

XL AIRWAYS UK LTD

XL Airways UK Ltd (XL Airways) has been placed in Administration at the request of its Directors as it is unable to meet its financial liabilities. The company has ceased operations and its Operating Licences have been suspended.

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, paid by credit card and have been debited by XL.Com 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 and have been debited by XL.com 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 XL Airways 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. Some airlines operating on the same routes as XL Airways are currently offering discounted fares to affected passengers.

CIVIL AVIATION AUTHORITY