



## **Consumer Council information for passengers affected by Goldtrail collapse.**

**The Consumer Council**

**Last updated 10:30am, Tuesday 20 July 2010**

Goldtrail Travel Limited, which offered flights and package holidays to Turkey from Belfast International Airport ceased trading on Friday 16 July 2010.

There will be no further outbound flights.

This is having a considerable impact on passengers due to the time of year and popularity of Turkey as a destination for Northern Ireland holidaymakers. Approximately 1000 passengers are affected locally, including those already in Turkey and those due to fly over the coming days.

The Civil Aviation Authority (CAA) will provide details on arrangements from today (Tuesday, 20 July 2010) onwards. For revised flight times visit:

<http://www.caa.co.uk/default.aspx?catid=2036&pagetype=90&pageid=11511>.

### **ADVICE FOR PASSENGERS**

#### **If you are due to fly out:**

1. Passengers who booked with Goldtrail and are due to fly out SHOULD NOT go to the airport. To get a refund, contact your travel agent or the Civil Aviation Authority 0203 441 0846.
2. To claim for a refund you must prove you booked a holiday with Goldtrail, you need to complete a Bond Claim Form, downloadable from: <http://www.caa.co.uk/docs/1052/Failure%20of%20Goldtrail%20Travel%20claim%20form.pdf>
3. If you have booked flights only through a travel agent (ie did not book a package holiday), you may be ATOL protected. You should contact the travel agent for more information.

4. For more information and advice, contact the Consumer Council's Consumer Support team on **0800 121 6022** or e-mail: [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)

**If you are currently abroad:**

1. You should be able to complete your holiday. The Civil Aviation Authority and/or your tour operator are responsible for booking alternative flights to get you home.
2. You should check in for you return flights as normal. For revised flight times visit: <http://www.caa.co.uk/default.aspx?catid=2036&pagetype=90&pageid=11511>
3. For more information contact your holiday representative or contact the Civil Aviation Authority, from abroad call 0044 203 441 0846.