

Consumer and Markets Group
ATOL Crisis Management

FAILURE OF Pan Express Business Travel Limited ATOL 5682

Trading as Pan Express, Pan Express Travel, Pan Express Business Travel, Ahoy Cruises, Ahoy Holidays and Ahoy Getaways

Date of Failure – 3 July 2020

Pan Express Business Travel Limited has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA).

If you booked a flight inclusive booking with Pan Express Business Travel Limited or received a document entitling you to a rebooking, or a refund at a later date, because your original flight inclusive booking was cancelled by Pan Express Business Travel Limited as a consequence of the Covid-19 pandemic from you must claim a refund of the credit card payments you made directly to Pan Express Business Travel Limited from your card issuer(s). You can claim the payments you made by other means e.g. by cash, bank transfers or debit card from the CAA under the ATOL scheme.

The above is in accordance with the Air Travel Trust's Payment Policy which is available to read in full on the ATOL website and the ATT's agreement with the credit card acquirer for Pan Express Business Travel Limited.

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