

COMPLAINT FORM TO BE SENT TO THE SERVICE OPERATOR

NAME OF THE SERVICE OPERATOR

Facsimile

Address

Country

E-mail address

Complainant's details

Postcode

City

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

Travel details

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:

Travel agent/tour operator/ticket vendor (if applicable)			
Booking code/ticket number:			
Port/terminal of departure:		Port/terminal of arrival:	
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 (*)

- Issuance of the ticket / discriminatory fares or contractual conditions
- Rights of disabled persons and persons with reduced mobility
- Information in case of cancellations or delayed departures
- Travel information
- Information concerning passengers' rights
- Alternative transport or reimbursement in the event of cancelled or delayed departures
- Assistance in case of cancelled or delayed departures
- Late arrival and compensation request

Please select how you would like to receive your compensation, if due:

Vouchers or other services
Credit card

Bank transfer - IBAN:

- Difficulties in filing a complaint
- Other:

The service 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 _____

PI a

Date: _____

PRIVACY POLICY

(to be completed by the service operator)