

**We have included this additional information for the benefit of customers whose flights or holiday have been disrupted.**

## **Information about compensation and general information for customers**

*Please note that the information in this document has been taken from the following sources, and does not represent the opinion or advice of ACE. 21/04/2010*

[www.fco.gov.uk](http://www.fco.gov.uk)  
[www.caa.org.uk](http://www.caa.org.uk)  
[www.auc.org.uk](http://www.auc.org.uk)  
<http://www.financial-ombudsman.org.uk>  
<http://news.bbc.co.uk>  
<http://www.telegraph.co.uk>

### **Compensation**

Your right to compensation and how you get it will depend on what you booked and how you booked it.

#### Package holidays

Package holidays are protected if your trip is cancelled, and you should contact your travel agent or tour operator for more information. If you are stranded abroad, your travel agent or tour operator must look after you and is legally obliged to get you home.

#### Airlines

*If you are travelling from an EU airport or on an EU airline*

Under EU legislation passengers are entitled to either a refund or to a later flight. Passengers accepting a refund will end their contract with the airline and will have no further entitlements. The Air Transport Users Council (AUC - <http://www.auc.org.uk>) advises that if the airline tells you that your flight is cancelled and you want a new flight rather than a refund, the date of the new flight should be at your convenience (not subject to any time limit). And you should not have to pay any more money. Passengers who are re-routed onto a later flight will be entitled to assistance including reasonable meals and overnight accommodation. This entitlement should apply on both a return and two single tickets. Passengers must confirm arrangements with their airline and should not assume that an airline will continue to pay for their existing accommodation. Customers should expect to claim unavoidable costs only, keep those costs to a minimum and keep all receipts in order to make a claim against the airline. You may also be entitled to compensation if you paid with a credit card (see section entitled Credit and debit cards).

*If you are travelling from a non-EU country on a non-EU airline*

These flights are not covered by EU regulations, and compensation will be determined by the policy of the individual airline. You may be entitled to compensation if you paid with a credit card (see section entitled Credit and debit cards).

#### Accommodation booked independently

If you have booked accommodation independently with a provider, and can not get to your destination, it is your responsibility to contact them and cancel. Check their terms and

conditions, which may entitle you to some compensation. If they do not, you may be able to negotiate a refund or a re-booking at no additional cost.

### Credit and Debit Cards

Under the consumer credit act, you may be entitled to compensation for airline tickets and other travel tickets if you paid for these by credit card, provided these costs are over £100. You should contact your credit card company for more information. You can also get some useful information at <http://www.consumerdirect.gov.uk/> or by calling the on 08454 040506. Debit cards do not fall under the consumer credit act, but if you paid by Visa debit, you may be entitled to some compensation under the Visa Debit Chargeback scheme. Talk to your bank for more information.

### **General Foreign and Commonwealth Office advice if you are stranded abroad**

The Foreign and Commonwealth office advises that British Nationals stranded overseas should keep in touch with their airlines regularly for updates. If you are on a package holiday, you should contact your travel agent or tour operator. You can also contact the Foreign and Commonwealth Office for information and advice on **+44 207 008 0000**. If you are in distress, contact your local embassy, consulate or high commission. You can find contact details here - <http://www.fco.gov.uk/en/travel-and-living-abroad/find-an-embassy/>.

- If you need to travel to the UK urgently you should consider other transport options. Can you reach the UK by train, coach or ferry, or fly to a country where you can do this?
- If you have run out of money, ask a friend or relative to send you some using a commercial money transfer service. The British Embassy can advise you on how to do this
- If you are running out of medication, check if this is available at a local pharmacy. Your NHS prescription will not be valid.
- If your visa has expired, please contact your tour operator / travel agent, or the British Embassy for advice.

The FCO is constantly updating its advice. You can get the latest advice at <http://www.fco.gov.uk/en/travel-and-living-abroad/021-Flight-disruption-help/> or by calling the number above.

**If you have booked a holiday but not travelled because of the disruption, you are advised not to travel to the airport, but contact your airline or travel agent / tour operator for advice.**