Apollo, Galileo and 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 **over $50.00** (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 **totaling more than $50.00**

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.

Claims under $50 will not be researched due to resources, restrictions, and research involved.

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 hotel&car.claims@travelportgdshelp.com

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

Country	Fax Number	Country	Fax Number
Argentina	5411 40320511	Lithuania	37052051896
Australia	612 808 86426	Luxembourg	35224611224
Austria	43125367221856	Malaysia	60321784637
Belgium	322 7919684	Mexico	52 552 7895958
Canada	15 142 213690	Netherlands	312 089 07712
Denmark	4569802750	New Zealand	6493531555
Egypt	20235365773	Norway	4721547341
Estonia	3727032774	Philippines	6328572136
Finland	35 892 3194316	Poland	48224853987
France	33 17 7722794	Portugal	351 21 893 2333
Germany	49 692 5577249	Romania	40317107044
Greece	302112686707	Slovakia	421233010314
Hong Kong	85 230 140854	Singapore	6568264042
Hungary	3615777216	Spain	34 911 849978

India	912266459249	Sweden	46850109325
Ireland	353 16865082	Switzerland	41 447 326 754
Israel	97 22 5916203	Taiwan	886266021466
Italy	390 660 513 153	United Kingdom	44 207 681 3925
Japan	813 449 64337	United States	404 745 8019
Latvia	37166013226		

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