

Consumers and Markets Group
ATOL Crisis Management

23rd September 2019



BY EMAIL ONLY
GUARMH-6-ACC-00103 (B)

Dear Sir or Madam,

Important notice regarding the failure of The Thomas Cook Group - Thomas Cook Retail Ltd ATOL 0020 - Thomas Cook Tour Operations Ltd ATOL 1179 - Future Travel Ltd ATOL 5704 - The Freedom Travel Group Ltd ATOL 6042 - TCCT Retail Ltd ATOL 10585 – In Administration on 23/09/2019

I am writing to you from the Consumers and Markets Group of the Civil Aviation Authority (CAA), a British Government agency based in London. The CAA operates a financial protection system, on behalf of the Air Travel Trust (ATT) for consumers who buy air inclusive trips from Air Travel Organiser's Licence (ATOL) holders. The ATT has taken over responsibility for The Thomas Cook Group's consumers in this capacity since The Thomas Cook Group ceased trading as of 23/09/2019.

The ATT understands that your company had a contract with The Thomas Cook Group to provide accommodation services to its consumers. The ATT is therefore seeking your co-operation so that consumers of The Thomas Cook Group are allowed to continue with their trip without being asked to pay again for services provided by you.

For all The Thomas Cook Group's consumers on air-inclusive trips currently being handled by you, the ATT will pay you within the terms of this letter, the rate for services provided as per the contract you held with The Thomas Cook Group from the date of the consumers arrival through to the consumers' scheduled departure date.

I accept the terms of this

guarantee; GUARMH-6ACC-00103

(B)

Signed by:

Name

Position

On behalf of



Type of service provided

Date

By signing this agreement, you are confirming that you are not charging the consumer.

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Once we have received your signed agreement, please invoice the ATT at the address below; your invoice must be received within one year of the date of the failure of The Thomas Cook Group. The ATT must therefore receive your invoice no later than 22/09/2020. It is a condition of the ATT's offer to pay these amounts that you submit with your invoice a copy of the original contract(s) between you and The Thomas Cook Group These should be accompanied with the completed schedule of passengers, using the attached template in its exact format.

The ATT **cannot** pay for the following:

- **back debts for earlier consumers;**
- **any rooms allocated to The Thomas Cook Group but not occupied;**
- **any consumers who had bought accommodation only, with no flight;**
- **any items not included in the contract price;**
- **consumers for whom The Thomas Cook Group has already paid;**
- **consumers of The Thomas Cook Group who arrive after the date of failure.**

The ATT will pay you as soon as possible after receiving your invoice if it contains all the information required. This should normally be within 40 days from the date the invoice was received.

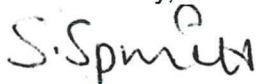
Where third party suppliers had contracted directly with The Thomas Cook Group, the ATT will pay that supplier direct unless requested by them in writing to do otherwise.

Payment will be made by bank transfer only. To enable the ATT to transfer payment to your account, please provide your full bank details within the invoice: these should include the bank's name and address, swift code and IBAN, sort code (or local equivalent), and the account holder's name and full account number.

Please note: By accepting payment(s) from the ATT for ground services provided to The Thomas Cook Group they shall only be accepted on the terms set out in the contents of this letter. You will also be agreeing that the position between us is governed by the laws of England & Wales and subject to the exclusive jurisdiction of the English Courts. In addition, to the extent that the ATT makes a payment to you as outlined above, in return for accepting the payment(s) referred to above you will be deemed to have assigned to the ATT your right to claim that amount against The Thomas Cook Group for non-payment of handling services by The Thomas Cook Group which is to be financed by way of payment(s) from the ATT, and you agree to such assignment.

I hope the contents of this letter are clear. If you need any assistance you can contact me or any of my colleagues on the number shown or via MH-Ground@caa.co.uk.

Yours faithfully,



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