

COMPLAINT FORM

Method of communication:

- By registered mail to:
Air Pullman S.p.A.
20097 - Assago (MI)
Via E. Fermi, 9
- By e-mail: reclami@airpullman.com
- By PEC: airpullmanspa@legalmail.it

Details of complainant

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

Details of user (if other than the complainant) and any other passengers

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

Details of journey

Travel agent/tour operator/ticket vendor (if applicable):			
Reservation code/ticket number:			
Terminal/stop of departure:		Terminal/stop of arrival:	
Scheduled time of departure:	- hour:	date(dd/mm/yy):	<input type="text"/>
Actual time of departure (where not coinciding with the scheduled time)	- hour:	date(dd/mm/yy):	<input type="text"/>
Line (if applicable):			

Grounds of complaint for regular services where the scheduled distance is 250 km or more. Please tick as appropriate next to the relevant entries (*)

- Ticket issue/Discriminatory tariff or contract conditions
- Rights of disabled persons or persons with reduced mobility
- Information in case of cancellation or delay in departure
- Assistance at terminals in case of cancellation or delay in departure
- Re-routing or reimbursement in case of cancellation, delay in departure or overbooking
- Travel information
- Information on passengers' rights
- Difficulty in the submission of the complaint
- Other:

Choose how you wish to receive compensation/reimbursement, if due:

- Vouchers or other services
- Bank transfer

Grounds of complaint for regular services where the scheduled distance is less than 250 km. Please tick as appropriate next to the relevant entries (*)

- Discriminatory tariff or contract conditions
- Rights of disabled persons or persons with reduced mobility
- Travel information
- Information on passengers' rights
- Difficulty in the submission of the complaint
- Other:

Choose how you wish to receive compensation/reimbursement, if due:

- Vouchers or other services
- Bank transfer

(*) You can specify one or more reasons of complaint. For information on the rights of bus and coach passengers under Regulation (EU) No. 181/2011, please refer to the website of the Transport Regulation Authority at the following link: <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

Description. Please describe the events with respect to all items with a tick mark

Annexes

Proxy and user identity document (in case the complaint is submitted by a person other than the user)Other attachments: ...

SIGNATURE OF THE COMPLAINANT: _____

Place: _____

Date: _____

Privacy: Air Pullman S.p.A. (P.IVA 00216510123), in persona del legale rappresentante pro tempore, con sede in Via Enrico Fermi, 9 - 20090 Assago (MI), in qualità di titolare del trattamento, informa che, in ottemperanza al D.lgs 196/2003 e del Regolamento europeo 679/2016 (cd. GDPR) che disciplina e regola la tutela dei dati personali e la loro libera circolazione, i dati contenuti nel presente modulo saranno trattati in conformità all'anzidetta normativa, improntandosi ai principi di correttezza, liceità, proporzionalità di interessi e trasparenza nonché alla tutela della riservatezza e dei diritti. Chiamando il numero +39 0331258411 o scrivendo a privacy@airpullman.com in ogni momento è possibile esercitare i diritti nei confronti del titolare del trattamento ai sensi del Regolamento Europeo 679/2016. L'interessato ha diritto di ottenere la conferma dell'esistenza e/o del fatto che sia o meno in corso il trattamento dei dati personali che lo riguardano, anche se non ancora registrati, nonché la loro comunicazione in forma intelligibile.

S.A.C.O. Srl

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Società sottoposta a direzione e coordinamento da parte di AIR PULLMAN SpA



ANCIS

ISO 9001

ISO 45001

La certificazione si riferisce
alle attività ed alle sedi
di cui ai certificati
n. 337 e 7345CR