

Your address

Postcode

Traders Address

Postcode

Dear Sirs

Re: Poor accommodation/lack of services/flight delay/lost luggage

Set out what you had purchased - accommodation/flights etc.

Set out what happened and why you are complaining.

For delayed flights set out the time you were meant to arrive, and the time you actually arrived.

State what expenses or compensation you are claiming for.

For lost luggage, set out what items you had to purchase - and attach the receipts.

For delays of more than 3 hours state that you are relying on the Judgement of Tui and Others to claim compensation in line with EU Regulation 261/2004.

Please may I have your response within 14 days.

Yours faithfully