

## TripAdvisor Holiday Rentals – Payment Protection Policy – Claim Form

Please complete this form and return it to: [paymentprotection@tripadvisor.com](mailto:paymentprotection@tripadvisor.com).  
If you would prefer to post the form to us, please call us on +44 (0)20 3701 5375  
to request the address.

Make sure you **complete all the relevant sections of the form** to avoid any delays when processing your claim.

Please also read the following notes before submitting your claim, and ensure that you've read the [Payment Protection Policy](#) for full details of terms, conditions and exclusions.

- You must have taken all reasonable steps to resolve the issue with the advertiser owner/property manager before making a claim under the Payment Protection Policy.
- Failure to access a property must have been reported to us on the start date of your scheduled stay.
- We must receive the completed claim form and associated documentation within 14 days of the start of your scheduled stay.

Payment for successful claims will be returned to the PayPal account or credit/debit card you used to book the property.

### A) About you

Name:	
Date of birth:	
Address:	
Postcode:	
Daytime Tel:	
Evening Tel:	
Mobile Tel:	
Email:	

Please attach a copy of your passport or driving licence for identification purposes.

### B) About your rental

Booking reference number (this will be on all emails from us about your booking):		
Home reference number (this will be on the property listing and your booking confirmation email):		
Holiday dates (as per your booking confirmation email):	From:    /    /	To:    /    /
Scheduled check-in time:		
Total cost of booking:		

### C) About your claim

Is your claim based on the fact that you were denied or prevented access to the property?

If so, please fill in section C(i) in full (you may also be required to fill in section C(ii), see below).

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Is your claim based on the property being misrepresented based on Material Differences or Defects (as defined in the Payment Protection Policy)?

If so, please fill in section C(iii) and not C(i) or C(ii).

### C(i) Claims for denial or prevention of access

Amount you wish to claim for:		
When did you arrive at the property?	Date:    /    /	Time:
When did you leave the property?	Date:    /    /	Time:
Please tell us exactly what happened when you arrived at the property, and why you were unable to check in:		

Please attach any additional evidence to support your claim that you were denied or prevented access to the property.

If you believe that your denial or prevention of access to the property was a result of instances of fraud or fraudulent activity (as outlined in the Payment Protection Policy) please also fill in section C(ii) in full.

### C(ii) Instances of fraud or fraudulent activity

All claims under circumstances of fraud or fraudulent activity must have been reported to the relevant authorities in order to obtain a crime reference number.

When did you report this issue?	Date:    /    /	Time:	
Did you report this crime to:	Local police station	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Action Fraud (if the fraud occurred in the UK)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Crime reference/case number:			
Action Fraud reference number (if applicable):			

If you haven't yet submitted a report to Action Fraud, you must do this via their website:  
[www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud)

Name and address of police station (if applicable):
Describe in full why you believe that the denial or prevention of access to the property was a result of fraud or fraudulent activity:

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Please attach any documentation as evidence to support your claim of fraud/fraudulent activity.

### C(iii) Instances of misrepresentation

Amount you wish to claim for:		
When did you arrive at the property?	Date:    /    /	Time:
When did you leave the property?	Date:    /    /	Time:
Please tell us exactly what Material Defects or Differences there were with the property as compared with the advertised listing:		

Please attach detailed evidence of the Material Defects or Differences described above. Please note that a refusal to occupy the property based on cleanliness; minor differences in the location of the property; the presence or availability of local attractions; or maintenance issues with amenities or services are not covered under the policy.

### D) Your efforts to resolve the issue with the owner/property manager

Please add full details below of the contact you've had with the owner/property manager when trying to resolve the issue.

Date:	/      /	Time:	
Name of person contacted:		Method of contact:	
Outcome of contact:			

Date:	/      /	Time:	
Name of person contacted:		Method of contact:	
Outcome of contact:			

Date:	/      /	Time:	
Name of person contacted:		Method of contact:	
Outcome of contact:			

Continue on a separate page if necessary.

**Where possible, you must attach proof of communication (i.e. email correspondence, computer screenshots, etc.).**

### E) Reporting the issue to us

Please add details below of the contact you've had with us when reporting the issue.

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Case reference number (if we have given you one):			
Date:	/ /	Time:	
Method of contact:			

### F) Anything else

If there's anything else you'd like to tell us to support your claim, please do so here:

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### Claimant declaration

- I confirm that all the details I've provided on this claim form are correct.
- I confirm that I have not requested or received a chargeback from my credit card company, and have not opened a dispute with PayPal for the full or partial amount I'm claiming for.
- I confirm that I am not friends with, or related to the owner/property manager that I am making a claim against.
- I understand that any information I've given that is false or misleading may invalidate my claim.

I have read and fully understood the declarations above.

**Print name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Important: please ensure that all necessary documentation is included when you submit your claim form.**

Data Protection: the personal data you supply here will only be used for the purpose of processing your claim. The details you provide may be shared and exchanged with other agencies to prevent fraud and may be passed to the police for validation.