To whom it may concern

**Regarding cancelled flights**

It has come to our attention that [name of airline] has cancelled a number of flights because of the Covid-19 outbreak. We have full understanding for the situation and the need to cancel flights. However, we understand that [name of airline] refuse to reimburse the price paid for the ticket. Instead you offer rebooking or a voucher. As an agent, we generally have no other option than to cancel the contract with our clients in case of a cancelled flight. When cancelling the travel we generally have an obligation to reimburse the client. Your decision to not reimburse the price paid, therefore puts us in a very difficult position.

The Resolution on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights (Resolution (EC) 261/2004), stipulates a framework for the obligations of airlines in case of cancelled flights. According to Article 6 compared with Article 8 of this resolution the airline has an obligation to offer the passenger a choice between re-routing or reimbursement. Reimbursement of the full cost for the ticket at the price at which is was bought. It is thus up to the passenger to choose between re-booking and reimbursement and not a choice for the airline. Further reimbursement shall be made in cash and not through a voucher. The obligation to reimburse tickets in cash that are not flown is acknowledged by the European Commission in the guidelines published on March 18.

Further, the practice of some airlines to stop the possibility of refunding tickets in BSP, must cease immediately, since this is in breach of the legislation and causes a lot of extra work for the agencies.

Because hereof we claim reimbursement for all the tickets with [name of airline] that we have issued on behalf of passengers for flights that have been cancelled by [name of airline]. Payment according to the resolution shall be made within seven days of the cancellation. Due to the unique and extraordinary situation we however have understanding if refunds cannot be made within the stipulated time frame, provided that it is made as soon as is practically possible.