



REQUEST FOR ALTERNATIVE DISPUTE RESOLUTION

according to RULES OF ADR FRIENDLY FLYING and DIRECTIVE 2013/11/EU OF THE EUROPEAN PARLIAMENT
AND OF THE COUNCIL of 21 May 2013 on alternative dispute resolution for consumer disputes

Name and surname of the consumer*:
Address:
E-mail:
Telephone:
Bank data for transfer of the compensation, if applicable: Name of the bank: Swift Code /BIC: Bank account number /IBAN Code Currency:

* "consumer" means any natural person who is acting for purposes which are outside his/her trade, business, craft or profession

Name and contacts of the airline with whom the consumer has a dispute:
The consumer's request with justification:
Alternatively, the list of attached documents related to the request:

Please, select and tick to confirm:

- I attach a document confirming the complaint procedure is completed
- I declare that within 21 days I have not received answer from the airline to my complaint
- I declare that I have read and accepted the Rules of ADR Friendly Flying

Date and readable signature of the consumer: