LONDON TRADING STANDARDS COVID-19 CAMPAIGN

Travel & Event Cancellations: complaint data in London

LTS
London Trading Standards

Complaints to Trading Standards

YEAR-ON-YEAR COMPARISON*

Holiday	Culture & Entertainment	Childcare
280% ↑	218% ↑	255% ↑

Transport	Catering & Accommodation	Travel Insurance
195% ↑	184% ↑	257% ↑

*data received for the 1st March – 31st May period in 2020 compared to the same time period in 2019

Watch out for:

TRENDS IN LONDON

Cancellation Fees

Travel agents charging up to £800 for booking cancellations

Communication

Travel agents not passing on information on cancelled flights and not responding to customer queries

Passing the buck

You may be advised to claim on your insurance when you are entitled to a refund from the company you booked with

Know your rights

If you are offered a voucher, credit note, or rebooking only – be aware that you are entitled to a cash refund if your booking has been cancelled.

London Trading Standards – Protecting Consumers, Safeguarding Businesses through COVID-19

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Website - http://www.londontradingstandards.org.uk/

LTS anonymous reporting tool - http://www.londontradingstandards.org.uk/report-consumer-crime/