

Are you a Customer or Employee affected by Thomas Cook?

The Insolvency Service has confirmed that winding up orders were made against Thomas Cook Group plc and associated companies. All of Thomas Cook's retail shops will close with immediate effect and all Thomas Cook bookings, including flights and holidays have now been cancelled.

This will be a hugely worrying time for employees of Thomas Cook, as well as their customers.

The government is currently working with the UK Civil Aviation Authority (CAA) to help passengers return to the UK. Depending on your location, this will be either on CAA operated flights or by using existing flights with other airlines. This will apply to both ATOL protected passengers and those who are not protected.

If you are already abroad you will find all the information you need about your arrangements to return to the UK on the CAA website.

If you are due to depart from a UK airport with Thomas Cook Airlines, please do not travel to your UK airport as your flight will not be operating and you will not be able to travel.

Refunds

Passengers with ATOL protection who are yet to travel are entitled to a full refund on any future bookings. Customers with ATOL protection should speak to their credit card provider or the company they booked their holiday with. You can also speak to your travel insurance provider to see if you are able to claim back any of their costs.

The Post Office is offering a full refund on money spent purchasing currency from Post Office Travel Money for cancelled holidays. To qualify for a refund, you need to submit your currency purchased together with your receipt and evidence that your holiday was cancelled.

Potential Scams

You should be vigilant and on the lookout for scams, particularly if you receive unsolicited contact from companies suggesting you rebook a Thomas Cook holiday through them.

Employees

If you worked for Thomas Cook and have been told that you are being made redundant, the Insolvency Service has advice about claiming money you're owed and information about where you can seek support. Please go to <https://www.gov.uk/government/news/thomas-cook-information-for-customers-employees-creditors-and-shareholders> for further help and information.

If you no longer wish to receive this information, please reply with the word "unsubscribe" in the text or subject and you will be taken off the mailing list immediately.