
	<p>PERSONS WITH REDUCED MOBILITY AIR PASSENGER RIGHTS COMPLAINT FORM</p>	
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THIS FORM CAN BE USED TO LODGE A COMPLAINT WITH THE AIR CARRIER, AIRPORT MANAGING BODY AND/OR THE NATIONAL ENFORCEMENT BODY.

Rights of disabled persons or persons with reduced mobility in case of denied flight reservation, embarkation or inadequate assistance in airports or on board when travelling by air under Regulation (EC) 1107/2006

INSTRUCTIONS

- 1) *Passengers who believe they have a valid complaint against a carrier¹ or managing body of an airport regarding denied flight reservation, embarkation or inadequate assistance in airports or on board when travelling by air, should first submit such a complaint either to the carrier operating the flight concerned or the managing body of the airport, as the case may be. This form may be used for that purpose. Please keep a copy of this form for your records.*
- 2) *Should the carrier or managing body of the airport fail to provide you with a reply within 6 weeks of receipt or, if you are not satisfied with their reply, this form (or a copy of the original form sent to the carrier) together with the correspondence exchanged with the carrier or airport managing body, should be sent to the national enforcement body² in the Member State³ where the incident took place.*
- 3) *If the incident took place at an airport of departure outside the EU, you may contact the national enforcement body in the Member State of flight destination.*
- 4) *This complaint form is to be used only for cases concerned with denied embarkation due to reduced mobility or inadequate assistance in airports or on board aircraft.*
- 5) *For any other complaint types such as baggage claims, schedule changes or ticketing issues, these too should be submitted first to the carrier concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres⁴ in any Member State of the EU can be contacted for further advice.*
- 6) *Please fill in the form in block capital letters.*

Complaint submitted by:

Name:	Surname:
Address:	
Postcode: City:	Country:
E-mail:	
Telephone number:	

¹ "Regulation 1107/2006 applies to all flights operated by any airline from any EU airport and flights to an EU airport operated by any EU airline".

² A list of National Enforcement Bodies and further information on EU passenger rights, and rights of disabled persons and persons with reduced mobility may be found at: <http://www.apr.europa.eu/>

³ or Iceland, Norway, Switzerland

⁴ http://ec.europa.eu/consumers/redress/ecc_network/webcenters_en.htm

Complaint concerning the following flight:

Airline:	Flight number:
Ticket number:	
Booking reference:	
Airport of departure:	Airport of arrival:
Connecting airport (if any):	
Date of your flight:	
Scheduled time of departure:	Actual time of departure:
Scheduled time of arrival:	Actual time of arrival:
Airport(s) where the incident occurred:	

Passenger details for flight detailed above:

Name of Passenger	Please indicate if Adult, Child or Infant (less than 2 years)	Please indicate if special assistance was required

Please carefully read these definitions, and indicate with a cross **[X]** that which applies to this complaint.

- 'Denied reservation' means a refusal on grounds of disability or reduced mobility, by the air carrier or its agent or a tour operator to accept a reservation for a flight departing from or arriving at an airport for which this Regulation applies.
- 'Denied embarkation' means a refusal by the carrier or its agent or a tour operator to embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned had a valid ticket and reservation.
- 'Inadequate assistance' means that the carrier or airport managing body did not provide the facilities or assistance for disabled persons or persons with reduced mobility to allow them to travel without the impediments that this Regulation was purposely formulated to overcome.
- 'Lost or damaged mobility equipment' means mobility equipment, including wheelchairs and assistive devices which become lost or damaged as a result of handling at the airport or transport on board.

Description of Complaint (including relevant dates and times of the incident)

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IN ALL CASES

Was the passenger concerned accompanied by another passenger for assistance?

- YES
- NO

Was the passenger accompanied by an assistance dog?

- YES
- NO

Did the passenger(s) hold a confirmed reservation on the flight concerned?

- YES
- NO

Did the passenger(s) announce themselves at the designated point at the airport terminal at the latest at the time indicated by the air carrier, its agent or the tour operator (or if no time was indicated: not later than two hours before the published departure time of the flight)?

- YES
- NO

Did the passenger(s) present themselves for check-in at the latest at the time indicated by the air carrier, its agent or tour operator (or if no time was indicated: not later than one hour before the published departure time of the flight)?

- YES
- NO

Did the passenger notify the air carrier, its agent or tour operator concerned, of the particular needs for assistance at least 48 hours before the published time of departure of the flight?

- YES Specify the entity which was notified: _____
- NO

If the passenger was being accompanied for the flight with an assistance dog, was this notified to the air carrier, its agent or tour operator concerned?

- YES
- NO

I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers concerned.

Signature(s) of all adult passengers :

.....

IN CASE OF DENIED RESERVATION OR EMBARKATION

Was the passenger refused a reservation or embarking on grounds of disability or reduced mobility?

YES

NO If no, specify reason: _____

If yes,

(1) Was the refusal made known to the passenger within 5 days following the request for a reservation?

YES

NO

(2) Was the passenger told that the refusal was necessary:

(a) for the carrier to meet safety requirements which could not have been met otherwise;

YES If yes, specify: _____

NO

(b) because the size of the aircraft or its doors were not sufficiently large to physically allow embarkation?

YES

NO

(3) Was an acceptable alternative for travel proposed by the air carrier, its agent or tour operator?

YES

NO

(4) Was the passenger, together with any accompanying and assisting passenger, offered the option between re-imbusement and re-routing?

YES

NO

IN CASE OF INADEQUATE ASSISTANCE

Which of the following types of assistance was inadequately provided:

- moving from a designated point to the check-in counter,
- checking-in and registering of baggage,
- proceeding from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- boarding the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceeding from the aircraft door to the allocated seats,
- storing and retrieving baggage on the aircraft,
- proceeding from one's seat to the aircraft door,
- disembarking from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceeding from the aircraft to the baggage hall and retrieval of baggage, with completion of immigration and customs procedures,
- proceeding from the baggage hall to a designated point,
- reaching connecting flights when in transit, with assistance on board and on land, both within and between terminals as needed,
- moving to the toilet facilities if required.

Were the signs for the designated points of arrival and departure at the terminals clear, recognisable and informative?

- YES
- NO

Was flight information provided in an accessible format?

- YES
- NO

IN CASE OF LOST OR DAMAGED MOBILITY EQUIPMENT

Were any wheelchairs or other mobility equipment or assistive devices lost or damaged during handling at the airport or transport on board?

- YES Specify: _____
- NO

Was any temporary replacement mobility equipment made available for use?

- YES
- NO

Was any compensation paid to cover the loss or damage to the equipment?

- YES Specify: _____
- NO