

TICKET RETURN FORM

Part A (to be completed by the ticket buyer)

1. Personal data

First name and surname of the ticket buyer.....

Address for correspondence.....

Email addressMobile phone number

2. Data of the returned tickets

Receipt or purchase invoice number

Date of the cruiseRoute of the cruise.....Time of the cruise

The amount and type of the returned ticketsValue of the returned tickets

Information concerning the return

• The return of tickets can take place only on the terms specified in Section III, RETURNS, of the Regulations on the Carriage of Persons and Luggage by Ships of Żegluga Ostródzko - Elbląska Sp. z o.o. in Ostróda and Purchase of Tickets and Vouchers online. Pursuant to the Regulations, the Carrier may charge a handling fee in the cases specified in Section III RETURNS point 2.

• This form must be completed, signed and submitted to the Customer Service or scanned and sent by email to sekretariat@zezluga.com.pl

I agree to the processing of my personal data for the purposes necessary to implement the ticket return process, in accordance with the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) OJ of the EU of 2016, L 199, p. 1.

Method of return:

Return through the PAYU service (return method same as the ticket payment method)

Cash return in the Customer Service Office

Payment card refund in the Customer Service Office

Return by bank transfer to the indicated bank account *:

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***Żegluga Ostródzko - Elbląska Sp. z o.o in Ostróda is not responsible for the validity of the bank account number if the client entered it incorrectly.**

Transfer for the purchase of tickets/vouchers for a cruise on a different date

3. Attached fiscal receipt datedno.
(applies to retail purchases made at Customer Service Offices)

.....
(signature of the ticket buyer)

Part B (filled by an employee of Żegluga Ostródzko - Elbląska Sp. z o.o in Ostróda)

Transfer for the purchase of tickets/ vouchers for a cruise on a different date (if applicable):

Date of the new cruise:..... Route of the new cruise:.....

Amount and type of tickets/vouchers:.....Invoice or receipt number:.....

1. Handling fee

2. Total value of the returned tickets.....

3. Return document number

4. Reason for return

5. Employee Note.....

.....
(signature of the person making the return)

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(signature of the person approving the return)

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(signature of the person accepting the cash return)