

### Air passengers' rights - Complaint form

This form may be used to file a complaint against an airline and/or with the Ministry of Consumer Protection (Ministère de la Protection des consommateurs) as the national enforcement body.

Passengers' rights in the event of denied boarding, downgrading, cancellation or long delay of flights, in accordance with Regulation (EC) no. 261/2004.



In order to best use the forms in PDF format, it is recommended to open them with the free Adobe Acrobat® Reader® software or an equivalent product. The latest version of Adobe Acrobat Reader for all systems (Windows®, Mac, etc.) can be downloaded for free on the Adobe Systems Incorporated website.

Your rights regarding your personal data:

Any data relating to you that is collected from this form is subject to processing by the relevant government administration department in order to properly respond to your request. The data will be retained for as long as is required for the government administration department to achieve the purpose of the processing. The recipients of your data are the government administration departments with authority to process your request. If you wish to know who will be receiving the data on this form, please contact the relevant government administration department.

In accordance with Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, you have the right to access, rectify and require the erasure of your personal data. You also have the right to withdraw your consent at any time. Additionally, unless it is mandatory to process your data, you may object to such processing for legitimate reasons.

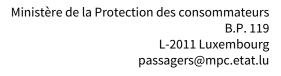
To exercise these rights and/or receive a copy of your personal data, please contact the **Ministry of Consumer Protection**. If the contact details of the department responsible for processing your personal data are not listed, you may contact the Data Protection Officer of the **Ministry of Consumer Protection** at <a href="mailto:info@mpc.etat.lu">info@mpc.etat.lu</a>. You also have the option of filing a complaint with the National Commission for Data Protection (CNDP), whose headquarters are located at 15, boulevard du Jazz, L-4370 Belvaux.

#### Please read the following instructions carefully:

- Passengers who believe they have a valid complaint against an airline due to denied boarding, downgrading, cancellation or long delay of flights must first file their complaint with the airline operating the flight in question. This form may be used for that purpose. Please keep a copy of this form for your records.
- 2. If the airline does not respond to you within six weeks of receiving your complaint, or if you are not satisfied with its response, you must send this form to the Ministry of Consumer Protection (you may use a copy of the original form sent to the airline).
- 3. If the incident occurred at a departure airport located outside the European Union, you may contact the national enforcement body in the Member State of your flight's destination.
- 4. This complaint form is to be used only for cases related to denied boarding, downgrading, cancellation or long delay of flights.
- 5. All other types of complaints related to baggage claims, flight schedule changes made more than 14 days before your departure date, or the issuing of tickets must also be sent first to the airline in question. If you do not receive a response or if you are not satisfied with the response you receive, you may seek advice from one of the <u>European Consumer Centres</u> in any EU Member State.
- 6. Please fill in the form in capital letters.



1. A complaint has already been filed				
A complaint has already	been filed with			
○ the airline N.B.: This step is mandatory. Otherwise, your complaint cannot be processed.				
a consumer protection body (please specify):				
another public or private body (please specify):				
2. Representative's o	contact details			
Complaint filed by a person ac	ting on behalf of the affected passe	enger (representative):		
Yes. Please attach a power	of attorney and complete item 2.	○No. Skip to item 3 (compla	inant's contact (	details).
Surname(s):				
First name(s):				
Street and number:				
Postcode:		City:		
Country:				
Email:				
Telephone:				
3. Complainant's contact details				
Surname(s):				
First name(s):				
Street and number:				
Postcode:		City:		
Country:				
Email:				
Telephone:				





4. Complaint against				
Airline:				
Flight no.:	Reservation number:			
Departure airport:	Arrival airport:			
Location(s) of connecting flight(s) (if applicable):	Date of flight:			
Scheduled date and time c departure:	of Actual date and time of departure:			
Scheduled date and time carrival:	of Actual date and time of arrival:			
Airport where the incident occurred:				
5. Complaint				
Long delay or cancellation	on Denial of boarding Downgrading			
Did the nassenger(s) ha	nave a confirmed reservation on the flight in question?			
○Yes	○No			
Did the airline provide t	the passenger(s) with information about their rights?			
Yes	○No			
Did the airline or its age	ent offer you any assistance during your long delay?			
○Yes	○No			
What kind of assistance	What kind of assistance did you receive?			
Meals	Refreshments			
☐ Transfer between the hotel and airport ☐ Hotel				
Access to means of communication (phone, fax machine, email)				
Other services (please specify)				
☐ No service				



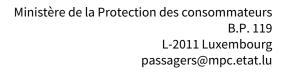
6. If you flight	6. If you flight was cancelled				
When were you	notified that the flight was	cancelled?			
at the airport	①1 week before departure	2 weeks before departure	omore than 2 weeks before departure		
Were you told w	hy your flight was cancelle	d?			
Yes	No				
What reason was	given?				
Did you receive a	ny financial compensation?				
Yes	○No	Amount (in EUR):			
Were you given t	he choice between a refund	OR re-routing to your final	destination?		
Yes, I chose the	"refund" option				
O I was offered the ticket	d a refund for the full cost of	I was offered a refund for the unboarding cards	nused		
Yes, I chose the	"re-routing" option:				
O No Luce calue	ff				
No, I was only o	ffered the option of a refund				
O No, I was only o	ffered the option of re-routing to r	my final destination:			



Ministère de la Protection des consommateurs B.P. 119 L-2011 Luxembourg passagers@mpc.etat.lu

# 7. If your flight was delayed

If your flight was delayed for three (3) or more hours beyond the scheduled time of arrival, did you receive any financial compensation?						
○ Yes	○ No	Amount (in EUR):				
If your flight wa	If your flight was delayed for more than five (5) hours:					
Was your flight stil	I scheduled to depart?					
○ Yes	○ No					
If you answered "No" to the previous question and if you had already begun your trip: were you offered a seat on a flight back to your first point of departure?						
○ Yes	○ No					
If you had already decided not to continue your trip, were you offered a refund?						
Yes, for the full cost of the ticket						
Yes, for the uni	used boarding cards					
O No, I was not offered a refund						





8. If you were denied boarding Did the airline call for volunteers? ○I don't know  $\bigcirc$ No Did you volunteer to not board the aircraft? If you answered "Yes", the questions below do not apply. Off you answered "No", please answer the following questions. Did the airline deny your boarding for security, safety or health reasons, or because you did not have the correct travel documents?  $\bigcirc$ No ○I don't know Did you arrive for check-in by the time specified by the airline or, if no time was specified, no later than 45 minutes before the published departure time? Did you receive any financial compensation?  $\bigcirc$ No Amount (in EUR): Were you given the choice between a refund OR re-routing to your final destination? Yes, I chose the "refund" option OI was offered a refund for the full cost of the ticket OI was offered a refund for the unused boarding cards Yes, I chose the "re-routing" option: No, I was only offered the option of a refund No, I was only offered the option of re-routing to my final destination:



9. It you were do					
I had a reservation i	in				
○First Class	○Business Class				
I actually travelled	in				
Business Class	○Economy Class				
Did you receive any f	financial compensation?				
○Yes	○No	Am	ount (in El	JR):	
What was the price o	of your ticket?				
Amount (in EUR):					
10. Passenger inf	formation				
Passenger's first name and surname		Please in	dicate if the	e passenger is a/an	Please indicate if any special assistance was required
		adult	○child	infant (under 2)	Special assistance was required
		adult	Ochild	○infant (under 2) [	Special assistance was required
		adult	○child	○infant (under 2) [	Special assistance was required
		adult	○child	○infant (under 2) [	Special assistance was required
		adult	○child	○infant (under 2) [	Special assistance was required
		adult	Ochild	infant (under 2)	Special assistance was required
		adult	Ochild	○infant (under 2) [	Special assistance was required
		adult	Ochild	○infant (under 2) [	Special assistance was required
11. General comments					

## 12. Signature(s)

I hereby declare that all of the information provided in this form is true and accurate in all respects			
Place of signature:	ll of the passengers concerned.	Date:	
	of all adult passengers:		
		1	
		] [	
		1	

## $\triangle$

#### Please note:

To ensure that this complaint is investigated, you must attach the following documents:

- the plane tickets and/or the reservation
- connecting flights with the airline, if applicable
- power of attorney, if applicable

After you complete this form, if you do not wish to send it by email, please send it by post to the address listed on the letterhead.