**Template letter ECC:** **complaint no-show policy**

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: complaint no-show policy

Dear Sir, Madam,

On <date>, I booked a return flight operated by <name airline>. Due to <enter reason of absence here>, I unexpectedly had to miss one leg of the journey as booked. Your company has used my absence as a reason to cancel the other legs of the journey. As a result, I could not make use of the flight ticket that I paid for and therefore incurred expenses unnecessarily.

The travel schedule was as follows:

* Outbound flight with flight number <enter the flight number that is on your ticket> from <place of departure> to <place of arrival> on <date>, operated by <name of airline>.
* Inbound flight with flight number <enter the flight number that is on your ticket> from <place of departure> to <place of arrival> on <date>, operated by <name of airline>.

**No-show clause**

You invoke the no-show clause in your general terms and conditions. This sets out that if passengers do not show up for a flight, all connected flights will automatically be cancelled. If a passenger wishes to make use of the ticket for another leg, a supplementary charge must be paid. Some European Courts of law ruled that such conditions are not fair and unreasonably encumbering.

I therefore request you to reimburse my expenses <option 1: of the flight ticket that I purchased from <name of airline> in order to arrive at my destination after all.> or <option 2: that were paid to your company in order to be able to make use of the flight ticket.>

I herewith request you to remit € <enter the total amount> within 14 days to my account number <enter your IBAN account number>, account holder <name account holder> with payment reference ‘Repayment of expenses due to no-show’.

If my request does not result in payment of the above-mentioned amount, I will submit my complaint to the supervisory authority, the Netherlands Consumer and Market Authority (ACM).

With kind regards,

<Name and signature>

Attachments:

* Copy of flight ticket
* Copy of bank payment transaction (expenses)