



## PASSENGER RIGHTS COMPLAINT FORM

WHEN TRAVELLING BY SEA AND INLAND WATERWAY (Regulation (EU) 1177/2010)

Completion of this form is not mandatory.  
 You can lodge a complaint by letter or other means

### Tips when making a complaint:

- Don't delay, make your complaint as soon as possible after the occurrence of an incident. Complaints should be submitted to the carrier/terminal operator/travel agent/tour operator within 2 months from the date of which the service was performed or should have been performed
- Put your complaint in writing (on-line or by post). If handwritten, please use capital letters
- Please submit this form along with any supporting documentation
- Please remember to keep a copy of this form and any other documentation for your records
- Please note that you may be asked additional information

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

Have you undertaken any action to address the problem encountered?		YES	NO
If yes, please indicate to whom your previous query was sent (attach your query and the reply received if any):			
Carrier	Terminal operator	Travel agency	Tour operator

### Complaint submitted to:

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### Complaint submitted by:

Name:		Surname:	
Email:			
Telephone number:	Nº 1:	Nº 2:	
Address:			
Postcode:	City:	Country:	

### Passenger details

Name of Passenger	Indicate if Special Assistance required	Ticket Price

### Journey details

Carrier:		Ship name:	
Cruise	Other passenger service	Booking Ref./Ticket Number:	
Travel agent or tour operator (if relevant):			
Port of Departure:		Port of Arrival:	
Terminal of Departure:		Terminal of Arrival:	
<b>Scheduled time of departure:</b>	hh	dd	mm yy
<i>Actual time of departure (if different from the scheduled time)</i>	hh	dd	mm yy
<b>Scheduled time of arrival:</b>	hh	dd	mm yy
<i>Actual time of arrival (if different from the scheduled time)</i>	hh	dd	mm yy

**Reasons for the complaint:**

<b>Cancellation / Delay</b>	<b>Accessibility (for disabled persons and persons with reduced mobility)</b>
Lack of information Failure to provide assistance (e.g. snacks) No re-routing/reimbursement No compensation for late arrival	Lack of information Lack of assistance (in ports/on board ships) Loss/Damage of mobility equipment
Other	

PLEASE DESCRIBE THE PROBLEM IN DETAIL (in capital letters – if handwritten)

**PLEASE ATTACH RELEVANT DOCUMENTS** (e.g. copy of ticket / reservation (including cost), prior notification of the need for assistance if relevant, any previous correspondence)

Date of submission:	Signature:
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This form has been prepared in accordance with the requirements in the Regulation (UE) 1177/2010 of the European Parliament and of the Council of 24 November 2010, concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC)2006/2004.

Data protection: By signing this form I expressly authorize that data contained in it may be stored in a database in order to manage the complaint, and shared by the entity or entities involved that might be relevant for its processing and/or resolution, limiting such transfer to that purpose.

Information on your passenger rights should be available on board ships and in port terminals.

For further information:

- Visit the European Commission's passenger rights website at: [europa.eu/youreurope/travel](http://europa.eu/youreurope/travel)
- Download the EC passenger rights Smart App:
 


- Contact a National Enforcement body: [ec.europa.eu/transport/themes/passengers/maritime/doc/2010\\_1177\\_national\\_enforcement\\_bodies.pdf](http://ec.europa.eu/transport/themes/passengers/maritime/doc/2010_1177_national_enforcement_bodies.pdf)
- Call Europe Direct on 00 800 6 7 8 9 10 11

European Consumer Centres are also there to help you: [ec.europa.eu/consumers/ecc](http://ec.europa.eu/consumers/ecc)