CLAIM FORM FOR CONSUMERS WHO WERE ABROAD ON 20 NOVEMBER 2013 AND THOSE THAT DEPARTED THE UK ON 21 NOVEMBER 2013

FAILURE OF OLA HOLIDAYS LTD – ATOL 9813

Date of Failure – 20 November 2013

Ola Holidays Limited has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA). If you had a Flight-Plus booking with Ola Holidays Limited and you have been charged again for your accommodation or other elements purchased as part of the ATOL protected booking, then you may be able to claim a refund of the money you paid subject to the Air Travel Trust's Payment Policy which is available to read in full on the ATOL website.

Complete the claim form and send it to:

CAA House
Third Floor
K3
45-59 Kingsway
London
WC2B 6TE

If you are charged again for your accommodation during your stay or when you check out, you can make an out-of-pocket claim for the cost of this.

Make sure you get a receipt from the hotel or apartment, YOU WILL NOT BE ABLE TO MAKE A CLAIM WITHOUT A RECEIPT, showing a full breakdown of the charges as you need this to make an Out-of-Pocket claim when you return. If you pay cash, this should be confirmed on your receipt.

You can only claim for charges made for accommodation or other elements included in the cost of your original Flight-Plus booking - we will make deductions for any additional services including hotel room service, bar, telephone calls, leisure activities charged locally and air conditioning.

Please refer to the ATT Payment Policy (Paragraph 1.19.11) on the ATOL website for full details.

Time Limits for making a Claim. Claims must be submitted by 19 November 2014 we cannot consider or pay claims received after this date. We scan all claims, so please do not use staples or treasury tags to attach the pages together.

Consumers with a departure on or after 22 November 2013 should contact Qwerty Travel Limited at caa.rebooks@qwertytravel.com.

Below is a guide to help you fill in the form.

Sections 1 to 4

1. We will use these details to contact you by letter, phone or email. You will need to tell us if these details change during the processing of your claim. If you fill in the e-mail section, we may contact you by e-mail.

2. Please tell the total number of consumers included in your booking.

3. Please put the name of the ATOL holder with whom your booking was made. You also need to put the unique reference number shown on the ATOL Certificate issued to you in respect of the booking. This number can be found at the bottom left of the Certificate. If you have not been issued with a Certificate please use the booking reference number shown on any documentation issued to you by the ATOL holder.

4. Please tell us when you were due to depart from the UK.

Section 5. TYPE OF CLAIM YOU ARE MAKING

You have an **'Overseas at the time of the ATOL holder's failure'** claim if you were abroad when Ola Holidays Limited stopped trading or if you travelled on the 21 November 2013. We need you to list the payments you made and attach all receipts/documentation for replacement services in section 6, but there is no need to list the payments made in respect of the original booking.

We cannot consider claims for items/replacement items that were not part of your original ATOL protected booking with Ola Holidays Limited. We will therefore require all original and replacement documentation (see section 12)

Section 6. PROOF OF PAYMENT

You must not leave this section blank.

If your claim is for **'Overseas at the time of the ATOL holder's failure'** list the payments made to the overseas suppliers (e.g. hotel, coach, taxi etc) which you had to purchase to replace elements you did not receive due to the failure of Ola Holidays Limited.

See also section 12 for documentation required to support your claim.

Section 7. PAYMENT DETAILS

This section of the claim form **must** be the original and not a photocopy. We need to make sure we refund the person or people who are owed the money.

To do this we need all the payers to fill in and sign this section.

If all payers are in agreement and wish for the refund to be paid to one account, each payer must sign this section. By **payer** we mean the person who paid, even if their name does not appear on the receipts/documents.

IMPORTANT NOTE: We cannot make refunds into credit card accounts. If you used a credit card, you need to provide bank/building society account details in this section.

With some banks and building societies we cannot transfer money without the account holder's roll number. The account holder's bank statement will include this if it is needed for bank transfers.

If the payment is to be made to a non-UK account, we will also need the BIC/SWIFT code and IBAN number to make the payment. You can get these details from the bank to which the payment is being made.

Section 8. CONSUMER ASSIGNMENT AND DECLARATION

This section of the claim form **must** be the original and not a photocopy. The assignment and declaration section must be filled in by someone who was named to travel on a flight or air holiday with Ola Holidays Limited.

Section 9. FLIGHT-ONLY DECLARATION

This section of the claim form must be the original and not a photocopy. This must be filled in by someone who was due to travel on a flight-only with Ola Holidays Limited or someone who was abroad when Ola Holidays Limited stopped trading.

Section 10. AGENT'S DETAILS

If your booking was made through an agent of Ola Holidays Limited, the agent should complete this section, and section 11 if applicable.

Section 11. LOW-DEPOSIT AGREEMENTS

If your booking was made through an agent of Ola Holidays Limited, the agent should complete this section, and section 10 if applicable.

Section 12. DOCUMENTATION

You must provide us with all the documentation relating to the booking issued by Ola Holidays Limited, or an agent of Ola Holidays Limited including the ATOL Certificate supplied to you along with all other documents which contain the full details of your booking. These may be in the form of e-mails or documents, but would normally include their logo and ATOL number.

If the booking was amended in any way after the date of booking, you should provide any documentation or e-mails issued in respect of the amendments made.

If for any reason you are unable to provide us with these documents you need to explain the reasons. Please note that the failure to provide all documentation or an explanation at the time the claim is made may result in a delay or non payment of the claim.

If your claim is for **'Overseas at the time of the ATOL holder's failure'** enclose all receipts/documentation given to you from the overseas suppliers (e.g. hotel, coach, taxi etc) which you had to purchase to replace elements you did not receive due to the failure of Ola Holidays Limited.

YOU WILL NOT BE ABLE TO MAKE A CLAIM WITHOUT A RECEIPT

Proof of payment documentation in addition to receipts/documentation;

If you paid by debit/credit or charge card, please provide the original or clear copy of the bank statement showing the payment to the overseas supplier. (accommodation/other elements)
If you paid by cheque, please provide the original cleared cheque from the bank or building society; or a good photocopy of both sides of the cleared cheque; or a letter from your bank or building society confirming how much the cheque was for, who it was made payable to and the date it cleared. If the cheque was a bankers draft or building society cheque you will also need to provide a letter from your bank or building society confirming the name of the person who provided the money.

If you paid by bank transfer, please provide the bank statement showing the transaction in full including account names and numbers. The bank statement must show the name of the account holder.

If you paid by cash;
Your receipts/documentation does not show that you paid in cash for an amount over £200, please fill in a sworn statutory declaration (see section 13 of this claim form). The declaration needs to be sworn and witnessed by a commissioner of oaths, officer of the court or solicitor who will then sign and stamp it).

'Overseas at the time of the ATOL holder's failure' and you paid £500 or more in one transaction to a travel service supplier(s), please fill in a sworn statutory declaration (see section 13 of this claim form). The declaration needs to be sworn and witnessed by a commissioner of oaths, officer of the court or solicitor who will then sign and stamp it. For money laundering purposes, we require evidence of the cash withdrawal from your bank. If you are unable to provide this evidence you should send a copy of the page from your current passport which includes your photograph to us with the completed claim form.

Section 13. DECLARATION IN RESPECT OF CASH PAYMENTS

This section of the claim form **must** be the original and not a photocopy.

1) If you paid more than £1,000 in cash directly to Ola Holidays Limited, or an agent of Ola Holidays Limited.

2) **Or if you were overseas at the date of the failure and/or paid more than £500 in cash to a travel service supplier (e.g. hotel, coach, taxi etc).**

3) **Or if any receipts/documentation you have for cash payments do not state on them, that cash was the method of payment.**

If you do not have a receipt for a payment made in cash, you will not be able to claim a refund.

This declaration needs to be sworn in front of a Commissioner of Oaths, officer of the court or solicitor who will then sign and stamp it.
IMPORTANT: If completed for reason 1 or 2, For money laundering purposes, we require evidence of the cash used for the payment being withdrawn from your bank. If you are unable to provide this evidence you must provide a copy of the page from your current passport which includes your photograph.

Section 14. CONTINUATION SHEET

Fill in this section with any additional information you wish to provide to support your claim, including any additional bank or building society details or signatories.

CHECKLIST	**Tick**
1. Details of person completing the claim form	☐
2. Number of Consumers	☐
3. Failed ATOL holder's details	☐
4. Date of departure	☐
5. Type of claim you are making	☐
6. Proof of payment for original purchase and for replacement services	☐
7. Payment details	☐
8. Consumer assignment and declaration	☐
9. Flight-only declaration	☐
10. Agents details	☐
11. Low deposit agreements	☐
12. Documentation	☐
13. Declaration in respect of cash payments	☐
14. Continuation sheet	☐

Consumer Protection Group

Air Travel Organisers Licensing

ATOL Claim Form.

This form can be completed online before printing off and signing where required.
Before completing the form please make sure that you read the Guidance Notes

1. CONTACT DETAILS OF PERSON COMPLETING THIS CLAIM FORM (this person must be named to travel on the ATOL protected booking)

Full name: .....

Address: .....

County: ..... Postcode: .....

Telephone (day): ..... Mobile: .....

Email address: .....

2. NUMBER OF CONSUMERS

Number of consumers included in your booking: .....

3. FAILED ATOL HOLDER'S DETAILS

Name: .....

ATOL Certificate Number (Unique Reference Number): .....

4. DATE OF DEPARTURE

UK departure date: .....

5. TYPE OF CLAIM YOU ARE MAKING

Tick the type of claim you are making:		In section 6:
You were overseas at the time of the ATOL holder's failure	☐	• Attach receipt(s) for the replacement service(s) you had to purchase to complete your trip. • List all the payments made for your original booking and attach your evidence of payment as detailed in the guidance notes NB: There is no need to provide evidence of payment for your original booking.
Your UK departure date is after the date of the ATOL holder's failure and you are claiming a refund	☐	• List all the payments made for your original booking and attach your evidence of payment as detailed in the guidance notes
Your UK departure date is after the date of the ATOL holder's failure but you used or intend to use an element of your original booking (e.g. flight)	☐	• List all the payments made for your original booking and attach your evidence of payment as detailed in the guidance notes. • Attach receipt(s) for the replacement service(s) you had to purchase to complete your trip. • List all the payments made for these replacement services and attach your evidence of payment as detailed in the guidance notes

6. PROOF OF PAYMENT

Please list all the payments made to the failed ATOL Holder, their agent (if applicable) or other travel service suppliers (if applicable).

Date paid	Service purchased	Paid by	Paid to	Method of payment	Amount

Sub-total (£)	£0.00
Minus insurance (£)	
Other deductions (£)	
Total claim £	£0.00

IMPORTANT NOTE: We cannot refund cancellation fees, amendment fees and administration fees. In addition we cannot refund insurance premiums and you should contact the company that issued the policy.

7. PAYMENT DETAILS

This section must be signed by the person/s that paid. This person/s should fill in either their own bank or building society account details or someone else's if they want us to refund them instead. This can be an individual or a travel agent or tour operator who has given you a replacement holiday.
I authorise you (the Civil Aviation Authority), the Air Travel Trust or ABTA Limited to pay any refund due to:

Account holders name: .....

Account holders address: .....

County ..... Postcode .....

Name of bank/building society.....

Account number: Sort Code:

Swift Number..... IBAN .....

Roll number:.....

Signed by payer:..... Print name: ..... Date:.....

Signed by payer:..... Print name: ..... Date:.....

Signed by payer:..... Print name: ..... Date:.....

Signed by payer:..... Print name: ..... Date:.....

Signed by payer:..... Print name: ..... Date:.....

Signed by payer:..... Print name: ..... Date:.....

8. CONSUMER ASSIGNMENT AND DECLARATION

In consideration of the Trustees of the Air Travel Trust deciding to exercise their power to make me, or anyone else intending to make use of the ATOL protected booking, a payment in respect of the amounts claimed from the Air Travel Trust, to the extent not already assigned, I hereby assign to the Trustees of the Air Travel Trust any claim(s) however arising for damages, in debt, indemnity or otherwise which I or anyone else intending to make use of the ATOL protected booking has or may have arising from or relating to the failed ATOL holder.

I agree that any such claim may be re-assigned to ABTA Limited as appropriate, if ABTA refunds to me all or part of the amounts that I have claimed on this ATOL Claim Form.

I hereby declare that the information I have provided in connection with my claim is the truth and that neither I nor anyone else intending to make use of the ATOL protected booking has received or expects to receive any refund from the failed ATOL holder or any insurance company of the sums claimed above. I confirm that neither I nor anyone else intending to make use of the ATOL protected booking has insurance cover against tour operator/ATOL holder failure.

Signature of consumer named in section 1 of this claim form:

Signed:..... Print Name..... Date:.....
for and on behalf of all consumers intending to make use of the ATOL protected booking.

9. FLIGHT-ONLY DECLARATION

This section must be filled in if you booked just a flight with the failed ATOL holder.
I hereby declare that no request was made to book any accommodation or car hire outside the UK at the same time, or a day either side, as the flights for which I am claiming a refund.

Signature of consumer named in section 1 of this claim form:

Signed:..... Print Name..... Date:.....
for and on behalf of all consumers intending to make use of the ATOL protected booking.

10. AGENT'S DETAILS

If this booking was made through an agent for the failed ATOL holder, the agent should fill in this section (and section 11 if applicable).

Firm: ..... Contact name: .....

Address: .....

County: ..... Postcode: .....

Phone: ..... ABTA number (if applicable): .....

I confirm that I received the payments listed by the consumer for the trip shown and that I: *(please fill in all the boxes below that are applicable).*	Amount (£)	Date
a) paid the failed ATOL holder by cheque. I enclose a copy of the cleared cheque, evidence this cleared and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
b) paid the failed ATOL holder by direct debit. I enclose the bank statement showing the transaction and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
c) paid the failed ATOL holder by credit card. I enclose the official credit card statement and a reconciliation that includes the name of each lead consumer, the failed ATOL holder's booking reference and amount paid, for each booking;		
d) paid the monies collected from the consumer, but not paid to the failed ATOL holder, to the Air Travel Trust;		
e) paid the consumer's payment back to the consumer as instructed by the Air Travel Trust;		
f) am holding the consumer's payment awaiting the Air Travel Trust's instructions.	0.00	N/A

Signature:..... Print name:..... Date:.....

11. LOW-DEPOSIT AGREEMENTS

Total deposit due and paid under the failed ATOL holder's booking conditions:

Amount paid by the consumer to the agent:

Amount paid by the agent to the failed ATOL holder on the consumers' behalf (pursuant to a low deposit agreement):

I enclose the low deposit agreement as signed by the consumer (please tick to confirm):

I hereby declare that the amount claimed above has not been paid to me by or on behalf of the consumer or by any other person.

If the Civil Aviation Authority, the Air Travel Trust or ABTA Limited pays all or part of my claim, I guarantee that I will not claim the amount from the consumer or any other person. If any money is paid to me by or on behalf of the consumer or by any other person, I will repay the organisation that paid my claim.

Signed:..... Print name: ..... Date:.....

on behalf of (if applicable): .....

12. DOCUMENTATION

Please attach all documents you received in relation to your booking including the ATOL Certificate supplied and any subsequent ATOL Certificates and documents issued to you at the time of your booking and at any time prior to your UK departure.

Please attach all receipts received and bank/credit card statements or equivalent evidence of your payment.

If you cannot send us these documents, please explain why.

13. DECLARATION IN RESPECT OF CASH PAYMENTS

This section should be filled in if any of the payments you listed in section 6 were made in cash and either:

a) the cash payment was made directly to the failed ATOL holder, an agent of the ATOL holder and was for £1,000 or more;

and/or

b) the cash payment was made whilst overseas at the time of the ATOL holder's failure, or paid to another travel service supplier for replacement services and was for £500 or more;

or

c) the receipt/documentation provided does not confirm that cash was the payment method.

This section must be stamped, signed and witnessed by a solicitor, commissioner for oaths or an officer of a court appointed by a judge to take declarations.

I (your name): .....

Of (your address): .....

County: ..... Postcode: .....

declare the following:

On (date): ..... I paid: £ ..... in cash to:

either:

Name of failed ATOL holder or agent of the failed ATOL holder who accepted the cash and issued a receipt/documentation:

.....

Address: .....

County: ..... Postcode: .....

The cash payment was part or full payment for a trip, including flights booked with *(name of failed ATOL holder)*

.....

Date of departure: .....

If more than one cash payment was made, please use a continuation sheet.

and/or:

Name of travel service supplier who accepted the cash and issued a receipt/documentation:

.....

Date of payment: .....

The cash payment was made by me as a consequence of the failure of *(name of failed ATOL holder)*

.....

If more than one cash payment was made, please use a continuation sheet.

I confirm that the information provided on this Declaration of Cash Payments for ATOL Certificate number is, to the best of my knowledge, truthful, accurate and complete. I am aware that the ATT will not usually make payment under the ATOL scheme where it, or the CAA as agent of the ATT, believes that I, or anyone else seeking to benefit from a payment under the ATOL scheme, has made a dishonest or misleading statement or omission.

I am now making this declaration to support my claim for a refund under the ATOL scheme.

Signature of person who paid: .....

Witnessed by a solicitor, commissioner for oaths or officer of a court appointed by a judge to take declarations.

Signature of solicitor, commissioner for oaths or officer of a court: .....

Court or solicitor's address: .....

County: ..... Postcode: .....

Day: ..... Month: .... Year: .....

Official stamp

14. CONTINUATION SHEET

This section can be used (copied) for any further or additional information related to this claim.