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| |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | [Message Type Icon](https://cdn.neighbourhoodalert.co.uk/messageTypeIcons/Mt15P2.jpg) | | |  | | --- | | Be Safe When Booking a Holiday Online. | | |
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| |  | | --- | | It's getting round to the time when you might be thinking about booking a holiday. Please consider the advice below.    **When using the internet to research or book your holiday or other travel arrangements, the world is literally at your fingertips. However, there are risks associated with doing so – some specific to holiday and travel booking and some which are in common with other types of online purchases.**    · Fraud resulting from making payments over unsecured web pages.  · Flight scams:   * Where you book a flight and receive a fake ticket, or pay for a ticket that never arrives.   · Holiday scams:   * Fake websites and email offers for holidays or villas that do not exist. They require you to pay a deposit, which you never see again. * Fake competition scams defrauding you out of a fee to secure a holiday.   · Inadvertently advertising the fact that your house will be empty when you are away, by posting on social networking or travel tracking sites. Some insurance companies are now rejecting claims if homes are targeted by burglars while the owners are away on holiday and made reference to it on social networking sites.  **Safe booking**  · Ensure that any holiday or travel company unfamiliar to you is reputable by researching them online. Ensure that they are a member of a recognised travel authority which offers financial protection and a complaints service.  · When possible, pay for holidays and travel using your credit card as this offers additional financial protection over other methods. Please note that your holiday or travel company may levy a surcharge for credit card payments.  · Double check all details such as travel dates, itineraries, destinations and travellers before confirming payment, as you may be charged for amendments.  · Ensure you are clear about what are purchasing – and from whom – before committing with a booking or payment. This includes package holidays, where it is important that the whole package is financially protected and you know who is responsible for all elements of the holiday (such as flights, transfers, accommodation, car hire, excursions) being as described.  · Take out travel insurance adequate for your destination, activities and everyone in your party.  · Do not reply to unsolicited emails from companies you don’t recognise.  · If renting a private apartment or villa, call the owner/agent directly to ensure that it is legitimate. If the number is not provided, email and request it. Check reviews on TripAdvisor or similar sites.  · Get the full address of the property and find it on **Google** maps to check its location and legitimacy.  · Prior to payment, obtain a contract setting out terms and conditions of the rental, deposits, payment terms etc.  · Before entering payment card details on a website, ensure that the link is secure, in two ways:   * There should be a padlock symbol in the browser window frame, which appears when you attempt to log in or register. Be sure that the padlock is not on the page itself … this will probably indicate a fraudulent site. * The web address should begin with ‘https://’. The ‘s’ stands for ‘secure’.   · The above indicate only that the link between you and the website owner is secure, and not that the site itself is authentic. You need to do this by carefully checking the address for subtle misspellings, additional words and characters and other irregularities.  · Some websites will redirect you to a third-party payment service (such as WorldPay). Ensure that these sites are secure before you make your payment.  · Safeguard and remember the password you have chosen for the extra verification services used on some websites, such as Verified by Visa.  · On sites such as Facebook Marketplace, other social media buying and selling platforms and forums, you may encounter requests for payment that are not guaranteed to safe, meaning that you could lose your money:   * When making a payment to a company or individual, never transfer the money directly into their bank account but use a secure payment site such as PayPal, where money is transferred between two electronic accounts. * Remember that if a seller asks for payment by PayPal Friends & Family, this will be so that they can avoid PayPal charges, but will deny you any payment protection which PayPal may otherwise provide.   **And always remember…**  · Remember that if a seller asks for payment by PayPal Friends & Family, this will be so that they can avoid PayPal charges, but will deny you any payment protection which PayPal may otherwise provide.  · Always log out of sites into which you have logged in or registered details. Simply closing your browser is not enough to ensure privacy.  · Keep receipts for all online holiday or travel bookings and payments.  · Check credit card and bank statements carefully after booking to ensure that the correct amount has been debited, and also that no fraud has taken place as a result of the booking.  · Before you post details of your travel dates on social networking or travel tracking sites, ensure that the correct privacy settings are in place.  · Ensure you have effective and updated antivirus/antispyware software and firewall running before you go online.  **If you think you have been a victim of fraud:**  Report it to Action Fraud, the UK’s national fraud reporting centre by calling **0300 123 20 40** or by visiting [**www.actionfraud.police.uk**](https://s-url.co/y9kZAA). If you are in Scotland, contact Police Scotland on 101.  **More information**  Please refer to the following websites for more information:  [ABTA](https://s-url.co/zNkZAA) Association of British Travel Agents  [ATOL](https://s-url.co/zdkZAA) Air Travel Organisers’ Licensing  [AiTO](https://s-url.co/ztkZAA) Association of Independent Tour Operators  You can also find essential destination-by-destination travel advice and information on the [FCDO](https://s-url.co/z9kZAA) (Foreign, Commonwealth & Development Office) website.  If you’ve experienced cybercrime, you can contact the charity [**Victim Support**](https://s-url.co/0NkZAA) for free and confidential support and information.    A person sitting in a chair on the beach  Description automatically generated  **Please remember to leave feedback using the thumbs up/down icon at the bottom of this email - Thank you** | |
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| |  |  | | --- | --- | | A black silhouette of a person  Description automatically generated | **Message Sent By** Andy Hugill (North Yorkshire Police, Digital PCSO, North Yorkshire) | |