

CLAIM FORM



The General conditions of sales and transport are governed by the French law of 18th June 1966, its decrees of application and by the European sea transport of passengers code 1177 and European Council text of 24/11/2010..

Conditions

Any complaint or claim to Manche Îles Express must be made by filling in this form within a month following the travel dates and sent by post by tracked delivery to:
Compagnie Maritime DNO / Manche Îles Express – 1 Rue des Isles – 50400 GRANVILLE
- FRANCE

Your claim will not be taken into account if:

- The claim is made without using this claim form
- The claim is sent to the wrong address
- The claim is delivered to a ferry port
- The claim form is incomplete
- The claim is sent after 30 days of your delayed/cancelled sailing

If the booking was made through an agent/tour-operator/website partner, please contact them directly and don't send this form to the Company Manche Îles Express.

ALL FIELDS BELOW MUST BE FILLED IN

Your booking

Leadname			
Booking number			
Outbound travel date		Inbound travel date	
Port of Departure		Port of Arrival	
Email address			
Address			
Phone number	Mobile		
	Landline		

Reason for your claim (multiple choices are possible)

- | | |
|---|--|
| <input type="checkbox"/> Outbound delay | <input type="checkbox"/> Inbound delay |
| <input type="checkbox"/> Outbound sailing time change | <input type="checkbox"/> Inbound sailing time change |
| <input type="checkbox"/> Outbound cancellation | <input type="checkbox"/> Inbound cancellation |
| <input type="checkbox"/> Weather cancellation | <input type="checkbox"/> Technical cancellation |

Can you please fill in this form and send us a printed and signed copy.

Receipts of your potential expenses must be attached to your claim.

Refunds/compensations will be done by bank transfer, please provide us with your bank details.

You may also attach a letter to this claim.

We are sorry that your travel plans to have been disrupted.

Your claim will be dealt with as swiftly as possible, thank you for your patience & understanding.

Date

Name & Signature

SPACE RESERVED FOR MANCHE ILES EXPRESS COMMERCIAL TEAM

Réclamation reçue le	
Réponse	
Dédommagement	
Traitée le	
Remarques	