

For more than 50 years ABTA and its Members have been helping holiday-makers to get the most from their travel and assisting them when things don't go according to plan.

GREAT SERVICE: ABTA Members follow our Code of Conduct, which means that you'll receive a high standard of service, fair terms of trading, and clear and accurate information.

COMPLAINTS RESOLVED: In the unlikely event of things going wrong, our Code of Conduct ensures that ABTA Members respond to any complaint within strict time limits. If you can't resolve a dispute, we offer a low-cost independent arbitration service.

FINANCIAL SECURITY: Many of the travel arrangements provided by ABTA Members are protected in case of the financial failure of the travel company. You should, however, always ask your travel company if protection applies to your travel arrangements. Where travel arrangements aren't already protected, your travel company may be able to offer suitable insurance to cover you.

To take full advantage of the protection available under any financial protection scheme or the ABTA Code of Conduct, it's important that you have the correct documentation when making your booking. This leaflet explains what you need.

YOUR ABTA CHECKLIST:

COLLECT AND KEEP
ALL RECEIPTS FOR YOUR
HOLIDAY OR FLIGHT



CHECK YOUR MONEY
HAS BEEN PAID TO THE
RIGHT COMPANY



DON'T ACCEPT COPIES
OF DOCUMENTS.
YOU NEED THE ORIGINAL



CHECK THE COMPANY
IS A MEMBER OF ABTA



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YOUR PROTECTION CHECKLIST:

IMPORTANT INFORMATION WHEN MAKING A BOOKING WITH AN ABTA MEMBER



Association of British Travel Agents



WHEN MAKING A BOOKING THROUGH AN ABTA TRAVEL AGENT

- Check that you get a receipt for all money paid to the ABTA travel agent.
- Check that the name that appears on the receipt is exactly the same as the name of the company to which payment is made.
- Check that the receipt also shows the name of the company that is providing the holiday service (e.g. the tour operator, the airline). Where your holiday services are being provided by more than one company, you should receive a separate receipt for each service showing the amounts paid.

AFTER BOOKING: You should receive a confirmation document issued by the company that is actually providing the holiday services, normally within ten days of making the booking. Make sure you receive the original document issued by the company, not a copy.

- Check that the name on the confirmation document is the same as the name of the company shown on the receipt for those services.
- Check that the services shown on the confirmation document are the same as those that you have booked and at the price that you have paid.

These requirements apply equally to airline e-tickets.



WHEN MAKING A DIRECT BOOKING WITH AN ABTA TOUR OPERATOR

- Check that you get a receipt or confirmation document for all money paid to the ABTA tour operator.
- Check that the name that appears on the receipt or confirmation document is exactly the same as the name of the company to which payment is made.
- Where the tour operator is selling you its own holiday arrangements (e.g. a package holiday, accommodation-only) and also offers to sell you services of other companies (e.g. flight, car hire) -
Check that you get a separate receipt for those services showing the names of the other companies and the amounts paid for those services.

Check that you receive a confirmation document issued by the companies that are providing the holiday services. Make sure you receive the original document issued by those companies, not a copy.

Check that the name on the confirmation document is the same as the name of the company shown on the receipt for those services.

You should normally receive all receipt and contract documentation within 10 days of making your booking.

IS MY MONEY PROTECTED?

Many of the travel arrangements provided by ABTA Members are protected in case of the financial failure of the travel company. You should, however, always ask your travel company if protection applies to your travel arrangements. Where travel arrangements aren't already protected, your travel company may be able to offer suitable insurance to cover you.

HOW DO I KNOW IF MY TRAVEL COMPANY IS AN ABTA MEMBER?

You can use our website www.abta.com to check whether a company is an ABTA Member. You can also call us on 020 7637 2444.

WHAT DO I DO IF I HAVE A COMPLAINT AGAINST AN ABTA MEMBER?

If you have a complaint against an ABTA Member and have been unable to resolve this with the company concerned, please send details to our **Consumer Affairs Department** at the address shown overleaf.

WHAT DO I DO IF MY TRAVEL COMPANY FAILS FINANCIALLY?

If your travel agent fails financially, this shouldn't affect your travel plans. You should, however, contact the tour operator, to ensure that they have your contact details and that your booking is in place. If your tour operator fails financially, contact your travel agent for assistance. If you booked with the tour operator direct, contact our **Consumer Affairs Department** for advice.

For more information about what to do if something goes wrong with your travel arrangements, ask for our booklet **HERE TO HELP YOU**.