

**Template letter for taking a claim for a refund for a cancelled cruise to the
small claims court**

Dear Sir,

As you know, I have been forced to cancel my holiday with you departing on > holiday date and location < .

You are aware that I paid you a total of £XXX by way of a deposit/for the holiday. I would appreciate a refund of this, subject to a deduction to cover loss and expense, if any, caused by my having to cancel. If you say that there has been some loss or expense to you, please let me know what that amounts to and provide me with supporting documentation.

Yours faithfully > your name < .

If the response is: "Under our terms and conditions, you have forfeited what you paid us", you could respond:

Dear Sir,

Your terms and conditions are unfair and of no effect by reason of the Consumer Rights Act 2015 (formerly "the Unfair Terms in Consumer Contracts Regulations 1999) and repeat a request for the disclosure with a threat of Court Action.