

COMPLAINT FORM TO BE SENT TO THE SERVICE PROVIDER

<input type="checkbox"/>	
<input type="checkbox"/>	

Details of the person making the complaint

First name:			Last name:		
Denomination (if not an individual):					
Address:					
Postal code:	City:		Country:		
Email:					
Phone (optional):					

User data (if different from the complainant) 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/biller (if applicable):					
Booking code/ticket number:					
Departure station/stop:			Arrival station/stop:		
Scheduled departure time:		- hour:		date(dd/mm/yy):	
Actual departure time (if different from scheduled) - hour:				date(dd/mm/yy):	
Line (if applicable):					

Reasons for complaints for regular services with a distance of 250 km or more. Please indicate a check mark next to the relevant items (*)

- Ticket issuance / contractual terms or discriminatory fares
- Rights of persons with disabilities or reduced mobility
- Information in case of cancellation or delay of departure
- Station assistance in case of cancellation or delay of departure
- Alternative transport or refund in case of cancellation, delay of departure or overbooking
- Travel information
- Information on passenger rights
- Difficulty in submitting the complaint
- Other:

Choose how you want to receive compensation/refund if due:

- Vouchers or other services
-

Reasons for complaints for regular services with a distance under 250 km. Please indicate a check mark next to the relevant items (*)

- Contractual terms or discriminatory fares
- Rights of persons with disabilities or reduced mobility
- Travel information
- Information on passenger rights
- Difficulty in submitting the complaint
- Other:

Select how you want to receive the compensation/refund if due:

- Vouchers or other services
-

(*) You can indicate one or more reasons for the complaint. For information on what passenger rights are for transport services with buses recognized by Regulation (EU) No 181/2011, you can consult the website at the _____ of the Transport Regulation Authority address:

<https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/>

Description. Please describe the incident with regard to all items for which the checkmark has been indicated

Attachments

SIGNATURE OF THE PERSON SUBMITTING THE CLAIM: _____

Place: _____

Date: _____

Privacy Notice pursuant to EU Regulation 2016/679 (GDPR):

The personal data provided with this report will be processed solely for the purpose of managing, investigating, and responding to the submitted complaint.

Purpose: Management of disputes and improvement of the service.

Legal Basis: The processing is necessary for the performance of the transport contract or pre-contractual measures, as well as to comply with legal obligations incumbent upon the Data Controller.

Data Retention: The data will be retained for the time strictly necessary to resolve the complaint and in accordance with the legal requirements for the retention of administrative documents.

The data subject may exercise at any time the rights of access, rectification, erasure, and objection by writing to:

info@pec.miranteturismo.it – for Mirante Turismo S.r.l.

mirantetur@pec.it – for Mirantetur S.r.l.

The full privacy notice can be consulted at our offices or on the company website.

Consent to data processing:

I declare that I have read the privacy notice and consent to the processing of my personal data for the purposes of complaint management.

Signature: _____

Date: _____