carefully:**

Catalina Express is dedicated to providing the most efficient service possible. We will do our best to accommodate those with special luggage request, while maintaining our schedule and upholding our guidelines and policies, which are regulated and approved by the California Public Utilities Commission.

**All luggage is subject to pre-board weighing. No one piece can exceed 50lbs. This is not negotiable. Please be advised that any one piece weighing over 50 lbs will be considered “freight” and will not be transported by Catalina Express. Please contact either Avalon Freight Services in San Pedro at (310) 221-6290 or Catalina Flying Boats in Long Beach at (562) 595-5026.**

**Luggage stored in luggage hold area**

Two wheel dollies or two wheel luggage carts for the purpose of carrying baggage will be permitted to travel on any sailing, but are subject to storage in the luggage hold area. Any dolly/cart must therefore be able to fit through the baggage hold opening of 24 x 20 inches. **Due to safety reasons, any dolly/cart with more than 2 wheels will not be permitted on any sailing.** If a 4-wheel dolly/cart can be converted to a 2-wheel dolly/cart, it must be converted before going down the Catalina Express boarding ramp. Once converted to an upright 2-wheel dolly/cart, it may not be re-converted back to a 4-wheel dolly/cart until the passenger is completely off the Catalina Express docks and ramps.

Multiple trips up and down the ramp will not be permitted due to safety and security reasons. Safety reason: this tends to disrupt the boarding process, as the ramps can only accommodate one way traffic. Security reason: no luggage can be left unattended. Therefore, all pieces must be carried in one trip.

The passenger acknowledges that the property described on the Special Luggage Request Questionnaire if not adequately packaged or protected from possible damage, due to the inherent nature of the item(s) is fragile, and is likely to sustain damage even with the exercise of due care in handling by Catalina Express. By signing this release passenger agrees to have Catalina Express transport the described property on the Special Luggage Request Questionnaire and does release and hold harmless Catalina Express from any and all liability for loss or damage to said property. Passenger assumes full risk and responsibility for insuring the described property against any loss or damage at own expense. Baggage must be sufficiently strong to withstand necessary handling. Any item not so enclosed will be handled as excess baggage at owner's risk. Furthermore, Catalina Express shall not be liable for any loss or damage to money, travel currency, jewelry, cameras, glasses, perfume and / or other valuables enclosed in baggage. Catalina Channel Express is not liable for lost or damaged items.

Your cooperation is greatly appreciated.

**If you are unable to meet these guidelines, we urge you contact one of the Freight Lines to transport any excessive or oversized baggage.**

**Avalon Freight Service (310) 221- 6290 or Catalina Flying Boats (562) 595-5026**