(Insert your name)

(Insert your address)

(Insert your postcode)

(Insert your telephone number)

(Insert date)

**(Insert Customer Service Manager or name if known)**

**(Insert Ferry Company’s name)**

**(Insert Ferry Company’s address)**

**(Insert Ferry Company’s postcode)**

Dear **(Insert name if known or Sir/Madam)**

RE: Sea passenger complaint (Regulation (EU) No 1177/2010 (incorporated into domestic UK law by section 3 of the European Union (Withdrawal) Act 2018))

I am writing in relation to a recent ferry journey, reference **(insert booking reference/ ticket number)**. The ferry departed from **(insert departure port)** and arrived at **(insert arrival port)**. The scheduled departure time was **(insert time)**.

The reason for my complaint is **(insert from list below)**

* ***Cancellation***
* ***Delay***
* ***Lack of information and/or assistance***
* ***Loss/damage to mobility equipment (for persons with reduced mobility)***
* ***Others (please state)***

**Insert a brief description of events. In the case of a cancellation or delay insert the actual time of departure and arrival at the destination port.**

**If appropriate include the following paragraph:**

I have also enclosed copies of **(confirmed ticket/reservation, receipts of additional expenses incurred and/or any additional correspondence in relation to your complaint).**

I look forward to hearing from you and would welcome a response within 15 working days.

Yours sincerely

**(Insert signature)**

 **(Print name and Surname)**