



FAILURE OF STA Travel Ltd

Trading as STA Travel

Date of Failure – 21 August 2020

STA Travel Ltd 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 STA Travel Ltd or received a document entitling you to a rebooking, or a refund at a later date, because your original ATOL booking was cancelled by STA Travel Ltd as a consequence of the Covid-19 pandemic and you paid STA Travel by credit card you cannot make a claim under the ATOL scheme. Instead you must make a claim for your credit card payments to your credit card issuer(s).

Please forward this letter and your supporting documentation to your credit card issuer to assist with your claim. Your credit card issuer should note that this letter serves as the CAA's negative response letter and that we cannot issue this letter to specific individuals.

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.

ATOL Crisis Management