

ARBITRATION - BUS COMPLAINT

YOUR COMPLAINT

Contact details

Title: _____

First name: _____

Last name: _____

Street/Number: _____

Postcode: _____

City: _____

Country: _____

Telephone: _____

Fax: _____

E-Mail: _____

Respondent

Company: _____

Travel Details

	Outward ride:	Return ride:
Date:	_____	_____
Place/stop of departure:	_____	_____
Connecting stop (if any):	_____	_____
Place/Stop of arrival:	_____	_____
Line number:	_____	_____

Reason for complaint / Description of the case

Cancellation Delay Denied Boarding Other reasons Missing assistance for disabled passenger/passenger with reduced mobility

Description of the case:

My Claim

- Compensation for delay
- Compensation or refund in case of cancellations
- Refund of other expenses (e.g. hotel, food, taxi)
- Information
- Other claims

Compensation received from the company

- YES, I already received compensation: _____
- NO, I didn't receive assistance

Information about your rights

Did the company provide the passengers with written information (e.g. leaflets) on their rights?

- YES, I was provided
- NO, the company didn't provide me

Assistance free of charge

Did the company provide free of charge assistance (food/drinks, hotel accommodation, transfer...)?

- YES, I received assistance: _____
- NO, I didn't receive assistance

How did you become aware of us?

- Flyer/Booklet
- Internet research/search engine
- TV/radio
- Newspaper
- Other Institutions/authorities
- Carrier/company
- Fair
- Personal recommendation

We need the following documents in copy:

- Booking confirmation/ticket(s)
- Correspondence with the company (including automated replies and file number, if available)
- Other receipts (hotel, food, taxi...) in case you would like to claim a refund

In order to initiate and conduct an arbitration procedure at the Agency for Passenger Rights (apf), it is necessary to acknowledge the procedural directive and take notice of the data protection of the apf.

With signing you confirm that you accept our Procedural Directive and that all information provided is true and you especially acknowledge that false or incomplete statements may force us to terminate the arbitration procedure.

The apf stores, transfers and deletes your data in accordance with the applicable data protection law. Further information about the apf and the arbitration procedure can be found on the website at www.passagier.at

Date

Signature