**Sample Letter: Flight Overbooking/Denied Boarding – 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,

I was denied boarding by your company on the flight

from x to x

flight number x

on x

despite having booked and paid for a seat.

I am therefore filing a complaint for one person / x persons.

**Regulation (EC) 261/2004 protects passenger rights. You as a company are obliged to comply with these regulations. This being the case, I herewith assert the claims listed below:**

* 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, the amount of which is calculated according to the flight distance and therefore totals x euros (x euros per person).

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. Invoices for..., invoice for hotel accommodation, invoice for transfer between airport and hotel