

FREE
EDITION



Travel Disruption Toolkit

What to do, collect and record
when a journey goes wrong

Immediate checklist · Evidence guide · Chronology · Communication log

Free Edition · UK Version · Created by OpsAssistant.co.uk

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This toolkit covers UK processes, regulations, and service providers only. It is not suitable for use outside the United Kingdom without independent verification. EU, USA, and other regional editions will be published separately.

ABOUT THIS GUIDE

What This Is and How To Use It

This free guide gives you the four tools that matter most in the first few hours of a travel disruption, a checklist of what to collect, a framework for recording what happens, guidance on evidence, and a log for tracking who you spoke to.

It is not a legal resource. It will not tell you whether you are entitled to compensation. What it does is help you stay organised when things are stressful and fast-moving, so that if you do make a claim, you have what you need.

What is in this guide

- Section 1, Immediate Checklist: what to collect the moment disruption happens
- Section 2, Evidence Guide: what good evidence looks like and how to capture it
- Section 3, Incident Chronology: how to build a clear record of events as they unfold
- Section 4, Communication Log: how to track every contact with providers and insurers

■ **If you have travel insurance, call your insurer before spending money on hotels or rebooking. Many policies require pre-authorisation. Spending first and asking later can reduce or void those costs in your claim.**

SECTION 1

Immediate Checklist

The first hour matters. Work through this as events happen, do not rely on memory to fill it in later.

Transport Details

- Booking reference and ticket numbers
- Service number, flight, train or coach
- Scheduled and actual departure times, write the actual time down as soon as you know it
- Boarding pass, keep a physical copy if possible
- The exact reason given for the delay or cancellation, in the operator's own words
- Name or ID of the staff member who told you

Evidence to Capture Now

- Photo of the departure board showing the delay or cancellation
- Screenshot of any notification from the airline, train or coach app
- Screenshot of any email or SMS received, do not delete these
- Photo of any physical signage, queue or disruption at the terminal or station
- Ask a staff member for a written delay or cancellation certificate, insurers often require this

Costs, Start Logging Immediately

- Keep every receipt from this point, food, taxis, hotels, anything
- Screenshot any card transaction as it happens
- Note any cash spent, amount, what for, and when
- Ask for itemised receipts at any hotel or restaurant

Contact Records

- Date and time of every call or chat with the operator or insurer
- Name of the person you spoke to
- Any reference or complaint number they give you
- Screenshot any live chat before you close the window

SECTION 2

Evidence Guide

Strong evidence is what separates a claim that pays out from one that stalls. This section explains what to look for and how to capture it properly.

Evidence that carries weight

- Departure board photos with the time visible
- Official written delay certificate from staff
- Screenshots with timestamps showing
- Itemised hotel and food receipts
- Call logs with names and reference numbers
- Email or SMS from the operator

What weakens a claim

- Verbal accounts with no documentation
- Receipts without dates or descriptions
- No proof the delay actually happened
- Gaps in the timeline with no explanation
- Costs with no receipt and no note at the time
- Deleted messages or screenshots

The Delay Certificate

This is worth asking for specifically. Most airlines, train operators and major coach companies can issue a written confirmation of delay or cancellation on request. It is one of the most useful documents you can have, insurers frequently ask for it, and having it removes one of the most common reasons for a claim to be queried.

How to ask for one

- ✓ Go to the airline, train or coach operator's customer service desk
- ✓ Ask for a written delay or cancellation confirmation, or a 'proof of delay' certificate
- ✓ If they cannot issue one on the spot, ask for an email address to request it later
- ✓ Note the name of the person you spoke to and the time

NEXT STEPS

Making a Claim

Once the disruption is over, the next step is submitting a claim, to your insurer, the transport operator, or both. The documents you have collected using this guide are the foundation of that claim.

A few things to do before you submit:

- Organise all receipts chronologically and label them clearly
- Check your policy for the submission deadline, missing it can void the claim
- Get a proof of delay certificate if you have not already
- If claiming from both your insurer and the operator, disclose both claims to both parties
- Keep copies of everything before you send it

Want the full toolkit?

The Premium Edition includes everything in this guide plus:

- + Full insurance preparation guide, what cover to check before every trip
- + Step-by-step insurance claim pathway
- + EC261/2004 flight compensation table and guidance
- + Professional letter templates, initial claim, follow-up and formal escalation
- + Expense Recovery Tracker (.xlsx) with automatic totals
- + Chronology and Communication Log as editable Excel files
- + Claim Preparation Checklist

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