

## Arbitration Scheme for the Travel Industry (ASTI) – Consumer Evidence Checklist

Action		Yes	No
<b>1</b>	<b>Complete the ASTI application form making certain you:</b> <ul style="list-style-type: none"> <li>• Include a copy of the ABTA Pre Arbitration Notice</li> <li>• include the ABTA reference number and the booking number</li> <li>• sign and date the form</li> <li>• enclose a cheque with the relevant registration fee, including VAT</li> <li>• send this checklist with all your evidence as detailed below by post to the <b>ASTI Administrator at IDRS Ltd, 24 Angel Gate, City Road, London, EC1V 2PT or by email to <a href="mailto:traveldress@idrs.ltd.uk">traveldress@idrs.ltd.uk</a></b></li> </ul>		
<b>2</b>	<b>Check that the Claim covers the following points:</b>		
<b>i</b>	Details of the holiday agreed with the ABTA member, including: <ul style="list-style-type: none"> <li>• The date of the holiday;</li> <li>• With whom the contract for the holiday was made;</li> <li>• The cost of the holiday, as set out in the contract, and details of any additional costs you have paid.</li> </ul>		
<b>ii</b>	Provides a brief history of relevant events.		
<b>iii</b>	Gives details of the dispute / complaint including any alleged breach of contract by the ABTA member.		
<b>iv</b>	Says what you want the ABTA member to do and why: <ul style="list-style-type: none"> <li>• Pay you compensation and how much (note Rule 1.4 of the ASTI rules);</li> <li>• Give you a product or service, specify;</li> <li>• Take some action, specify.</li> </ul>		
<b>v</b>	Offers of settlement: <ul style="list-style-type: none"> <li>• Has any offer of settlement been made to you, if so what?</li> <li>• The date of the offer;</li> <li>• Has any compensation or “goodwill” payment been paid and received, if so how much and when?</li> <li>• Have you been asked to return the compensation or “goodwill” payment, if so when?</li> <li>• Have you returned the compensation / “goodwill” payment, if so when?</li> </ul>		
<b>3</b>	<b>Relevant supporting documents (tick the box for each item included). All evidence must be sent in duplicate including photographs and video recordings. If you are submitting evidence by email duplicate copies are not required.</b>		
	<ul style="list-style-type: none"> <li style="width: 50%;">• Invoices</li> <li style="width: 50%;">• Agreement or Contract</li> <li style="width: 50%;">• Letters (between the parties, list these)</li> <li style="width: 50%;">• Photos (JPEG or printed).</li> </ul>		
	<ul style="list-style-type: none"> <li style="width: 50%;">• Receipts</li> <li style="width: 50%;">• Terms &amp; conditions</li> <li style="width: 50%;">• Witness statements</li> <li style="width: 50%;">• Video (MPEG or VHS)</li> </ul>		
	<ul style="list-style-type: none"> <li style="width: 50%;">• Credit card chits</li> <li style="width: 50%;">• Brochure</li> <li style="width: 50%;">• Other relevant documents (list these)</li> <li style="width: 50%;">• Other (list)</li> </ul>		