

# COMPLAINT FORM

## 1. Your Details

Your Name :

Your Address:

Home :

Mobile :

Work :

Email :

Your preferred method of contact : Mail    Email    Telephone – Home    Mobile    Work

## 2. Details of your Complaint

Products or Services

Contact Centre

Website

Misleading Conduct

Documentation

Deposit / Pre-Payment / Cancellation

Visa / Passport

Refunds

Ticket / Itinerary / Transfers

Pricing

Other please specify

Summary of Complaint

## 3. Other Details

Name of the person you have been dealing with about your travel service (if known)

Have you spoken to any of our staff about your complaint    No    Yes

If yes please provide details

**4. Remedy requested** No, I do not require return contact, this is for feedback purposes only  
Yes

**5. Signature and Date**

Signature

Date

List of enclosed documents (if any)