

Ovo je

## IZJAVA

kojom ja

---

(ime i prezime putnika)

---

(adresa putnika)

potvrđujem da sam informiran o tome da nadležna nacionalna tijela za provedbu zaštite prava putnika (NEB) provode postupak rješavanja prigovora potpuno besplatno te da postupci "alternativnog rješavanja sporova" (ADR) također mogu pridonijeti postizanju obostrano zadovoljavajućeg rješenja sporova između putnika i operativnih zračnih prijevoznika.

Također, potvrđujem da mi je posrednik jasno prikazao cijenu svojih usluga (npr. na svojoj web stranici prikazao početnu cijenu koja uključuje sve primjenjive naknade (uključujući poreze), trajanje ugovora i obveze potrošača iz ugovora).

Dobrovoljno uz ovu izjavu prilažem potpisanu punomoć i presliku osobnog dokumenta (osobna iskaznica ili putovnica).

Potpis :

This is the

## STATEMENT

where I

---

(passenger's name)

---

(passenger's address)

Confirm that I have been informed that National Enforcement Bodies (NEB-s) for rights of the passengers handle complaints at no charge and that "Alternative Dispute Resolution" procedures (ADR) may also contribute to achieving a mutually satisfactory solution to disputes between passengers and operating air carriers.

I also confirm that prior to engaging the intermediary it clearly displayed the price of their services (e.g. showing an initial price on their website which includes all applicable fees (inclusive of taxes), the duration of the contract and the consumers' obligations under the contract).

I voluntarily enclose signed Power of attorney and copy of identification document (ID card or passport).

Signature: