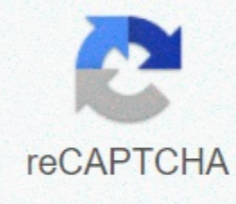




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Thomas cook caa uk claim form

You are looking for the official Thomas Cook Claim Form? You must know that Thomas Cook has ceased trading and is no longer offering flights and travel services. Read more about Thomas Cook Failure and download the official ATOL Claim Form here. What happened to Thomas Cook? At the end of September 2019, Thomas Cook let the tourism industry in shock when it announced its failure. The following days, the CAA had to organize the biggest repatriation operation in the British peacetime history, with almost 150,000 travelers to transport back to the UK. Were those tourists able to submit an ATOL claim form on the Thomas Cook failure? Those who had booked a travel package were effectively compensated. However, clients that had only booked plane tickets or a hotel venue were unable to get a refund under the ATOL scheme. In December 2019, when the special website to claim on Thomas Cook has been launched, the company saw 60.000 filled in through the online form in the first hours. The company had to refund in total more than 360,000 customers You should always check if your travel package is ATOL-protected or not.To claim on a company operating under the ATOL PROTECTION SCHEME, download the official ATOL claim form in this guide. Thomas Cook Claim Process and Insolvency Download the brochure giving more explanation on Thomas Cook insolvency. Thomas Cook Insolvency Guidelines Following the collapse of Thomas Cook, tens of thousands of people have been left facing cancelled flights and ruined holidays.Many holidaymakers will be wondering how they can claim back money for their trips after the 178-year-old package holiday firm entered liquidation after last-ditch efforts to save it failed.The company, which confirmed today it has ceased trading, had 21,000 employees worldwide and around 600 UK travel stores, as well as its own airlines.Many Thomas Cook holidays came with Air Travel Organiser’s Licence (Atol) protection – here’s what you need to know about what the regulations mean and how to make a claim.How does Atol protection work and how do I know if I have it?Atol is a scheme which aims to protect customers flying from the UK if a travel company they have booked a trip with collapses, ensuring they do not lose money or get left stranded.The regulations mean those booking a flight or a flight-inclusive package should be issued with an Atol Certificate when they pay for their booking, if it is protected.Those with Atol protection are entitled to a full refund for their cancelled holiday, according to the government-backed Civil Aviation Authority (CAA).Those currently abroad may also be able to claim for the cost of replacing Atol protected parts of their trip, and other costs they may incur due to their flights being cancelled or delayed.Tens of thousands of people have been affected by Thomas Cook’s collapse (Picture: Shutterstock)“The Civil Aviation Authority will be launching a service to manage all refunds by Monday 30 September, once the flying operation has progressed,” the CAA said.“This refunds service will seek to process all refunds within 60 days of full information being received.”It has urged customers not to submit anything to the CAA in the meantime, while it deals with “the UK’s largest ever peacetime repatriation” programme.Atol protection applies to many air trips and holidays booked with UK based travel companies, including most package trips from Thomas Cook.But not all holidays are Atol protected, including some that flights or hotel only, so check your booking to see if you were sent a certificate, which will also state who the trip is protected by.If a certificate shows another airline which is not part of the Thomas Cook group, contact the travel provider listed.If your flight or holiday is not Atol protected, you may still be able to claim from you insurance provider, credit card issuer or bank.How do I make an Atol claim?The CAA initially said it would launch a service to handle Atol claims for Thomas Cook customers on 30 September.But it has since said that it will be launching an online refund system on 7 October to cope with demand.It said: “We hope to pay refunds within 60 days of receiving a valid refund form.”Direct debit customers will be refunded within 14 days, but others will have to wait up to 60 days, with 360,000 customers awaiting payment.It said it will post further information on how to make a claim and how to find the form on its website, but added that it is currently focusing on the “complex” repatriation programme.In general, those with Atol protected holidays need to complete an Atol claim form and provide proof of the booking, of the Atol protection, and of payments they made to the travel provider.Thousands of tourists are facing cancelled flights. (Photo: REUTERS/Phil Noble)Each claim is slightly different depending on the protection provided.Details on how to complete the form can be found here, and include providing personal details, booking information and details about the failure of your provider. For help and advice in settling disputes with Atol holders, you can also contact Citizens Advice, The Trade Association ABTA or The Travel Trust Association.What if I am currently abroad?Up to 150,000 people from the UK were on holiday with Thomas Cook at the time it collapsed.The CAA and the Government have launched an operation to bring tourists home to the UK, with flights chartered for the operation from now until 6 October.Details of flights scheduled by the CAA to get passengers back to the UK will be posted on the thomascook.caa.co.uk page, broken down by country.Passengers are free to book alternative flights home themselves, but the CCA warns that it may not then be possible to claim back money for a flight under the Atol scheme if an alternate flight has already been arranged by the body. Thomas Cook Group, including the UK tour operator and airline, has ceased trading with immediate effect. All #ThomasCook bookings, including flights and holidays, have now been cancelled. Visit: pic.twitter.com/BxJmV5Yaw1 — UK Civil Aviation Authority (@UK_CAA) September 23, 2019 The CAA adds that those with return flights booked as part of a package that are unrelated to Thomas Cook might still be running, so it’s worth checking.Passengers whose return flights to the UK are after 6 October may have to make their own travel arrangements to return home, but may also be able to claim back the cost if the original trip was Atol protected.More information for affected passengers is provided by the CAA on a dedicated website here.Thomas Cook passengers who need further assistance can contact the CAA on 0300 303 2800 from the UK or on +44 1753 330 330 from overseas, but call charges apply.Information will also be posted on the CAA’s Twitter feed.As of 30 September, around two thirds of customers have been brought home, with around 43,000 more still abroad due to return before 6 October.What if I have an upcoming flight from the UK?The CAA said that all Thomas Cook flights have been cancelled, and people with upcoming flights from the UK with Thomas Cook Airlines should not travel to the airport until they have booked a replacement flight. The Civil Aviation Authority’s dedicated website is the best source of advice and information for #ThomasCook customers. Information on repatriation flights will be provided on this dedicated website alongside wider passenger advice. pic.twitter.com/Xm7bbSI5z5 — UK Civil Aviation Authority (@UK_CAA) September 23, 2019 What has Thomas Cook said?Despite efforts to engage with stakeholders over the weekend and secure new funding, Thomas Cook has confirmed that this has failed and “it had no choice but to take steps to enter into compulsory liquidation with immediate effect”.Peter Fankhauser, Chief Executive of Thomas Cook, said: “We have worked exhaustively in the past few days to resolve the outstanding issues on an agreement to secure Thomas Cook’s future for its employees, customers and suppliers. “Although a deal had been largely agreed, an additional facility requested in the last few days of negotiations presented a challenge that ultimately proved insurmountable. “It is a matter of profound regret to me and the rest of the board that we were not successful. I would like to apologise to our millions of customers, and thousands of employees, suppliers and partners who have supported us for many years. Despite huge uncertainty over recent weeks, our teams continued to put customers first, showing why Thomas Cook is one of the best-loved brands in travel. “Generations of customers entrusted their family holiday to Thomas Cook because our people kept our customers at the heart of the business and maintained our founder’s spirit of innovation. “This marks a deeply sad day for the company which pioneered package holidays and made travel possible for millions of people around the world.”

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