Mr Friedrich Joussen  
TUI U.K  
Wigmore House, Wigmore Lane  
Luton  
Bedfordshire  
LU2 9TN

Date: .................

Dear Sirs,

**Holiday Booking Reference No: .............…………   
Holiday Cancellation Date: .............………… Lead Booking Name: .............…………**

Following the cancellation of the above holiday on {**INSERT DATE you were told your holiday was cancelled**}, I am writing to request the full refund of the monies paid that I am legally entitled to under s.14(3) of the **Package Travel And Linked Travel Regulations 2018.**

The above regulations say that the full refund must be made with no undue delay and in any event not later than 14 days after the holiday was cancelled.

I therefore expect the monies paid to you for the above cancelled holiday to be refunded no later than (**INSERT DATE - if by post +16 days after letter - if by email +14 days time**).

Should I not receive the full refund by the date specified in this letter then I will take further action.

Yours Faithfully

**Type Lead Passenger Name  
Your Address 1  
Your Address 2  
Your Town / City  
Your Postcode**