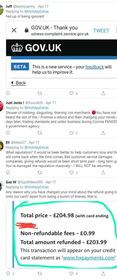

Holiday Extras @HolidayExtras

Thanks to all customers for your patience and support. We are reading all your tweets and appreciate this is a difficult and stressful time for all. We're not responding directly here but are responding quickly (currently in 7 days) to queries received at holidayextras.co.uk/coronavirus

We're here to help
holiday extras
www.holidayextras.com/coronavirus

6:38 PM · Apr 17, 2020 · Twitter Web App

1 Retweet 17 Likes

Ian Bavey @Bavey · Apr 17
Replying to @HolidayExtras
I can see from the comments below that your poor customer service has cost you future customers. We all appreciate that this is a tough time but that does not give you an excuse to lie to customers. I for one will never knowingly book through you again because of it

17

Kim Plowman @Kim_Badger · Apr 17
Replying to @HolidayExtras
🤠🤠🤠🤠 Cowboys! I have your email confirming a REFUND to my card, and I paid a cancellation cover so I will have my cash back, thanks. Chargeback has been requested via my bank and I have reported you via gov.uk for unfair practices due to covid19

2 1 18

Carol M @CarolM48861512 · Apr 17
Same thing happened to me. Lying cheats. I will also report them. They will have no business after all this that's for sure. No way to treat customers.

2 5

3 more replies

Jeff @kennysarmy · Apr 17
Replying to @HolidayExtras
Fed up of being ignored!

GOV.UK - Thank you
ısiness-complaint.service.gov.uk TWEET
GOV.UK
BETA This is a new service – your feedback will help us to improve it.
◀ Back

8

Just Jacks ! @focus420 · Apr 17
Replying to @HolidayExtras
Shower of robbing, disgusting, thieving con merchants 😡 You have not heard the last of this ! Promise a refund and then changing your minds 20 days later, trading standards and unfair business during Corona PANDEMIC a government agency.

5

Ell @ellysr27 · Apr 17
Replying to @HolidayExtras
What reputation? It would've been better to help customers now and they will come back when the time comes. Bad customer service damages companies, giving refunds would've been short term pain - long term gain!!! You've damaged the reputation massively - I WILL NOT be returning.

3

Gaz W @GazWilkes499 · Apr 17
Replying to @HolidayExtras
Any reason why you have changed your mind about the refund going back onto our card? Apart from being a bunch of thieves, that is.

Total price - £204.98 (with card ending
[redacted]
Non-refundable fees - £0.99
Total amount refunded - £203.99
This transaction will appear on your credit card statement as 'www.hxpayments.com'

2 6

Jeff @kennysarmy · Apr 17
They can't change their minds! If you've got email confirmation of a card refund then you'll get it, but they say it may take up to 30 WORKING days. For me that's the 27th April!

9 3

1 more reply

Jeff @kennysarmy · Apr 17
Replying to @HolidayExtras
I had email confirmation on the 16th March that I'd get my £104 put back on my credit card, please explain to me why it's now the 17th April and I'm still waiting to see the money? I'm sorry but it doesn't take that long. You're just holding on to the cash for your own needs!

4 6

User0000 @User00030667123 · Apr 17
Waiting for my refund for 30 days, never came. Just got email saying they changed their minds and I'll just get vouchers now

1 1 3

2 more replies

Jonathan Cooper @jcooper1980 · Apr 17
Replying to @HolidayExtras
You promised a refund twice and then backtrack with a voucher. You're not there to help and you don't answer any questions. It's not good customer service to lie about refunds!

2 6

mark keogh @keogh01 · Apr 17
Yeh had the exact same happen to me ,promised a refund then told I've got to have a voucher ,why should you dictate what you can do with my money...

1 1

3 more replies

Prof W @birdingprof · Apr 17
Replying to @HolidayExtras
Not my experience 🧐

2

Ian Bavey @Bavey · Apr 17
Replying to @HolidayExtras
I've been messaging you for well over a week and you haven't responded to a single tweet, you have not refunded me money and have fobbed me off. I will not book with you again.

2

Patricia Barbieri @patmarykay7 · Apr 17
Replying to @HolidayExtras
Don't thank me. You are overly presumptive. My patience with you ran out weeks ago. Support? My future support will not happen.... as will use more customer focussed supplier in future. P45's all round. Haha!!

2

Ian Bavey @Bavey · Apr 17
Replying to @HolidayExtras
You are a bunch of thieves. I made a booking with you recently on the basis you told me I would get a cash refund if it needed to be cancelled and now you are saying you won't refund. I will be taking this through the claims court.

2

Ian Bavey @Bavey · Apr 17
Replying to @HolidayExtras
I had contact from Shannon White who promised to call me back by the end of today - obviously that was complete rubbish and after waiting for cash for a month, I get an email about a voucher which I already said is not acceptable.

1

Steve O'Donnell @SOD59 · Apr 17
Replying to @HolidayExtras
So why am I still waiting for my refund after a month and yes I've filled in the form #ripoff #keepingotherpeoplesmoney #makingmoneyfromcovid

1

Gwyn @rooney30 · Apr 17
Replying to @HolidayExtras
Same experience. I have email confirming a refund and then 30 dats later a further email saying 'we know we told you we would refund you but we have changed our minds !!!' Here's a voucher - not acceptable !! You can't treat customers this way !!!

1

Lime Lizard Design @LIMELIZARD09 · Apr 17
Replying to @HolidayExtras
I'm still waiting for my refund? Richard Hickman DL10 7DD. I WAS PROMISED IT 2 WEEKS AGO!!!

1

Rebecca Jackson @RebDaschund · Apr 18
Replying to @HolidayExtras
I fully appreciate it's a hard time for all businesses but I have been private messaging for 3 weeks !!! Wen you pay for cancellation cover you do expect a refund, I have been a loyal customer for years and this is very unfair keeping our monies. Just a reply would be good.

1

Mark Tarry @MarkTarryChief · Apr 17
Replying to @HolidayExtras
When are you going to start refunding your customers?

1 1

samboessexBSCHons @samboessex · Apr 17
From the dealings I've had with them it will be the 24th of NEVER 🙈🙈🙈

1

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neilvize @neilvize · Apr 17
Replying to @HolidayExtras
Just like to say how impressed I was with you when my holiday was cancelled an hour before I was due to go to the airport. @HolidayExtras we're so understanding the way they refused me a refund for the lounge I booked, because I didn't give 48 hours notice. Thank you

---

Kim @ItsAllAboutKym · Apr 17
Replying to @HolidayExtras
🙄🙄🙄🙄🙄🙄

NATALIE HIBBERT @21natalie21 · Apr 17
Replying to @HolidayExtras
Please can you reply to my DMs

Spenny @embr8ce_it · Apr 17
Replying to @HolidayExtras
Can you do this??? What about all the customers you assured would be refunded and told that it was in progress??? Clearly not!!!!

Briony Blackwell @BrionyAmy89 · Apr 17
Replying to @HolidayExtras
@sashajade89

David Bishop @ravervanbarney · Apr 18
Replying to @HolidayExtras
Only offering me vouchers. I want a refund

Bobbie Thompson @mrsbthompson · Apr 18
Replying to @HolidayExtras
I can assure you I'm all out of patience. I was informed via email the first of my 3 cancellations would be credited back to my card, over 30 days later it's now a voucher!! I was told I could request vouchers for cash refund, not a problem! Now it is, 4 weeks later! #frustrating

---

Lee Wiseman @gtafan1981 · Apr 18
Replying to @HolidayExtras
Very pleased with the service, I cancelled my break due to having a reschedule problem, I spoke to someone on the phone and they cancelled it there and then and said I would get a refund within 30 days, I got the refund 2 days later. Great service. Thanks

---

Muhammad Ali @_MuhammadAli_ · Apr 18
Replying to @HolidayExtras
I was promised a refund, received email. But now they have changed mind. Speaks about the company which doesn't know itself where to stand. This company is going to have no business in future for the reputation loss. The need to be transparent and truthful.

Rob @p_ezza · Apr 18
Replying to @HolidayExtras
I am interested to know why I was promised my refund within 30 days and I still don't have it? Also why you have shut down phone lines and online chat? Terrible service!

Briony Blackwell @BrionyAmy89 · Apr 18
Replying to @HolidayExtras
You aren't helping though are you? You sent me this WRITTEN confirmation of a refund and yet when the email came through it was sent for a voucher?! How is this an acceptable service??? Please look into this urgently. Thank you #holidayextras #boycott #badservice #Covid19UK

Holiday Extras sent you a Direct Message.
Thank you, Briony. You will receive an email shortly to

Paul Hargreaves @Hargreaves007 · Apr 18
Replying to @HolidayExtras
I've used holidayextras dozens of times previously but will never be using them again. Its companies like this that don't deserve to survive the hard times. Very poor decision making by the people in charge not to refund customers for a service that the customer hasn't received.

Jude Faulkner @judefaulk · Apr 18
Replying to @HolidayExtras
But even when I try to cancel my booking for tomorrow in exchange for a voucher your system says I'm not entitled to a refund & no mention of a voucher so I'm not risking it. Charge back seems only option when Sofitel say they have refunded you

---

dan bolton @53catalina · 23h
Replying to @HolidayExtras
It's now over 35 days and you still won't refund me. Please do the right thing and return my money

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Paul O @submarinebloke · 19h
Replying to @HolidayExtras
The reputational damage you have done to yourselves is immense & possibly fatal, you have been getting refunds fm suppliers but not passing it on. Amex are handling this for me now, as you have multiple complaints & cannot respond in good time I fully expect result in my favour.

Fairyfoot @Fairyfoot1984 · 1h
Replying to @HolidayExtras
THIEVES

Brad West @MrBradWest · Apr 17
Replying to @HolidayExtras
@MoneySavingExp have you seen this? Check out the replies.
I myself have a few bookings with them that I had cancellation cover on but still battling to get a refund. We are all struggling, yet some companies think it's ok to treat their customers in such an appalling manor. 😡

1

Diane Lingham @dingaling68 · Apr 18
I emailed MSE about it when my voucher arrived! I had email 16/3/20 confirming full refund as I had paid the cancellation waiver on booking #holidayextrasripoff

1

Neil Adamson @NADAM06 · Apr 17
Replying to @HolidayExtras
Theives... You cannot offer a free cancellation with refund then give out a voucher for your own benefit and blame it on covid 19 and change your T&C. Give everyone back their money!

3

Julie Hockley @hockljul_julie · Apr 17
Replying to @HolidayExtras
Thanks for the voucher received today!!! We'll be back ❤️

1

Stag @thestag0 · Apr 18
You'll be back? to a company that doesn't exist ,with a voucher worth jack

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jomufc4ever @joguy1967 · Apr 17
Replying to @HolidayExtras
I had great service in the end so 👏👏👏

1

Jeff @kennysarmy · Apr 17
As in you received a cash refund back on your credit card?

1

3 more replies

Lee Wilkinson @Wilky_Marra · Apr 18
Replying to @HolidayExtras
So, it looks like there's a lot of people with the same problem here, nice try holiday extras but I requested my refund and paid for cancellation waiver. Received an email from you confirming my refund on 1st April. Full refund back to my card please!

Total price - £90.78 (with card ending 30[illegible]5)
Non-refundable fees - £1.49
Total amount refunded - £89.29
This transaction will appear on your credit card statement as 'www.hxpayments.com'

1 1

Diane Lingham @dingaling68 · Apr 18
Me too my email was 16/3/20 ... I may have mentioned that a few times on here now ... may go and mention it a few more!

KAREN TILBURY @KARENTILBURY · Apr 17
Replying to @HolidayExtras
Hello I would like both of my refunds as agreed . Booking BPWQMZ and BQFWGS. Please stop sending me vouchers when you have confirmed a cash refund

- Cancellation waiver

Total price - £28.50 (with card ending 7778)
Non-refundable fees - £0.50
Total amount refunded - £28.00
This transaction will appear on your credit card statement as 'www.hxpayments.com'

1 1

KAREN TILBURY @KARENTILBURY · Apr 17

Manchester Airport
Escape Lounge T3
for - 3 adults
+448003160616

1

Paul Collins @Paulcollins1968 · Apr 17
Replying to @HolidayExtras
I don't want a voucher u said I could have. Refund in 30 days so uv lied 30 days have passed BNVWXW If I have been in touch with my solicitor

1

Dave Taylor @Lizard1009 · Apr 18
Replying to @HolidayExtras
SHOCKING CUSTOMER SERVICE ID SUGGEST PEOPLE CLAIM CLAIM CLAIM VIA CREDIT CARD COMPANY UNDER SECTION 75 CONSUMER CREDIT ACT SERVICES NOT RECEIVED, I HAVE ALREADY BEEN PAID MINE BY THE CREDIT CARD COMPANY AND THEY WILL CHARGE BACK @Holidayextras

1

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pam @pam02016291 · Apr 18
Replying to @HolidayExtras
Please can someone get in touch with me directly, I'm really getting very stressed out not being able to get my request for a cash refund back into my account. My booking was cancelled before 17th March. I keep getting unhelpful emails like this

Voucher issued for
£266.00
Your voucher reference is BNDPMR
Using your voucher

1 1

Laura Edwards @LauSianEdwards · Apr 17
Replying to @HolidayExtras
Then give me my MONEY and not a voucher after telling me and receiving an email confirming I'd get the money back to my account.

1 5

Stacey Brook @Sbrook_23 · Apr 17
Replying to @HolidayExtras
How about you refund the customers you have already confirmed this to rather than after 30days you send a voucher 😠 we wouldn't need to contact you then would we!!!

1 2