



Better conflicts, Better outcomes, Better world

## Independent Arbitration Service for Customers of Package Holidays

### Application for Arbitration

All claimants are advised to read the Guidance Notes and Rules of Independent Arbitration Service for Customers carefully before completing this form. Please remember that applications can only be accepted after you have given your holiday company an opportunity to address your complaints.

As part of the arbitration process a copy of your application and all submitted evidence will be sent to your holiday company in order that they may respond to the claims you have made and submit their own evidence to the arbitrator (which will also be sent to you) who will issue the written award.

Arbitration is legally binding under the Arbitration Act of 1996 and can only be appealed in the High Court on a very narrow set of circumstances related to procedures.

This process is entirely conducted in writing. You must provide sufficient information and supporting evidence to substantiate your claim.

If you require assistance in completing this form please contact CEDR on 020 7520 3800 or refer to our website [www.cedr.com/consumer/holidays/packageholidays](http://www.cedr.com/consumer/holidays/packageholidays)

#### 1. PRE-APPLICATION CHECKLIST

Before completing this form you should ensure that your application can be accepted at this time.

- |  |     |    |
|--|-----|----|
| 1.1. Have you complained to your holiday company?                | Yes | No |
| 1.2. Have your holiday company written to you about Arbitration? | Yes | No |

If you have answered **No** to any of the above questions please refer to the Guidance for Customers fact sheet or contact the CEDR office before submitting your application.



## 2. CUSTOMER DETAILS

Please provide full contact details.

Full name:

Street Address

Town:

County:

Post code:

Telephone number:

Email address:

If you provide an e-mail address we will normally send you information by e-mail only

## 3. REPRESENTATION

You may elect to have a representative act for you (at your own cost). If you choose to do this, please provide their full contact details below.

Full name:

Firm (if applicable)

Street Address:

Town:

County:

Telephone number

Post code:

Email address:

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I hereby give my authority for the above named person to represent me:

Print name:

Your signature:

Date:

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#### 4. HOLIDAY DETAILS

Booking Lead Name:

Booking Reference:

Number in Party:

Departure Date:

Booking reference:

Destination:

Final Invoice Amount:

#### 5. DISPUTE DETAILS

In this section you will be asked to provide the details of the issues you have experienced. This information will be sent to the arbitrator assigned to your case so it is important that you provide clear and informative information about the issues you have experienced.

Please ensure that you:

- Provide as much detail as you can.
- Ensure you provide evidence, written or otherwise, that supports your claim.
- Use additional pages if required.

This is your only opportunity to submit a fully detailed written claim and provide supporting evidence. You cannot make additional claims or submit further evidence at a later date without an express direction from the arbitrator which can only be given in very exceptional circumstances.



### 5.1 Service Type

Please tell us which service(s) provided or not provided, that this dispute relates to (tick all that apply):

All-inclusive holiday

Half board

Bed & Breakfast

Cruise Holiday

Self-Catering Room only

Other (please specify below)

Which airline(s) did you fly with (if applicable):

What was your departure airport (if applicable):

Which elements of your holiday are you in dispute about? Tick all relevant boxes

Accommodation

Customer service

Flights

Catering

Personal possessions

Resort representatives

Transfer

Transportation (other)

Other (please specify below)



## 5.2 Chain of Events

Please describe the events leading to the dispute in as much detail as you can, providing dates whenever possible.

## 5.3. Issues in Disputes

Tell us what services or actions you remain in dispute with the company about and why:

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#### 5.4 Steps taken so far

What steps have already been taken to try and resolve the dispute?

#### 5.5 Settlement offers

Has any offer of settlement been made? Yes No

If yes, what was the amount offered?

What was the date of the offer?

On what date did you decline the offer?

### 6 FINANCIAL COMPENSATION

#### 6.1 Compensation level

If you are asking the arbitrator to order your holiday company to pay you financial compensation you must state the amount in this application and provide evidence to justify the amount you have claimed. Please ensure you record everything in this application as you cannot change the amount at a later date.

If the arbitrator makes an award in your favour, they could award any amount of money up to sum claimed.



## 6.2 Claim particulars

Please break down your claim by providing a value for each item you are claiming for and provide the reason why you are claiming that amount.

Item	Claim reason	Amount Claimed (£)
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*Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.*

**Total Claimed:**  
(Up to £25,000 maximum):

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## 7 NON-FINANCIAL COMPENSATION

If you are also asking the arbitrator to direct your holiday company to provide you with any products or services please provide details here:

## 8. EVIDENCE

In order to prove your claim you should submit documentation that supports your position. Please tick all the relevant boxes below for each category of supporting evidence you are enclosing with your application

*Continue on to the next page ...*



I will provide the following evidence:

Agreement or Contract you had with your holiday company.

Brochure extracts related to your holiday.

Booking forms.

Invoices and/or receipts for the cost of the holiday.

Maps of location of Accommodation (From websites or brochures).

Letters and/or email communications with the company.

Photographs.

Price Schedules.

Receipts for all expenses you wish to claim for.

Recordings (audio).

Screen shots of company website.

Screen shots of other websites (Consumers forums etc.).

Service Agreements.

Statements from members of the tour group.

Terms & Conditions.

Video evidence.

Other evidence (please specify below).

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## 9. DECLARATION

Please read the statements below and tick all boxes in this section to confirm you understand the declarations before signing this form.

I/We have tried to resolve this matter through Package Holiday's own complaints procedure.

I/We have read and understand the Rules of the Independent Arbitration Service for Customers (the Rules).

I/We apply to CEDR to appoint an arbitrator to settle this dispute in accordance with the Rules.

I/We have the authority to commit to arbitration and understand and accept that I/We will be bound by the arbitrator's written award which will be final, subject to any leave to appeal to the Courts

I/We also agree to be bound by the Rules and understand that arbitration is a confidential process and I /We will not, at any time, disclose to any person any details of the arbitration, unless it is to enforce the Award.

I enclose **payment** in respect of my registration fee

In order to process your application you will need to pay an administration fee which applies to your claim. Please select the level of application fee applicable to your case:

I am claiming between £1 and £2,999.99 and understand the administration fee payable by me will be £108.00 (£90+VAT).

I am claiming between £3,000.00 and £7,499.99 and understand the administration fee payable by me will be £180.00 (£150+VAT).

I am claiming between £7,500.00 and £25,000.00 and understand the administration fee payable by me will be £210.00 (£175+VAT).

Print name

Your signature

Date:

### By post:

CEDR, 70 Fleet Street  
London EC4Y 1EU

### By email:

[applications@cedr.com](mailto:applications@cedr.com)

### Via the website

[www.cedr.com/consumer](http://www.cedr.com/consumer)



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### Payment from Customer

You can pay the application fee by cheque made payable to 'CEDR Services Limited' or alternatively you can complete this form and we will collect the payment by debit or credit card if your application is accepted.

### Personal Details

**Full name:**

(as it appears on your card)

**Address:**

(to which the card is registered)

**Town/City:**

**County:**

**Post Code:**

### Payment Details

**Invoice Number:**

(if known)

**Amount to pay:**

£108.00

£180.00

£210.00

**Name on Card:**

**Payment Method:**

**Cad Number:**

**Security Code:**

**Expiry Date:**

**Start Date:**

(if shown)

**Additional Comments:**

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