

PASSENGER RIGHTS MODEL COMPLAINT FORM
when travelling by sea and inland waterway
Regulation (EU) No 1177/2010 concerning the rights of passengers
travelling by sea and inland waterway

This complaint form can be used by passengers to form a complaint to a carrier or terminal operator or to the national enforcement body responsible for waterborne passenger rights. The use of this form is not mandatory. **Please investigate if your carrier or NEB have a complaint form in place and if those are mandatory, please use these forms.**

According to Article 24, carriers and terminal operators shall have in place an accessible complaint-handling mechanism and passengers may submit a complaint to the carrier or terminal operator within 2 months from the date on which the service was performed or should have been performed. In accordance with Article 25(3) of Regulation (EU) No 1177/2010, any passenger may submit a complaint, in accordance with national law, to the competent body, or to any other competent body designated by a Member State, about an alleged infringement of the Regulation. The competent body shall provide passengers with a substantiated reply to their complaint within a reasonable period of time.

An overview of the competent national authorities can be found here:
<https://transport.ec.europa.eu/document/download/0ae26167-3fd5-4125-8092-32e8987fb125>

Note that the carrier or terminal operator must be given two months to reply to your complaint.

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 or lack of compensation. 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.
- 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.

1. Complaint submitted to:

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2. Date of submission of the complaint:

Dd/mm/YYYY

3. Journey details:

Name of the carrier:
Scheduled journey
Departure date: Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Place (port) of departure:
Place (port) of arrival:
Scheduled time of departure: Hour <input type="text"/> Minutes <input type="text"/>
Scheduled time of arrival at the final destination: Hour <input type="text"/> Minutes <input type="text"/>
Intermediate stop(s) (if relevant):
Booking reference/ticket number:
Ticket price(s) (if relevant)
Actual journey
Date of actual arrival: Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Actual time of departure: Hour <input type="text"/> Minutes <input type="text"/>
Actual time of arrival at the final destination: Hour <input type="text"/> Minutes <input type="text"/>
Port where the incident occurred (if not during the journey) or location where the incident occurred:

4. Reasons for the complaint:

Cancellation / Delay
<input type="checkbox"/> Lack of information in the event of cancelled or delayed departure
<input type="checkbox"/> 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)
<input type="checkbox"/> 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)
<input type="checkbox"/> Lack of reimbursement or re-rerouting in the event of delay of more than 90 minutes (please attach receipt of ticket showing the ticket price)
<input type="checkbox"/> Lack of compensation in the event of delay in arrival

(please attach receipt of ticket showing the ticket price)

Lack of appropriate assistance (for persons having requested additional assistance)

- Refusal to accept a reservation
- Charge of additional costs for reservation and tickets
- Lack of appropriate assistance
- Lack of compensation for loss/damage of mobility equipment
- Discriminatory or non-accessible access conditions

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):

5. 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	Ticket price
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	Assistance requested	
Address:		
Postcode:	City:	Country:
E-mail:		
Telephone number	Nr 1:	Nr 2:

*Note that you should include a waiver in case you are complaining on behalf of another person than yourself.

6. Additional information related to your ticket/journey

If you want, you can add here additional information related to your ticket/journey, including on any additional costs made for other providers of transport services or other costs (bills for air, rail, bus, coach or taxi journeys, hotel or other accommodation, meals, refreshments). The submission of supporting relevant documents is highly recommended.

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, a waiver in case you are complaining on behalf of another person than yourself)

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

Date of application (day/month/year):/..../....

Place of application:

Signature of the passenger or their representative:

Information on your passenger rights should be available on board of the transport vehicle and in terminals.

For further information:

- Visit the European Commission's passenger rights website at:
www.europa.eu/youreurope/travel
- Download the EC passenger rights Smart App:
https://transport.ec.europa.eu/transport-themes/passenger-rights/passenger-rights-campaign/download-app_en
- Contact a National Enforcement Body:
<https://transport.ec.europa.eu/document/download/0ae26167-3fd5-4125-8092-32e8987fb125>
- Call Europe Direct on 00 800 6 7 8 9 10 11
- European Consumer Centres are also there to help you:
https://commission.europa.eu/live-work-travel-eu/consumer-rights-and-complaints/resolve-your-consumer-complaint/european-consumer-centres-network-ecc-net_en#contact-ecc-net