

## **THOMAS COOK AIRLINES (MT)**

September 2019

### **Advice to Consumers**

#### **Booked with an ATOL holder (Package Holiday)**

If you have booked flights or a trip that includes flights with a travel firm that holds an ATOL (Air Travel Organiser's Licence) and received confirmation that you are ATOL protected, the travel firm is responsible for your flight arrangements and must either make alternative flights available for you so that your trip can continue or provide a full refund. If you are abroad it should make arrangements to bring you home at the end of your trip.

The Government and the Civil Aviation Authority are now working together to do everything they can to support passengers due to fly back to the UK with Thomas Cook between 23 September 2019 and 6 October 2019. Depending on your location, this will be either on CAA-operated flights or by using existing flights with other airlines. For further information please see below:-

[www.thomascook.caa.co.uk](http://www.thomascook.caa.co.uk)

## **Thomas Cook ceases trading**

**Thomas Cook Group**, including the UK tour operator and airline, has ceased trading with immediate effect.

All **Thomas Cook** bookings, including flights and holidays, have now been cancelled.

**Visit:** [thomascook.caa.co.uk](http://thomascook.caa.co.uk)  
**Overseas phone:** +44 1753 330 330  
**UK freephone:** 0300 303 2800

 Department for Transport



#### **Direct booking with an airline**

If you booked directly with **Thomas Cook Airlines** and still abroad until the 6<sup>th</sup> October, please check with the CAA above as they may have made arrangements to bring you home. Otherwise if you have paid by credit card you may be protected under Section 75 of the Consumer Credit Act 1974 (UK residents) and should contact your card issuer for further information. Similarly, if you paid by debit or charge card you should contact your bank / card issuer for advice as you may be able to make a claim under their charge back rules.

#### **Booked through an Airline Ticket Agent**

If you booked your ticket through an airline ticket agent, you should speak to the agent in the first instance especially if you are still abroad. They may have provided travel insurance that includes Scheduled Airline Failure Insurance (SAFI) or taken out their own SAFI cover which will enable them to refund or cover the cost of a new ticket to get you home if you are currently abroad.

If you did not book directly with **Thomas Cook Airlines** and purchased your tickets through an intermediary, you should contact your booking or travel agent in the first instance.



### **Scheduled Airline Failure Insurance (SAFI)**

Most comprehensive Travel Insurance policy will include Scheduled Airline Failure Insurance (SAFI) or End Supplier Failure Insurance (ESFI) which will cover the Financial Failure of either the Airline or other End Supplier. Some more basic and limited policies will very likely not include cover so you will need to refer to your policy. In the event of cover being included within your Travel Insurance policy you should contact your Insurer in order to make a claim.

If you have a Travel Insurance Policy that includes either SAFI or ESFI through International Passenger Protection Limited (IPP) then please use the following contact details below, you can also make a claim online;

Please note in the first instance you will be expected to refer to your Bank or Credit Card provider as outlined above. If you are unsuccessful then please obtain refusal confirmation as part of your claim.

#### **UK resident Insureds**

IPP Consumer Claims at Cunningham Lindsey  
Oakleigh House  
14-15 Park Place  
Cardiff CF10 3DQ. United Kingdom

Telephone: +44 (0)345 266 1872

Email: [insolvency-claims@ipplondon.co.uk](mailto:insolvency-claims@ipplondon.co.uk)

Website: [www.ipplondon.co.uk/claims.asp](http://www.ipplondon.co.uk/claims.asp)

#### **European resident Insureds**

IPP Claims at inTrust  
Postbus 23212  
3001 KE Rotterdam  
The Netherlands

Tel: +31 10 31 20 666

Email: [IPPClaims@intrust-nl.com](mailto:IPPClaims@intrust-nl.com)

Website: [www.ipplondon.co.uk/claims.asp](http://www.ipplondon.co.uk/claims.asp)