



Monarch Airlines Administration

Monarch has confirmed that the following companies have ceased trading and now entered administration:

- Monarch Airlines Ltd
- Monarch Holidays Ltd (ATOL Number 2275)
- First Aviation Ltd (ATOL Number 4888) previously trading as Monarch Airlines
- Avro Ltd (ATOL Number 1939)
- Somewhere2stay Ltd

As a result, as of 2 October 2017, all future holidays and flights provided by these companies have been cancelled and are no longer operating.

The UK Government has asked the Civil Aviation Authority (CAA) to coordinate flights back to the UK for all Monarch customers currently overseas. These new flights will be at no extra cost to passengers.

Passenger Advice from the CAA

The CAA has a dedicated website monarch.caa.co.uk, which is the best source of advice and information for affected customers, and a 24 hour helpline (0300 303 2800 from in the UK and Ireland, and +44 1753 330330 from overseas) to provide additional assistance.

Customers currently overseas should check monarch.caa.co.uk for confirmation of their new flight details which will be available as soon as possible in advance of their original departure time. This website will be frequently updated with the latest information. Customers currently overseas shouldn't go to the airport unless their flight back to the UK has been confirmed on monarch.caa.co.uk





Customers already abroad

If you are currently abroad and due to return to the UK on or before 15 October 2017 the CAA are making arrangements for you to return home to the UK on a new flight, at the end of your holiday. These new flights will be at no extra cost to you.

Customers yet to travel out of the UK

All future holidays and flights booked with Monarch are now cancelled as of 2 October 2017. If you are booked on a Monarch Airlines flight, the CAA advise not to go to your UK airport, as your flight will not be operating.

Monarch customers who haven't yet started their holidays should check whether they have an ATOL certificate for their booking. Customers holding an ATOL certificate issued by Monarch should check monarch.caa.co.uk for more information about how to claim a refund for their flights or holidays. Customers holding an ATOL certificate issued by another travel agent or tour operator should check with whoever they booked their holiday or flights with, for more information about what happens next.

Customers whose future travel is not protected by ATOL should check with their travel insurer, or - depending on how they paid for their holiday - their credit card or debit card issuer, in the first instance.

CAA Contact Details

Web: www.monarch.caa.co.uk

Tel: 0300 303 2800 (24 hour UK and Ireland helpline)

Tel: 0044 1753 330330 (Overseas helpline number)

