**Template letter ECC:** **flight cancellation – no alternative flight**

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 – no alternative flight

Dear Sir, Madam,

On <date>, I was scheduled to fly from <place of departure> to <destination> with <airline>. This flight was cancelled by <airline> on <date>.

<Airline> did not <offer me an alternative flight/offer me an alternative flight under similar conditions>. This meant I was forced to book an alternative flight myself for a price of <amount>. Please find the booking confirmation and proof of payment for this new flight attached.

As a result of the flight cancellation, I also incurred costs while waiting for my alternative flight: <describe your additional expenses, e.g. a meal or stay at a hotel>. These expenses have not been compensated by <airline>. I am entitled to receive compensation for these expenses.

I request you to transfer the full amount of € <amount> to my bank account <IBAN account number>, account holder <name account holder> with reference “expenses due to flight cancellation” within 30 days.

If I do not receive the above-specified amount within 30 days, I will lodge a complaint with the Supervisory Body.

Yours faithfully,

<**Name and signature**>

 Attachments:

* Copy of booking confirmation
* Copy of proof of payment
* Copy of previous correspondence (email/letter announcing the flight cancellation)
* Copy of proof of payment for expenses
* Copy of receipts for meals, transportation (e.g. taxi cab), hotel stay, essential items etc.