

Cher passager :

Veuillez accepter nos excuses, au nom d'Air Europa, pour le retard ou la perte de vos bagages et nous vous remercions de considérer ce document comme une réclamation officielle.

Ce document est divisé en différentes parties, ou vous devrez joindre les documents demandés. Nous vous rappelons que votre demande devra contenir tous les documents relatifs à chaque cas et devra respecter les délais et conditions ainsi qu'être complétée par le titulaire du dossier ouvert à l'aéroport.

Compensation des frais de premières nécessités une fois récupéré vos bagages :

- Vous devez présenter les documents demandés après la réception de vos bagages dans les 21 jours suivant l'ouverture du dossier PIR.
- L'aéroport, qui a ouvert le dossier PIR doit être celui de votre destination. Pour cela vous devrez nous donner votre adresse permanente ainsi que la temporaire.

Compensation pour une perte :

- Pour pouvoir considérer vos bagages comme perdus il doit avoir passé 21 jours depuis l'ouverture du dossier PIR.
- 48 heures après la perte de vos bagages et avant une semaine à partir de l'ouverture du dossier PIR vous devez nous faire arriver un e-mail avec l'inventaire détaillé du contenu de vos bagages, cela nous aidera pour la recherche de vos bagages.
- Nous vous informons qu'après avoir reçu votre réclamation, si vos bagages étaient retrouvés ayant passé les 21 jours, cette incidence serait considérée comme une réclamation de première nécessité.

Autres documents demandés :

- Une réclamation écrite détaillée, signée par le passager, en indiquant le concept et le montant réclamé.
- Une lettre d'inventaire détaillant la liste des objets contenus dans vos bagages, la valeur de chacun et une estimation globale de la valeur totale.
- Photocopie du DNI, NIE ou CNI (passagers espagnols et communautaires)
- Photocopie du passeport (du reste des passagers)
- Factures dans lesquelles le commerce spécifie les articles acquis.

Adresse email:

cat.equipajes@cs.aireuropa.com

Veuillez agréer l'expression de nos salutations cordiales,

Air Europa Service d'équipage

D01@01

TYPE DE DOCUMENT : Réclamation écrite en détaillant la valeur du contenu de vos bagages objet par objet ainsi comme une valuation globale du contenu. Si nécessaire, imprimer les feuilles nécessaires pour compléter la liste (seulement pour perte total).

DONNÉS PERSONELLES :

Nom et Prénoms :				
Rue/Av/Blvd :		Téléphone :		
Code postal/Ville :		Cel :		
Pays :		E-mail :		
Article	N° articles	Homme/femme /enfant/bebe	Couleur	Valeur et antiquité
Exemple				
Pantalon	1	enfant	rouge	25€ / 6 mois
MONTANT TOTAL RÉCLAMÉ				

Date :

Signature :

PRIVACY. In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: delegadopd@aireuropa.com. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).



D06@01

TYPE DE DOCUMENT : Copie du passeport ou copie de la carte d'identité (Pour la réclamation des frais de premières nécessités et perte total).

PRIVACY. In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: delegadopd@aireuropa.com. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).



D05@01

TYPE DE DOCUMENT : PIR - dossier signé par l'aéroport (Pour la réclamation des frais de premières nécessités et perte total)

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D03@01

TYPE DE DOCUMENT : Carte d'embarquement (Pour la réclamation des frais de premières nécessités et perte total).



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D04@01

TYPE DE DOCUMENT : L'étiquette de la valise (Pour la réclamation des frais de premières nécessités et perte total).



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D02@01

TYPE DE DOCUMENT : Billet d'avion ou en cas de billets électroniques, un justificatif de paiement du même (Pour la réclamation des frais de premières nécessités et perte total).

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D07@01

TYPE DE DOCUMENT : Factures des frais de premières nécessité cause par le retard de son équipage. Imprimer les feuilles nécessaires selon numéro de facture a ajouter (Seulement pour les cas de premières nécessité).

DONNÉS PERSONELLES :

Nom et Prénoms :	
Rue/Av/Blvd:	Téléphone :
Code postal/Ville :	Cel :
Pays :	E-mail :

FACTURES DES FRAIS DE PREMIERE NECESSITE:

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PRIVACY. In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: delegadopd@aireuropa.com. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).