

**Consumer Protection Group**  
ATOL Crisis Management

FAILURE OF Elixir Holidays Ltd

Trading as; Elixir and Elixir Holidays  
Website [www.elixirholidays.com](http://www.elixirholidays.com)

Date of Failure – 17 February 2016

Elixir Holidays Ltd 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 Elixir Holidays Ltd 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](#).

For consumers that paid Elixir Holidays directly by credit card the CAA are unable to authorise payment.

When assessing claims the CAA acts as an agent of the Air Travel Trust (ATT). The ATT has an agreement with the main credit card acquirer who acted on behalf of the above named failed ATOL holder.

Under the terms of this agreement you should instead apply to your credit card issuer for a refund of the payment you made by credit card.

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