

COMPLAINT FORM TO BE SENT TO THE TERMINAL OPERATOR

| | |
|----------|------|
| Postcode | City |
|----------|------|

NAME OF THE TERMINAL OPERATOR

Facsimile

Address

Country

| |
|----------------|
| E-mail address |
|----------------|

Complainant's details

Details of the user (if different from the complainant) and of any other passengers

Travel details

Travel agent/tour operator/ticket vendor (if applicable) Booking code/ticket number:

Port/terminal of departure:

Port/terminal of arrival:

| | | |
|--------------------------------|----------|----------|
| First name: | Surname: | |
| Name (if not a private person) | | |
| Address: | | |
| Postcode: | City: | Country: |
| E-mail: | | |
| Tel.: (optional): | | |

| | |
|-------------|----------|
| First name: | Surname: |
| First name: | Surname: |
| First name: | Surname: |
| First name: | Surname: |

| | | | |
|-----------------------------------------------------------------------------------------|---------|-----------------|--|
| Scheduled time of departure | - Time: | date(dd/mm/yy): | |
| Actual time of departure (where this does not coincide with the scheduled time) - time: | | date(dd/mm/yy): | |
| Scheduled time of arrival - time: | | date(dd/mm/yy): | |
| Actual time of arrival (where this does not coincide with the scheduled time) - time: | | date(dd/mm/yy): | |

Reasons for complaint. Place a tick next to the relevant items (*)

- Rights of disabled persons and persons with reduced mobility
- Information in case of cancellations or delayed departures
- Travel information
- Information concerning passengers' rights
- Difficulties in filing a complaint

- Other:

The terminal operator may add any further specific items to the list that are relevant for company purposes.

Description. Describe the incident with regard to all the items for which a tick has been indicated

(*) Information on the rights of passengers travelling by sea and on inland waterways recognised by Regulation (EU) No. 1177/2010 can be found on the *website* of the Transport Regulation Authority at: <https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/>.

Attachments

Proxy authorisation and identity document of the user (if the complaint is submitted by a person other than the user)

Other attachments:

SIGNATURE OF COMPLAINANT _____

Place: _____

Date: _____

PRIVACY POLICY

(to be completed by the terminal operator)