

## **CLAIM FOR REFUND AND REIMBURSEMENT**

XL Leisure Group (Ireland) Limited, T/A XL Holidays  
124A The Capel Buildings, Marys Abbey, Dublin 7

### **IMPORTANT NOTES**

**PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THIS FORM.**

#### **DIRECT CUSTOMERS OF XL AIRWAYS**

Flight-only bookings made directly with XL Airways are ineligible for reimbursement, as the Commission has no consumer protection role in relation such bookings.

#### **FLIGHT ONLY BOOKINGS - CUSTOMERS WHO BOOKED XL AIRWAYS FLIGHTS THROUGH TOUR OPERATORS OR TRAVEL AGENTS**

Customers who made an XL Airways **flight-only** booking through a tour operator or travel agent should contact them for further advice on the status of their booking.

#### **CUSTOMERS WHO BOOKED XL HOLIDAYS' PRODUCTS THROUGH TOUR OPERATORS OR TRAVEL AGENTS**

Customers of travel agents and other tour operators should contact those companies directly for advice on the status of their booking.

**CLAIM FOR REFUND AND REIMBURSEMENT**

Date of scheduled departure: .....

**Please complete every section of this form. Where a section or part of a section does not apply state N/A**

**Commission for Aviation Regulation**

**Transport (Tour Operators and Travel Agents) Act, 1982**

**(Claims by Customers) Regulations, 1983**

To enable the Commission to process your claim this form must be completed in full and returned, within 60 days, with appropriate documented evidence of payment and travel contract.

If your credit card provider has already made a refund no claim can be made against the company's bond and any such claim will be considered fraudulent.

*Failure to complete this form correctly will result in it being returned to you and will delay the processing of your claim.*

*(If there is insufficient space to answer any question please use separate sheet and attach to this claim form – please specify section to which you are referring on each additional sheet attached).*

**1. Name and address of travel agent/tour operator against which your claim is being made:**

XL Leisure Group (Ireland) Limited, T/A XL Holidays,  
124A The Capel Buildings, Marys Abbey, Dublin 7

**2. Full name(s) and address (es) of person(s) claiming and person(s) who made original booking:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. Full name and address of each person in booking party.**

*(It should be indicated if any of the party is a minor (under 16)/child)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. Contact name and telephone No.** \_\_\_\_\_

**Contact email address:** \_\_\_\_\_

## CLAIM FOR REFUND AND REIMBURSEMENT

5. Date and place of booking \_\_\_\_\_

6. Booking reference (if known) \_\_\_\_\_

7. Date of departure/travel \_\_\_\_\_

8. Destination \_\_\_\_\_

9. TOTAL amount of claim \_\_\_\_\_

Payments made to (NAME of TA/TO) \_\_\_\_\_

Amount of Payment	Date Paid	Method of Payment

**(Original)** receipts, invoices, booking form, cashed cheques, credit card statement, bank statements or other evidence of payment or expense must be attached). Supporting documents are essential to process the claim. – *please retain copies of all documentation sent to the Commission supporting your claim*

**If payment was made by cheque or credit card within two weeks prior to date of closure of the firm a copy of the bank statement/credit card statement showing the cleared payment should be attached.**

10. I wish to have my refund: (Please tick appropriate option)

- Paid to one person only
- Divided among the claimants
- Paid to a third party

Name(s) of person(s)/ firm to which refund is to be paid:

Name \_\_\_\_\_

Address \_\_\_\_\_

*I agree that payment should be made as indicated above –*

***NOTE: Each person in the booking party(over 16), as well as the person who made the original payment, must sign below...use additional sheet if more space required***

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

# CLAIM FOR REFUND AND REIMBURSEMENT

## 11. Assignment

Each person in the booking party, as well as the person who made the original payment, **must sign this section.**

**Before payment can be made, each claimant must assign to the Commission any claims for refund or reimbursement arising from the booking.**

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 XL Leisure Group Limited, T/A XL Holidays, 124A The Capel Buildings, Marys Abbey, Dublin 7

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. 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.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Return this claim form by **registered post** with the necessary documents attached to:  
Travel Trade Licensing  
Commission for Aviation Regulation,  
3<sup>rd</sup> Floor Alexandra House  
Earlsfort Terrace, Dublin 2.