

FAILURE OF SOUTH QUAY TRAVEL & LEISURE LTD – ATOL 4619

Trading as Smile Group Travel and South Quay Travel & Leisure

Date of Failure – 20/07/2020

South Quay Travel & Leisure Ltd 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 South Quay Travel & Leisure Ltd or received a document entitling you to a rebooking and/or a refund at a later date, because your original flight inclusive booking was cancelled by South Quay Travel & Leisure Ltd as a consequence of the Covid-19 pandemic please read the instructions below.

If you made any payment to South Quay Travel & Leisure Ltd by credit card, please reclaim this payment and **all the other payments you made, including payments by cheque, debit card, bank transfer, cash**, from your credit card issuer pursuant to Section 75 of the Consumer Credit Act 1974.

Please ask your card issuer to accept this letter as the CAA's 'negative response letter'.

If you did not make any payment to South Quay Travel & Leisure Ltd by credit card, and paid South Quay Travel & Leisure Ltd **entirely by cheque, debit card, bank transfer, cash**, or you booked through and paid a travel agent, please make a claim to the CAA by following the instructions on the CAA's website.

ATOL Crisis Management