

Consumer and Markets Group
ATOL Crisis Management

29th May 2019

Failure of The Holiday Place PLC - ATOL 3101

Trading as, The fishing place, The scuba place, Cubaholidays.co.uk, Dubaiholidays.co.uk, Cuba Holidays, Holiday place, Ocean Jewels, Holiday USA, Egypt Direct, Dubai Direct, Go Dominican Holidays, Just Caribbean, The Cuba Experience, The Cyprus Experience, The Kenya Experience, The Mexico Experience

Date of Failure – 29/05/2019

The Holiday Place PLC has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA). If you had a flight inclusive booking with The Holiday Place PLC you may be able to claim a refund of the money you paid subject to the Air Travel Trust's Payment Policy which is available to read in full on the ATOL website.

For consumers that paid The Holiday Place PLC directly by credit card the CAA are unable to authorise payment.

When assessing claims the CAA acts as an agent of the Air Travel Trust (ATT). The ATT has an agreement with the main credit card acquirer who acted on behalf of the above named failed ATOL holder.

Under the terms of this agreement you should instead apply to your credit card issuer for a refund of the payment you made by credit card.

ATOL Crisis Management

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