

COMPLAINT FORM

SNAV S.p.A.
Stazione Marittima – Molo Angioino
80133 - Napoli
Italia
customercare@snav.it

Complaint submitted by :

Name:	Surname:	
Name (if not a natural person):		
Address:		
Postcode:	City:	Country
E-mail:		
PEC :		
Telephone:		

Passengers names if different from the claimant:

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

Journey details:

Carrier/Terminal Operator/ticket office(if relevant) :		
Booking Reference/Ticket Number *:		
Port/Terminal of Departure:	Port/Terminal of Arrival:	
Scheduled time of departure:	- (hh:mm):	date(dd/mm/yy):
Actual time of departure (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):
Scheduled time of arrival	- (hh:mm):	date(dd/mm/yy):
Actual time of arrival (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):

Reasons for the complaint. Please tick as appropriate next to the relevant entries (*)

<input type="checkbox"/> issuance of the ticket/ contract conditions or discriminatory tariff
<input type="checkbox"/> rights of disabled persons and persons with reduced mobility
<input type="checkbox"/> information in the event of cancelled or delayed departures
<input type="checkbox"/> travel information – embarkation/ disembarkation procedures
<input type="checkbox"/> information on passenger rights
<input type="checkbox"/> re-routing or reimbursement in case of cancelled or delayed departure
<input type="checkbox"/> assistance in case of cancelled or delayed departure
<input type="checkbox"/> delay in arrival and request for compensation (*)
<input type="checkbox"/> contact center/web
<input type="checkbox"/> ticket office/check in
<input type="checkbox"/> the professionalism of the staff
<input type="checkbox"/> pets
<input type="checkbox"/> cabins cleanliness and comfort / air conditioning
<input type="checkbox"/> ship's cleanliness and comfort
<input type="checkbox"/> lost/theft
<input type="checkbox"/> damages to luggage
<input type="checkbox"/> service in restaurant/self service/bar/reception
<input type="checkbox"/> food quality
<input type="checkbox"/> entertainment/shops/playroom
<input type="checkbox"/> subscriptions / card
<input type="checkbox"/> difficulties in submitting the complaint
<input type="checkbox"/> other

(*)Choose how you want to receive compensation, *if due*

Vouchers or other services

Credit transfer –IBAN¹

¹ N.B. Indicate the holder of the bank account and e SWIFT if foreign account:

Swift

Holder:

(*) The contract is regulated by transport conditions attached to the ticket and published on web site www.snav.it
Rights of passengers when travelling by sea are regulated by:

- 1) Navigation Code and subsequent amendments and additions
- 2) EC Regulation 392/2009
- 3) Regulation (EU) No 1177/2010

For info about Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway please visit the web site <https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/>

Annexes

1) This form shall be accompanied by a copy of a valid identity document of the passenger (or the person submitting the complaint on his/her behalf)

2) Other annexes:

CLAIMANT SIGNATURE :

Place: _____

Date: _____

**DISCLOSURE ON PROCESSING OF PERSONAL DATA
INFORMATION PURSUANT TO ART. 13 OF REGULATION (EU) 2016/679:**

In accordance with Art. 13 of Regulation (EU) 2016/679 (General Data Protection Regulation), SNAV, as the data controller, informs you that it will only process this personal data contained in this form, or other way, for processing the complaint, for the purpose of answering your complaint. The Data Controller will process personal data for 10 years (unless otherwise required by law). The provision of data is optional, however the failure to provide data required may preclude the conclusion of the proceeding for which such data have been required. Personal data will be processed only for the purpose of the proceedings relating to the assessment of infringements of Regulation (EU) No 1177/2010. Further, personal data may be processed for the exercise of the Authority's regulatory or monitoring functions. The personal data provided by the user will not be diffused. For the sole purpose of the relevant proceeding, recipients of personal data may be transfer to third parties operating in the same sector, independent authorities responsible for regulation and supervision, public authorities.

The applicable legislation grants the data subject numerous rights, including the right to request the person responsible for data processing to access and correct or delete the data or to request a restriction of the processing relating to them or to oppose their processing, and, if applicable, the right on data portability and also the right to lodge a legal complaint with a supervisory authority. To exercise the specified rights, it is possible to send an email to privacy@snav.it or to send a registered letter with return receipt SNAV S.p.A., Legal Office Stazione Marittima Molo Angioino, 80133 Napoli Italy . Finally, we would like to inform you that SNAV has appointed a data protection officer who can be reached at the following address: privacy@snav.it.