



POLICE
SCOTLAND
POILEAS ALBA

Cybercrime Harm Prevention Team

Holiday Fraud

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Thinking about booking a holiday this year? Follow these top tips to avoid falling victim to holiday fraud.

- If you are offered flights or a holiday that are significantly cheaper than other websites, you should be suspicious.
- Look out for official logos, they are a good tell-tale sign that the company is genuine. Look out for ATOL and ABTA logos on company's websites, brochures, and adverts as this should offer you better financial protection. You can check their official websites to ensure that these companies are [ATOL holders](#) or [ABTA members](#).
- If you are asked to pay by bank transfer then you should be suspicious, especially if you are being asked to pay into a bank account in an individual's name. Paying by bank transfer makes your money more difficult to trace and can make it almost impossible to get a refund. Always pay through the secure payment options on a website, and if possible, pay by credit card as most credit card providers offer extra protection for online purchases.
- Do your own research into a company on a trusted browser, check multiple online reviews written by others and take note of any concerns you see about the company. Often if this is a fraudster, there will be reviews of individuals warning you not to book through this website. Fraudsters often post several fake reviews to make their website seem more genuine, so do not just rely on one review website.
- Be suspicious if the terms and conditions of your purchase are not set out in advance. Terms and conditions should always be available before you make a purchase.
- Keep your email safe by always using a strong password for your email that is different to all your other accounts. This will prevent fraudsters being able to access your emails.

Remember, if something seems too good to be true, there is a high possibility that it is. Always do your research to limit your risk, but if you do fall victim to holiday fraud, always report this to your bank and to **Police Scotland** by phoning 101 or visiting <https://www.scotland.police.uk/>.

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