

**Double S Travel**

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**Double S Travel Worldchoice - Celebrating Twenty Three Years of service to residents and businesses in the South Bedfordshire area 1985 – 2008**

**How to protect yourself against travel company failure.**

Which companies have failed?

So far this year 26 airlines and one large tour operator.

K&S Travel Turkey – to Turkey Tour Operator 12Sep08

XL Leisure Tour Operators and Airline 12Sep08

XL Airways

XL Holidays

Medlife

Kosmar Villas

Freedom Flights

Aspire Holidays

The Really Great Holiday Company

Travel City Flights

Seguro Tour Operator 10Sep08

Brilliant Weekends Tour Operator 01Sep08

Pure Flights Tour Operator 28Aug08

Futura Airways Airline

Zoom Airlines Airline

Silverjet Airline

Next in line to go?

Alitalia

SAS

Are other travel companies are affected?

Other operators are affected. Any operator who bought flights on XL Airways such as:

Thomas Cook , Sunvil, Allbury, Triton

How many people are the CAA re-patriating in the case of the XL failure?

22000 on 94 flights out of 30,000 who will eventually be re-patriated when their holidays are over.

Who is protected and by whom?

Anyone who books travel, whether it be a flight only or a holiday should:

In the case of a holiday:

Ensure they book an inclusive package through an agent through an ATOL holder.

In the case of a flight

**Partners: SJ Pattenden TD & KJ Pattenden MSc. VAT Number 449 3040 53.**

Nominated Travel Agent of the Year 2006, 2007, 2008

Finalist Travel Agent of the Year 2005, 2006, Finalist Business Travel Agent of the Year 2006

Finalist Best Specialist Website 2006 [www.railchoice.co.uk](http://www.railchoice.co.uk).

Runner-up, Corporatechoice Business Travel Agent of the Year 2005,

Runner-up, TIPTO Agent of the Year 2005, Nominated Travel Agent Achievement Awards 2005.

Book a flight through an agent through and ATOL holder.

Why book through an ATOL holder?

The CAA ATOL scheme protects consumers from suffering financially or being stranded abroad in the event of their tour operator going out of business.

But we have been told by the media that flight only is not protected

Not always true, book a flight only through an agent who uses an ATOL holder for consol flights or packages any flight with hotels and you are covered.

You are protected if you book with your Credit card though aren't you?

Booking with your credit card can give some protection but  
The transaction has to be over a certain value

We have been told debit cards don't protect you – is this true?

Debit cards usually don't but Visa debit cards may.

If you have booked a holiday with XL and have yet to fly, what do you do?

Contact your travel agent if they haven't already contacted you.  
If booked direct with XL you do the work yourself, you need to fill in a 9 page ATOL claim form. See [www.atol.org.uk](http://www.atol.org.uk)

What if your holiday was booked with another operator?

Look at your confirmation and check the flight number does not start with XLA.

If it does then contact your travel agent  
Contact the operator direct.

What is this Deed of Assignment I have heard mentioned?

An assigned claim allows the original payee to assign his refund to another person or company. For example if a travel agent provides a replacement holiday the payee may wish to assign the payment to them. The client does not have to wait for their money to be refunded.

How long will it take for people to get their money from the CAA?

Not sure, but when Intasun went down many years ago it took up to 6 months.

How do I contact the CAA?

[www.atol.org.uk](http://www.atol.org.uk)

[claims@cpg.org](mailto:claims@cpg.org)

By telephone during normal office hours on 020 7453 6700.

So everyone who books a low-cost flight out of Luton and a hotel on the internet are not protected are they?

People booking flight and hotel direct will not be covered.  
We have a system that will combine most flights out of Luton with hotels. Eg an Easyjet/Monarch flight with a hotel. Covered!

What about Ryanair

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Our aim is to be your most trusted dream provider

Ryanair flights are not covered. Ryanair even object to flights being brought within the scope of the ATOL scheme. You book Ryanair at your own risk.

So to sum up what is the best way to protect yourself?

To protect flight onllys and holidays always

Book through a bonded travel agent

Keep your receipts!!! You will need them in the event of a claim.

Book with a credit card (not a debit card or a charge card) if booking direct.

Travel Industry News

See the launch of NASA Space Shuttle Atlantis

Tourist Exchange for Euro and US Dollar

EUR 1.21351	1.2
USD 1.73091	1.691

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