

COMPLAINT FORM

Grandi Navi Veloci S.p.A.

Via Balleydier 7

16149

Genoa

Italy

DETAILS OF THE COMPLAINING PARTY

Name:	Surname:	
Name of entity (if not an individual):		
Address:		
Postal code:	City:	Country:
E-mail:		
Phone (optional):		

USER DETAILS (IF DIFFERENT FROM THE COMPLAINING PARTY) AND ANY OTHER PASSENGERS

Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

VOYAGE DETAILS

Booking code/ticket number:	
Port/terminal of departure:	Port/terminal of arrival:
Scheduled departure time:	date (dd/mm/yy):
Actual departure time (if other than the scheduled time):	date (dd/mm/yy):
Scheduled arrival time:	date (dd/mm/yy):
Actual arrival time (if other than the scheduled time):	date (dd/mm/yy):

REASON FOR COMPLAINT. PLEASE TICK THE BOX NEXT TO THE RELEVANT ITEMS

- Ticket issue / contractual conditions or price discrimination
- Rights of disabled persons and people with reduced mobility
- Information in the event of cancelled or delayed departures
- Information on the voyage
- Information on passenger rights
- Alternative transport or refund in the event of cancelled or delayed departures
- Assistance in the event of cancelled or delayed departures
- Delayed arrival and request for financial compensation

Select how you want to receive compensation, if due:

- Travel voucher
- Bank transfer - IBAN:

Name of Account Holder:

BIC/SWIFT:

- Difficulty in submitting the complaint
- Other:

DESCRIPTION. PLEASE DESCRIBE WHAT HAPPENED WITH REGARD TO ALL ITEMS THAT HAVE BEEN TICKED

ANNEXES

Proxy and user ID (if a claim is submitted by a party other than the user)
Other annexes:...

SIGNATURE OF THE COMPLAINING PARTY: _____

Place: _____

Date: _____

INFORMATIVA PRIVACY

Compilando e inviando questo modulo autorizzo il trattamento dei miei dati ai sensi dell'art. 13 del Regolamento UE n. 2016/679 e ai fini del D.lgs. n. 196/2003 e ss.mm.ii come novellato dal D. lgs. N. 101/2018.
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