

6 April 2018

MONARCH HOLIDAYS LTD – ADMINISTRATION
Date of Failure – 2 October 2017

To whom it may concern

Monarch Holiday 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 package booking with Monarch Holidays Ltd (previously trading as Cosmos 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.

However, for consumers that paid Monarch Holidays Ltd directly by a credit card the CAA 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 acquirers who were contracted with 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 the credit card.

Yours faithfully



Richard Moriarty
Director, Consumers and Markets Group