

**M**OLLY is now the most popular name for cats and dogs, according to a survey on pet ownership by RSPCA Online.

The name did not even feature in the top ten lists from five years ago, while the top dog name of 2001 – Ben – has completely disappeared.

David McDowell, RSPCA acting chief veterinary officer, says: 'This is a real shocker for the name Ben. I believe it's always been a solid name for a dog, standing for loyalty and friendship. But now it's gone.'

Other pet facts from the RSPCA Online survey show that most owners (56 per cent) got their pet to keep them company, while one in

## PET OWNERS CODDLE MOLLY

three wanted to rescue an animal.

Just over half (54 per cent) of owners have had their pet microchipped, though the figure is lower for over-65s (47 per cent).

The majority of cats (55 per cent) are acquired 'free of charge' – rehomed – while more than three quarters of dog owners (78 per cent) paid for their pet.

### TOP NAMES 2006

#### Cats

1. Molly
2. Felix
3. Smudge
4. Sooty
5. Tigger
6. Charlie
7. Alfie
8. Oscar
9. Millie
10. Misty

#### Dogs

1. Molly
2. Jack
3. Holly
4. Max
5. Buster
6. Lucy
7. Jake
8. Barney
9. Charlie
10. Sam



## Poor sites counted out

### QUICK QUIZ

1. Who plays Peggy Mitchell in *EastEnders*?
2. Who directed the films *The Birds* and *Psycho*?
3. In which city is the tomb of the Prophet Muhammad?
4. Where on the human body is the incus bone?
5. Au is the symbol for which metallic element?
6. In what year did the Spanish Civil War begin?

Answers on page 2

**I**NTERNET shoppers are likely to leave a website that takes longer than four seconds to load, according to research carried out for Akamai Technologies. The American company found that poor site performance was ranked second only to high prices and shipping costs in the list of web shoppers' pet hates.

The survey revealed that 75 per cent of surfers who had a poor experience of a site were unlikely to shop on it again.

**M**ANY people will have been returning from a half-term break over the past few days – but some may still be fuming about building chaos, non-stop noise and lost luggage.

The consumer group Which? has produced the following advice on how to seek compensation if you were let down:

1. Had a nightmare holiday? The holiday company is responsible for providing you with the holiday it promised. If you paid for a 'peaceful paradise with non-stop

entertainment for the kids' and got unexpected building chaos and no facilities, then you should have a case.

2. Did you make a special request and not get it? You will have a case only if you got confirmation in writing. If you just filled out the special requests box on the booking form, you probably

won't get compensation.

3. If your luggage is still on holiday, you've probably already reported it to the airline – if not, do it now! There is a limit of 21 days for informing the airline of delayed baggage and 7 days for damaged baggage. If your baggage is lost, delayed or damaged, you can ask the airline to compensate you for

the contents. Ideally you will have filled in a property irregularity form before you left the airport.

The liability limit for each passenger is currently around £800. You have two years to file a claim, whether your bag was damaged, lost or delayed.

4. Don't get fobbed off. Tour operators may try various 'cop-out' lines on you. One example is: 'It isn't our fault, you should have taken it up with the hotel owner.' Don't believe them! The holiday company is responsible for all parts of the package regardless of whether it actually provides them or subcontracts to someone else.
5. Don't get mad, get writing! Write to the tour operator immediately. If you gathered photo and video evidence and collected details of fellow holidaymakers, then top marks. Put down your complaint in writing and send your evidence to the tour operator. If it belongs to the Association of British Travel Agents (ABTA), the operator must respond within 28 days.
6. What can you claim for? There are three basic things:
  - a) *Loss of value* – the difference between the value of the holiday you got and the one paid for.
  - b) *Out-of-pocket expenses* – the refund of any reasonable expenses incurred as a result of the operator's breach.
  - c) *Loss of enjoyment* – for your disappointment.
7. Did you use the credit card? If you did, your card issuer will be jointly liable with the holiday company so you can also make a claim to them. You're covered as long as the holiday cost more than £100 but less than £30,000 (the amount you put on the card shouldn't be more than £25,000).
8. If you're still not satisfied, you can go to a small claims court or arbitration (for example, with Abta). Remember that decisions at arbitration are binding. Don't be put off by going to a small claims court. It's cheap, informal and designed to let people argue their cases without the need for lawyers.

## An Argentina to Zambia of recipes

**A**COOKBOOK compiled by volunteers for the Christian relief and development agency Tearfund provides an A-Z of international dishes.

In *Recipes for Disaster ... Relief and Development* Gordon and Brenda Wilkinson have collected 41 recipes from 25 of the countries – from Argentina to Zambia – in which Tearfund works.

The couple were inspired to write the book while eating rice and beans for two weeks on a Tearfund study tour of the Honduran rainforest.

To see how tasty the recipes are, why not try this Liberian chicken casserole.

#### Ingredients:

- 3tbsp vegetable oil
- 1.25kg chicken cut into serving pieces or 4 chicken breasts
- 225g ham, chopped
- 2 medium onions, chopped
- ½ tsp ground allspice
- Salt
- Freshly ground pepper
- 225g long grain rice
- 6 tomatoes, peeled
- 200g tin tomato purée
- 720ml chicken stock
- 225g French beans, snapped

#### Method:

- Heat the oil in an enamelled cast-iron casserole dish.
- Add the chicken pieces and brown evenly over a moderate heat.
- Add the ham, onion and allspice to the casserole.
- Season with salt and pepper.
- Cook over a moderate heat for 5 minutes until the onion is tender.
- Add the rice and mix well

to coat the grains.

Stir in the tomatoes, tomato purée and chicken stock.

Top with French beans, cover casserole and simmer for 20 minutes.

Check liquid level and add extra if needed.

Cook for another 10 minutes. Check that the rice is cooked and the chicken is tender.

Serve with green beans or mangetout.

#### Serves 4

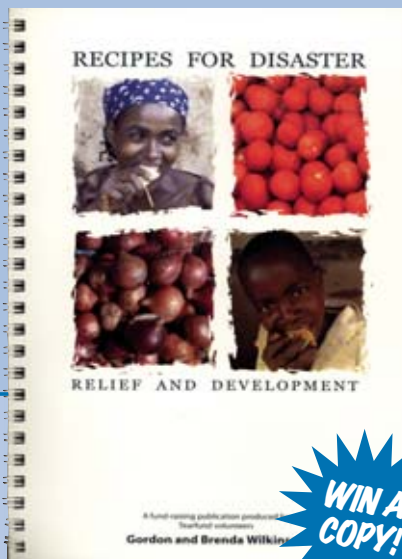
Copies of *Recipes for Disaster ... Relief and Development* are available by emailing [tearfund@telbridge.com](mailto:tearfund@telbridge.com) or by sending a cheque for £7, payable to B. Wilkinson, to PO Box 78, East Grinstead RH19 2YW

**THE War Cry** has three copies of *Recipes for Disaster ... Relief and Development* to give away to readers who can correctly answer the following question:

**Liberia is found on which continent?**

- Asia
- Africa
- South America

Send your answer on a postcard, along with your name and address, to **Recipes Competition, The War Cry, 101 Newington Causeway, London SE1 6BN.**



WIN A COPY!

Entries must be received by Monday 5 March. The senders of the first three correct answers drawn will win a copy of the book. The Editor's decision is final.