**Letter of complaint and request for refund – flights**

**[Insert date]**

**[Insert your name]**

**[Insert your address]**

**[Insert your phone number]**

**[Insert your email address]**

**[Insert Airline name]**

**[Insert Airline address]**

RE: Request for flight compensation

To the manager of **[insert the service provider’s name],**

I am writing regarding flight **[insert flight number and airline] departing from [insert departure city]** bound for **[destination] on [insert date]** that was **[*insert nature of service disruption* (cancelled/ delayed/rebooked on an unsuitable flight]** due to **[insert reason for cancellation/delay or bump]** which I understand is at the fault of the Airline.

I believe I am entitled to a **[*chose one*: refund/compensation for losses]** under the rules set out in the **[*insert/choose one* CAA (for *domestic* )** **Montreal Convention ( *for international out- side EU and USA*)]** carrier rules as the service has not been carried out as agreed.

Under these rules, if a flight is cancelled or delayed, and it was the airline’s fault, consumers are entitled to compensation for any additional loss suffered. In this instance due to the above flight being **[*insert nature of service disruption* (cancelled/ delayed/rebooked on an unsuitable flight]**, I require compensation for [ ***insert detail of what you want to be compensated for*** (**new flight booking/ accommodation/ living expenses/ transfers**].

As proof of the losses, see attached **[*insert details of any evidence you have, e.g.,* photographs highlighting the problem/ cancellation board/ emailed cancellations/ accommodation/ meals / transfer costs]**

A copy of our **[Airline invoice receipt]** is also attached.

I request that your company **[*describe the outcome and amount and nature of compensation you want, e.g.,* *compensation of $ to my bank account/ refund as credit of xx air points to my member #*]**. I would like a response to this letter as soon as possible, and no later than **[*insert the date you want a reply by – two weeks is reasonable*]**. If I do not receive a response within two weeks, I will consider further action.

Thank you,

**[Insert your name and two forms of contact details]**