



**Whatever kind of break  
you're planning this year –  
make sure it's one that really exists**



[www.getsafeonline.org](http://www.getsafeonline.org)



# Your holiday is one of the highlights of your year So don't get conned out of it ... and your money

Whether you're planning on lazing by the pool, exploring far off exotic lands or simply relaxing in a caravan this year, there's no feeling quite like getting away from it all. And there's no better place to research and book your break, than on the internet.

Unfortunately, fraudsters like holidays too ... yours. Last year, there was a staggering increase in the number of people in the UK conned out of their hard-earned break ... and their money. With non-existent accommodation, phantom flight tickets and fraudulent holiday clubs. Brits lost £12 million, and that's just what was reported.

Sometimes, the unfortunate victims find out they've been ripped off before they leave home, but for others it isn't until they turn up at their accommodation or the airport check in desk.

- **Some fraudulent advertisements for holiday accommodation appear on legitimate holiday or advertising websites**
- **Unlike package holidays, many accommodation-only products are not covered by trade associations such as ABTA or ATOL, so look out for the ones that are**
- **Criminals don't care who they steal from nor how much heartache they cause**



# Your top ten tips for safe holiday booking

-  Booking holiday travel accommodation via private advertisements can be risky, so conduct thorough enquiries into their authenticity.
-  If you're booking accommodation, check that it really exists (on Google Maps for example), look for third-party reviews and recommendations.
-  Call the owner/agent directly to ensure that it is legitimate. If the number is not provided, email and request it. Check reviews on TripAdvisor or similar sites. 
-  Never pay for travel, accommodation or event tickets by bank transfer even if you're desperate to get away or how close to your holiday date you're booking. If you do, your bank won't refund your money.
-  Pay by credit card, there's more chance of getting your money back if something goes wrong.

-  If you're paying online, make sure the payment page is secure by making sure the address starts with 'https' ('s' stands for secure) and has a padlock in the browser window frame. 

-  Be wary if asked for deposits that are unusually high, or the holiday is unusually cheap.
-  Always get terms and conditions, whatever the accommodation or travel involved.
-  Check that you and everyone else in your party have up-to-date and valid travel insurance.
-  Keep receipts for all online holiday or travel bookings and payments, and check your bank and payment card statements for irregular entries. 

To get the full picture with free, practical and unbiased advice, visit:  
[www.getsafeonline.org](http://www.getsafeonline.org) – choose 'Shopping, Banking & Payments'  
then 'Holiday & Travel Booking'

*And have a great holiday!*

Get Safe Online is the UK's leading source of information and advice on online safety and security, for the public and small businesses. It is a not-for-profit, public/private sector partnership backed by a number of government departments, law enforcement agencies and leading organisations in internet security, banking and retail.

For more information and impartial advice on protecting yourself, your family, your business, your computer and mobile devices while online visit [www.getsafeonline.org](http://www.getsafeonline.org)



[www.getsafeonline.org](http://www.getsafeonline.org)

