

## 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 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.**

### Complaint submitted to:

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### Complaint submitted by:

Name:	Surname:	
Email:		
Telephone number:	Nr 1:	Nr 2:
Address:		
Postcode:	City:	Country:

### Passenger details (please include details of all passengers)

Name of Passenger(s)	Indicate if Special Assistance required	Ticket Price (total)

### Journey details

Carrier:	Ship name:
Cruise <input type="checkbox"/>	Other passenger Service <input type="checkbox"/>
Travel agent or tour operator (if relevant):	
Booking Reference/Ticket Number (if available):	
Port of Departure:	Port of Arrival:
Intermediate Port(s) (if relevant):	
<b>Scheduled time of departure:</b>	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
<i>Actual time of departure (if different from the scheduled time)</i>	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>

**Scheduled time of arrival**

hh  dd  mm  yy

**Actual time of arrival (if different from the scheduled time)**

hh  dd  mm  yy

**Reasons for the complaint:**

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

PLEASE DESCRIBE THE PROBLEM IN DETAIL (in capital letters- if handwritten - maximum 5000 characters)

Have you already undertaken any action to address the problem(s) encountered?

NO

YES

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

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

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

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)