




CLAIM FORM

You can file a complaint through various channels: on **our website, in "Claims" section** that you can reach from the homepage; by **e-mail** and by **certified mail** addressed to the Service Manager:

	Caronte & Tourist S.p.A.	C&T Isole Minori S.p.A.	Cartour S.r.l.	Servizi Norimberga S.p.A.
 WEBSITE	carontetourist.it/it/reclami	carontetourist.it/it/reclami	carontetourist.it/it/reclami	carontetourist.it/it/reclami
 E-MAIL	reclami@carontetourist.it	reclami@siremar.it	reclami@carontetourist.it	reclami@carontetourist.it
 CERTIFIED MAIL	Viale della Libertà, 34 98121 Messina - Italia	Via dei Mille, 20 98057 Milazzo (Me) - Italia	Viale della Libertà, 34 98121 Messina - Italia	Via Garibaldi, 108 98122 Messina - Italia

Please note that you can send your complaint in Italian or English.

You can also submit your complaint using the relevant form available on our website (carontetourist.it/it/reclami), at port ticket offices and onboard our ships.

WHAT INFORMATION SHOULD I INCLUDE IN MY COMPLAINT?

If you decide not to use the special form, please remember that your complaint must include the following basic information:

- **your name, surname and address** or those of your representative if applicable (in this case, attach a copy of the authorisation and your ID)
- **the reference details for the trip** taken (date, departure time, origin and destination) and your travel documentation (booking code or ticket number)
- **a description of the issue**, with the service with regard to one or more requirements established by European or national legislation, by the general terms and conditions of transport or by the customer service charter.

HOW LONG DO I HAVE TO SUBMIT MY COMPLAINT?

If you wish to file a complaint, you must send it within two months of the date on which the service was or should have been provided.

WHAT CAN I DO IF I AM NOT SATISFIED WITH THE RESPONSE TO MY COMPLAINT?

In the event of a dispute, all customers can use the **dispute resolution facility** at the Messina Chamber of Commerce (Messina CCIAA).

Furthermore, you can submit a **second instance complaint** to the Transport Regulation Authority via the methods detailed on our website (carontetourist.it/it/reclami).

Finally, we would like to remind you that you can view **Regulation (EU) No 1177/2010** in full on our website (carontetourist.it), at port ticket offices and onboard our ships.

WHEN WILL I RECEIVE A RESPONSE TO MY COMPLAINT?

We will contact you within a month to let you know if your complaint has been accepted or rejected or if it is still under consideration. Your complaint will be resolved within a maximum of two months. If you do not receive a reply within this time frame, you will automatically be entitled to compensation based on the ticket price, to be paid by the transport service at a rate of no less than:

- **10%** for a response provided between the 61st and 90th day following receipt of the complaint
- **20%** for a response provided after the 90th day following receipt of the complaint;

Compensation will not be paid in cases where:

- the compensation amount is less than 6 euros
- the complaint was not submitted in line with the methods and time frames indicated above or did not include the minimum required information
- you have already been paid compensation for a claim concerning the same trip.



SELECT THE SERVICE MANAGER YOU WANT SEND YOUR COMPLAINT TO.

<input type="radio"/> Caronte & Tourist S.p.A.	<input type="radio"/> C&T Isole Minori S.p.A.	<input type="radio"/> Cartour S.r.l.	<input type="radio"/> Servizi Norimberga S.p.A.
carontetourist.it/it/reclami	carontetourist.it/it/reclami	carontetourist.it/it/reclami	carontetourist.it/it/reclami
reclami@carontetourist.it	reclami@siremar.it	reclami@carontetourist.it	reclami@carontetourist.it
Viale della Libertà, 34 98121 Messina - Italia	Via dei Mille, 20 98057 Milazzo (Me) - Italia	Viale della Libertà, 34 98121 Messina - Italia	Via Garibaldi, 108 98122 Messina - Italia

DATE OF THE COMPLAINING PARTY

Name: _____

Surname: _____

Name (if not natural person): _____

Address: _____

Post Code: _____ City: _____

Country: _____

E-mail: _____

Phone number (optional): _____

USER'S PERSONAL DETAILS (IF DIFFERENT FROM THE COMPLAINING PARTY) AND ANY OTHER PASSENGERS IF APPLICABLE

Name: _____	Surname: _____
Name: _____	Surname: _____
Name: _____	Surname: _____
Name: _____	Surname: _____

TRIP DETAILS

Travel agent/tour operator/ticket seller
(if applicable): _____

Booking code/ticket number: _____

Departure port/terminal: _____

Arrival port/terminal: _____

TRIP DETAILS

Scheduled departure time:	time:	date (dd/mm/yy):
Actual departure time (if not coinciding with the scheduled time)	time:	date (dd/mm/yy):
Scheduled arrival time	time:	date (dd/mm/yy):
Actual arrival time (if not coinciding with the scheduled time)	time:	date (dd/mm/yy):

REASONS FOR THE COMPLAINT. Please tick off the relevant items (*)

- Ticket issuance/contractual conditions or discriminatory fares
- Rights of disabled persons and persons with reduced mobility
- Information in the event of cancelled or delayed departures
- Trip information
- Information on passenger rights
- Re-routing and refund in the event of cancelled 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 compensation, if due:

- Coupons or other services
- Credit card: _____
- Bank Transfer -IBAN: _____
- Difficulty in submitting the complaint
- Other: _____

(*) For information on the rights of passengers traveling by sea and inland waterways recognized by Regulation (EU) no. 1177/2010, you may consult the website of the Transport Regulatory Authority at:
<https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/>

DESCRIPTION.

Please describe what happened with regard to all the items for which the check box was ticked

- Authorisation statement and identity document of the user (if the complaint is presented by a person other than the user)
- Other attachments:...

SIGNATURE OF THE PERSON SUBMITTING THE COMPLAINT: _____

PLACE: _____

DATE: _____

PRIVACY POLICY DISCLOSURE

Dear Sir/Madam, we inform you that:

The Data Controller is the **manager of the service** whose contact are indicated on the ticket or on the title page of this document, who can be contacted at:

- email address: privacy.gruppo@carontetourist.it
- phone number: +39 090/3718511

The company has appointed a Data Protection Officer, pursuant to Article 39 Regulation (EU) 2016/679, who can be contacted at the data controller's office or via the email address dpo@carontetourist.it

Type of data collected

The following personal data are processed pursuant to Article 4, no. 1 of the GDPR:

- personal and identification details (full name);
- contact details (phone number, email address).

Purpose and legal basis of data processing

- management of complaints received via internet; processing based on the legitimate interest of the data controller (**Article 6, paragraph 1, point f of the GDPR**).

Data subject request procedures

- Data subjects may exercise the above rights at any time by sending an email to: privacy.gruppo@carontetourist.it

The full privacy policy disclosure is available on the website www.carontetourist.it