

**Consumer and Markets Group**  
ATOL Crisis Management

**FAILURE OF DIAMOND SHORTBREAK HOLIDAYS LTD**

Trading as Diamond Holidays, Diamond Rail Holidays and The River Cruise Line

Date of Failure – 16<sup>th</sup> March 2017

Diamond Shortbreak 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 Diamond Shortbreak 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 Diamond Shortbreak Holidays Ltd 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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**Civil Aviation Authority**

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