HolidayTravelWatch™
information · advice · assistance

Articles

Response Times from HolidayTravelWatch – As at 1 September 2006

Due to the very high volume of calls for assistance we would ask anyone requiring the assistance of HolidayTravelWatch to note the following response time from HolidayTravelWatch, as at 1 September 2006. HolidayTravelWatch endeavours to maintain these turnaround times, but would ask you to note that these can be affected by further surges of calls for assistance. Further, whether the call for assistance is via E Mail, The Helpline or by Post, each item is prioritised as is set out within our Legal Notice. Your patience is greatly appreciated.

E Mail – 24 to 72 hours (Please note: If your e mail is subject to prioritisation, this period is currently extended to 7 – 10 days).

Helpline – 24 – 72 hours.

Correspondence – Due to the very high volume of calls for assistance this is currently set at 28+ days – Please be advised, we are working hard to deal with all outstanding and new pieces of correspondence. Where the correspondence produces further enquiry this period may be extended either to allow for a further discussion or clarification on the matters therein. Occasionally it is considered appropriate to pass on the correspondence to one of our advisors for direct contact. Your patience is greatly appreciated. **Please note we do not provide acknowledgement of correspondence as this is too cost and time prohibitive.** If you wish to know if your correspondence has been received, then please either e mail us or contact the helpline number.

If the matter is date sensitive insofar as court proceedings are concerned, in whatever jurisdiction, then you should seek the immediate assistance of a properly qualified and experienced travel solicitor – details can be obtained from The Law Society.

HolidayTravelWatch
1 September 2006