<your name>  
<address>  
<postcode and city>  
<email>

**To**

<name company>  
<address>  
<postcode and city>

<place, date>

Reference: <booking number**>**

Re: cancellation, request for refund

Dear Sir, Madam,

On <date> I was scheduled to travel by <bus/coach> from <place of departure> to <destination> with your company <name of bus/coach company>. The booking number of my journey is <booking number>. You have cancelled this journey due to <explain why the journey was cancelled>. For this reason, I request you to refund the ticket price, amounting to <€ amount you paid>.  
   
**Passenger rights in case of cancellation**Pursuant to Regulation (EU) No 181/2011 (bus and coach transport), I am entitled to receive a refund of the ticket price in the event of a cancellation.

**Request for refund**I request you to transfer the full amount of € <amount> to my bank account <IBAN account number>, account holder <name account holder> with reference “ticket refund <booking number>” within 14 days.

**Legal steps**

If I do not receive a response within the above-mentioned period of 14 days, I will submit a complaint to the European Consumer Centre. I will also lodge a complaint with the Supervisory Body, the [Human Environment and Transport Inspectorate](https://english.ilent.nl/) and consider legal action.

Yours faithfully,

<Name and signature>

Attachments:

* Copy of booking confirmation
* Copy of receipt/payment transaction
* Copy of previous correspondence, if any