

Before completing the claim form, consumers are advised to read the FAQs below for further clarity as to their rights to refunds.

Q. I have paid over a deposit to Driftaway. Can I go ahead with my holiday?

A. You may be able to continue the booking with the Tour Operator who arranged the holiday for Driftaway. Please contact your Tour Operator.

Q. I have paid in full to Driftaway and the Tour Operator does not wish to take over my booking. What should I do?

A. You should download our Driftaway Claim form on our website and we will process a refund for the full amount paid to Driftaway.

Q. How long will it take to process my refund ?

A. We process claims on the basis of the earlier the travel date the higher the priority

Q. I bought accommodation only. Can I get a refund ?.

A. The law only covers travel which has an overseas travel element in the contract. If a liquidator is appointed to Driftaway, you should forward details to the Liquidator.

Q. I paid by credit card. Can I get a charge back?

A. Yes. You should contact your credit card bank immediately to claim a charge back.

Q. I paid by Laser or debit card. Will I get a charge back?

A. Debit cards have different terms to those of credit cards. We recommend you contact your bank immediately.

Q. My travel starts from Northern Ireland. Is that a problem?

A. Yes. The consumer protection regime offered in the Republic does not cover overseas travel from any point outside the Republic. You should contact a Liquidator if appointed.

Q. What can hold up processing my claim for a refund?

A. Forgetting to enclose copies of receipts or other evidence of payment to Driftaway.

Q. I have a couple of Driftaway travel vouchers? Can I get a refund?

A. If you paid by credit card, you should seek a charge back from your credit card bank. However if you have already exchanged them against an overseas holiday departing any point in the Republic, you should download a copy of our claim form to claim a refund.

If the voucher has not been exchanged and was paid for by any means other than a credit card, a refund cannot be claimed, under the provisions of the current legislation and you should contact a liquidator if appointed.