



27 September 2019

THOMAS COOK AIRLINES LIMITED

Thomas Cook Airlines Limited, a UK scheduled air carrier, suspended operations on 23 September 2019.

Thomas Cook Airlines Limited, as an airline, is not covered by the Civil Aviation Authority's (CAA) ATOL protection scheme as that does not extend to airlines.

If you booked directly with Thomas Cook Airlines Limited 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 Thomas Cook Airlines Limited and purchased your tickets through an intermediary, such as a travel agent or an ATOL holder you should contact them in the first instance.

This note does not replace any laws or regulations and does not constitute legal advice.

CIVIL AVIATION AUTHORITY