

Cancellation or delay of our passenger services

The Passenger Rights Regulation (EU) No 1177/2010 provides certain rights for passengers in the event of cancellations and delays of our passenger services.

It should be noted that the Regulation makes several exceptions to these rights, such as in the event of delay or cancellation due to weather conditions endangering the safe operation of the ship or extraordinary circumstances hindering the crossing which could not have been avoided even if all reasonable measures had been taken.

If you are affected by the event of cancellation or delays to our passenger services, due to reasons that are within the control of DFDS then you may be entitled to make a claim as per the (EU) No 1177/2010 Passenger Rights Regulation.

We ask you to contact us within a reasonable time after you discovered the lack of conformity (or was advised by us of the delay/cancellation) and no later than 2 months from the date on which the journey took place or where a service should have been performed.

If you wish to make a claim, please complete the form below and submit it to our Customer Relations Team at UK.Customercare@dfds.com. We will acknowledge your request within 1 month of receipt and address it accordingly.

Passenger claims form concerning the (EU) No 1177/2010 Passenger Rights Regulation.

Lead Passenger Details		Claim Details (Please tick)	
Booking Reference:		Outbound arrival delayed	
First Name:		Return arrival delayed	
Surname:		Both outbound & return sailings delayed	
Address:		Outbound cancelled	
Country:		Return cancelled	
Postal code:		Both outbound & return sailings cancelled	
Phone Number:			
Email address:			
Customer Bank Details (Lead passenger)			
Account Name:	Account Number:	Sort Code:	
Signature:	Print Name:	Date:	

