

# COMPLAINT FORM TO BE SENT TO THE SERVICE MANAGER



BLUFERRIES S.U.R.L

Gruppo Ferrovie dello Stato Italiane

Via Calabria, 1

98122

MESSINA

ITALIA

blufferies@legalmail.it

## Data of the complainant

First Name:		Last Name:	
Name (if not a natural person):			
Address:			
Zip:	Town:	Country:	
E-mail:			
Phone (optional):			

## User data (if different from the claimant) and any other passengers

First Name:	Last Name:
First Name:	Last Name:
First Name:	Last Name:
First Name:	Last Name:

## Travel details

Travel agent / tour operator / ticket vendor (if applicable):			
Booking code / ticket number:			
Port / departure terminal:		Port / arrival terminal:	
Scheduled departure time:	- time:	date:	<input type="text"/>
Actual departure time (where not coinciding with the scheduled time)	- time:	date:	<input type="text"/>
Scheduled arrival time	- time:	date:	<input type="text"/>
Actual arrival time (where not coinciding with the scheduled time)	- time:	date:	<input type="text"/>

**Reasons for the complaint. Please indicate a check mark next to the relevant items (\*)**

- Ticket issue / contractual conditions or discriminatory rates
- Rights of persons with disabilities and persons with reduced mobility
- Information in the event of cancellations or late departures
- Travel information
- Information on passenger rights
- Alternative transport or refund in case of canceled or delayed departures
- Assistance in case of canceled or delayed departures
- Delay on arrival and request for financial compensation

Select how you want to receive the compensation, if due:

Coupons or other services

Credit card

Bank transfer - IBAN:

Difficulty in submitting a complaint

Other:

**Description. Please describe what happened with regard to all items for which the check mark has been shown**

(\*) For information on the rights of passengers traveling by sea and inland waterways recognized by regulation (EU) no. 1177/2010, it is possible to consult the website of the Transport Regulation Authority at:

<https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/>

Delegation and identity document of the user (if the complaint is presented by a person other than the user) Other attachments

SIGNATURE OF THOSE WHO SUBMIT THE COMPLAINT: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

### **PRIVACY DISCLAIMER**

Bluferries S.u.r.l., as data controller, will process your personal data in compliance with the provisions of the European Data Protection Regulation n. 679/2016. You can consult the complete information, already provided at the time of signing the general conditions of sale, on the website: <http://www.bluferries.it/protezionedati.html>