

Consumer Protection Group
Consumer Advice

1 September 2009

FAILURE OF SKY EUROPE AIRLINES

Sky Europe Airlines has suspended all operations with immediate effect.

The Civil Aviation Authority (CAA) ATOL scheme does not cover customers who book flights directly with airlines and neither the CAA nor anybody else holds a bond or fund to administer claims. However, customers who booked directly with such airlines and paid by credit card may be protected under the terms of Section 75 of the Consumer Credit Act 1974 and are advised to contact their credit card issuer for further information.

Customers who paid by debit or charge card should also contact their card issuer for advice on obtaining a full or a partial refund. Customers with travel insurance should check their policy to see if it includes Scheduled Airline Failure Insurance (SAFI) under which they may be entitled to make a claim.

Customers who have purchased air holiday packages that included flights with either airline should contact their tour operator or travel agent.

UK customers who were due to fly back to the UK and have been left stranded are advised to make alternative arrangements with other airlines.

CIVIL AVIATION AUTHORITY

Civil Aviation Authority

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