

Information for Passengers

THOMAS COOK

All Thomas Cook flights are cancelled as the airline has ceased trading.

The CAA and UK Government are organising flights back to the UK for Thomas Cook's passengers originating from the UK currently abroad and due to return to the UK on or before 06/10/2019.

For more information, check:

thomascook.caa.co.uk

0300 303 2800 (UKI)

+44 01753 330 330 (Overseas)



Information for Passengers

Information for customers in the UK and yet to fly

Thomas Cook flights will not be running and there are no plans to operate outbound services. **If you choose to book your own alternative outbound flight, you will not be entitled to a repatriation flight for your return journey.**

If your flights are with an airline other than Thomas Cook, your flights may still be available. Please confirm with the airline that your tickets remain valid for travel. It is likely that other elements of your package are no longer valid and so you may need to find your own replacement accommodation.

If you have an ATOL protected booking with Thomas Cook, you should make a refund claim through the ATOL scheme. If your holiday is not ATOL protected, you are not entitled to a claim through the ATOL scheme, but you may be able to make a claim to your travel insurer or credit card company.

Check [thomascook.caa.co.uk](https://www.thomascook.caa.co.uk) for more information.

