

## ARBITRATION - SHIP 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/harbour of departure:	_____	_____
Connecting harbour (if any):	_____	_____
Place/harbour 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 enable the procedure to be carried out, I am providing my consent in accordance with the applicable version of Paragraph 8 Datenschutzgesetz 2000 (Data Privacy Act), Bundesgesetzblatt (BGBl. – Federal Law Gazette) I No. 165/1999 so that the agency for passenger rights is authorised to request all the data required to assess the case from the companies and authorities and so that the latter are authorised to provide the data to the agency for passenger rights.

\*I have acknowledged the guideline for arbitration proceedings. Additionally, I confirm that all information provided is true. I further acknowledge that incorrect or incomplete information may result in the termination of the arbitration procedure.

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Date

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Signature