

Customers booked with Thomas Cook

The UK Civil Aviation Authority (CAA) has advised that Thomas Cook and all the companies in this group has "*ceased trading with immediate effect*". As a result, all holidays and flights provided by these companies have been cancelled and are no longer operating. All Thomas Cook's retail shops have also closed.

The vast majority of holidaymakers' arrangements are covered through different types of financial protection such as ATOL, ABTA, or your credit card company.

Your next steps will depend on whether you are already away; have a future booking; who it is booked with; and what is booked. The UK Civil Aviation Authority (CAA) website will help you through the process and the CAA website has current information on what to do and you should follow links to check your next steps depending on your specific situation.

Below is a SUMMARY only of information sourced from the CAA <https://thomascook.caa.co.uk> and the Association of British Travel Agents (ABTA) <https://www.abta.com/news/thomas-cook-group>.

Globelink customers who have a COMPREHENSIVE, ANNUAL MULTI TRIP OR WINTERSPORTS policy you may be eligible to claim under Section S, End Supplier Insolvency Insurance including Scheduled Airline Insolvency Insurance, ***however, there are certain steps you must follow prior to submitting a claim under this Section and it is important you follow CAA advice:***

Customers already abroad

Customers currently abroad with Thomas Cook who are booked to return to the UK over the next two weeks will be brought home as close as possible to their booked return date, using **special free flights or booked onto another scheduled airline at no extra cost by the CAA and the Department of Transport.** Flights start operating from Monday 23rd Sept to 6th October with **details of each flight to be posted on a dedicated website** as soon as they are available. <https://thomascook.caa.co.uk/customers/if-you-are-currently-abroad/>.

PLEASE NOTE: Some Thomas Cook's package holiday bookings include flights with airlines unrelated to the Thomas Cook Group. If your return flight is not with Thomas Cook's airline, it will still be valid. However other elements of the package, such as [accommodation and transfers will be affected](#).

Customers who are currently overseas on a package holiday that does not include a flight are protected by ABTA and should continue their holiday as normal.

Customers who are currently overseas and staying in accommodation booked through Thomas Cook Tour Operations are financially protected by ABTA and should continue their holiday as normal.

Customers who have not yet travelled out of the UK

If you are booked on a Thomas Cook Airlines flight, check the CAA guidance at [I have a future booking and have not traveled yet](#).

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GLOBELINK CUSTOMERS:

If you are currently insured under one of our Comprehensive, Annual Multi-Trip, Winter Sports, or Globelink J1 Travel Insurance policies and your Certificate shows you have either Scheduled Airline Insolvency Insurance or End Supplier Insolvency Insurance and have been affected by the insolvency please follow the instructions below:

If you are currently abroad: if you booked your original return flight directly with Thomas Cook Airlines and you are not offered from any other source any alternative transport or refund and need to make a claim for the additional cost of a one way fare for your return journey: please ensure that the extra cost of your one-way fare are of a standard no greater than the class of journey originally booked. Also please obtain evidence that the cost of the one way journey booked is an equitable/reasonably priced alternative available to you at the time of booking (such as screen shots or similar evidence from a popular comparison website to evidence the prices and availability at the time of booking). This will demonstrate the suitability of your selection and assist with the subsequent assessment of your claim.

For bookings made Directly with Thomas Cook or group companies using a **credit card** you should in the first instance contact the merchant provider to submit a chargeback claim

see <https://www.ccpic.ie/consumers/shopping/disputed-card-transactions-chargeback/>. In addition, **some**

Debit cards may also be covered by the chargeback scheme, so check with your bank for the rules that apply to your card.

If you paid for your trip via Paypal you can also claim by visiting <https://www.paypal.com/gb/selfhelp/article/can-i-cancel-a-paypal-payment-faq3721>

For bookings made via a Travel Company that is not a Thomas Cook Retail Shop, you should contact the company directly to see what options are available to you; request refund or alternative.

Once you have followed the above steps - if you believe you still have a claim for irrecoverable losses due to the collapse of Thomas Cook:

If you purchased a Comprehensive, or Annual Multi Trip, or Winter Sports or Globelink J1 Visa Policy and cannot recover all or part of your loss by other means, please contact Rightpath Claims on Tel: +44 (0)208 667 1600 (9am - 5pm Mon - Fri) or claim@rpclaims.com for a claims form and procedure as to making a claim or register on line at <http://www.rpclaims.com/claim/claim.html> Please Quote Globelink Scheme Code A01131.

Useful Contacts:

CAA's call centre for Thomas Cook customers can be contacted as follows.

Phoning from the UK (reduced rate): 0300 303 2800

Phoning from overseas: +44 1753 330 330

More information at thomascook.caa.uk

Links to Thomas Cook Companies that may assist you:

[Thomas Cook Retail Limited](#)

- [Thomas Cook Tour Operations Limited](#)
- [TCCT Retail Limited](#)
- [Future Travel Limited](#)
- [Freedom Travel Group Limited](#)
- [Thomas Cook Airlines Ltd](#) (not an ABTA Member)