Dear Sir/Madam,

**Reference: [Flight number]**

I am writing to you in connection with the above flight which I was booked onto on [**date**].

***[Pick from one of the following two options]***

The flight was supposed to depart from [**departure airport**] at [**time**], but was cancelled.

Under EU Denied Boarding Regulation 261/2004, I opted to take the re-routing option.

I am entitled to the sum of [**€xx see table on the flight cancellations page**] compensation and look forward to receiving the sterling equivalent within the next 14 days.

I attach a copy of the ticket.

***[Or]***

The flight was supposed to depart from [**departure airport**] at [**time**], but was delayed by over [**number**] hours.

Under the EU Denied Boarding Regulation 261/2004, I am entitled to the sum of **[€ see table on the flight delays page**] compensation and look forward to receiving the sterling equivalent within the next 14 days.

I attach a copy of the ticket.

Yours faithfully,