



Holiday fraud

Bogus holiday fraud involves scams that sell you holidays at very low prices - but there's always a catch.

More about bogus holiday fraud

A fraudulent travel company places adverts for holidays – detailing flights, hotel bookings etc. – on the internet, Ceefax or Teletext. The holidays are advertised at incredibly low prices. The adverts refer you to telephone numbers and/or a website to book your holiday. After booking, you're sent documents with travel and accommodation details.

In reality, either your holiday doesn't exist at all or you'll only get part of what you paid for. For example: you get your flight but no accommodation. Instead, the fraudster has pocketed your money.

Are you a victim of bogus holiday fraud?

- 👉 You've received an email, phone call or letter with details of a holiday to a fantastic destination but at a very low price.
- 👉 You've paid for the holiday but discover it doesn't actually exist.

What should you do if you're a victim of bogus holiday fraud?

- 👉 Report it to Action Fraud.
- 👉 If the company is a member of a trade body such as ABTA, report the fraud to them.
- 👉 If you paid for the holiday using your credit card, report the fraud to your card issuer.

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Protect yourself against bogus holiday fraud

- 👉 Check for full company details in adverts and on web sites. Find the company's name and full postal address then check that it actually exists.
- 👉 Keep an eye out for bad spelling and grammar – this is often a sign of a fraudulent organisation.
- 👉 If the company has recently been set up or has recently changed hands - this could be another sign of fraud – especially if they are also offering unfeasibly low prices.
- 👉 If an advert refers to membership of a trade body or consumer protection scheme such as ABTA (www.abta.com), make sure the membership is genuine.
- 👉 Beware of traders who encourage you to pay in cash, by not accepting credit card payments or by charging high credit card fees.
- 👉 Make sure the travel and accommodation details on your paperwork match the ones you booked.
- 👉 Don't be tempted by holidays and flights advertised at prices that are too good to be true – because they often will be too good to be true.

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report and support