



APPLICATION OF REFUND FROM TRAVEL UNDERTAKING'S SECURITY FOR PACKAGE OR LINKED TRAVEL ARRANGEMENTS

Before submitting the application please be kind to read the following information!

- The application of refund from travel undertaking's security for package or linked travel arrangements along with all the annexes needs to be presented to the Consumer Protection and Technical Regulatory Authority (CPTRA) within the term. Information about the term set can be found on CPTRA's web page.
- Application with annexes can be submitted:
 1. by email to reis@ttja.ee;
 2. by post Endla 10a, 10122 Tallinn, ESTONIA.
- **Only fill in the boxes of items 1-5 of the application that relate to your claim!**

Payments out of the security can be made:

- if a travel undertaking is unable to perform an obligation arising from a package travel contract due to their solvency
(Characteristics of a package- at least two different types of travel services for the purpose of the same trip, the travel services are combined by one tour operator before a single contract on all services is concluded);
- due to travel undertaking's solvency a travel service constituting part of linked travel arrangements is not performed
(Characteristics of linked travel arrangements- at least two different types of travel services for the purpose of the same trip, the traveller concludes separate contracts with the individual travel service providers, one travel undertaking facilitates concluding the contracts).

In order to be reimbursed for whole package and / or the remaining part of a package, copies of the following documents must be attached to the application:

1. proof of payment for the package;
2. package travel contract;
3. proof that the package or part of a package has been or will be canceled;
 - if necessary, an authorization to represent or a document certifying the legal right of representation;
 - if necessary/desired, other relevant documents.

The application for reimbursement for an unused package gift voucher must be accompanied by copies of:

1. a document certifying payment for an unused package gift voucher;
 - if necessary, an authorization to represent or a document certifying the legal right of representation;
 - if necessary/desired, other relevant documents.

The application for reimbursement of payments made to the facilitator for linked travel arrangements must be accompanied by copies of:

1. proof of payment for linked travel arrangements to the facilitator;
2. contracts for linked travel arrangements;
3. proof that the travel service or part thereof which is included in linked travel arrangements has not been
4. provided or will not be provided;
 - if necessary, an authorization to represent or a document certifying the legal right of representation;
 - if necessary/desired, other relevant documents.

Name of the travel undertaking		
Passenger's first and last name	Passenger's personal identification code	
If necessary legal representative's first and last name	Passenger's or representative's phone	Passenger's or representative's email
Passenger's address		
DETAILS FOR REFUNDING FROM THE SECURITY:		
Name of the bank	Name of the account holder	
IBAN	SWIFT/BIC	

1. Claim for refund for the cancelled part of the package

Services part of the package that have been cancelled:

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Cost of the services been cancelled (to be completed only if the cost is known):

	€
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2. Claim for refund for the cancelled package (in case the whole package has been cancelled)

Cost of the package:

	€
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3. Claim for refund for unused package gift voucher

Cost of the package gift voucher:

	€
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4. Claim for refund for the cancelled part of the linked travel arrangements

Services part of the linked travel arrangements that have been cancelled:

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Cost of the services been cancelled (to be completed only if the cost is known):

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 €

5. Claim for refund for payments made for linked travel arrangements (in case all the linked travel arrangements have been cancelled)

Cost of the linked travel arrangements:

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 €

Annexes added to the application:

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By signing this application, I certify that I have not received any previous compensation for the travel fees provided in this application (eg by a travel agent, credit institution, insurance company).

By signing this application, I certify that the statements made by me in this application and its annexes are true and correct.

Date	Name and signature (the person signing the application needs to be at least 18 years old)
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An unsigned application is not subject to review.