

Name of collapsed entity: **Toolin Travel Limited t/a Toolin Travel,**  
Address: **86 Upper Drumcondra Road, Dublin 9**

## PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THIS FORM

### Credit Cards

Those persons who paid either in full or in part by credit card should contact the issuing bank and seek a charge back. This applies only where monies have not been passed on from Toolin Travel Limited, to the tour operator, flight provider, accommodation provider etc

If you have queries in relation to the above, you should contact the tour operator involved. If a travel agent has been nominated to take over your booking then you should contact them to find out this information. If you have no way of contacting a particular provider the Commission may be able to assist you.

### Travel Products purchased without a travel element.

- Please note that travel products sold without a travel element are not covered under the bond.
- Products such as \*football tickets + accommodation/accommodation + activities (e.g. City Breaks with theatre/guided tours/car hire) will not be covered.
- If you have paid by credit card for travel products purchased without travel, you should first get confirmation of whether monies have been passed on to the supplier or not. If monies have not been passed on, you should seek a charge back on your credit card. If you paid by cheque and monies have not been passed on to the supplier/provider, you may be able to cancel the cheque. Your insurance provider may cover payments by other methods.

### Overseas travel that does not commence from the Republic of Ireland.

- Travel that does not commence from the Republic of Ireland is not covered by the bond (**i.e. departures from Northern Ireland are not covered**).
- If you have paid by credit card for overseas travel that does not commence from the Republic of Ireland, you should first get confirmation of whether monies have been passed on to the supplier or not. If monies have not been passed on, you should seek a charge back on your credit card. If you paid by cheque and the money has not been passed on to the supplier, you may be able to cancel the cheque. Your insurance provider may cover payments by other methods.

### Travel within the Republic of Ireland.

The above is not covered under the bond.

### Vouchers

- Vouchers are not eligible for refund from the Bond except in instances where the voucher has been exchanged for full or part payment for overseas travel **departing from the Republic of Ireland**. In such instances, evidence of the booking must be supplied together with evidence of payment. A charge back should be sought, in instances where the voucher has been paid for by credit card and monies have not been passed on to the provider.
- Vouchers are not eligible for refund from the Bond where they have been obtained from a Third Party (e.g. retailer) by way of a loyalty/rewards scheme

### Cancellations

- Please note if you cancel your holiday the normal terms and conditions of your original booking contract still stand.

\*If there is insufficient space to answer any question please use separate sheet, attach to this claim form and specify Section referred to  
Tel: 1890 787 787 | Fax: 01-6612092 | [claims@aviationreg.ie](mailto:claims@aviationreg.ie) | [www.aviationreg.ie](http://www.aviationreg.ie) for updates

Name and Address of Travel Agent against which your claim is being made

**Toolin Travel Limited,  
86 Upper Drumcondra Road, Dublin 9****Section 1. \*Passenger Details**

Date of scheduled departure

Lead name and address of person claiming and each person associated with the original booking

Name	Address
1.	
2.	
3.	
4.	

Indicate with (m) where passenger is a minor (under 16)

Daytime contact no/mobile no:

Email address

**Section 2. Booking Details**

Date of booking

Toolin Travel Limited,  
Booking ref

Departure Date:

Destination:

**Section 3. Insurance Details** (Help Note 1)

Name of insurer

Booked Insurance directly with Toolin Travel Limited,

Yes  No 

Booked Insurance separately through another provider e.g. your insurance company

Yes  No 

Was your insurance sold as part of the package

Yes  No 

Is it an Annual Policy?

Yes  No 

Cost of insurance

€

Is this cost in total value of claim in Section 4?

Yes  No

## Section 4. \*Payment Details (Help Note 2)

Please list all payments in respect of this booking

Paid in by	Date	Method of Payment (Cash, cheque or credit card etc)	Amount (€)	Evidence attached (see below)– tick box
<i>e.g.</i> Mr A.N. Other	03/12/08	Laser Card	300.00	√ <input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Total Payments made €

Less Insurance <sup>(1)</sup> See notes section at back of claim form €

Less Other Deductions <sup>(3)</sup> €

**Total Claim <sup>(4)</sup> €**

Please tick where applicable

For all cash payments	The original cash receipt received from Toolin Travel Limited,. (ATM withdrawal slip not acceptable)	<input type="checkbox"/>
For payments made directly into Toolin Travel Limited, account	In the case of a lodgment to Toolin Travel Limited account please provide the lodgment stub. In the case of a bank transfer the payee should provide a bank statement detailing the account details and amount transferred.	<input type="checkbox"/>
For all cheque payments	Please ask your bank for a clear copy front & back of the cleared cheque <u>or</u> A letter from bank/building society confirming the account holder's name, amount paid, payee and date of clearance	<input type="checkbox"/> <input type="checkbox"/>
For all credit <sup>(4)</sup> or debit card payments	A copy of your Credit Card or Laser account statement showing the transaction: This must confirm the payment, the account number and the name of the account holder.	<input type="checkbox"/>
On-line Electronic Payments (e.g. Paypal)	A copy of your confirmation e-mail from your on-line provider	<input type="checkbox"/>

Please note that the Commission, once satisfied with your payment details, must then check with the suppliers, airlines etc to confirm if payments/part payments have been forwarded.

## Section 5. Refund Details

Paid to one person only <input type="checkbox"/>	Name			
	Address			
Divided among the claimants <input type="checkbox"/>	Name		Amount €	
	Address			
	Name			
	Address			
	Name			
	Address			
	Name			
	Address			
		<b>Total</b>	€	
		(This should equal amount of Claim)		
Paid to a third party/ies(e.g. Travel Agent, Tour Operator, Insurance Broker) <small>(Help Note 5)</small> <input type="checkbox"/>	Name		Address	Amount €
	1.			
	2.			
			<b>Total</b>	€
			(This should equal amount of Claim)	

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## Section 6. Passenger Declaration

Important Note: This Section must be signed by all persons over 16 in the booking party

Before payment can be made, each claimant must assign to the Commission any claims for refund or reimbursement arising from the booking. Accordingly, each person in the booking party, as well as the person who made the original payment, must sign this section.

The claimant's attention is drawn to the heavy penalty provisions relating to the *false or misleading submissions* for the purpose of obtaining payment from the bond, which are set out in the Transport (Tour Operators and Travel Agents) Act, 1982 as amended.

I/we certify that I/we agree to the payment of the refund as detailed in Section 5 of this claim.

In consideration of any payments made to me or on my behalf, I hereby assign to the Commission for Aviation Regulation any claim I may have against Toolin Travel Limited.

I/We certify that the information given above is true and accurate and agree to indemnify the Commission for Aviation Regulation in event of over/dual payment.

Signature:

Date:

Signature:

Date

Signature:

Date

Signature:

Date

Signature:

Date:

Signature:

Date

Signature:

Date

Signature:

Date

## Section 7. Checklist

Please Tick

I/we have read through the above form and completed Sections 1 to 6

I have enclosed a detailed list of payments for my booking and all original receipts

All adults in the party have signed Section 6

I have kept copies of all relevant documentation as submitted with my claim

Return this claim form with the necessary documents attached to:

Toolin Travel Claims,  
Commission for Aviation Regulation,  
3<sup>rd</sup> Floor Alexandra House,  
Earlsfort Terrace, Dublin 2.

## Section 8. Notes

### 1. Insurance

Insurance booked directly with Toolin Travel Limited,

- You must first establish whether monies paid over in respect of insurance were passed to the insurer/broker. If no monies were passed to the insurer and you intend rebooking your holiday for the same date. (using the policy which hasn't been paid for) you need to nominate the insurer/broker to receive payment due. (see *Section 5*)
- If no monies were passed to the insurer/broker and you do not intend using the insurance policy (i.e. the booking has been cancelled by the provider) you can include the insurance amount paid by you in your claim.
- If you did not purchase travel insurance through Toolin Travel Limited, you are not eligible for a refund under the Bond

### 2. Payment Details

- The Commission, once satisfied with your payment details, must then check with the suppliers, hotels, air carriers, and insurance provider etc to confirm if payments/part payments have been forwarded.

### 3. Other deductions

#### • Payments by credit card

If you paid in full or in part by credit card, you should seek a charge back from your credit card company for the relevant amount. This applies only where monies have not been passed on from Toolin Travel Limited, to the tour operator, flight provider, accommodation provider etc

Please take this into account in relation to the total amount of your claim Reminder: *If your credit card company are unwilling to provide you with a charge back you should provide a letter from the bank to confirm this and a copy of the statement indicating payments made to Toolin Travel Limited,*

#### • Cancellation of payment

If you have cancelled a cheque/direct debit/standing order payment made to Toolin Travel Limited, and this has been confirmed by your bank this amount will not be paid from the Bond.

*Example* You paid €1,000 for an overseas holiday. You cancelled your last payment (by cheque or credit card), for the amount of €500.00, when you heard the company went out of business. The total amount to be claimed would be €500. -

#### • Credit card charge

These charges (e.g. 2.5% as charged by retailer) will not be refunded from the Bond

### 4. Total Claim

This is the amount you are eligible to claim from the bond after all deductions have been taken into account.

### 5. Third Party Payments

An example of a third party is where you have rebooked a holiday with another travel agent/Tour Operator and you wish them to receive the refund due to you under your claim.

If you assign payment of your claim to a travel agent/tour operator please check they are licensed and bonded with the Commission for Aviation Regulation ([www.aviationreg.ie](http://www.aviationreg.ie))

Insurance: If you paid for insurance, you will need to get the tour operator/travel agent to check the status of payments from the failed company to the insurance provider. If it has not been paid for, you can nominate the insurance provider to receive monies due. For example, you might be nominating a tour operator and the insurance provider to receive monies due to each party.

### 6. Vouchers

Vouchers are only eligible for refund from the Bond in instances where the voucher has been furnished by Toolin Travel Limited, **and** exchanged for full or part payment for overseas travel contracts **departing from the Republic of Ireland.** In such instances, evidence of the booking must be supplied together with evidence of payment. A charge back should be sought, in instances where the voucher has been paid for by credit card and monies have not been passed on to the provider.

Vouchers are ineligible for refund from the Bond where they have been obtained from a Third Party (e.g. retailer) by way of a loyalty/rewards scheme