

# COMPLAINT FORM



Interbus Federico

Via Lagani snc C.da Bovetto 89067 Reggio Calabria

## Data of the person making the complaint

First name:

Surname:

Name (if not physical person):

Address:

ZIP code:

City:

Nation:

E-mail:

Telephone number (optional):

## Data of the user (if different from the person making the complaint) and of any other

First name:

Surname:

First name:

Surname:

First name:

Surname:

First name:

Surname:

## Trip Details:

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

Booking code/ Ticket number:

Departure Station/Stop:

Arrival Station/Stop:

Scheduled departure time:

- Hour:

Date:

Scheduled departure time:

- Hour:

Date:

Actual departure time (Where not coinciding with the scheduled time)

Line (If applicable)

Reasons for complaint for regular services of distance equal to or greater than 250 km.  
Please place a check next to the relevant entries.

- Ticket issuing / Contractual conditions or discriminatory fares
- Rights of people with disabilities or reduced mobility
- Information in case of cancellation or delay in departure
- Assistance at the station in case of cancellation or delay in departure
- Alternative transportation or refund in case of cancellation, delayed departure or overbooking
- Travel information
- Information on passenger rights
- Difficulty in submitting the complaint
- Other

Select how you want to request compensation/refund if due:

- Coupons or other services
- Specify other methods provided by the company, in compliance with the regulations.

Reasons for complaint for regular services less than 250 km away. Please place a check next to the relevant entries.

- Discriminatory contractual conditions or tariffs
- Rights of people with disabilities or reduced mobility
- Travel information
- Information on passenger rights
- Difficulty in submitting the complaint
- Other

Select how you want to request compensation/refund if due:

- Coupons or other services
- Specify other methods provided by the company, in compliance with the regulations.

\* You can indicate one or more reasons for the complaint. For information on the rights of passengers of bus transport services recognized by Regulation (EU) no. 181/2011, it is possible to consult the website of the transport regulation authority at: <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/>

Please describe what happened with regard to all items for which you have placed a check mark

Attachments

Signature of the person making the complaint: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_