

Passenger rights in case of the event of interrupted travel and rights of disabled persons and persons with reduced mobility when travelling by sea and inland waterway

under Regulation (EU) 1177/2010

INSTRUCTIONS

1) *Passengers who believe they have a valid complaint against a carrier or terminal operator regarding lack of assistance, lack of compensation for loss of damage of mobility equipment, lack of information, lack of reimbursement and re-routing in the event of delayed or cancelled departures, lack of compensation should first submit such complaint to the carrier or terminal operator depending on complaint reasons.*

This form may be used for such purpose.

Please keep a copy of this form for your records.

2) *Should the carrier or terminal operator fail to provide you with a reply within 2 months of receipt or, if you are not satisfied with their reply, this form (a copy of the original form may be used) should be sent to the national enforcement body in the Member State of embarkation.*

List of National Enforcement Bodies under Regulation [EU] 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway:

https://transport.ec.europa.eu/system/files/2021-12/2010_1177_national_enforcement_bodies-2021-11.pdf

3) *If the incident took place at a port of departure outside the EU, you may contact the national enforcement body in the Member State of dis-embarkation.*

4) *For complaint types such as baggage claims or ticketing issues these too should be submitted first to the carrier or terminal concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres in any Member State of the EU can be contacted for further advice.*

5) *Please note that the competent authorities of Member States cannot in general take binding decisions in respect of individual complaints. If you are still not satisfied with the carriers or terminals response, even following the answer from the competent authority, you will have to pursue the matter in Court or through alternative dispute resolution. Please consult the Member State concerned in order to consult their individual competences.*

By filling this form, you declare that the information provided is true and accurate.

Complaint submitted to:

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Complaint submitted by:

Name:		Surname:	
Address:			
Postcode:	City:	Country:	
E-mail:			
Telephone number:			

Passenger details (please include details of all passengers):

Name of passenger(s)	Indicate if Special Assistance required	Ticket price

Journey details:

Carrier:	
Travel agent or tour operator (if relevant):	
Booking reference/Ticket number (if available):	
Place (port) of departure:	Place (port) of arrival:
Intermediate stops(s) (if relevant):	
Scheduled time of departure:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Actual time of departure:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Scheduled time of arrival:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Actual time of arrival:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Port the incident occurred (if not during the journey) or location where the incident occurred:	

Reasons for the complaint:

Cancellation / Delay

- Lack of information in the event of cancelled or delayed departure

- Failure to provide appropriate assistance (e.g. snacks or meals) during an expected cancellation or delay in departure for more than 90 minutes (please attach any receipts of which you are looking for reimbursement)

- Failure to provide adequate accommodation in the case of cancellation or delay in departure (please attach any receipts of which you are looking for reimbursement)

- Lack of reimbursement or re-reouting in the event of delay more than 90 minutes (please attach receipt of ticket showing the ticket price)

- Lack of compensation in the event of delay in arrival
Please indicate the length of the delay: _____
Please indicate the scheduled journey time: _____

Accessibility (for persons having requested additional assistance)

- Discrimination

- Lack of appropriate assistance

- Lack of compensation for loss/damage of mobility equipment

Other (e.g. discriminatory tariffs or contractual terms)

PROBLEM DESCRIPTION
Please describe the situation

Have you already undertaken any action to address the problem(s) encountered (e.g. if you are submitting this form to the national enforcement body, have you already submitted a complaint to the carrier or terminal operator)?

YES

NO

If yes, please indicate to whom your previous complaint or query was sent (attach your complaint or query and the reply received, if any):

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PLEASE ATTACH RELEVANT DOCUMENTS (copy of ticket/reservation including its cost, receipt copies of additional expenses if claiming reimbursement of extra costs, copy of the complaint sent to the carrier or any other body and their reply)

Are you complaining on behalf of another passenger remember to attach a waiver from that passenger stating that you can complain on their behalf.

Data protection rules apply. **I hereby authorise the recipient of this complaint to share my personal data with other relevant parties if required for the processing of my complaint** YES NO

I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers YES NO