



How to sort out holiday problems

Many people who go away on their summer holidays will have a problem free time but sometimes the holiday might not have turned out as you expected.

Perhaps the hotel you stayed at was miles away from where you had booked and you couldn't change hotels and had to travel backwards and forwards to the destination you had booked.

It is possible to claim compensation for holidays that haven't turned out as expected.

You can't claim the total cost of the holiday, but you can ask for to be reimbursed for the extra travel costs, plus a fair sum for the change to your holiday.

Start by writing an email or letter to the tour operator's customer service department. Give your booking reference number, explain your grievance and specify the amount of the compensation you'd like.

As evidence for your claim, include the details of when you tried to contact your tour operator while you were away, and copies of any taxi or car hire receipts.

The firm may come back with an initial offer that is lower than what you are asking for, so be prepared to negotiate.

If you're not offered any compensation, check your tour operator's website to see if they belong to a uk trade body, like ABTA. If they do, you can lodge a complaint through the trade's body website. The tour operator is obliged to respond to the complaint.

Should you still not receive a satisfactory response, contact the citizen's advice consumer service or visit citizensadvice.org.uk for guidance on your next steps.

Your legal rights depend on whether you went on a package holiday (ie a holiday with transport and accommodation included) or organized the holiday yourself.