

For more than 60 years ABTA and its Members have been helping holidaymakers to get the most from their travel plans.

**Great service:** Because ABTA Members follow our Code of Conduct; you'll receive a high standard of service, fair terms of trading, and clear and accurate information.

**Great choice:** Your ABTA travel company can tell you about the wide-range of holidays and other travel services that are available. They'll help you to make the right choice, at the best price for you.

**Peace of mind:** From the moment you book with an ABTA Member they're there to give you advice and assistance. They can also explain how to protect your travel arrangements, so you don't lose out if your service provider fails financially, and they can help in the unlikely event that things go wrong.

**More information:** It's important that you have the correct documentation when making your booking, if you want to take full advantage of the protection available under the ABTA Code of Conduct and under any financial protection scheme. This leaflet explains what you need.

## Your ABTA checklist

- ✓ **Check the company** is a member of ABTA.
- ✓ **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.
- ✓ **From 1 October 2012** if your holiday is ATOL protected, you need an ATOL Certificate.



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# Your Protection Checklist

Important information for customers when booking travel arrangements



## Your Protection Checklist outlines what documentation you should receive when booking your travel arrangements.

### 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's 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.
- On some bookings you should receive an ATOL Certificate immediately when you make payment. This applies to bookings after 1 October 2012 for flight-based holidays and flights that have ATOL protection. Many travel arrangements (for example holidays that do not include a flight and some "flight only" sales) may be financially protected, but not by ATOL, so you don't need a Certificate for these arrangements. Please ask your travel company what type of financial protection your booking has. If it is ATOL protected, an ATOL Certificate is required.

**After booking:** You should receive a confirmation document issued by the company that's actually providing the holiday services. 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've booked and at the price that you've 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.
- On some bookings you should receive an ATOL Certificate immediately when you make payment. This applies to bookings after 1 October 2012 for flight-based holidays and flights that have ATOL protection. Many travel arrangements (for example holidays that do not include a flight and some "flight only" sales) may be financially protected, but not by ATOL, so you don't need a Certificate for these arrangements. Please ask your travel company what type of financial protection your booking has. If it is ATOL protected, an ATOL Certificate is required.
- 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.

For more information about what to do if something goes wrong with your travel arrangements visit the **Consumer Zone** at [www.abta.com](http://www.abta.com)

### 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 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](http://www.abta.com) to check whether a company is an ABTA Member. You can also call us on 0901 201 5050. Calls are charged at 51.062p per minute plus any network charges.

### What do I do if I have a complaint against an ABTA Member?

If you have a complaint with an ABTA Member, please go to the Consumer Zone: [www.abta.com](http://www.abta.com) and complete our online form.

### 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 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, find the company on our website for details of what to do.

