

FAQs for APS Select Limited claims

1. Which holiday companies are covered by the ABTOT Bond?

- APS Select Limited
- VIP Ski

2. What types of holidays are covered by the ABTOT Bond?

Bookings that are protected

Accommodation only and non-flight package holidays are protected by the ABTOT bond. Packages must be more than 24 hours in duration and include accommodation and an overnight stay and other 'tourist service'. The following packages are protected:

- Ski packages without a flight
- Accommodation only bookings
- ABTOT 'Refund Credit Notes' (see Refund Credit Notes below)

Bookings that are not protected

The following types of bookings are not protected by the ABTOT bond and you need to either contact the administrator ReSolve to make a claim info@resolvegroupuk.com or contact ATOL at <https://www.caa.co.uk/ATOL-Failures/APS-Select-Ltd/>

- Flight inclusive packages (contact ATOL)
- Non-flight bookings that form part of a larger group of bookings which do include a flight and are included in the same invoice (contact ATOL)
- Travel insurance costs
- Ski passes, lessons, equipment hire or other ski services which were booked separately and do not form part of the original package
- Gift Vouchers and vouchers given as a goodwill gesture. (see Vouchers below)

3. How do I make a claim?

Flight Bookings

If you have booked a flight inclusive holiday this is protected under the ATOL scheme not ABTOT and you need to contact the CAA via <https://www.caa.co.uk/ATOL-Failures/APS-Select-Ltd/>

Travel Agent Bookings

If you made your booking through a travel agent or other travel company – not directly with APS Select Limited, then you will need to contact that company for advice and guidance.

Credit card bookings for UK and EU customers

If you have paid for your booking by credit card and the value is £100 or more, you need to contact your credit card provider and claim under s.75 of the Consumer Credit Act 1974, or

the EU equivalent under EU Directive 2008/48/EC on consumer credit agreements . We have a letter on the website to help with this claim.

Your credit card company cannot refuse to make this refund to you – it is your absolute right provided the payment was over £100. If you have made a part payment of the total costs by credit card, (e.g. just your deposit), provided this is over £100 you can claim the full cost of your holiday under s.75 or its equivalent EU legislation.

It is often the quickest and most straightforward way to recover monies.

Debit card bookings for UK and EU customers

If you paid by debit card (or by credit card where the value is under £100), you need to contact your card issuing bank and make a chargeback claim. We have a letter on the website to help with this claim. You have 120 days to make a chargeback claim.

If your bank asks for more information in order to process the chargeback, then get in touch with ABTOT to help you. If your bank refuses the chargeback, you will need written confirmation of this from your bank before you contact ABTOT to seek a refund under the bond. We understand that it is sometimes quite difficult to get in touch with your bank, however you do need to show written evidence that you have been in contact before ABTOT will be able to help you.

Cash, BACS, IBAN or cheque bookings

You will need to complete a claim form. Please download a claim form at <https://www.csal.co.uk/vipski/> and email it to vipski@csal.co.uk with the supporting documentation. You will need proof of your booking and payment as supporting evidence. Please note that as we are still working remotely, all documentation will need to be sent to us electronically.

International customers of APS Select Limited

We are aware that there are a number of international customers. Each country should have an equivalent of the UK Consumer Credit Act and chargeback system so we ask that you contact your credit card issuer or debit card issuing bank in the first instance and ask about how to make a claim for non-received services paid for by card.

If you need any assistance or have any queries please contact us at claims@abtot.com

If you paid by IBAN or bank transfer method then please download a claim form here <https://www.csal.co.uk/vipski/> and email it to vipski@csal.co.uk with the supporting documentation. You will need proof of your booking and payment as supporting evidence. Please note that as we are still working remotely, all documentation will need to be sent to us electronically.

4. How long do I have to make a claim?

You have six months to lodge a claim so there is plenty of time. We understand that a lot of people are still very restricted in movement and in getting help from friends or family due to the

Coronavirus restrictions. We are taking this into account and have made sure there are plenty of ways to get information to you.

If you need to do a chargeback you have 120 days to do this (4 months) so should do this without delay. You will still have time to contact ABTOT for further help if needed once you have contacted your bank.

5. Can I claim back my travel insurance premiums?

Unfortunately travel insurance premiums are not covered by the bond.

6. What is the difference between a RCN and a voucher and are they both covered?

Refund Credit Notes (RCN)

Refund Credit Notes for package holidays that were cancelled by APS Select Limited because they were unable to run the trip due COVID19 restrictions are protected and can be used to make a claim.

If your RCN has been offered for 110% of your original payment, you will only be able to claim for the money you have actually paid – e.g. just the 100% not the 10% extra which qualifies as a gift voucher below.

Gift Vouchers

Gift vouchers or goodwill vouchers which have not yet been used or exchanged for holidays are not covered by The Package Travel and Linked Travel Arrangements Regulations 2018 and are not recoverable.

Compensation vouchers

Similarly, you may have been issued with a compensation voucher – unless this is an approved RCN for an APS Select package holiday that has been cancelled by APS Select Limited because they were unable to run the trip due COVID19 restrictions, you will not be able to claim for this under the bond.