

Accommodation advice to visitors

If you have been lucky enough to secure a ticket to the Glasgow 2014 Commonwealth Games, you may now be thinking about booking a place to stay for the duration of your visit.

To ensure that everyone has the opportunity to enjoy the Games, here are some simple tips on booking accommodation securely.

Key advice

- Try to book directly with established hotels, apartments etc., or through reputable travel companies.
- If you book via a travel company, check that they belong to a specific trade body such as ABTA, the Travel Association or Air Travel Organisers Licensing (ATOL).
- If booking independently, do some background research, e.g. check the address exists through online maps and seek out reviews from previous visitors.
- If you're dealing with the property owner direct, ask them about the property and the area, and compare this with information you find online.
- If talking to an agent, research them online. Find out if there are any reviews from previous customers, ask them what kind of checks they carry out to verify the owner is genuine and the property is of a certain standard.

- When booking online, ensure a padlock symbol appears in the address section – this indicates the site is secure. If the padlock sits on the page itself it will probably be a fraudulent website.
- The website address should begin 'https://' and if you're using your latest browser version, the address bar or name of the site owner should turn green.
- Ensure any third party website you may be redirected to for payment is equally secure.
- When paying in advance for accommodation, never use cash or a money transfer agent.
- Where possible pay by credit card as this may offer some payment protection.
- Always read terms and conditions carefully, and get in touch with provider to confirm arrangements prior to travelling.

Further information

- Unfortunately, some criminals will try to exploit visitors by advertising bogus properties for rent. The simple rule is that if an offer looks too good to be true, it probably is.
- If you are in any doubt, or have any concerns/suspicious about a property, do not book and do not give out payment information.

If you think you have been the victim of fraud, you should contact your local police office or telephone the national non-emergency police number, 101.

For more advice on protecting yourself while online visit [Get Safe Online](#).

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