



Passenger report form concerning Regulation [EC] No 1107/2006

We kindly ask you to fill in one report form per person and per case and to sign it. Send this form to the Federal Office of Civil Aviation FOCA, Passenger Rights, 3003 Berne, Switzerland or to passengerrights@bazl.admin.ch. We can't accept forms without signature. Add a copy of your reservation(s) and copy of your receipts (no originals). Please note that your complaint can only be considered if you already filed a complaint with the airline or airport concerned.

Family name:
First name:
Address:
Postal code, city, country:
Phone number:
E-mail:
I am a minor person: <input type="checkbox"/> no <input type="checkbox"/> yes, name and relation of signing parent / legal guardian:
I am the attorney/guardian of the above indicated passenger: <input type="checkbox"/> no <input type="checkbox"/> yes, add procuration
I already filed a complaint with another enforcement body: <input type="checkbox"/> no <input type="checkbox"/> yes, country:
I booked through a tour operator / travel agency: <input type="checkbox"/> no <input type="checkbox"/> yes
Name: Address: Postal Code, City, Country: E-mail:

Location or airport, where incident occurred:
General (planned) routing:
(planned) flight date(s) and flight number(s):
Name(s) of all operating carrier(s):
<p>1. Did the air carrier, its agent and/or the tour operator inform you about the safety rules that apply when carrying disabled persons/persons with reduced mobility and/or about the restrictions of carrying mobility equipment in accessible form?</p> <input type="checkbox"/> no <input type="checkbox"/> yes
<p>2. Did you already file a complaint to the air carrier or to the managing body of the airport and /or to the tour operator?</p> <input type="checkbox"/> no <input type="checkbox"/> yes, by letter/E-Mail: add answer letter/E-mail <input type="checkbox"/> yes, by phone: add details
<p>3. Refusal to accept a booking/ticket reservation for a flight because of disability or reduced mobility</p> <input type="checkbox"/> no <input type="checkbox"/> yes, by the air carrier: date, time <input type="checkbox"/> yes by the tour operator: date, time
<p>If yes: did the air carrier, its agent and/or the tour operator offer you an acceptable alternative?</p> <input type="checkbox"/> no <input type="checkbox"/> yes, the air carrier offered me: carrier, flight no, date, time <input type="checkbox"/> yes, the tour operator offered me: carrier, flight no, date, time
<p>4. Access to the aircraft was denied on the grounds of disability or of reduced mobility to embark me although I had a valid ticket: add copy of your reservation and if possible copy boarding pass(es)</p> <input type="checkbox"/> no <input type="checkbox"/> yes, name air carrier: fill in Report Form Regulation [EC] No 261/2004
<p>5. Did you notify your particular needs for such assistance to the air carrier or its agent or the tour operator concerned?</p> <input type="checkbox"/> no <input type="checkbox"/> yes, to the air carrier concerned/its agent: date, time <input type="checkbox"/> yes, to the tour operator concerned: date, time <input type="checkbox"/> but only for outbound flight <input type="checkbox"/> but only for return flight

6. Insufficient assistance by the air carrier

- no
- yes, **name air carrier**

If yes: Which assistances were insufficient provided by the air carrier or its agent concerned?

- communication of essential information concerning a flight in accessible formats
- carriage of recognized assistance dogs in the cabin
- transport of up to two pieces of mobility equipment including electric wheelchairs
- my seating request
- my assistance couldn't sit next to my
- assistance in moving to toilet facilities

7. Insufficient assistance at the airport

- no
- yes, **name airport**

If yes: Which assistances were not or only insufficiently provided at the airport? I was not able to

- communicate your arrival at an airport and request assistance at the designated points inside and outside terminal buildings
- move from a designated point to the check -in counter
- receive the necessary information to take the flight(s) in accessible formats,
- allow for ground handling of all necessary mobility equipment subject to advance notice of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods
- check -in and register baggage
- check -in and register recognized assistance dogs, when relevant
- Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures
- Board the aircraft, with lifts, wheelchairs or other assistance needed
- Proceed from the aircraft door to the seat
- Store baggage on the aircraft
- Retrieve baggage on the aircraft
- Proceed from the seat to the aircraft door
- Disembark from the aircraft, with lifts, wheelchairs or other assistance needed
- Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures, if required
- Proceed from the baggage hall to the designated (exit) point of the airport
- Reach connecting flights with assistance on the air and land, if required
- Move to the toilet facilities if required
- allow my accompanying person to provide the necessary assistance in the airport and with embarking and disembarking
- receive temporary replacement of damaged or lost mobility equipment

8. Did claiming of one or more of the above mentioned assistance cause you additional costs?

- no
- yes, namely (amount and currency): receipts

The Federal Office of Civil Aviation (FOCA) is the designated body for the enforcement of the Regulation [EC] No 1107/2006. General compliance with this Regulation shall be ensured and supervised; in case of infringements of this Regulation, FOCA could apply sanctions.

Important: The FOCA is not responsible for enforcing individual civil claims under Regulation [EC] No 1107/2006 against the air carrier, airports or their agent(s) or against tour operators. Such civil claims must be asserted according to the general procedures of civil law applicable to the relevant case.

FOCA is the responsible national enforcement body (NEB) for all Swiss airports and Swiss airlines and airlines from a NON EC Member State and Iceland and Norway. If Regulation [EC] No 1107/2006 is applicable in your case but FOCA is not the competent authority, FOCA will transfer your case to the responsible NEB and will provide you with all the contact details. In case of questions, you will have to contact the responsible NEB directly as FOCA will not be in a position to provide you with information concerning transferred cases.

I, the undersigned*, take note of the fact that FOCA could open a procedure against the airline / airport based on my report. I authorize FOCA or the competent enforcement body to have access to my personal data stored by the airline / airport. I agree that all data and information (including the passenger report form) can be transferred - also electronically - between the involved parties (e.g. NEB's, airlines, airports, passenger). I confirm that I have attached all copies of receipts and that all statements are true and correct.

*Family name, first name: _____

Place/date: _____

Signature: _____