

To: Vueling Customer Service / Claims Department **Subject:** Refund Request: Airport Taxes for Cancelled Flight – JMQU7K

To whom it may concern,

I am writing to formally request a refund of the **airport taxes** associated with my booking, as I was unable to travel due to a documented medical emergency.

- **Booking Reference:** JMQU7K
- **Passenger Name:** [Mark Chemaly]
- **Flight:** VYXXXX – Bilbao (BIO) to Malaga (AGP)
- **Date:** July 14, 2025

As the flight was not boarded, I am entitled to a full refund of the airport departure taxes. Please process this refund to the original payment method and provide a **PDF confirmation or receipt** showing the exact amount refunded. My travel insurance provider requires this specific documentation to finalize my claim.

I look forward to your prompt confirmation.

Sincerely,

Mark Chemaly
+1-222-333

Vueling Airlines S.A. Customer Services Department Viladecans Business Park, Carrer de Catalunya, 83 08840 Viladecans, Barcelona, Spain

Date: July 18, 2025

Subject: Confirmation of Airport Tax Refund

Booking Reference: [Insert Your Booking Reference]

Dear Passenger,

Thank you for contacting Vueling Customer Service regarding your booking for the flight from **Bilbao (BIO) to Malaga (AGP)** scheduled for **July 14, 2025**.

We have processed your request for a refund of the airport taxes following the cancellation of your trip for personal medical reasons. Please find the details of the refund transaction below:

Refund Summary

- **Passenger Name:** [Insert Your Name]
- **Total Ticket Price Paid:** €170.34

- **Refundable Airport Taxes:** €18.20
- **Refund Method:** Original Credit Card (Visa/Mastercard ending in XXXX)
- **Transaction Status:** Completed
- **Date of Refund:** July 18, 2025

Please note that per our Fare Conditions, the base fare and fuel surcharges for your "Basic" or "Optima" fare remain non-refundable. The amount of **€152.14** represents the non-refundable portion of your ticket.

This document serves as official proof of the total amount reimbursed by Vueling. You may present this to your insurance provider to facilitate your claim for the remaining non-refundable balance.

We hope to see you on board again under better circumstances.

Sincerely,

The Vueling Team *Customer Excellence Department*