**Sample Letter: Denied boarding/Overbooking - Claims according to EU air passenger rights Regulation 261/2004**

First Name Last Name

Street #

1010 City

REGISTERED LETTER

Airline

Street x

1010 City City, Date

**Denied Boarding / Overbooking - Claims according to EU-Regulation 261/2004**

Dear Sir or Madam,

On the originally booked and fully paid flight from [Departure Airport] to [Destination Airport] with flight number [flight number] on [DATE], boarding was denied despite being at the gate on time.

**In accordance with EU-Regulation 261/2004, I am claiming the following rights:**

Since no suitable alternative transportation to my destination was provided, I had to organize and pay for alternative transportation myself. Consequently, I am entitled to a refund of the incurred costs für the alternative transportation in the amount of [amount in Euro] Euro.

**OR**

* Since no suitable alternative transportation to my destination was provided, I could not travel to my destination. I am therefore entitled to a full refund of the ticket costs in the amount of [amount in Euro] Euro.

**OR**

* Since I could not utilize the offered alternative transportation, I am entitled to a full refund of the ticket costs in the amount of [amount in Euro] Euro.
* During the waiting time for the departure of the alternative transportation, no assistance services were provided or offered, resulting in additional costs:
	+ Expenses for meals and refreshments: [amount in Euro] Euro
	+ Expenses for communication (phone/email): [amount in Euro] Euro
	+ Costs for accomodation: [amount in Euro] Euro
	+ Transfer costs between the airport and the accomodation: [amount in Euro] Euro
* Due to the the delay caused by the denial of boarding, I am entitled to compensation under Article 7 of Regulation (EC) 261/2004. Therefore, I request you to transfer the compensation-amount of [amount in Euro] Euro to the following bank-account:

*(for flights up to 1.500 km: 250 Euro / for flights within the EU exceeding 1.500 km: 400 Euro*

*/ for flights between 1.500 km and 3.500 km (outside the EU): 400 Euro / for flights over 3500 km (outside the EU): 600 Euro)*

Bank:

First- and Last name:

IBAN:

BIC:

If I do not receive a response within six weeks or if the response is not satisfactory, I will contact the Agency for Passenger Rights to enforce my claims.

Sincerely,

xxx

Attachments: relevant Tickets, confirmation of downgrade (if applicable)