



ALTERNATIVE DISPUTE RESOLUTION PROCEDURE IN THE FIELD OF PROTECTION OF USERS OF AIR TRANSPORT

PRIOR CLAIM FORM AGAINST THE AIRLINE COMPANY OR MANAGER AIRPORT

(fields and comments in blue are optional)

DATA OF THE PASSENGER(S) ABOUT WHICH THE COMPLAINT IS MADE			
NAME	LASTNAME 1	SURNAME 2	DNI/NIE/PASSPORT/ID/OTHER

For passengers under the age of 14 on domestic flights, it is not necessary to provide an ID or Passport if you do not have one. Indicate in the "Report of the facts" section those cases in which the minor does not occupy a seat.

Clarification: You can fill out a form per passenger or a form that includes all the passengers that were within the same reservation.

DETAILS OF THE REPRESENTATIVE or PERSON SUBMITTING THE CLAIM				
TYPE (*)	NAME	LASTNAME 1	SURNAME 2	DNI/NIE/PASSPORT

(*) Type of representation: Father/mother/guardian, Legal representative, Consumer organization, other (please indicate).

In the cases of including the claim minor passengers, custody of them will be accredited

CONTACT INFORMATION
Email:
Address:
Location:
Province:
Postal Code:
Country:
Telephone:

Clarification: The postal address will only need to be included in the paper forms available at airport counters.

CLAIM
Type of claim (*):
Departure airport:
(*) Type of claim: Flight Cancellation, Delay, Denied Boarding, Class Change, Rights of Persons with disabilities or reduced mobility (PRM), Others (indicate)

FLIGHT DETAILS
Ticket number (*):
Locator:
Company and Flight Number:
Departure date and time:



Departure Airport: Date
and time of Arrival Arrival
Airport: Connections? Yes,
No (Check all that apply)
If yes, indicate the connections Connection 1
connection 2
(*) If you have a ticket number, it is not necessary to fill in the rest of the fields. As many tickets as the number of passengers filing the claim will be included. If you do not have a ticket number, you must at least fill in the data marked in black.

REPORT OF THE FACTS (*)
(*) Facts and reasons for filing the claim,

WHAT DO YOU CLAIM FROM THE AIRLINE COMPANY?
In this space you can leave a field blank for free text or list the fields to select: Compensation , Ticket Reimbursement , Expense Reimbursement or Others .

Other data may be included by the company that is considered necessary, such as bank details.

ACCOUNT HOLDER
NAME OF THE BANK
WE'RE GOING
BIC/ SWIFT CODE

PLACE AND DATE:
SIGNATURE:
Clarification: Place, Date and Signature will only need to be included in the paper forms available at airport counters.



It is optional to include this information in the prior claim form, but the obligation to inform passengers must be taken into account as indicated in Ministerial Order TMA/201/2022.

Prior claim to the airline or airport manager

The term to present the prior claim is five years from the day the incident that could give rise to said claim occurred.

The airline or airport manager to whom the prior claim is made will be obliged to acknowledge receipt of your submission and will respond to the prior claim as soon as possible and, in any case, within a maximum period of one month. since its introduction.

When the resolution of the previous claim is not totally satisfactory for the passenger, or if it has not been answered within a maximum period of one month from the date of presentation thereof; The passenger may appeal to the State Aviation Safety Agency (AESA, <https://www.seguridadaerea.gob.es/>) for the alternative resolution of those disputes in which the European Union Regulations on the protection of personal data are applicable. air transport users (Reg. (CE) 261/2004 and Reg. (CE) 1107/2006), expressly excluding from this procedure claims regarding baggage, damages and clauses of the transport contract.

It is cause for inadmissibility of the claim before AESA its presentation once a period of one year has elapsed from the presentation of this previous claim.

The decision adopted by AESA in the alternative dispute resolution is binding on the airline.