



Rome, January 20th 2012

**Adiconsum promote the "Concordia shipwreck survivors committee"
with other consumers associations**

**How to file a complaint against Costa Crociere:
Foreign tourists can address the European Consumer Centre of their country**



Costa Concordia Shipwreck survivors and future passengers who will not board because of the accident, can ask for a refund for personal, material and non material damages by filing a complaint against Costa Crociere. The complaint must be sent by recorded delivery letter (or any other means that will guarantee the receipt) within 10 working days since the shipwreck. It is better to comply with this term, however the Italian High Court of Appeal (Corte di Cassazione) has decreed that the right for a refund is guaranteed even by sending the complaint letter after the 10 days term.

Therefore it is always advisable to send the complaint, which must be filled in with all the information in detail. Passengers involved directly in the shipwreck can ask for:

- Refund of the total amount paid for the cruise
- Refund of material damages for the loss/destruction of all personal belongings. In this case it will be necessary to make a list of all personal items (money, jewelry, personal documents...)
- Refund for expenses borne because of the shipwreck (i.e. to return home), either in case of expenses borne by a tour operator, or in case of personal expenses
- Refund for personal injury according to the prognosis received
- Refund for moral damages and for the ruined holiday

Attention: please attach to the refund request also a copy of documents and receipts that can prove what declared

Foreign passengers involved in the shipwreck can address the European Consumer Centre of their country, to be found on: http://ec.europa.eu/consumers/ecc/index_en.htm to get assistance and advice in handling the complaint.

- the European Consumer Centres is a network sponsored by the European Commission to provide consumers with advice on their EU consumer rights and to help them with their disputes with traders in other EU countries-

Passengers who booked a cruise on Costa Concordia for future departures have the right to board an alternative cruise of the same value, or higher (without any extra charge), or of lower value too, in this case they will get a refund of the price difference.

Adiconsum, in coordination with the Costa Concordia Shipwreck Survivors Committee, will provide passengers with help and all the necessary information to make a refund request. Those, who are interested in the assistance, can address Adiconsum's local branches all over the Italian territory.