

Accidental Damage Scheme claim form

Complete this form and return to ownerclaims@travelchapter.com

Please return this form to ownerclaims@travelchapter.com within 72 hours of the booking end date to allow us to proceed with your claim. Photos of the damage should also be submitted with the form. Once you have receipts these need to be sent to us to verify your claim.

Your name:	Booking reference (if known):
Property name and property code:	Guest name (if known):
Date form raised:	Value of claim:
Description of claim and location of damage:	Description of action required to rectify (e.g. extra cleaning or replacement item):

Accidental Damage Scheme claim form

Guidance for owners

The Accidental Damage Scheme has been created to allow Travel Chapter to support you if your property is damaged by any of our holidaymakers.

The Scheme allows holidaymakers to choose between paying an Accidental Damage Deposit, or an Accidental Damage Deposit Waiver – both of which offer you the same level of accidental damage protection.

If damage is found at your property (above usual wear and tear) – you can submit a claim by completing this short form. Guidance on how to complete the form can be found below:

Step 1: Letting us know about any damage at your property

If at any point you spot damage at your property, it's important that you notify us as soon as possible by submitting a claim form **within 72 hours** of the holiday end date.

Step 2: Providing supporting evidence

In order to process your Claim, we will need you to provide photographic evidence of any (reasonable) costs incurred for:

- Miscellaneous repairs
- Replacement items

All supporting evidence **MUST** be sent to us **within 28 days** of the holiday end date to ensure we have enough time to reach a mutually agreed solution between both yourselves and your guests.

Important information

If we have not received a completed form within 72 hours of the holiday end date, and/or supporting evidence is not provided within 28 days of the holiday end date – we will unfortunately be unable to proceed with your Claim, and the Accidental Damage Deposit will be refunded to the holidaymaker.