

# IF YOU HAVE NOT STARTED YOUR HOLIDAY COMPLETE THIS FORM

Name of collapsed entity: **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel**  
Address: **Unit 2, The Foundry, Beaver Street, Dublin 1**

## 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 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.

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OFFICE USE ONLY	Claim ref	17/1
Name and Address of Travel Agent against which your claim is being made	Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel Unit 2, The Foundry, Beaver Street, Dublin 1	

## 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:		Sindaco Ltd t/a Fanfair & others Booking ref:	
		Tour Operator Booking ref. (If applicable):	
Departure Date:		Destination:	

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

Name of insurer

Booked Insurance directly with **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel** 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

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Cost of insurance

€

Is this cost in total value  
of claim in Section 4?  
Yes  No

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## 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. Mr A.N. Other</i>	<i>03/12/08</i>	<i>Laser Card</i>	<i>300.00</i>	√ <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 Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel (ATM withdrawal slip not acceptable)	<input type="checkbox"/>
For payments made directly into Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel's account	In the case of a lodgment to Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel's 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>	<input type="checkbox"/>
	A letter from bank/building society 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	A copy of your Credit Card or Debit Card account statements showing the transaction and payment for 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 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 | Fax: 01-6611269 | info@aviationreg.ie | [www.aviationreg.ie](http://www.aviationreg.ie) for updates

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**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) (Help Note 5) <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 **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel.**

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:

Travel Trade Section : (Sindaco Limited t/a Fanfair & others )  
 Commission for Aviation Regulation  
 3<sup>rd</sup> Floor Alexandra House  
 Earlsfort Terrace  
 Dublin 2.

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## Section 8. Notes

### 1. Insurance

Booked directly with **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel**

- 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 **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel**, 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 Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel.

### 3. Other deductions

#### • Cancellation of payment

If you have cancelled a cheque/direct debit/standing order payment made to Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel 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 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 **Sindaco Limited t/a Fanfair, Irish Film Tours & Buzz Travel** 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.