**Sample Letter: Downgrade – Passenger Rights as per Flight Compensation Regulation 261/2004**

Jane Doe

Any Street 1

1010 Anytown

REGISTERED LETTER

XYZ Airlines

XYZ Street 1

1010 Anytown Place, date

Dear Sir/Madam,

On the flight

from x to x

flight number x

on x

your company downgraded me from x class to x class although I had booked and paid for my ticket.

I am therefore filing a complaint on behalf of one person / x persons.

**In accordance with Regulation (EC) 261/2004, you as the airline are obliged to reimburse me a percentage of the ticket costs depending on the flight distance. I therefore assert the following claims:**

* Reimbursement of 30 / 50 / 75 percent of the ticket costs for one ticket / x tickets.

Please remit the total amount of x euros to the following bank account:

Bank:

Account holder:

IBAN:

BIC:

Should I receive no reply within the next six weeks, or if your response is unsatisfactory, I shall immediately contact the Agency for Passenger Rights with a request to assert my claims.

Kind regards

xxx

Encl. Ticket originally booked, confirmation of downgrade if available, etc.