**(Insert your name)**

**(Insert your address)**

**(Insert your postcode)**

**(Insert your telephone number)**

**(Insert date)**

**(Insert Airline Customer Service Manager or name if known)**

**(Insert Airline’s name)**

**(Insert Airlines address)**

**(Insert Airline’s postcode)**

Dear (**Insert name if known or Sir/Madam)**

Subject: Compensation entitlement for delay of flight **(insert flight number)**

I am writing regarding the delay of flight **(insert flight number).** This flight was due to depart from **(departure airport)** and travelto **(destination airport)** on **(date)** at **(time)**.

However this flight was delayed and did not depart until **(time)** on **(date)**. **(Insert a brief description of sequence of events).**

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 **(if compensation is applicable insert amount –** **refer to Plane Facts page 16 to identify amount entitled to).**

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

Yours sincerely

**(Insert signature)**

 **(Print name and Surname)**

**Additional Information**

Below is some further information that you may wish to include in the main body of your letter if it is applicable to your situation:

**If the airline did not provide meals and refreshments or free telephone calls following the announcement of the delay you should include the following paragraph:**

**(Insert airline name)** failed to provide passengers with free meals and refreshments or telephone calls. 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 the flight delay resulting in passengers experiencing an overnight stay. I enclose the receipts for expenses amounting to **(insert total)** incurred as a result of having to pay for hotel accommodation myself.