

General Guidance for the Letters:

1. Read the letters carefully - read the Ts&Cs to make sure you agree with the letter;
2. Copy and paste the text of my letter into a new document on your machine;
3. **DO NOT copy my copyright notice into the letter - this gives you a right to use the letter but prevents others other than affected Consumers to use the letters;**
4. Make sure that you delete anything that is not relevant to your situation;
5. I will include links to ABTA etc that will help you achieve understanding of any deletions you may have to make;
6. Listen to and read the script of the podcast and follow the guidance and make the reports to organisations I have suggested;
7. Be respectful on social media;
8. Be quietly determined;
9. Research your intended destination to see what is happening there - this will be important going forward;
10. **Be prepared to have to take formal legal advices. This can be achieved by going to a solicitor, using Legal Expense Insurance found in some insurance policies (house contents, buildings, life etc), Trade Union or Professional Body membership, or through Low-Cost legal services such as WhichLegal;**
11. **Do not be persuaded to go into Arbitration, Mediation or take a case into court yourself without getting formal legal advices!**
12. **Always keep in mind limitation periods. Do not guess. Always get legal advice on limitation periods - I cannot advise you on this issue!**

Final Point: Due to lack of resources, I cannot enter into providing direct assistance to any Consumer on any issue relating to their COVID19 Holiday Complaints. This is regrettable but I hope you will understand, particularly as I am engaged in other external projects. Use the letters, follow the logical flow, research but above all be prepared to seek formal legal assistance!