

# TRAVEL DISPUTE FORM



## READ THIS FIRST

**You should visit the travel provider's website for the latest advice on your trip. They will update it with details about how to make your claim.**

### **Did you book your holiday through a Travel Agent/Tour Operator that is still trading?**

You must contact them before contacting us. They should be able to tell you if your holiday can still go ahead, if they can offer you an alternative, or if they can provide a refund.

### **Did you book a package holiday including flights?**

Check your booking confirmation/invoice, you'll have an ATOL certificate. You should visit the CAA website for details about how to make a claim.

If you've already contacted the CAA and they were unable to help, please complete the form below and make sure you attach the CAA's response.

### **For non-flight holidays, accommodation only, coach holidays, self-drive or non-flight cruises.**

Check to see if your invoice refers to cover from ABTA, CPT, BCH or Financial Failure Insurance (or any reference to a bonding authority or insurance scheme).

You must attempt to make a claim directly with them before contacting us.

### **In order to claim a refund for you we must have:**

- A copy of your holiday invoice.
- Details of how you've contacted the relevant travel agent, bonding authority and/or insurance scheme. Make sure you include any response you received.

## **Section 1 - Account holder's details**

\* required

\* Name:

\* House name or number:

\* Postcode:

\* Last four digits of Capital One card:

Telephone number:

Email address:

## Section 2 - Details of your travel/holiday

Please send a copy of your holiday confirmation including any terms and conditions and bond certification

### Please add the transaction details below:

Use Section 3 to add any additional transaction details.

Merchant name

Transaction date (DD/MM/YY)

Amount

£

Was this part of a package holiday?

Yes

No

Please fill in a separate row for each type of transport being disputed and list return trips separately too:

| Type of transport | Number of adults | Number of children | Date due to leave | Leaving from | Going to | Reference number (flight number, ticket number, etc.) | Was this journey taken (Y/N)? |
|-------------------|------------------|--------------------|-------------------|--------------|----------|---|-------------------------------|
|-------------------|------------------|--------------------|-------------------|--------------|----------|---|-------------------------------|

Please fill in a separate row for each type of accommodation being disputed:

| Type of accommodation | Number of adults | Number of children | Number of rooms | Number of nights | Arrival date | Description of accommodation | Was any of this accommodation used (Y/N)? |
|-----------------------|------------------|--------------------|-----------------|------------------|--------------|------------------------------|---|
|-----------------------|------------------|--------------------|-----------------|------------------|--------------|------------------------------|---|

## Section 3 - Additional information

Use this box to provide any other relevant information that will help.

## Section 4 - Confirmation

\* required

Tick these boxes to confirm:

What you've told us is true to the best of your knowledge.

You are happy for Capital One to contact the person or company who took the payment, your bank and any other relevant people. This can mean sharing your account details and information if needed.

**Important: you cannot receive a refund more than once for any aspect of your trip.**

\* **Account holder's signature:**

**Date:**

## Remember

Before you send us your form, make sure:

- **You've filled in all sections correctly**  
If you've missed anything, it may take us longer to look into your dispute.
- **You've included and attached all the documents we've asked for**  
We might not be able to help you if we don't have all the documents we need.
- **You've signed the form and ticked the box above**

# SENDING US THE FORM

**You can send us the completed form and other documents by email. Please do not use the Adobe file-sharing option, we won't get it if you do.**

## **Email (as attached files): UKDisputes@capitalone.com**

You can use your phone to photograph this form and any other documents. Then email them to the email address above. Just be sure all the text can be read. Please do not resize any images.

- All attachments must be one of the following file types: .pdf .jpg .png .tiff
- If your email is larger than 10MB, we might not get it. You can send multiple emails if you need to.
- You'll get a confirmation email from us once we've received your email.

**You can also post your form to: Capital One, PO Box 4926, Swindon, SN4 8QF**

## **What next?**

We'll send you an email confirming we've received your form. We will review everything you send us and investigate what's happened. You'll then get an update within seven working days.