**ECC template letter: unjustified cancellation fees**

This letter was prepared by the European Consumer Centre. It is a template, so you can change it in line with your personal circumstances. This is your own responsibility.

Send this letter by email and per registered mail if necessary. Keep a copy for yourself.

<your name>

<address>

<postal code and place>  
<email>

**To**

<name>

<address>

<postal code and place>

<town/city, date>

Reference: <booking number>

Subject: unjustified cancellation fees

Dear Sir, Madam,  
  
I booked a package holiday through yourselves on <date>. It concerns a < select: flight/coach/cruise/other mode of transport with hotel/accommodation/apartment and/or excursion> to/in <destination>. On <date>, I informed you that I wished to cancel the trip free of charge because of <explain why you believe the trip could not go ahead. For example, because of travel restrictions on your travel dates due to COVID-19, or because your holiday destination is unsafe>.

**Right to cancel free of charge**

I am legally entitled to cancel a package holiday free of charge if there are unavoidable and exceptional circumstances that have serious consequences for a package holiday or transport to the holiday destination. In my opinion, the reason for cancellation of this package holiday falls within the legal criteria for free cancellations.

**Reimbursement of cancellation fees**

I would therefore ask that you kindly transfer the sum of € <cancellation fee> to bank account: <insert your IBAN account number> held in the name of <insert name of account holder>, with the reference “unjustified cancellation fees” within 30 days. If you believe the cancellation fees are justified, please provide documentary evidence to support your position by the aforementioned deadline.

**Legal action**

If you fail to respond within the period stipulated, I will lodge a complaint with the European Consumer Centre. I will also notify the Dutch supervisory body, Autoriteit Consument en Markt (The Netherlands Authority for Consumers and Markets). I trust it will not come to that.

Yours faithfully,

<Name and signature>

Attachments:

* Copy of booking confirmation
* Copy of travel contract
* Additional information to support your position