



Application for the appointment of an arbitrator under the rules of the Arbitration Scheme for the Travel Industry

2010 Edition

(To apply to applications received on or after 1st May 2010)

Please read the ASTI scheme Rules (2010 Edition) and the associated Guidance Notes carefully before you complete and return this form.

Please remember that in order for an application to proceed you must have been through the internal complaints procedure of the travel company and must have completed the Pre-Arbitration Notice.

Please note that anything marked with * is mandatory information that must be completed before we can accept your application.

1 Your details*

Give your details below.

Your full name:

Your address:

Daytime phone number:

Mobile:

2 The Travel Company

Please give the full trading name of the tour operator or travel agent that you are in dispute with (the Respondent).

Respondent's name:

3 Second Travel Company (Second Respondent) you are in dispute with, if any

Please give the full trading name of the second tour operator or travel agent that you are in dispute with. **Please only complete this section if you have a dispute with both the tour operator AND the travel agent. If you enter a second respondent in error this will significantly delay the progress of your application.**

Second Respondent's name:

4 Reference Numbers

Please enter your ABTA reference number and the booking reference number in the box below. The ABTA reference number is the number given to you by ABTA when you registered your complaint. The booking reference number is the number given to you by the respondent(s) when you booked your holiday. You must provide these numbers before we can accept your application.

ABTA Reference Number*: PAR/

Booking Reference Number*:

5 Dispute details

Please complete the relevant sections in the box below.

Date of booking or service*:

Holiday Location*:

Departure Date*:

Return Date / Dispute Date*:

(You must make / send your application within 13 months of the date of your return from holiday or from the date the dispute arose)

Dispute Type*

(Briefly, what is the dispute about? For example, poor standard of accommodation or poor customer service)

6 Schedule of Claim *

Please enter the details of your claim in the schedule below. You must enter an amount claimed in Column 4 for each part of your claim. When you have completed the schedule please remember to add together the different parts of your claim to give a total amount claimed at the foot of the schedule. **The figure indicated here as “Total Amount Claimed” cannot be altered at a later date and will be the maximum that can be awarded by an arbitrator if your claim is successful.** The figure you enter below should not exceed the amount set out in Rule 1.4 of the ASTI Rules 2010.

1 Item No	2 Brief description of each item claimed	3 Date reported to Respondent and / or Second Respondent	4 Amount Claimed for Each Item
Example: 1.	Poor standard of accommodation	1 st July 2009	£50 per person or, an amount in total, eg. 4 people at £50 is £200
		Total Amount Claimed	£

The arbitrator will award you whatever sum he or she feels appropriate, if any.

You can ask the arbitrator to award you that sum in either vouchers from your travel company or cash. However, please note that vouchers do not have the same value as cash, are not transferrable and are only valid so long as the issuing company remains in business and will not be recoverable in the event of its financial failure.

If you are successful, which do you want the arbitrator to award? Vouchers or Cash (delete)

7 Names of holidaymakers in your party

Please enter the names and ages of all people relevant to the contract. In Table A please enter the names of everybody aged 12 and over, and in Table B please enter the names of everybody aged under 12. **Please only enter the names of the people who are part of your contract, that is, those who were booked under the same booking reference as you.**

Table A

NAMES OF ADULTS and CHILDREN 12 and over at the date booking was made in block letters (Begin with the name of the person making the claim)
(1)
(2)
(3)
(4)
(5)
(6)

(If more than six entries are required please attach a separate sheet giving further details)

Table B

NAMES OF CHILDREN UNDER 12 at the date booking was made in block letters	AGE at the date the booking was made
(1)	
(2)	
(3)	
(4)	
(5)	
(6)	

(If more than six entries required please attach a separate sheet giving further details)

8 Total cost of holiday

Please enter the total cost of your holiday (that is, the amount paid to the tour operator and / or travel agent after any discount) in £ Sterling or Euro

Cost of holiday in £:
Cost of holiday in Euro:

9 Declarations

- 9.1 I / We apply for the appointment of an arbitrator in accordance with the arbitration agreement set out in my / our booking form with the Respondent(s) to determine the dispute between me / us and the Respondent(s). The arbitrator's powers are set out in the ASTI scheme Rules (2010 Edition).
- 9.2 I / We have attempted to resolve this matter through the Tour Operator's and / or Travel Agent's internal complaints procedures (if any) and feel they have either failed, or have refused, to satisfactorily put right the items listed in the Schedule of Claim, in breach of their contractual obligations.

- 9.3 I / We have included a copy of the Pre-Arbitration notice with this application.
- 9.4 In support of this application I / we have completed the schedule of claim and other relevant information, and attached on separate sheets my / our completed schedule and full statement giving reasons why the Respondent is in breach of their contractual obligations, and which obligations have been broken.
- 9.5 I / We agree and understand that the Arbitrator's award is final and binding subject to the rights of Review under the *IDRS Consumer Arbitration Review Procedure* and our rights of appeal under the 1996 Arbitration Act.
- 9.6 A cheque (***made payable to IDRS Limited***) for the sum of £ _____ in respect of the Claimant's registration fee is enclosed. Alternatively, payment can be made by Switch, Visa or Mastercard via the attached form. A cheque in respect of the tour operator's / travel agent's fee will be obtained by the Administrator at a later stage in the arbitration. The registration fee is in accordance with the following scale, and is non-refundable by the Administrator except as stated in Rule 2.7.

	Total Amount of Claim £1- £3,000	Total Amount of Claim £3,001- £7,500	Total Amount of Claim £7,500- £25,000
Customer Fees	£105.75 (includes £15.75 VAT)	£176.25 (includes £26.25 VAT)	£352.50 (includes £52.50 VAT)

- 9.7 Any payment previously made by the Travel Company as a settlement must be returned to the Travel Company before submission of this application.
- 9.8 The person signing this form as Claimant declares that he / she is authorised to do so on behalf of the persons named in 7 above and to receive monies ordered by an arbitrator's award, and that he / she has read and understood the ASTI scheme Rules (2010 Edition) and the associated Guidance Notes.
- 9.9 I / We believe that the facts stated in this Application Form and Claim are true.

Dated: ____/____/____

Signed:

(by or for the Claimant)

Please forward this completed form, together with all your supporting evidence, copies of the Evidence Checklist and the Pre-Arbitration Notice and your payment for the Registration Fee to:

The Administration Team Leader
IDRS Limited,
24 Angel Gate, City Road, London, EC1V 2PT

Tel: 020 7520 3800
Fax: 020 7520 3829
Email: info@idrs.ltd.uk