

Claim - Travel

Before you begin

Most documents become public

Keep in mind that the documents you send in to ARN are sent to the counterparty. The vast majority of actions also become public, which means that anyone has the right to ask to see them.

Personal data

At www.arn.se you can read about how we treat personal data and what you should think about if you have protected personal data / protected identity.

If you represent other adults

If you represent other adults, they must give you the right to represent them. (You do not need a power of attorney for adults in your own household). It is sufficient to write "I give XX (your name) the right to represent me in the dispute with YY." Write the date and let the person you represent sign. The power of attorney does not have to be in the original.

The company's contact details

It is important that you provide correct contact details of the company that you file your complaint against. We do not carry out any checks with the Companies Registrations Offices. When we request that the company reply to your complaint we use the contact details we have received from you.

You must send in evidence...

The main rule is that anyone who claims something should prove it. It is your responsibility to submit the evidence that you want the committee to look at.

... but do not send in too much

ARN can reject cases that cannot sufficiently be investigated or that otherwise are not appropriate to ARN's inquiry with regard to the written procedures and simplified working methods. This can affect cases that require submission of verbal evidence, or large or complicated cases that require a comprehensive investigation. Also, remember not to send long email conversations. Instead, just choose what you think is important for the case.

Example of evidence you should send in if you consider it to be of importance to your case

- Ticket
- Booking confirmation
- Itinerary (important when a flight has been delayed or cancelled)
- Certificate of cancelled or delayed flight (important if a flight has been delayed or cancelled)
- Receipts or account statements showing expenses you have had
- Marketing materials
- Photos proving what you claim

Claim - Travel

All spaces marked with * must be filled in

Claimant

First name *

Surname *

Postal address (If you live in another country than Sweden, please write the complete address in this box) *

Postal code

City

Telephone

E-mail *

Sex

- Woman
 Man

Age

Have you been in touch with a consumer advisor in your municipality (Sweden)?

- Yes
 No

Claim - Travel

Representative

If someone is handling this claim for you (a representative) you must submit that person's contact details here. The Board will then only contact your representative, and not you.

N.B. The Power of Attorney must be submitted

First name *

Surname *

Postal address (If the representative lives outside Sweden, please write the complete address in this box) *

Postal code

City

Telephone

E-mail

Against which airline do you direct your claim?

Name of the company *

Postal address (If the company is based outside Sweden, please write the complete address in this box) *

Postal code

City

Telephone

E-mail

When did you complain to the airline the first time?*

Did the airline reject your complaint? *

Claim - Travel

If you wish to file a complaint against several companies, please fill in the details of additional respondents.

Respondent

Name of the company *

Postal address (If the company is based outside Sweden, please write the complete address in this box) *

Postal code

City

Telephone

E-mail

When did you complain to the airline the first time?*

Did the airline reject your complaint? *

Claim - Travel**Respondent 2**

Name of the company *

Postal address (If the company is based outside Sweden, please write the complete address in this box) *

Postal code

City

Telephone

E-mail

When did you complain to the airline the first time?*

Did the airline reject your complaint? *

Claim - Travel

Name of the travelers the complaint applies to

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Name

- Adult Child Infant
(two years old or younger)

Claim - Travel

If your complaint applies to:

Compensation in accordance with the EC regulation on air passengers rights**What kind of trip did you buy?**

Date of booking *

Destination

Place of departure (if applicable)

Date of departure

Date of arrival

Date of return

Date of return (final destination)

Mode of travel (bus, rail, air, maritime, etc.)

Number of adults

Number of children under the age of 18

Total price

If you file a complaint for other adults you must send in a Power of Attorney for them.

What went wrong with the flight?

Delayed flight

Cancelled flight

Denied boarding

Claim - Travel

Information about the flight

A claim for compensation can only be directed against the airline (air carrier) that performed or would have carried out the flight

Flight number

Airport of departure*

Connecting airports (if any)

Airport of arrival *

Scheduled time of departure

date

time

Actual time of departure

date

time

Scheduled time of arrival

date

time

Actual time of arrival

date

time

Which part of your flight was cancelled, delayed or on which part were you denied boarding?

I enclose a copy of the itinerary or similar

If you only require compensation with standard amount as above: Proceed to "What do you want ARN to decide".

Claim - Travel

If your application only applies:

Other claims

In what way was the trip or service faulty? *

When (date) did you discover the fault/s?

Accommodation

If your complaint concerns accommodation describe the type of accommodation and provide its name

Did you complain during the trip/stay? *

- Yes
 No

Who did you complain to? *

What did you demand? *

Was the fault(s) taken care of in any way?

- Yes
 No

Tell us what was done and by whom *

Claim - Travel

Did you submit a claim to the company after your return home?

- Yes
 No

Describe what you demanded *

Did the company accept your claim?

- Yes, partially
 No

Tell us what the company agreed to *

Claim - Travel

What do you want ARN to decide? *

You can, for example, claim compensation in accordance with EC regulation 261/2004, a price reduction or redress for costs and other losses. If you file a complaint for monetary compensation, please state the exact amount you claim and explain how the amount has been calculated.

What are the reasons for your claim? *

Please write short, preferably a bulleted list.