

Name of Company against which your claim is being made	Oomi Travel Limited
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PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THIS FORM

If you have **not started** you holiday complete Sections 1,2,3,4 and Section 7 only.

If **abroad at the time** of the collapse complete Sections 1,2,3 and Sections 5,6,7 only.

The Irish Aviation Authority (IAA) operates a consumer protection scheme which applies in the event of the insolvency/collapse of a company selling packages. You may be covered if you purchased a package from Oomi Travel Limited.

You must submit your claim form by 25th June 2026. The IAA will then assess these claims to determine the amount due to the claimant.

Customers are encouraged to make claims promptly with such proof of loss as is available to them at that time. If the IAA requires further proof of loss, it will request that from customers (see Note 1).

Not all transactions between a customer and company selling packages are covered by the consumer protection scheme in place, please see below for further details.

Examples of exclusions from the consumer protection scheme:

- Products such as accommodation only or accommodation plus baggage transfers or hotel transfers are excluded as this does not constitute a package.
- Vouchers are not eligible for reimbursement from the consumer protection schemes except in instances where the voucher has been exchanged for full or part payment for a booking. In such instances, evidence of the booking must be supplied together with evidence of loss incurred.
- Vouchers are not eligible for reimbursement from the consumer protection scheme where they have been obtained from a third party (e.g. retailer) by way of a loyalty/rewards scheme /prize.
- Bookings with a departure date prior to the date of the failure of the company are not covered under the consumer protection scheme- except if you have commenced your holiday and are abroad at the time of the failure of the company.
- If you purchased travel insurance through Oomi Travel Limited, you are not eligible for a refund (for the cost of travel insurance) from the scheme. Insurance is not a travel service.
- If you purchased work visa/permits and through Oomi Travel Limited you are not eligible for a refund of these costs. These are not travel services.
- Please note if you cancel your holiday prior to the failure of the company the normal terms and conditions of your original booking contract still stand.
- Bookings for business travel made on the basis of a General Agreement are excluded from this scheme.
- If you have cancelled a cheque/direct debit/standing order payment made to Oomi Travel Limited after the failure of the company and this has been confirmed by your bank, this amount is not covered by the consumer protection scheme.
- Credit Card charges (e.g. 2.5% as charged) by retailer will not be refunded from the scheme.

Please note that the above list is not intended to be exhaustive and there may be other exclusions from the consumer protection scheme not included in the examples above, these will be communicated to claimants if applicable.

If there is insufficient space to answer any questions, please use separate sheets, attach to the claim form and specify the section referred to.

Section 1: Passenger Details

Name and address of person claiming followed by each person associated with the original booking.
Indicate with (m) where passenger is a minor (under 18).

Please complete form in **BLOCK CAPITALS**

Name	Address
1.	
2.	
3.	
4.	
5.	

Contact Phone Number

Email Address

Section 2: Booking Details

Oomi Travel Limited Booking Ref

Date of Booking

Package Commencement Date

Package Departure City

Section 3: Payment Details (See Note 2)

Please list all payments in respect of this booking in **BLOCK CAPITALS**.

Paid in by	Date	Method of Payment (Cash, credit card, EFT, cheque etc.)	Amount (€)	Evidence attached - tick box (see below)

Total payments made €

Less Insurance €

Less Other Deductions (credit card charges, cancelled payment, etc) €

Total Claim (See Note 3) €

For all cash payments	The original cash receipt received from Oomi Travel Limited. (ATM withdrawal slip not acceptable). Bank statement showing cash withdrawals for all cash payments, if applicable. Please obscure any references to your account number.
For payments made directly into Oomi Travel Limited account	In the case of a lodgement to Oomi Travel Limited account, please provide the lodgement stub. In the case of a bank transfer the payee should provide a bank statement detailing the account details and amount transferred. Please obscure any references to your account number.
For all credit/debit card payments and digital banking app payments	A copy of your Credit Card/Debit Card/Account statement showing the transaction. This must confirm the payment and the name of the account holder. Please obscure any references to your account number.
For all cheque payments	Please ask your bank for a clear copy front and back of the cleared check <u>or</u> A letter from the bank confirming the payment and the account holder's name, amount paid, payee and date of clearance

Please note that the Irish Aviation Authority, once satisfied with your payment details, must then check with the suppliers to confirm if payments/part payments have been forwarded.

Section 4: Refund Details- only to be completed if you have not started your holiday

Paid to one person only	Name		
	Address		
Divided among the claimants	Name		Amount €
	Address		
			€
	Name		
	Address		
			€
	Name		
	Address		
			€
	Name		
	Address		
		€	
Total			€
(This should equal amount of Claim)			
Paid to a third party/ies (e.g. Travel Agent, Tour Operator etc.). (See Note 4)	Name of 3 rd Party		
	Address		
			€
	Name of 3 rd Party		
	Address		
			€
	Total		
(This should equal amount of Claim)			

If abroad at the time of collapse of Oomi Travel Limited and you have booked a package you may be asked to pay for your hotel/travel service again – **Section 5** and **Section 6** should be completed and include all original receipts and paperwork from your holiday when submitting your claim.

Section 5: Expenses Incurred by Customer- only to be completed if abroad at the time of the collapse

Some examples of expenses that cannot be reimbursed:

Alcohol, Duty Free, Suitcases, Entertainment, Priority Boarding, Seat Selection, Upgrades, Loss of Earnings, Loss of Holidays

Receipt #	Date incurred	Full description of expense	Value of receipt and currency	Method of payment
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Section 6: Refund Details

Name	
Address	

Section 7: Passenger Declaration

Important notice: This section must be signed by all persons over 18 in the booking party and all those who have made payment(s) towards the booking. If not, it will be returned as an invalid claim.

Before payment can be made, each claimant shall assign to the IAA any claims for refund or reimbursement arising from the booking. Accordingly, each person in the booking party over the age of 18, as well as the person who made the original payment, must sign below.

I/We confirm that I/we agree to the payment of the refund as detailed in Section 4/Section 6 of this claim.

In consideration of any payments to be made to me or on my behalf, I hereby assign to the IAA any claim I may have against Oomi Travel Limited.

I/We hereby declare that the information provided in connection with this claim is correct and that neither I nor anyone else included in the claim has received or is in a position to receive any refund from either a bank or any insurance company of the sums claimed above. I/We agree to indemnify and reimburse the IAA in the event of any such over- or double-payment.

I/We understand that I/we am/are able to seek additional refunds from other sources if such sums fall outside the scope of the scheme and I/We undertake to inform the IAA to update my claim if I do receive a refund from any other source.

I/We further confirm that neither I nor anyone else included on the claim has insurance cover which indemnifies me against travel agent/ tour operator failure.

I/We acknowledge that providing false or misleading information for the purpose of obtaining an unjustified payment from the IAA Consumer Protection Scheme is an offence and could result in criminal prosecution.

Signature:	Date:

Checklist

Prior to submission, please ensure that you are providing relevant backup documentation.

1. I/we have read though the Claim Form.
2. All adults in the party, (over the age of 18), have signed the Claim Form where applicable, along with those who have made payment(s) to the booking.

I have enclosed:

1. Original claim form
2. A detailed list of payments for my claim
3. Original Invoice/Booking Confirmation and Itinerary from the company
4. Bank statements showing debit transactions
5. Credit card statement showing debit transactions
6. Cash payment evidence (bank statement showing cash withdrawals or an explanation)
7. I have kept copies of all relevant documentation as submitted with my claim
8. **If abroad at time of business failure only:** Copies of receipts for expenses incurred

To note we can only accept original, signed claim forms submitted by post. We cannot accept claim forms submitted via email.

Form must be completed in full, signed, dated and ensure all original receipts/bank statements are included when returning by post to:

Claims Team
Irish Aviation Authority
The Times Building
11-12 D'Olier Street
Dublin 2
D02 T449

We process all personal data in accordance with Data Protection Acts 1988-2018 and General Data Protection Regulations. For information regarding your rights under Data Protection Laws, please visit our privacy notice at <https://www.iaa.ie/home/footer-tools/privacy>

Notes

1. Proof of Loss

Proof of loss includes relevant receipts, invoices, bank statements and credit card statements and other relevant documentation to be provided to the IAA to demonstrate actual payments made in relation to the loss claimed. Before submitting bank statements, please obscure any reference to your account number (account number and IBAN number).

You may be requested to submit additional information/documentation in order to complete the processing of your claim.

2. Payment Details

The IAA, once satisfied with your payment details, must then check with the suppliers, hotels, air carriers etc. to confirm if payment/part payments have been forwarded from Oomi Travel Limited

3. Total Claim

This is the amount you are eligible to claim from the consumer protection scheme after all deductions have been considered.

4. Third Party Payments

An example of a third party is where you have rebooked a holiday with a Travel Agent/Tour Operator, and you wish them to receive the refund due to you under your claim. If you assign payment of your claim to a Travel Agent/Tour Operator please check they are licenced and bonded with the IAA or have provided evidence of Insolvency Protection to the IAA at www.iaa.ie/traveltrade, before assigning them. The IAA cannot make payments to Travel Agents/Tour Operators that do not have the appropriate licence or Insolvency Protection in place.

5. Further Information

For further information regarding submitting a claim and the IAA consumer protection scheme please visit our website: www.iaa.ie/traveltrade