**Sample-Letter: Downgrade - 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

**Downgrade - Claims according to EU-Regulation 261/2004**

Dear Sir or Madam,

On he originally booked and fully paid flight from [Departure Airport] to [Destination Airport] with flight number [flight number] on [DATE], a downgrade of the booking class from [BUSINESS] to [ECONOMY] was made.

**OR**

On the replacement flight [flight number] on [DATE] for the originally booked and fully paid flight from [Departure Airport] to [Destination Airport] with the flight number [flight number] on [DATE], a downgrade of the booking class from [BUSINESS] to [ECONOMY] was made.

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

* Ticket refund amounting to [30 / 50 / 75] percent for [number of Tickets] Tickets

*The amount of the refund depends on the flight-distance of the route affected by the downgrade:*

*alle flights up to 1.500 km: 30 percent of the ticket price*

*flights within the EU over 1.500 km: 50 percent of the ticket price*

*flights from 1.500 km to 3.500 km (outside the EU): 50 percent of the ticket price*

*flights over 3500 km (outside the EU): 75 percent of the ticket price*

Therefore, I request the transfer of the total amount of [Amount in Euro] Euro to the following bank-details:

Bank:

First- und 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)