<Your name>

<Your address>

<Your eircode>  
<Your email>

<Business name>

<Business address>

<Business postcode>

<Business email>

<Insert date>

**Subject: Bus cancellation – refund request**

**Reference:** <booking number>

Dear Sir, Madam,

On <date within the last three months> I was scheduled to travel by <bus/coach> from <place of departure> to <destination> with your business. The booking number for my journey is <booking number>. You cancelled this journey due to <explain why the journey was cancelled>. For this reason, I request that you refund the ticket price, amounting to <€ amount you paid>.

Under [consumer law](https://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach/index_en.htm) I am entitled to receive a refund of the ticket price in the event of a cancellation. I request you refund the full amount of € <amount> within 14 days, using the original payment method.

If I do not receive a response, I will consider making a claim under the European Small Claims Procedure.

Yours sincerely,

<Name and signature>

Attachments:

Copy of booking confirmation

Copy of receipt/payment transaction

Copy of previous correspondence, if any