**Template letter ECC:** **holiday park cancellation due to the corona virus? Ask your money back!**

This is a template letter of the European Consumer Centre. **This letter serves as guidance and can be easily adapted to reflect your personal situation.** This is your own responsibility.

Send the letter by email and if necessary, by post. Keep a copy for your records.

<your name>

<address>

<postcode and place>
<email>

**To**

<name>

<address>

<postcode and place>

<place, date>

Reference: <booking number>

Subject: booking cancellation corona, refund request

Dear Sir, Madam,

I have booked a holiday home for <date> till <date> at <enter name holiday park>. This booking <enter booking number> has been cancelled by your holiday park due to COVID-19.

**Refusal of voucher**

In the event of the booking cancellation due to the corona virus, I was offered a voucher. On <date> I indicated that I don’t want to make use of this offer and requested for a refund of the travel sum. To date I have not received a refund.

**Right to refund**Pursuant to article 6:265 BW I am entitled to a refund of the travel sum in the amount of € < amount you have paid>.

**Refund request**

I herewith request you to remit € <enter the total amount> within 30 days to my account number <enter your IBAN account number>, account holder <name account holder> with payment reference ‘Refund travel sum’.

If my request does not result in payment of the above-mentioned refund amount, I will submit my complaint to the relevant supervisory authority and will take legal action if necessary.

With kind regards,

<Name and signature>

Attachments:

* Copy of booking confirmation
* Copy of bank payment transaction