

## Consumer & Markets Group

### Airline Licensing



29 September 2025

### **FLY PLAY HF– SUSPENSION OF OPERATIONS**

Fly Play HF (PLAY) , an Icelandic scheduled air carrier which operated between Iceland and the UK has ceased to trade and suspended all operations with immediate effect.

Further information is available on the PLAY [website](#).

Fly is not covered by the Civil Aviation Authority's (CAA) ATOL protection scheme.

If you booked directly with PLAY and paid by credit card you may be protected under Section 75 of the Consumer Credit Act 1974 and should contact your card issuer for further information. Similarly, if you paid by debit or charge card you should contact your card issuer for advice as you may be able to make a claim under their charge back rules.

If you purchased travel insurance that may include cover for scheduled airline failure, known as SAFI, you should contact your insurer. If you did not book directly with PLAY and purchased your tickets through an intermediary, such as another airline or booking agent you should contact them in the first instance.

### CIVIL AVIATION AUTHORITY