

**Consumers and Markets Group  
ATOL Crisis Management**



**6<sup>th</sup> November 2019**

**Failure of: The Thomas Cook Group UK Ltd ATOL holders comprising:**

**Future Travel Limited 5704  
TCCT Retail Limited ATOL 10585  
Thomas Cook Retail Limited ATOL 0020  
Thomas Cook Tour Operations Limited ATOL 1179**

**Re: Payments you are holding from consumers in respect of the Thomas Cook Group UK ATOL holders' flights and flight inclusive packages ("ATT Pipeline Monies")**

As you will be aware, under the terms of the ATOL scheme and your agreement to act as agent for the Thomas Cook Group UK Ltd ATOL holders, monies that you collected from consumers but did not pass to the Thomas Cook Group UK ATOL holders before it failed are classed as ATT Pipeline Monies and are now held on behalf of the Air Travel Trust ("the ATT").

For clarification, ATT Pipeline Monies means all monies received from consumers (whether for a deposit, an interim or additional payment, or the final balance) that have not been paid to the Thomas Cook Group UK Ltd ATOL holders in respect of any flight or flight inclusive package booking where you acted as agent whether:

- they were collected from the consumer before or after 23 September 2019;
- the consumers have completed their holiday, are still overseas, or have yet to travel;

The purpose of this notification is for the CAA, as agent of the ATT, to instruct you to do the following:

1. **Complete the spreadsheet provided.** Within the spreadsheet, we have pre-populated details of both future bookings and bookings for consumers who were overseas at the time of failure, on a booking by booking basis. The spreadsheet records the Booking Reference, Lead name, Date of departure, Gross Invoice Value, Amount already paid across to the Thomas Cook Group UK Ltd ATOL holders and added Comments (where applicable). You need to insert the value of the ATT Pipeline Monies you are holding against each booking reference. If you are not holding any ATT Pipeline Monies in respect of a particular booking, then enter a zero in the spreadsheet.

If you placed any bookings that have been omitted from the spreadsheet (for example bookings taken very close to the date of failure) please manually add these and include details of any ATT Pipeline Monies, you are holding for these and add them in your payment to the ATT.

2. **Pay the ATT all ATT Pipeline Monies in accordance with (4) and (5) below.**

The CAA has instructed the Liquidator of the Thomas Cook Group UK Ltd ATOL holders to collect these payments on behalf of the ATT.

**Please note**

(a) that we do not expect agents to collect any further funds from customers for bookings that had not departed, as at the date of Thomas Cook Group UK Ltd ATOL holder's liquidation on 23 September 2019 but if you do, or have already done so, then include these amounts in the ATT Pipeline Monies.

(b) We do not expect agents to pay the outstanding "balance due" from the consumer to the Thomas Cook Group UK Ltd ATOL holders but only any monies that you are holding in respect of these bookings as at **23 September 2019** (the date of failure) together with any monies that you have received from the consumer since.

3. **You must not deduct commission that you were originally due from** the Thomas Cook Group UK Ltd ATOL holders from your payment to the ATT. You can, however, invoice the ATT for a handling fee (see (6) below for further details).
4. Return the completed spreadsheet to [ATTPipelineMoney@thomascook.com](mailto:ATTPipelineMoney@thomascook.com) (which can also be used as your remittance advice) together with your payment of the ATT Pipeline Monies (further details in (6) below).
5. The ATT's payment and the spreadsheet must be received by **31 January 2020** at the latest. However, we would urge you to do this as quickly as possible, particularly if you have accepted assigned claims from your customers. We are not able to process claims that have been assigned to travel agents until we have fully reconciled your payments and the ATT Pipeline Monies you were holding.

Please note that if payment is not received by 31 January 2020 the debt will be passed to the CAA Legal Department and legal recovery proceedings considered. If it is necessary for the CAA Legal Department to commence recovery proceedings to collect payment from you, you may incur interest and court fees in addition to the pipeline debt.

6. Providing that the requirements in (6) above are met by 31 January 2020, you may invoice the ATT a handling fee of **£50** (+ VAT if you are VAT registered) for each booking where you hold and pay the ATT Pipeline Monies to the ATT. We will not process this invoice until we have verified and confirmed to you that we have received the full amount due to the ATT. The invoice(s) should be made out to Trustees of the Air Travel Trust, Aviation House, Beehive Ring Road, Crawley, West Sussex, RH6 0YR. The invoice can be sent via email to [ATT.TradeEnquiries@caa.co.uk](mailto:ATT.TradeEnquiries@caa.co.uk).
7. Please note, any claim for commission that you believe is due from a Thomas Cook Group UK Ltd ATOL holders must be submitted to the Official Receiver as a claim in the liquidation of those particular ATOL holders (please refer to AlixPartners <https://tcuk-information.co.uk> for details of how to submit your claim).

**Civil Aviation Authority (agent of the Trustees of the Air Travel Trust)**

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