



**Airline's contact person concerning Regulation EC No 261/2004  
 (Air Passenger Rights - Regulation about compensation and assistance to  
 passengers in the event of denied boarding, downgrading and of cancellation  
 or long delay of flights)**

**Airline's name:**

Airports served:       ACH       LUG  
                                   BRN       SIR  
                                   BSL       ZRH  
                                   GVA

**Contact person(s) of the airline for Regulation EC No 261/2004 issues:**

1. Responsible contact person within the  
 airline:

2. Contact Person in Switzerland:

Ms.  Mrs.  Mr.

See main contact person (only if  
 address in Switzerland is available)

Ms.  Mrs.  Mr.

Family Name

Family Name

Name

Name

Function

Function

Address

Address

P.O Box

P.O Box

Postal code

Postal code

City

City

Country

Country                      Switzerland

Phone

Phone

E-Mail

E-Mail

Place, date

Signature & stamp

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## Handling agent's contact person concerning Regulation EC No 261/2004

### Airline's name:

Airport:

Handling agent's name:

*Please fill in one handling agent contact person per airport.*

### Contact person(s) of the handling agent for Regulation EC No 261/2004 issues who is authorized to communicate and cooperate with FOCA:

Contact person of the handling agent:

Ms.  Mrs.  Mr.

Family Name

Name

Function

Address

P.O Box

Postal code

City

Country Switzerland

Phone

E-Mail

Place, date

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Place, date

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Signature & stamp

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Signature & stamp handling agent

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Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Federal Department of the  
Environment, Transport, Energy and Communication DETEC

**Federal Office for Civil Aviation FOCA**  
Division Aviation Policy and Strategy

## Public address concerning Regulation EC No 261/2004

**Please fill in an address FOCA may publish for passengers.**

**Airline's name:**

Address

P.O Box

Postal code

City

Country

Phone

E-Mail

Place, date

Signature & stamp

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Please return these forms to:

Federal Office of Civil Aviation FOCA  
Team Passenger Rights  
3003 Bern  
Switzerland  
Email: [passengerrights@bazl.admin.ch](mailto:passengerrights@bazl.admin.ch)

**If any changes regarding contact details:  
report immediately to FOCA**