(Your name)

(Address line 1)

(Address line 2)

(Address line 3)

(Company name)

(Address line 1)

(Address Line 2)

(Address line 3)

(Insert Date)

Dear Sir or Madam,

RE: (**Booking Reference and passenger names)**

On (add date) I was due to fly with you from (add departure location) to (add arrival destination) on flight (add flight number).

My flight was \*\*delete as appropriate\*\* delayed/cancelled and as a result I was delayed by (add number of hours) to my final destination.

When a flight is delayed or cancelled, I am entitled to claim a refund or re-routing to my final destination. I am also entitled to assistance at the airport. This includes:

* Meals and refreshments
* Overnight accommodation if the re-routed flight is the next day as well as transport to and from the airport

I am also entitled to claim a fixed sum of compensation under EC Regulation 261/2004, in this case the amount I am entitled to is €(add compensation figure from search) per passenger.

I would appreciate your prompt response but request a reply to be provided within 14 days of receipt of this letter.

Yours faithfully

(Your Name)

(email address)