

# Complaint Form for Passenger Rights



Dear FlixBus customer,

We are sorry that you couldn't travel with your desired FlixBus. We apologise for any discomfort this may have caused and offer you compensation according to Regulation (EU) No 181/2011 in Germany, if:

- Your bus is overbooked, cancelled or the departure of your bus is at least 120 minutes after its scheduled time. If this is applicable to you then you can choose another bus journey of your choice without extra charge and under comparable conditions **OR** when necessary we will refund your ticket and ensure that you receive a free journey back to your stated destination at the earliest possible date.
- You can find all information with regards to your passenger rights at [www.flixbus.com/passenger-rights](http://www.flixbus.com/passenger-rights).

Please send your completed complaint form for passenger rights to the following address so we can check your reimbursement:

**FlixBus GmbH**  
**Kundenservice**  
**Sandstraße 3**  
**80335 München**

<b>1) Your case number</b>
(If you have already received one)

<b>2) Personal details of the complainant</b>			
Miss/Mrs/Ms. <input type="checkbox"/>		Mr. <input type="checkbox"/>	
Other title		Company	
Surname*		First name*	
Street name*		House name/ number*	
City*		Postcode*	
Country*			
Email*		Phone*	

<b>3) Your scheduled itinerary (according to the ticket)</b>			
Ticket-ID*			
Name written on the ticket*			
Date of the trip*	(DD.MM.YYYY)		
Departure bus stop*		Departure time*	
Destination bus stop*		Arrival time*	

<b>4) Your actual itinerary</b>	
Please cross where applicable*	
<input type="checkbox"/>	I couldn't take my desired bus because of the delay.
<input type="checkbox"/>	I used another FlixBus to go to my destination.

<input type="checkbox"/>	I went to my destination by another long distance bus provider.
<input type="checkbox"/>	I changed to a train under comparable conditions.
<input type="checkbox"/>	I found another way to arrive at my destination, in fact..._____.
<b>Your alternative transport*</b>	
<b>Point of departure*</b>	
<b>Departure time*</b>	
<b>Train number (if applicable)*</b>	
<b>Type of train (RB/RE/IRE)*</b>	

5) Please cross the reason for your complaint	
<input type="checkbox"/>	Delay of bus at point of departure
<input type="checkbox"/>	Cancellation
<input type="checkbox"/>	Other

6) Detailed information about your complaint

7) In the case of a reimbursement please transfer the money to the following account:	
<b>Account holder (full name) *</b>	
<b>Account number / IBAN *</b>	
<b>Sort Code / BIC *</b>	
<b>Name of the bank *</b>	

\*obligatory field

Your personal data will only be raised, processed and used for handling and plausibility checks between the involved companies. If your complaint form for passenger rights comes under the cognizance of another company we will not pass on any of your documents.

I request the passenger rights according to the attached information and original documents. I confirm that my information is correct and that I am the lawful holder of the tickets. I understand that it is not possible for the original documents attached to this form to be sent back to me.

\_\_\_\_\_  
Location, date

\_\_\_\_\_  
Signature