

scam

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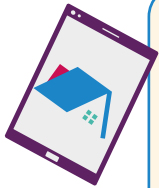
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# Holiday Scams



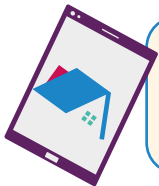
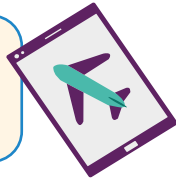
Millions of pounds are lost to holiday scams each year. Scammers often take advantage of high demand for popular destinations by creating fake social media accounts and websites to advertise accommodation that does not exist or that has already been booked

## Common Scams



Fake accommodation listings on social media and sites such as Airbnb. Scammers may use images taken from legitimate holiday websites and post adverts for accommodation that doesn't exist or has already been booked for the dates advertised. They often ask for payment via bank transfer or outside the site's payment system

Cold calls and unsolicited emails purportedly from well-known travel companies which offer a special deal at a price much lower than on official websites.



Unsolicited text or WhatsApp message saying that there is a problem with accommodation you have booked or an issue with a payment. You are asked to confirm personal and bank details, or to transfer an extra payment.

Scam websites offering health insurance cards (GHIC/ EHIC) that appear near the top of search engine results. They use branding and styles to the official NHS and Government websites and charge for the cards, which are freely available via the official NHS website.



# Avoid Holiday Scams



## Do plenty of research before booking online

Before booking a holiday you've seen on social media or in an unsolicited email, contact the company via their official website or publicly listed number to check it is legitimately available at the price quoted and for the required dates. Where possible, book directly with the provider or through a reputable agent



## If you are unfamiliar with a company, check they are a member of a recognised trade association such as ABTA

You can verify membership of ABTA at [www.abta.com](http://www.abta.com)

You can check if a company is an ATOL holder at [www.atol.org](http://www.atol.org)



## Where possible, pay using a credit card rather than via bank transfer

This will offer you more protection if something goes wrong. Be suspicious if a provider will **only** give you the option to pay by cash or bank transfer.



## Be wary if a listing asks you to contact the host outside the website's mail system

Before making any payments, check the terms and conditions of the booking and the cancellation policy. Make sure you have contact details for the company or provider.



## Report holiday scams

Report all scams to Advice Direct Scotland on 0808 164 6000 or via [scamwatch.scot](http://scamwatch.scot)

If you have lost money or are worried that you have given your bank details to scammers, **contact your bank and report it to Police Scotland on 101**

Find out more:

[www.tsscot.co.uk/scamshare](http://www.tsscot.co.uk/scamshare)

