

# Federal Maritime Commission Dispute Services Request – Cruise

FMC Form-32 [08/2023]

OMB Clearance No. 3072-0072

Return to: [CADRS@fmc.gov](mailto:CADRS@fmc.gov)

**Person Requesting Assistance:**

Name:

Current address:

City:

State:

ZIP Code:

Country:

Ticket or Booking Number:

Email:

Phone:

**Dispute is with:**

Name(s):

Address:

City:

State:

ZIP Code:

Country:

Phone:

E-Mail:

Does your dispute involve:

- Casualty
- Non-performance
- Other

Did the cruise begin at a U.S. port?

Yes

No

If you embarked the cruise in a foreign country, please visit: <https://www.fmc.gov/resources-services/cruise-passenger-assistance/>

If you booked with a travel agent or third party seller of travel, please visit: [www.fmc.gov/resources-services/cruise-passenger-assistance/](https://www.fmc.gov/resources-services/cruise-passenger-assistance/)

How did you hear about CADRS?

Answer the following below: *Have you filed a complaint with the cruise line? Have you contacted anyone else for assistance? Did you purchase any travel insurance? How did you book your cruise (e.g., online, travel agent, other). Provide a timeline and attach booking confirmation, reservation, ticket, and any other documents.*

**Affirmation:** I understand that the information that I have provided is for the purpose of convening the use of confidential dispute resolution services to resolve a cruise related dispute. As such, I authorize CADRS to contact the named party(ies) to engage in efforts to seek resolution to this matter. Also, in the event that this matter falls outside of FMC jurisdiction, I authorize CADRS to refer my request for assistance to the appropriate governmental agency possessing jurisdiction over my complaint. Unless otherwise marked confidential in this intake form or attached documents, I authorize CADRS to disclose information provided in the intake form to the other named party(ies) for the purpose of exploring resolution to this dispute. I understand and agree that CADRS staff will act as a neutral third party in this matter and as such CADRS' staff cannot provide me with legal representation or advice. I also understand and agree that participation is voluntary and that any party and/or CADRS staff may decline or terminate this process at any time. I affirm that the information provided in this intake form, to the best of my knowledge, is true and accurate. If false statements or documentation are provided, the matter will be closed.

Signature:

Date:

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 3072-0072. Public reporting for this collection of information is estimated to be approximately 10 minutes per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are voluntary, and will be provided confidentiality to the extent allowed by the Freedom of Information Act (FOIA) and the Alternative Dispute Resolution Act (ADRA). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Federal Maritime Commission, 800 N. Capitol Street, NW, Washington, DC 20573.