**Opóźnienia lub odwołania lotu nie sklasyfikowane, jako nadzwyczajne okoliczności.**

Dear Sir/Madam

I am writing regarding flight [flight number] on [date] from [departure airport] to [arrival airport] with the scheduled departure time of [scheduled departure time].

My booking reference is [booking or reservation reference if available]. This flight arrived [number of hours] hours late at [airport] (or) This flight was cancelled and

I arrived late on [time and date of arrival].

The passengers in the party were [names of party].

The judgment of the Court of Justice of the European Union in Tui & others v CAA confirmed the applicability of compensation for delay as set out in the Sturgeon case. As such, I am seeking compensation under EC Regulation 261/2004 for this delayed flight.

My scheduled flight length was [number of kilometres - [zobacz tutaj aby sprawdzić odległość](http://gc.kls2.com/%22%20%5Ct%20%22_blank) ], therefore I am seeking [if less than 1500km: €250, if more than 1500km but less than 3500km: €400, if more than 3500km: €600) per delayed passenger in my party. The total compensation sought is €].

I look forward to hearing from you and would welcome a response in 14 days.,

Yours faithfully,

[passenger name]

**Opóźnienia lub odwołania zaklasyfikowane, jako nadzwyczajne okoliczności.**

Dear Sir/Madam

I am writing regarding flight [flight number] on [date] from [departure airport] to [arrival airport] with the scheduled departure time of [scheduled departure time].

My booking reference is [booking or reservation reference if available]. This flight arrived [number of hours] hours late at [airport] (or) This flight was cancelled and I arrived late on [time and date of arrival].

Unfortunately, your airline failed to meet its obligations under EU rules and did not provide me with the assistance it should have in the form of rerouting home / accommodation / meals / transport to the airport. [Delete as applicable.]

I am therefore asking you to please compensate me for £----. I enclose receipts.

The EU rules that state that I should have been assisted by yourselves are in Regulation (EC) 261/2004. In this Article 5 states that in the case of cancellation or delay of more than one day I am entitled to be reimbursed or re-routed under Article 8 and also offered assistance, including accommodation, meals and transport

under Article 9.

Article 9 states:

1. Where reference is made to this Article, passengers shall be offered free of charge:

(a) meals and refreshments in a reasonable relation to the waiting time;

(b) hotel accommodation in cases

— where a stay of one or more nights becomes necessary,

or — where a stay additional to that intended by the passenger becomes necessary;

(c) transport between the airport and place of accommodation (hotel or other).

2. In addition, passengers shall be offered free of charge two telephone calls, telex or fax messages, or e-mails.

3. In applying this Article, the operating air carrier shall pay particular attention to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

Under Article 5 part 3, airlines are able to avoid paying compensation in accordance with Article 7 in the case of 'extraordinary circumstances', but this extraordinary circumstances clause does not apply to the entitlement to assistance under Article 9.

I thank you for your assistance with this and await your response.

Yours faithfully