

CLIENT COMPLAINT FORM

Effective 01 October 2026

This form can be completed electronically, saved and emailed to BookEzy Travel, or downloaded and printed for handwritten completion. Please provide as much relevant information as possible. If you need assistance making a complaint, please contact us.

1. YOUR DETAILS

Full name

Preferred contact number

Email address

2. BOOKING / TRAVEL DETAILS

BookEzy Travel booking/reference number (if applicable)

Date complaint submitted

Traveller name(s)

Travel dates

Destination(s)

Supplier(s) involved - e.g. airline, hotel, cruise line or tour operator

3. COMPLAINT DETAILS

Please describe what happened, including relevant dates, names and circumstances.

4. PREVIOUS COMMUNICATION

Have you previously contacted BookEzy Travel or a supplier? (Type Yes or No)

If yes, provide who you contacted, when, and any response received.

5. OUTCOME OR RESOLUTION SOUGHT

Please explain what outcome or resolution you are seeking.

6. SUPPORTING DOCUMENTS

List the supporting documents you are providing (e.g. itinerary, receipts, emails, screenshots).

Additional notes (optional)

7. DECLARATION

I confirm that the information I have provided in this complaint form is true and correct to the best of my knowledge. I understand that BookEzy Travel may use and disclose information provided in this form where reasonably necessary to investigate, manage and resolve my complaint, including communicating with relevant travel suppliers or advisers, in accordance with the BookEzy Travel Privacy Policy and applicable law.

Name

Date

Signature (for printed / handwritten forms)

HOW TO RETURN THIS FORM

Electronic form: save the completed PDF and email it with supporting documents to:
enquiries@bookezytravel.com.au

Printed form: complete it by hand, scan or photograph the completed pages clearly, and email them to the same address.

Need assistance? Phone +61 07 3481 0901

Website: www.bookezytravel.com.au

We aim to acknowledge receipt of a complaint within two (2) business days and provide a substantive written response within ten (10) business days after receiving sufficient information to investigate it. Some matters may take longer where third-party supplier involvement is required.

PRIVACY

Personal information in this form will be handled in accordance with the BookEzy Travel Privacy Policy. Please do not include unnecessary payment-card security information or other sensitive information that is not relevant to your complaint.