

Dear Sir/Madam,

**Failure of Monarch Holidays Ltd (ATOL Number 2275)**

**Failure of Avro Ltd (ATOL Number 1939)**

**(the “Monarch ATOL Holders”)**

**Consumer payments you are holding in respect of the Monarch ATOL Holders’ flights and packages (“ATT Pipeline Monies”)**

As you will be aware, due to the terms of the ATOL scheme and your agreement to act as agent for one (or more) of the Monarch ATOL Holders, you hold ATT Pipeline Monies on behalf of the Air Travel Trust (“the ATT”).

In this letter the CAA, as agent of the ATT, is explaining what you are instructed to do with the ATT Pipeline Monies which you hold.

1. Complete the spreadsheet attached. The spreadsheet will be pre-filled with *Booking Reference; Lead name; Date of departure; Gross Invoice Value; Amount already paid. Agent will need to complete Pipeline monies held by agent; Comments (if any).*
2. Return the completed spreadsheet (which can also be used as your remittance advice) together with your payment.
3. All cash received from the consumer (i.e. deposit and/or balance) and not yet paid to the Monarch ATOL Holders must immediately be paid to the Monarch ATOL Holders, acting through KPMG . Details of the account into which it must be transferred are set out below. Please note that the CAA is using the services of the Monarch ATOL Holders under contract to collect these payments on behalf of the ATT. Once received, the ATT Pipeline Monies will be held by the Monarch ATOL Holders on trust for the trustees of the ATT.
4. ATT Trust Account details are as follows:

Bank: Royal Bank of Scotland PLC

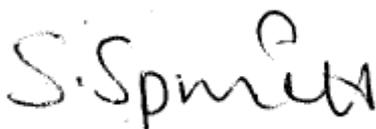
Account Name: Monarch Holidays Limited In Admin – ATT Trust Account

Account Number: 10950666

Sort Code: 80-11-80

5. You must not deduct commission that you are due from the Monarch ATOL Holders from the payment made under (3) above.
6. The payment and the spreadsheet must be received by **10 November 2017**. Please note that if payment is not received then the debt will be passed to the CAA Legal Department. If it is necessary for the CAA Legal Department to commence recovery proceedings to collect payment from you there may be interest and court fees which you will also have to pay.
7. You may invoice the ATT a handling fee of £50 (+ VAT if you are VAT registered) for each booking referred to in (3) above. This invoice will not be due and payable until the CAA has verified and confirmed to you that the full amount due from you has been received. Please make your invoice(s) out to The Trustees of the Air Travel Trust, CAA House, 45-59 Kingsway, London WC2B 6TE. The invoice can be sent via email to [att@caa.co.uk](mailto:att@caa.co.uk).
8. Please note, any claim for commission that you believe is due from a Monarch ATOL Holder to you must be submitted to KPMG as a claim in the administration of that Monarch ATOL Holder (please refer to [www.kpmg.co.uk/monarch](http://www.kpmg.co.uk/monarch) for details of how to submit your claim). As set out in (5) you must not deduct commission from the gross payment required.

Yours sincerely



Miss Sandra Springett

Manager ATOL Crisis Management