

You can hand in this form at the TAP Air Portugal desk at the airport or, alternatively, you can send it through the website (<https://www.flytap.com/en-es/support/talk-to-us/complaint>), by submitting a complaint and attaching the form.

ALTERNATIVE DISPUTE RESOLUTION PROCEDURE IN THE FIELD OF PROTECTION OF USERS OF AIR TRANSPORT

PRIOR CLAIM FORM AGAINST THE AIRLINE COMPANY

DATA OF THE PASSENGER(S) ABOUT WHICH THE COMPLAINT IS MADE			
NAME	LASTNAME 1	SURNAME 2	DNI/NIE/PASAPORTE/ID/OTROS

For passengers under the age of 14 on domestic flights, it is not necessary to provide an ID or Passport if you do not have one. Indicate in the "Report of the facts" section those cases in which the minor does not occupy a seat.

Clarification: You can fill out a form per passenger or a form that includes all the passengers that were within the same.

DETAILS OF THE REPRESENTATIVE or PERSON SUBMITTING THE CLAIM				
TYPE (*)	NAME	LASTNAME 1	SURNAME 2	DNI/NIE/PASAPORTE

(*) Type of representation: Father/mother/guardian, Legal representative, Consumer organization, other (please indicate).

In the cases of including the claim minor passengers, custody of them will be accredited

CONTACT INFORMATION						
Email:	Address:	Location:	Province:	Postal Code:	Country:	Telephone:

Clarification: The postal address will only need to be included in the paper forms available at airport counters.

CLAIM	
Type of claim (*):	Departure airport:

(*) Type of claim: Flight Cancellation, Delay, Denied Boarding, Class Change, Rights of Persons with disabilities or reduced mobility (PRM), Others (indicate)

FLIGHT DETAILS			
Ticket number (*):	Locator:	Company and Flight Number:	Departure date and time:

Departure airport:	Date and time of arrival:	Airport of destination	Connections? Yes, No (Check all that apply)	If yes, indicate the connections	Connection 1:	Connection 2:

(*) If you have a ticket number, it is not necessary to fill in the rest of the fields. As many tickets as the number of passengers filing the claim will be included. If you do not have a ticket number, you must at least fill in the data marked in black.

REPORT OF THE FACTS (*)

(*) Facts and reasons for filing the claim,

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WHAT DO YOU CLAIM FROM THE AIRLINE COMPANY?
In this space you can leave a field blank for free text or list the fields to select: Compensation, Ticket Reimbursement, Expense Reimbursement or Others.

PLACE AND DATE:	SIGNATURE:
Clarification: Place, Date and Signature will only need to be included in the paper forms available at airport counters.	

**INFORMATION TO THE PASSENGERS ACCORDING TO THE
MINISTERIAL ORDER TMA/201/2022**

Prior claim to the airline

According to the Ministerial Order TMA/201/2022 of 14 March, which regulates the alternative dispute resolution procedure for air transport users on the rights recognised in the European Union to compensation and assistance in the event of denied boarding, cancellation or long delay, as well as on the rights of disabled persons or persons with reduced mobility, a new procedure is available for passengers to lodge a complaint to the State Aviation Safety Agency (AESA). However, it is mandatory for passengers to submit a prior claim to the airline (passengers must use this form). The term to present this prior claim is five years from the day the incident that could give rise to said claim occurred.

The airline to whom the prior claim is made will be obliged to acknowledge receipt of the passenger’s submission and will respond to the prior claim as soon as possible and, in any case, within a maximum period of one month since its introduction. When the resolution of the previous claim is not totally satisfactory for the passenger, or if it has not been answered within a maximum period of one month from the date of presentation thereof, the passenger may appeal to the State Aviation Safety Agency (AESA, [https:// www.seguridadaerea.gob.es/](https://www.seguridadaerea.gob.es/)) for the alternative resolution of those disputes in which the European Union Regulations on the protection of air transport users are applicable (Reg. (CE) 261/2004 and Reg. (CE) 1107/2006), expressly excluding from this procedure claims regarding baggage, damages and clauses of the transport contract.

It is cause for inadmissibility of the claim before AESA its presentation once a period of one year has elapsed from the presentation of this previous claim. The decision adopted by AESA in the alternative dispute resolution is binding on the airline. According to the Ministerial Order TMA/201/2022, the airline can appeal against AESA's decision.