



**Worldspan Hotel/Car Vendor Claim Form**

Date Sent: \_\_\_\_\_

**Agency Information:**

Name \_\_\_\_\_ IATA# \_\_\_\_\_ Pseudo City Code (SID) \_\_\_\_\_  
Fax Number \_\_\_\_\_ Phone Number \_\_\_\_\_  
Contact Name \_\_\_\_\_ Email Address \_\_\_\_\_

**Claim Information:**

Client's Name \_\_\_\_\_  
Name of Vendor involved \_\_\_\_\_ Chain Code \_\_\_\_\_  
Record Locator \_\_\_\_\_ Confirmation # \_\_\_\_\_ Cancellation # \_\_\_\_\_  
Check-In Date \_\_\_\_\_ Check Out Date \_\_\_\_\_ Date Booked \_\_\_\_\_  
Total Amount Requested (Currency and Amount) \_\_\_\_\_ Pay to Guest \_\_\_\_\_ Pay to Agency \_\_\_\_\_  
(Without supporting documentation of payment by the Agency, all compensation will be made to the Guest.)

**Claim Detail (check one):**

No Show \_\_\_\_ No Reservation \_\_\_\_ Rate Overcharge \_\_\_\_ Cancel Penalty \_\_\_\_

Explain details of your claim \_\_\_\_\_

To expedite your request, please provide the name, number and results of your discussion with the vendor. Please attach any other supporting documentation you may have. \_\_\_\_\_

**\*\*\* Please DO NOT SUBMIT this form without accompanying documentation. \*\*\*  
If you submit the form without supporting documentation, it will not be researched.**

**All below applicable supporting documentation must be received before research will commence:**

- Copy of Hotel/Car Billing
- Copy of credit card statement showing date and charge
- Correspondence with the vendor

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**The Hotel and Car Claim Form is for PAST DATE Travel ONLY.**

For problems occurring while the customer is still within their booking dates or for valid future dates, the Travelport Help Desk should be contacted for immediate resolution.

**Due to system constraints, claims over six (6) months will not be researched.**

**Claims due to incorrect description information or commissions will not be researched:**

Hotel/Car information is created and maintained by the vendor. Both incorrect and disputed issues, associated with hotel/car data or commission should be reported and settled between your agency and the vendor.

**Lack of confirmation or cancellation numbers will not be researched.**

**Please allow 6-8 weeks processing time for your claim.**

**Travelport Hotel and Car Claim Form**

All required documentation should be sent to Travelport, by using one of the following options:

**Email:** Scan all required documents and include with email to <mailto:hotel&car.claims@travelport.com>

**Fax:** If your country is not listed, fax your documents to the country closest to your location.

<u>Country</u>	<u>Fax Number</u>	<u>Country</u>	<u>Fax Number</u>
Argentina	+ 5411 40320511	Israel	+ 97 22 5916203
Australia	+ 612 808 86426	Italy	+ 390 660 513 153
Belgium	+ 322 7919684	Japan	+ 813 449 64337
Canada	+ 15 142 213690	Mexico	+ 52 552 7895958
Finland	+ 35 892 3194316	Netherlands	+ 312 089 07712
France	+ 33 17 7722794	Spain	+ 34 911 849978
Germany	+ 49 692 5577249	Switzerland	+ 41 447 326 754
Hong Kong	+ 85 230 140854	United Kingdom	+ 44 207 681 3925
Ireland	+ 353 16865082	United States	+ 404 745 8019

Please email questions or comments regarding hotel/car claims to <mailto:hotel&car.claims@travelport.com>. Be sure to include your IATA number or pseudo city code, client name, and Travelport reference number (TDE) in the email.