

FAILURE OF GLOBAL ENDURO LIMITED – ATOL 10225

Date of Failure 28 January 2013

Global Enduro Limited has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA). If you had a flight inclusive booking with Global Enduro Limited you may be able to claim a refund of the money you paid subject to the Air Travel Trust's Payment Policy which is available to read in full on the [ATOL website](#).

How to claim

To claim through the ATOL scheme for a flight inclusive trip that was booked through Global Enduro Ltd please fill in the claim form below using BLOCK CAPITALS. Then send it to:

CAA ATOL Travel Claims
PO Box 127
Chichester
West Sussex
PO18 8WQ

Please ensure that you send originals of the documents issued to you as photocopies are not acceptable. You should keep photocopies of all documents sent for your records.

We scan all claims, so please do not use staples or treasury tags to attach the pages together.

Time Limits for making a Claim

Please ensure that you submit this claim form within one year of 28 January 2013. We cannot consider or pay claims received at the address above after 27 January 2014.

Below is a section-by-section guide to help you fill in the form

1. DETAILS OF PERSON COMPLETING THE CLAIM FORM

We will use these details to contact you by letter, phone or email. You will need to tell us if these details change during the processing of your claim.

2. NUMBER OF CONSUMERS

Please confirm the total number of consumers included in your booking.

3. FAILED ATOL HOLDER'S DETAILS

Please put the name of the ATOL holder with whom your booking was made. You will only have been issued with an ATOL Certificate if you made your booking on or after 1 October 2012.

4. DATE OF DEPARTURE

Please tell us when you were due to fly from the UK.

5. TYPE OF CLAIM YOU ARE MAKING

You have a **'Forward booking and claiming a full refund'** claim if your flight or air inclusive package was due to depart from the UK after the date of failure and you did not travel. You need to list all payments made for the original booking in section 6 of the claim form.

6. PROOF OF PAYMENT FOR ORIGINAL BOOKING/PROOF OF PURCHASE OF, AND PAYMENT FOR REPLACEMENT SERVICES

You must not leave this section blank.

This section **must** be original and not a photocopy. It should be signed in column 10 by the person or people who originally paid, and who should be shown in column 3. If the person or people who originally paid wish to choose someone else to receive the refund, or the refund to be made into a different account, please put the details of the account for the refund to be made to in columns 7-9 of this section. You can choose an individual or an agent of the failed operator or another ATOL holder who has replaced the ATOL protected booking.

With some banks and building societies we cannot transfer money without the account holder's roll number. The account holder's bank statement will include this if it is needed for bank transfers.

If the payment is to be made to a non-UK account, we will also need the BIC/SWIFT code and IBAN number to make the payment. You can get these details from the bank to which the payment is being made.

If you have a forward Booking:

If your claim is for a forward booking please show us how you paid for your flight or flight inclusive trip. Your claim is a forward booking if you had not commenced your trip at the date of failure.

Please follow the instructions below depending on how you paid.

If you paid Global Enduro Ltd using a cheque or bankers' draft (directly to Global Enduro Ltd or an agent of Global Enduro Ltd), please send us one of the documents shown below.

- We need the original cleared cheque or bankers' draft from the bank or building society, or a letter from them confirming who provided the money, or who it was payable to.
- We will accept a good photocopy of both sides of the cleared cheque or bankers' draft.
- We will also accept a letter from your bank or building society confirming how much the cheque or bankers' draft was for, who it was made payable to and the date it cleared.

Bank transfers

- For bank-to-bank transfers we need to see the bank statement showing the transaction in full including account names and numbers. The bank statement must show the name of the account holder.
- If you paid cash over the counter, we need to see the paying-in slip showing the account number and sort code of the firm you paid. As this involves cash, follow the Instruction's headed single cash payment over £1,000 directly to Global Enduro Ltd.

7. CONSUMER ASSIGNMENT AND DECLARATION

This section of the claim form **must** be original and not a photocopy. The assignment and declaration section must be filled in by someone who was named to travel on a flight or air holiday with Global Enduro Limited.

8. FLIGHT-ONLY DECLARATION

This section of the claim form must be original and not a photocopy. This must be filled in by someone who was due to travel on a flight-only with Global Enduro Limited or someone who was abroad when Global Enduro Limited stopped trading.

9. AGENT'S DETAILS

If your booking was made through an agent of Global Enduro Limited, the agent should complete this section, and section 10 if applicable.

10. LOW-DEPOSIT AGREEMENTS

If your booking was made through an agent of Global Enduro Limited, the agent should complete this section, and section 9 if applicable.

11. DOCUMENTATION

You must provide us with all the documentation relating to the booking issued by Global Enduro Limited, or an agent of Global Enduro Limited which contain the full details of your booking. These may be in the form of e-mails or documents, but would normally include their logo and ATOL number.

If the booking was amended in any way after the date of booking, you should provide any documentation or e-mails issued in respect of the amendments made.

If for any reason you are unable to provide us with these documents you need to explain the reasons. Please note that the failure to provide all documentation or an explanation at the time the claim is made may result in a delay in the processing of the claim.

12. DECLARATION IN RESPECT OF CASH PAYMENTS

This section of the claim form **must** be original and not a photocopy.

Fill in this section only if you paid more than £1,000 in cash directly to Global Enduro Limited, or an agent of Global Enduro Limited or if you were overseas at the date of the failure and paid more than £500 in cash to a travel service supplier such as a hotel.

If any receipts you have for cash payments do not state on them that cash was the method of payment, you will also need to complete the declaration. If you do not have a receipt for a payment made in cash, you will not be able to claim a refund.

This declaration needs to be sworn in front of a Commissioner of Oaths, officer of the court or solicitor who will then sign and stamp it.

IMPORTANT: For money laundering purposes, we require evidence of the cash used for the payment being withdrawn from your bank. If you are unable to provide this evidence you should send a copy of the page from your current passport which includes your photograph to us with the completed claim form.

FINAL CHECKLIST

Please use this checklist to make sure you give us all the documents and information we need to process your claim.

1. Details of person completing the claim form
2. Number of Consumers
3. Failed ATOL holder's details
4. Date of departure
5. Type of claim you are making
6. Proof of payment for original purchase and for replacement services
7. Consumer assignment and declaration
8. Flight-only declaration
9. Agents details
10. Low deposit agreements
11. Documentation
12. Declaration in respect of cash payments