

Flixbus 行李問題

在歐洲交換期間，Flixbus 是往返各國最經濟實惠的交通選擇之一。然而，搭乘時的行李安全與突發狀況處理，是許多交換生容易忽略的風險。根據我個人的經驗，以下幾點建議供大家參考，以備不時之需：

相信大家多少一定會搭 Flixbus 不論是在國內還是其他歐洲國家，所以有時候會發生一些關於行李不見該如何處理；我當時的情況是相機被偷走，所以就有先上官網填寫行李遺失的表單，但通常他們會一個禮拜才回覆你，可能更久，所以建議大家有搭乘 Flixbus 的上車之前都要先拍車體外觀，為了確保是哪間公司載客，因為其實 Flixbus 僅是平台整合商，實際執行運輸的往往是當地的巴士營運公司，所以說一旦發生行李不見或是任何事情第一個先聯繫承運商，可以去跟福利巴士的人員詢問是否是這個承運商，再去網路上查詢官網，查看郵件與電話，我是 5/22 早上寫信問，他們當天收到信件馬上就處理，我同時也有打電話，但因為他們只講義大利文，所以我請同學幫忙溝通。

以下是 Rosàbus 回覆

 Gentile Servizio Clienti, Vi scrivo per segnalare urgentemente lo smarrimento di un oggetto di grandissimo valore affettivo durante il mio recente viaggio in au

 **Commerciale - Rosà Autoservizi** <commerciale@rosa-autoservizi.it> 5月22日週五 下午9:55
寄給 Movimento · 我 ▾


Good morning,
I'm writing to tell your friend what I said on the phone.
The bus traveled for another 8 hours after you got off, heading towards Pula, and continued on towards Trieste today.
Given the number of people on board, it's very likely that the item is lost, especially since they didn't notify me of its location during the cleaning process.
If it turns up, I'll let you know.

Thank you very much,
Regards.

Matteo Andreatta
Ufficio commerciale



以下是 Flixbus 回覆

Your request to FlixBus 50969585 : URGENT: Lost Item Report - Booking #3357120643 (Naples to Rome) [thread::PH-i-ff0dbm6MTh5YPWtJSA::] > 

service@flixbus.de service@flixbus.de 透過 cl49ym7zxwnr1esd.cmgmi.2-mxnneau.deu92.bnc.salesforce.com 5月25日週一 下午12:14 ☆ ☺ ↶
寄給我 ▾

Hello ,

We're sorry to hear about your missing luggage.

We have shared the the lost and found contact form please fill the form by referring the link shared below :-https://help.flixbus.com/s/article/PSSP-I-left-something-on-the-bus-What-should-I-do?language=en_IE

We keep in constant touch with our partners and found offices. We will let you know via email the moment we find it and we will notify you immediately after we locate your item.

In the meantime, we encourage you to keep on checking the most recent status of your lost item through this link: https://help.flixbus.com/s/lost-and-found?language=en_IE

We sincerely apologize for the inconvenience and hope to resolve this matter as soon as possible.

We appreciate your patience and understanding.

Kind Regards,
Sahil from Flix

以上我覺得大家如果是搭晚間或是夜車，建議都先拍照，因為你永遠不會知道發生什麼事情，如果晚上沒有人能夠即時處理，大家還是隨時保持危機意識惟好。