



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

- | | | |
|---|--|---|
| <input type="checkbox"/> Products or Services | <input type="checkbox"/> Contact Centre | <input type="checkbox"/> Website |
| <input type="checkbox"/> Misleading Conduct | <input type="checkbox"/> Documentation | <input type="checkbox"/> Deposit / Pre-Payment / Cancellation |
| <input type="checkbox"/> Visa / Passport | <input type="checkbox"/> Refunds | <input type="checkbox"/> Ticket / Itinerary / Transfers |
| <input type="checkbox"/> Pricing | <input type="checkbox"/> 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): _____