

# IF YOU HAVE NOT STARTED YOUR HOLIDAY COMPLETE THIS FORM

Name of collapsed entity: **East West Travel Limited**  
Address: Stone Court Centre, Roscommon

## PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THIS FORM

### Proof of loss

Claims against the bond must comply with section 13 of the Transport (Tour Operators and Travel Agents) Act, 1982. Customers may only make a valid claim if they have incurred loss or liability because the inability or failure of the travel agent or tour operator to meet their financial or contractual obligations to the customer under an overseas travel contract.

Pursuant to the Transport (Tour Operators and Travel Agents) Act, 1982 (Claims by Customers) Regulations, S.I. No. 104 of 1983, customers are required to make a claim in writing using this form and to provide proof of loss.

Proof of loss includes relevant receipts, invoices, bank statements and credit card statements and other relevant documentation to be provided to the Commission to demonstrate actual payments made in relation to the loss claimed.

As set out further below not all transactions between a customer and a travel agent or tour operator are covered by the bond. Customers may also want to take note of the chargeback rules in relation to credit cards. For further information please see the Competition and Consumer Protection Commission website: <http://www.consumerhelp.ie/chargeback>

Customers are required to make a claim within 60 days of the date from which the tour operator or travel agent failed or was unable to meet their contractual obligations to the customers. Customers are encouraged to make claims promptly with such proof of loss as is available to them at that time. If the Commission requires further proof of loss it will request that from customers.

### Travel Products purchased without a travel element

- Please note that only bookings that included travel departing from the Republic of Ireland are covered under this bond.
- Products such as accommodation and/or accommodation and transfers only will not be covered.

### Overseas travel that commences outside the Republic.

- Travel that does not commence from the Republic of Ireland is not covered by the bond (e.g. departures from Northern Ireland are not covered).
- If you are claiming for a trip that originated in another country, please do **NOT** complete this form. Please refer to our website [www.aviationreg.ie](http://www.aviationreg.ie) for the correct form.
- If you have paid by credit card for such services, you may be able to seek redress with your credit card provider/ insurance company.

### Vouchers

- Vouchers are not eligible for reimbursement 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 loss incurred.
- Vouchers are not eligible for reimbursement from the Bond where they have been obtained from a Third Party (e.g. retailer) by way of a loyalty/rewards scheme/prize.

### 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: 01-6611700 | [info@aviationreg.ie](mailto:info@aviationreg.ie) | [www.aviationreg.ie](http://www.aviationreg.ie) for updates

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

**East West Travel Limited  
Stone Court Centre, Roscommon**

## Section 1. Passenger Details

Lead name and address of person claiming followed by each person associated with the original booking  
*Indicate with (m) where passenger is a minor (under 16)*

Name	Address
1.	
2.	
3.	
4.	
5.	
6.	

Contact No:

Email:

OFFICE USE ONLY	Claim ref	20/2
Name and Address of Travel Agent against which your claim is being made	East West Travel Limited Stone Court Centre, Roscommon	

## Section 2. Booking Details

Date of Booking:	East West Travel Limited Booking ref:	
Departure Date:		
Departure City:		
Destination:		

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

Name of insurer

Booked Insurance directly with (East West Travel Limited) Yes  No

Booked Insurance separately through another provider e.g. your insurance company Yes  No  (if yes go to sec 4)

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 <input type="checkbox"/> No <input type="checkbox"/>
--

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

East West Travel Limited  
Stone Court Centre, Roscommon

## 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> €**

For all cash payments	The original cash receipt received from (East West Travel Limited) (ATM withdrawal slip not acceptable). Bank statements showing cash withdrawals for all cash payments.	<input type="checkbox"/>
For payments made directly into (East West Travel Limited) account	In the case of a lodgment to (East West 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 confirming the account holder's name, amount paid, payee and date of clearance	<input type="checkbox"/>
For all credit <sup>(4)</sup> or debit card payments and on-line electronic payments (e.g. PayPal)	A copy of your Credit Card or Debit Card account statements showing the transaction. This must confirm the payment, the account number and the name of the account holder.	<input type="checkbox"/>

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

If there is insufficient space to answer any question please use separate sheet, attach to this claim form and specify Section referred to  
Tel: 01-6611700 | info@aviationreg.ie | [www.aviationreg.ie](http://www.aviationreg.ie) for updates

## Section 5. Refund Details

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

## Section 6. Passenger Declaration

**Important Note: This Section must be signed by all persons over 16 in the booking party and all those who have made payment(s) towards the booking**

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 (East WestTravel 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

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

East West Travel Limited  
Stone Court Centre, Roscommon

## Section 7. Check List

Prior to submission, please insure that you are providing relevant backup documentation.

1. I/we have read through Sections 1-6
2. All adults in the party, (over the age of 16), have signed Section 6, along with those who have made payment(s) to the booking

I have enclosed:

1. Original claim form
2. A detailed list of payments for my claim
3. Original itinerary from the travel agent/tour operator
4. Bank statements showing debit transactions
5. Credit card statement showing debit transactions
6. Cash payment evidence (bank statement showing cash withdrawals or an explanation)
7. I have kept copies of all relevant documentation as submitted with my claim

Form must be completed in full, signed, dated and ensure all original receipts/bank statements are included when returning to:

**Commission for Aviation Regulation,  
Alexandra House,  
6 Earlsfort Terrace,  
Dublin 2, D02 W773**

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

East West Travel Limited  
Stone Court Centre, Roscommon

## Section 8. Notes

### 1. Insurance

Booked directly with **(East West 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 and Note 5 below).
- 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 (East West Travel Limited) you are not eligible for a refund (for the cost of travel insurance) 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 from (East West Travel Limited)

### 3. Other deductions

#### • Cancellation of payment

If you have cancelled a cheque/direct debit/standing order payment made (East West Travel Limited) 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 minus any other charges that are not eligible to claim (e.g. credit card charge)

#### • 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)) before assigning them. The Commission cannot make payments to Travel Agent/Tour Operators that do not have the appropriate licence.

### 6. Vouchers

Vouchers are only eligible for reimbursement from the Bond in instances where the voucher has been furnished by **(East West 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.

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