

FAILURE OF HOLIDAY MOOD LTD

Trading as Aerobookers, African Mood, Air Travel Experts, Brazilian Mood, Dubai Mood, Flight Mood, Flights4Australia, Flights4CapeTown, Flights4Dubai, Flights4Johannesburg, Holiday Mood, Indian Mood, Oman Mood, Ozzy Mood, Student Traveller and Thai Mood and under the websites www.aerobookers.net, www.africanmood.co.uk, www.airtravelexperts.co.uk, www.dubaimood.co.uk, www.flightsmood.co.uk, www.holidaymood.co.uk, www.holidaymood.com, www.indianmood.co.uk, www.jumeirahbeachdubai.co.uk, www.omanmood.co.uk, www.ozzymood.co.uk and www.studenttraveller.com.

Date of Failure – 05/12/2017

Holiday Mood 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 Holiday Mood 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 Holiday Mood 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.

ATOL Crisis Management

Civil Aviation Authority

CAA House
Third Floor
45-59 Kingsway
London
WC2B 6TE

Telephone : 0207 453 6700
Fax : 0207 453 6494
E-mail: claims@caa.co.uk
Website: www.atol.org.uk