

Dear Sir or Madam,

I am writing to you on behalf of the Civil Aviation Authority Czech Republic (hereinafter the CAA). Please note that the CAA is the designated national enforcement body pursuant to Article 16 of the Regulation (EC) No 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 and section 3 subsection 7 of Act No. 49/1997 Coll., on Civil Aviation, as amended.

The CAA received following complaint: **Passenger(s):** [REDACTED], **flight No. LX1499 on the 03.08.2020 from the scheduled point of departure Letiště Václava Havla (PRG) to the scheduled point of destination Madeira Airport (FNC), in particular from Letiště Václava Havla (PRG) to Zurich Airport (ZRH).** According to the information available to us this flight was cancelled due to coronavirus. **The passengers travelling on the respective flight require reimbursement of the full cost of the ticket at the price at which it was bought.**

For that purpose, the bank account details of the passenger are as follows: [REDACTED] SWIFT: [REDACTED], currency in which the bank account is held: CZK.

We expect you to reimburse the passenger(s) within 10 days. Please confirm the payment at the following e-mail address: compensation@caa.cz by quoting the respective Ref. No.: [REDACTED]. Alternatively, confirm the payment in writing at the following address: Úřad pro civilní letectví (Civil Aviation Authority), K letišti 1149/23, CZ -160 08 Praha 6, the Czech Republic.

I would also like to draw your attention to the fact that failure to reimburse the passengers under EC regulation 261/2004 is an administrative offence under s. 93c ss. 3 a) of the Act. No. 49/1997 Coll., on Civil Aviation, as amended, where the CAA may impose a fine of up to 1 000 000 CZK.

Please do not hesitate to contact me should any clarification in respect to this request be needed.

Thank you for your cooperation.

Yours sincerely

Legal department
CAA CZ