

Dear Sir or Madam,

I booked a flight from Paris to Edinburgh for the 19<sup>th</sup> of July which got cancelled without notice when the other passengers and I were already in the boarding room.

They told us at the airport that they were experiencing technical problems with the plane itself and after four hours of waiting, they finally sent us home.

Therefore, I would like you to refund my tickets. I am fully aware that your company does not do refunds but given the circumstances, I think you should make an exception.

I am looking forward to hearing from you.

Yours sincerely,