**Sample Letter: Flight Cancellation – 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,

Your company cancelled the flight

from x to x

flight number x,

on x

on which I had booked and paid for a ticket.

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

**In accordance with Regulation (EC) 261/2004, I herewith assert the following claims:**

* As you did not offer me any other transport, I had to organise and pay for alternative transport myself. I am therefore entitled to reimbursement of the costs of the alternative transport, which amounted to x euros.

OR

* As you did not offer me any other transport and I was consequently unable to travel, I am entitled to full reimbursement of the ticket costs, which amounted to x euros.

OR

* As I was unable to make use of the alternative transport you offered, I am entitled to full reimbursement of the ticket costs, which amounted to x euros.
* No services were rendered or offered during the waiting period, i.e. until the alternative transport departed. I therefore incurred the following expenses:
* Meals and refreshments: x euros
* Communications (telephone/email/fax): x euros
* Hotel expenses: x euros
* Transfer expenses between airport and hotel: x euros
* Pursuant to Art. 7 of Regulation (EC) 261/2004, I am also entitled to compensation for the cancellation occurring at such short notice. In this context, I refer to the strict ruling on extraordinary circumstances passed by the highest court of justice, on which grounds I request you to pay the compensation due to me, the amount of which is calculated in accordance with the flight distance and therefore totals x euros (x euros per person). Please remit your payment 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. Invoices for..., invoice for hotel accommodation, invoice for transfer between airport and hotel