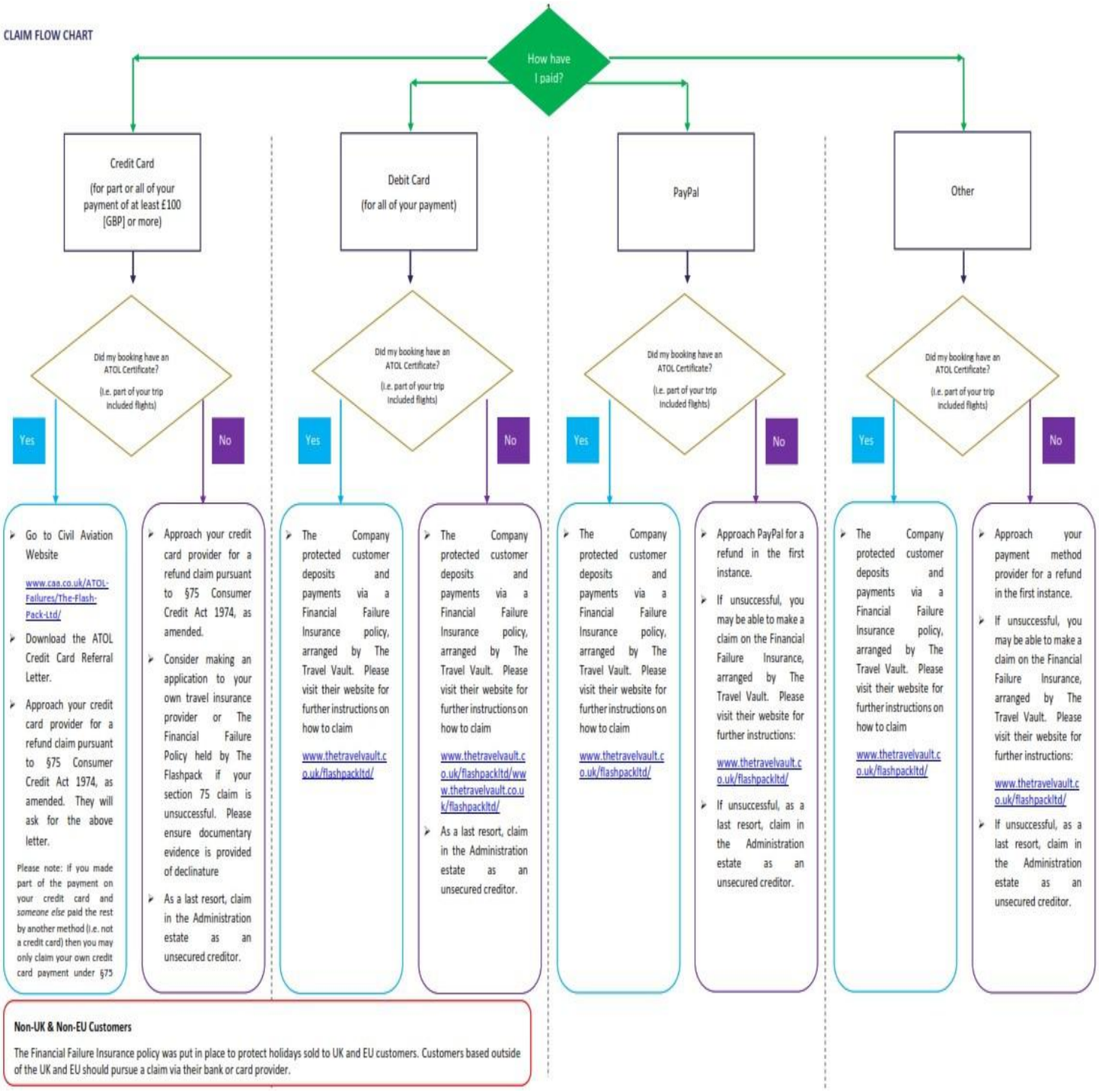
INSURANCE SPECIALISTS
TO THE TRAVEL INDUSTRY

Financial Failure/Insolvency Claim Form

Here at Towergate Travel we understand how disappointing it is to learn that your holiday will now not be going ahead as planned. Therefore we strive to make the process of claiming your money back as stress-free as possible. To do that it is important that you follow the instructions in the flow-chart below and if you reach the point where you are required to send in your claim form to ourselves, it is imperative that you do so with all of the required documents attached. From there, we will aim to assess your claim and reach a final decision as quickly as possible and wherever possible, without the need to contact you again for more information.

Please see below chart for details of how to make a claim



Stag & Hen Claim Form SHCF V1 RT 010820 DLC03804.indd 1 05/11/2020

Personal details

Name of claimant/lead name:

Mr/Mrs/Other:

Correspondence address (including postcode):

Home telephone number:

Work telephone number:

Email address:

Travel/booking details

Name of issuing agent:

Trip departure date:

Date trip first booked:

Holiday destination:

Type of holiday (e.g. accommodation/coach):

Lead name:

Number of passengers in party:

Please note: travel insurance premiums are not covered by this policy

Deposit paid:

Total holiday cost:

Total monies paid:

What method of payment was used? (credit card/debit card/cash/cheque/other):

Please refer to the first page of the form for details of how to claim for each payment method.

Please note: this policy specifically excludes cover for day trips as per the July 2018 EC Package & Linked Travel Directive.

Stage 1 Ski Claim Form SKICFW1RTD1068200DDC038804.indd 22 03/08/2020

Documentation required

Before returning this form please could you make sure that all the supporting documentation detailed below is enclosed. We are unable to consider your claim without all of the required documents and your claim form may be returned to you.

1. Trip booking confirmation
2. Bank statements showing cash used to pay for your trip, or
3. Credit/debit card statements showing payments made. Please ensure you have followed the flow-chart on the first page of this form
4. If your Section 75 claim is unsuccessful, please provide us with your credit card company's letter of declinature
5. Copy of a utility bill, for identification purposes
6. Any other documentation or receipts that you feel will support your claim

Declaration

I can confirm all the information detailed in this form to be true and accurate in respect of my/our claim. I understand that if for any reason the information provided is incorrect, deemed false or fraudulent, that this may invalidate my claim and legal proceedings could be brought against me/us.

In the event of receiving any monies regarding this claim it is understood that we assign all rights, claims and interest that we may have against the failure of:

Tour operator:

Signature:

Date:

Please return all documents to:

Towergate Travel
3000 Hillswood Drive
Hillswood Business Park
Chertsey
Surrey
KT16 0RS

Bank details

If your claim is successful, payment will be made directly into your bank account. Therefore please provide the following:

Account holder name(s):

Bank or building society:

Sort code: - -

Account number:

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Checklist

Have you answered every question on the form?	☐ **Yes**	☐ **No**	
Have you sent your claim to your credit or debit card issuer?	☐ **Yes**	☐ **No**	☐ **Not applicable**
If you are sending your form to Towergate, have you attached all of the required documents? (please refer to the list overleaf)	☐ **Yes**	☐ **No**	
Have you signed the form?	☐ **Yes**	☐ **No**	

If you have answered '**No**' to any of the above questions, please review your form again, including the flow-chart on the first page.

Towergate Travel
3000 Hillswood Drive, Hillswood Business Park, Chertsey, Surrey KT16 0RS
Telephone: **01932 334 140**
Email: **TCS@towergate.co.uk** Web: **towergateinsurance.co.uk**

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