

Quick Evidence Checklist

Collect these the moment disruption occurs, before you do anything else

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✈️ TRANSPORT

- Booking reference number
- Ticket and seat numbers
- Service / flight number
- Scheduled departure time
- Actual departure time
- Reason given for delay
- Name of staff member
- Boarding pass (keep it)

■ EVIDENCE

- Photo of departure board
- App screenshot, timestamped
- Email from operator
- SMS from operator
- Photo of queue or closure
- Written delay certificate
- Any physical signage
- Note time of each notification

£ COSTS & CONTACTS

- Every receipt, food, taxi, hotel
- Card transaction screenshots
- Cash spent, note amount & purpose
- Itemised hotel receipt
- Time and date of every call
- Name of every rep spoken to
- Reference numbers issued
- Live chat screenshots

■ If you have insurance, call your insurer **BEFORE** spending money on hotels or rebooking