[Some airlines may require you to fill in a specific form to make a claim – you may wish to check their requirements before you send this letter]

[Your address, email address, telephone number]

[Airline customer service address]

[date]

Dear [name of contact or Sir/Madam],

**Compensation claim for a disrupted flight due to technical faults**

I am writing regarding flight [flight number] on [date] from [departure airport] to [arrival airport] with the scheduled departure time of [scheduled departure time]. My booking reference is [booking or reservation reference if available]. This flight arrived [number of hours] hours late at [airport]/ [or was cancelled].

The passengers in the party were [names of the party].

In light of the judgments in the cases of *Jet2 v Huzar* and *van der Lans v KLM*, I am seeking compensation under EC Regulation 261/2004 for this disrupted flight.

My scheduled flight length was [number of kilometres – see here if you need to check flight length <http://gc.kls2.com/>]. Therefore I am seeking [if less than 1500km: €250, if more than 1500km but less than 3500km: €400, if more than 3500km: €600) per delayed passenger in my party. The total compensation sought is €[].

I look forward to hearing from you and would welcome an acknowledgement within seven days.

Yours sincerely,

[Passenger name]

[Include a copy of your booking or a photocopy of your ticket if possible – keep originals]

[If you are claiming for the cost of refreshments while you were delayed you may also wish to include the following sentence in the letter.]

During the disruption, the passengers in my party were not provided with any refreshments, and I have attached receipts for the cost of purchasing our own refreshments. Please refund £[xx].

[If you had an overnight delay, and you are claiming for the cost of hotel accommodation while you were disrupted you may wish to include the following sentence in the letter.]

During the disruption, the passengers in my party were not provided with any hotel accommodation, and I have attached receipts for the cost of hotel accommodation. Please refund £[xx].