

CLAIM FORM

This complaint can be sent:

By mail to: Meridiana fly S.p.A - Servizio Relazione Clienti - Centro Direzionale Aeroporto Costa Smeralda - 07026 Olbia OT

By FAX to: Meridiana fly S.p.A - Servizio Relazione Clienti - +39 0789 52927

By E-mail to: customer_relations@meridianafly.com

LAST NAME *: _____ **NAME*:** _____

ADDRESS *: _____ **CITY*:** _____

ZIP *: _____ **COUNTRY *:** _____ **PHONE *:** _____

FAX: _____ **E-MAIL:** _____

HI FLY CODE: _____ **CLASS OF SERVICE*:** C-Class Y-Class

RESERVATION CODE *: _____ **TKT NUMBER*:** _____

FLIGHT NUMBER *: _____ **DATE OF FLIGHT *:** _____

ITINERARY*: _____

*"The fields with * are required - the failure to mention these data make it impossible to address any report or complaint. "*

PLEASE TICK THE REASON OF CLAIM

Delay	Cancellation	Changing times
Route changing	Overbooking	Downgrading
Strike	Check-in	Extra baggage
Ground staff	Personal tickets	Service for passegers with reduced mobility
Vip lounges	Crew	C-class chairs
Entertainment system	Catering	Special meals
Seat com places	Accident on board	fares
Reservation made by site	Reservation made by call center	Call center staff
Refund not done	Reservation made by travel agent	More

COMMENT

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Statement under Article 13 of Legislative Decree 30 June 2003, No 196 regarding protection of personal data

"Dear Passenger, We inform you that under Article 13 of Legislative Decree No 196/03 The personal data you provide will be treated at Meridiana Fly SpA - Airport Business Centre - 07026 Olbia (OT) Tel: (+ 39) 0789 5260 0 - Fax (+39) 52 910 0789, e-mail: privacy@meridianafly.com and will be used to respond to complaints or to process your report for luggage. The data you provide, as may be made available to third parties for which this is necessary and indispensable (or strictly functional) to respond to your complaint in any case, treatment using methods will guarantee security and confidentiality. You can still exercise your rights under art. 7 of Leg. No 196/2003 (Right to access personal data and other rights), sending the request by mail to: fly Meridiana SpA - Customer Service Report - Management Centre Airport Costa Smeralda - Olbia, OT 07026 or fax to fly Meridiana SpA - Service Report Customers - +39 52 927 0789. The holder of this processing of personal data is Meridiana fly SpA .For more information, see the Legal Notice of the website.