Insert your name

Insert your address

Insert your postcode

Insert your telephone number

Insert date

Insert Airline Customer Service Manager’s name

Insert name of airline’s name

Insert Airlines address

Insert Airline’s postcode

Dear (**Insert Customer Service Manager’s name or Sir/Madam)**

Subject: Compensation entitlement for denied boarding to flight **(insert flight number)**

I was scheduled to travel on flight **(insert flight number)** departing from **(departure airport)** and travellingto **(destination airport)** on **(date)** at **(time)**.

At **(insert time and date) (Insert name of airline)** staff informed me I was to be denied boarding because the flight was overbooked. The airline offered me alternative travel arrangements to travel on flight **(insert flight number)** on **(insert time and date)**.

According to Regulation (EC) No 261/2004 (as amended by The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019) I am entitled to compensation of **(refer to Plane Facts page 14 to identify compensation entitlement).**

**[If the airline did not provide meals and refreshments or free telephone calls while you waited for your alternative flight you should include the following paragraph]**

**(Insert airline name)** failed to provide me with free meals and refreshments or telephone calls while I waited for my alternative flight. I enclose receipts for expenses amounting to **(insert total)** incurred as a result of the flight delay.

**[If you were delayed overnight and the airline did not provide hotel accommodation you should include the following paragraph]**

**(Insert airline name)** failed to provide hotel accommodation despite me having to wait overnight for my alternative flight. I enclose the receipts for expenses amounting to **(insert total)** incurred as a result of having to pay for hotel accommodation myself.

I look forward to hearing from you and would welcome a response within 15 working days.

Yours sincerely

**(Insert signature)**

**(Print name and Surname)**