

Claim for Costs – Misrepresentation of Flight Reservation Service

5 messages

Aidan Whytock <aidan.whytock@gmail.com>

Fri, Aug 29, 2025 at 11:05 AM

To: SFRV Travels <cs@schengenflightreservationvisa.com>

Dear Roy,

I am writing regarding the flight and hotel reservation service I purchased from your website (schengenflightreservationvisa.com) for my Schengen visa application.

At the time of purchase, your service explicitly assured me that the documents provided were suitable for Schengen visa purposes. In fact, in direct correspondence with you on the day of my visa appointment (copy below), you confirmed: *“Don’t worry, you have a fully confirmed reservation. You can use the documents without any hesitation.”*

Despite this assurance, my visa application was refused. The official refusal reason was:

“the information submitted regarding the justification for the purpose and conditions of the intended stay was not reliable.”

The only documents in question regarding the purpose of stay were the flight and hotel reservations I purchased from you. The Greek Embassy expressly states they check flight reservations to ensure they are fully paid and supported with a valid receipt or payment confirmation. Your documents did not meet this requirement, despite your assurances.

As a direct consequence of your misrepresentation and failure to provide a service fit for purpose under the **Consumer Rights Act 2015**, I have suffered financial losses:

- Visa application fee: **£101.35**
- Travel to and from London (train fare): **£20.00**
- Passport photos: **£12.95**

Total claim: **£134.30**

This excludes the lost day of work (conservative calculation based on my daily earnings)

I now also have to reapply for a new visa, which means missing my intended trip and suffering further loss and inconvenience.

I therefore require that you reimburse me the above costs within **14 days** of this letter. If I do not receive payment or a satisfactory resolution by then, I will escalate this matter formally, including pursuing recovery via my card issuer under Section 75 of the Consumer Credit Act 1974 / chargeback, and if necessary through the small claims process.

I hope this can be resolved amicably. Please confirm how and when you will arrange reimbursement.

Yours sincerely,

Aidan Whytock

On Tue, Aug 19, 2025 at 1:09 PM SFRV Travels <cs@schengenflightreservationvisa.com> wrote:

Dear Aidan, Don't worry, you have a fully confirmed reservation. You can use the documents without any hesitation.

On Tue, Aug 19, 2025 at 5:06 PM Aidan Whytock <aidan.whytock@gmail.com> wrote:

Hi Roy

Sitting at the visa appt and there is a big sign saying “please note the embassy will perform checks on your flight tickets. Kindly make sure that your tickets are fully paid with a valid receipt / invoice or a payment confirmation.”

Is this an issue?

Thanks

Aidan

On Sun, 17 Aug 2025 at 20:01, SFRV Travels <cs@schengenflightreservationvisa.com> wrote:
Hello Aidan,

Hope you are doing well, this email is to inform you that we sent your visa supporting documents (flight reservation or hotel bookings, or travel insurance) which you purchased from SFRV Travels has been sent to this same email address, if you didn't receive it so far please take a look at your inbox carefully but if you still didn't get it in the inbox then please check your spam folder or junk mail it must be there. If you are still not able to find it then please reply back to this email to collect your documents once again from us or you can come to chat and talk about this with our travel expert who will send you over the chat immediately or email you during the chat.

Why Getting This Email: We are sending you this email because few customers receive their documents in their spam folder or junk mail or other folders, on the contrary, if you have already received your documents in your inbox please ignore this email.

Thanks!

Roy Johnson

SFRV Travels <cs@schengenflightreservationvisa.com>
To: Aidan Whytock <aidan.whytock@gmail.com>

Fri, Aug 29, 2025 at 11:33 AM

Dear, Please provide us with the refusal letter. So, we will proceed accordingly
[Quoted text hidden]

Aidan Whytock <aidan.whytock@gmail.com>
To: SFRV Travels <cs@schengenflightreservationvisa.com>

Fri, Aug 29, 2025 at 1:56 PM

Please see attached.

An addition to the costs I forgot to include the £20 for passport couriering, as opposed to having to return to London and take another day off.

This brings the total to: £154.30.

Thank you

Aidan Whytock
[Quoted text hidden]

2 attachments



IMG_9653.jpeg
1537K



IMG_9652.jpeg
3124K

SFRV Travels <cs@schengenflightreservationvisa.com>

Fri, Aug 29, 2025 at 2:05 PM

To: Aidan Whytock <aidan.whytock@gmail.com>

Dear Aidan, We apologize for the inconvenience, but we will only refund you the amount for the service you purchased from us.

[Quoted text hidden]

Aidan Whytock <aidan.whytock@gmail.com>

Tue, Oct 28, 2025 at 8:32 PM

To: SFRV Travels <cs@schengenflightreservationvisa.com>

Hello,

Ok. In that case tomorrow I shall start a series of reviews on every review platform where your company features. I will include the facts, be objective and share the data that confirms you sell a service that does not work.

I will continue to post until you take accountability for the actual cost of your service and make an effort to remunerate me for the impact using your service had on my time and finances.

Aidan

[Quoted text hidden]