



7 October 2017

MONARCH HOLIDAYS LTD - ADMINISTRATION

Date of Failure – 2 October 2017

To whom it may concern

Monarch Holidays 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 credit card the CAA are 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 credit card.

Yours faithfully

A handwritten signature in blue ink, appearing to be 'Richard Moriarty', is written over a faint blue line.

Richard Moriarty
Group Director, Consumers and Markets Group
Civil Aviation Authority