**Template letter ECC:** **flight cancellation, referred to intermediary**

This is a template letter of the European Consumer Centre. **This letter serves as guidance and can be easily adapted to reflect your personal situation.** This is your own responsibility.

Send the letter by email and, if necessary, by post. Keep a copy for your records.

<your name>

<address>

<postcode and place>  
<email>

**To**

<name>

<address>

<postcode and place>

<place, date>

Reference: <booking number>

Subject: flight cancellation – referred to intermediary

Dear Sir, Madam,

On <date> I requested you to refund me after my flight had been cancelled. My request was given the following reference number <reference number>.

On <date>, I was supposed to be on flight <flight number>. <Airline> cancelled this flight on <date>. You have not provided me with a substantive response, but instead referred me back to <name of intermediary>.

According toArticle 8 of European Regulation 261/2004, airlines are responsible for reimbursing passengers in the event of a flight cancellation. You may not refer me back to <name of intermediary>.

In a recent article (‘[ILT legt boetes op aan luchtvaartmaatschappijen voor slechte naleving passagiersrechten](https://www.ilent.nl/actueel/nieuws/2022/05/10/ilt-legt-boetes-op-aan-luchtvaartmaatschappijen-voor-slechte-naleving-passagiersrechten#:~:text=ILT%20legt%20boetes%20op%20aan%20luchtvaartmaatschappijen%20voor%20slechte%20naleving%20passagiersrechten,-Nieuwsbericht%20%7C%2010%2D05&text=De%20Inspectie%20Leefomgeving%20en%20Transport,40.100%2C%20%E2%82%AC%2011.800%20en%2022.400.)’), the Dutch Human Environment and Transport Inspectorate has once again underlined that airlines remain responsible for the reimbursement of cancelled flight tickets. Even if the booking has been made through an intermediary party and/or the intermediary party has already been reimbursed.

I herewith request you to send me a substantive reply to my request within 14 days.

If I do not receive a substantive reply within 14 days, I will lodge a complaint with the Supervisory Body.

Yours faithfully,

 <**Name and signature**>

 Attachments:

* Copy of your initial complaint and reference number
* Copy of previous correspondence with the airline
* Copy of booking confirmation
* Copy of proof of payment