



The Association of British Travel Agents
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FORM B

ABTA - POST-DEPARTURE QUERY/COMPLAINT FORM

- If completing by hand, please complete this form in **BLOCK CAPITAL LETTERS** using a black ball point pen.
- Ensure that you retain a copy of this form along with your original documents. Please only forward copies of documentation.
- Return the form along with all copies of supporting documents such as your confirmation/invoice together with copies of any correspondence you may have had with the company/s concerned and their replies.
- Please ensure that this form is completed, in particular the details needed in section 1 as they are for the **Lead Name. (First named on invoice)**

1 Personal Details

Title (Mr, Mrs, etc):..... Initial:..... Surname:.....
(This must be the Lead Name)

Address:.....
.....

Post Code:..... Date of Birth:.....
(for security purposes only)

Home Telephone Number:.....
(Incl. Area code)

Work Telephone Number:.....
(Incl. Area code)

Mobile Number:.....

E-Mail Address:.....

Facsimile Number:.....
(Incl. Area code)

2. To be completed if you are NOT the Lead Name (First named on invoice)

Title (Mr, Mrs, etc):..... Initial:..... Surname:.....
(This must be the Lead Name)

Address:.....

.....

Post Code:..... Date of Birth:.....
(for security purposes only)

Home Telephone Number:.....
(Incl. Area code)

Work Telephone Number:.....
(Incl. Area code)

Mobile Number:.....

E-Mail Address:.....

Facsimile Number:.....
(Incl. Area code)

3 Booking Details

Name of company of which you are complaining about:

Travel Agent:..... **ABTA No** :.....

REF No :.....

Tour Operator:..... **ABTA No** :.....

REF No :.....

Date of Departure :.....

Cost of Holiday :.....

Destination:.....Duration:.....

3. General Information:

Are you looking for compensation? Yes/No. If Yes how much?.....
(if you have not told the Operator what you are expecting we would advise you to do this before sending this form back)

Have you been offered compensation? Yes/No. If Yes how much?.....

Data Protection Act 1998.

The information that you supply to us on this form or that is set out in any correspondence from you will be retained by ABTA and may be used in discussion with the member you have complained about. It may on occasions be provided to other involved suppliers, or regulatory bodies such as Trading Standards and Citizens Advice Bureau. Only complete and return this form if you and all the other people in your party to whom the information applies consent to the information that you provide being used in this way. The information will not be used for marketing or any purpose other than as set out above.