



POST  
OFFICE

# Travel Money Refunds

## Introduction

Our Travel Money Refund Guarantee gives you peace of mind, knowing that Post Office will offer a full refund on a travel money purchase in the case of a significant 'event' (holiday company collapse, strikes, political unrest, etc.) leading to the cancellation of a holiday.

# Questions and answers

## • How does the process work?

Take your currency and sale receipt back to the Post Office and convert the currency back to sterling, you will now have a sale and purchase receipt. Send your sale and purchase receipts, together with evidence of your cancelled holiday, to: **customercare@postoffice.co.uk** or by post to FREEPOST, POST OFFICE, CUSTOMER CARE. We'll then send the you a cheque for the difference between the buy and sell amounts.

## • What about currency I've ordered?

If you wish to cancel your order before you have collected it then you should ask your branch to help you complete a cancellation. If you have already collected your order and are bringing it back then you need to apply for a refund using the process described in the section above.

## • What about Online sales?

If you have not collected your order, contact Post Office Customer Services on 0345 8500 900. If you have already collected your order and are bringing it back then you will need to apply for a refund using the process described above.

## • How will this work with the Travel Money Card (TMC)?

All travel money cards will be dealt with via our 24/7 contact centre. Customers should call using the number on the back of their card.

## • Why do I have to write in for a refund?

We'd love to be able to carry out refunds in branch, but currently we can't deal with full refunds at the counter.

## • What are the main things that I should be aware of?

You'll need to provide purchase and sales receipts as well as evidence of the cancellation of your holiday when you apply. The currency amounts on both receipts must be of the exact same value and you must make your claim within twenty eight days of your initial purchase.

## • What will be accepted as evidence of cancellation?

We'll accept copies of e-mails or letters that were sent to you by your holiday company or airline.

## • How long will it take for me to receive my refund?

It depends on the number of refunds that we have to process, but most customers should receive their cheque within two weeks of posting their application. TMC refunds will take a little longer as customers have to redeem their card first.

## • What's not covered?

We won't refund any additional fees that you may have been charged such as cash advance fees, bank charges or postage charges for internet orders.

**Terms and conditions** 1. Refunds are available on all purchases of Post Office Ltd ("Post Office") foreign currency either online or in branch. 2. Refunds apply to Travellers Cheques, Post Office Travel Money Card and foreign currency. 3. Refunds exclude any bank or other charges that a purchaser may have incurred at the time of purchase. 4. Refunds exclude any and all delivery charges relating to the purchase of foreign currency. 5. Customers can present original purchase and sales receipts or provide scanned copies by e-mail at the time of requesting a refund. 6. If obtaining a refund for cash or travellers cheques, only the original currency purchased will be accepted. 7. A refund will only be given for the full amount of currency purchased. There are no refunds for part of a purchase. 8. Refunds must be claimed no later than 28 days from the date of purchase. 9. There are different ways in which to obtain a refund dependant on the method of purchase and form of currency purchased. To find out how to obtain a refund, you can ask in any Post Office branch. 10. A full refund will only be given where a holiday has been cancelled due to the following circumstances: Industrial Strike Action, Natural Disaster, Tour Operator Insolvency, advisory notice from the Foreign Office not to travel, adverse weather conditions preventing travel, Health Alert in the country of destination, other reasons at the discretion of Post Office Ltd. 11. Evidence of holiday cancellation may be required in order to obtain a refund. 12. Post Office reserves the right to refuse any refund where it is believed that these rules have been broken, or where it is believed that the transaction is fraudulent. 13. Refunds are only obtainable by the original purchaser. 14. Refunds will be made at the same exchange rate as given at the time of purchase. 15. Post Office reserves the right to amend, suspend or cancel the refund offer at any time without notice. 16. The refund offer does not affect your statutory rights. 17. The decision of Post Office regarding any matter relating to the refund offer is final and binding and no correspondence will be entered into.