

Information for passengers affected by the collapse of XL Airlines

XL Airlines has gone into administration as of 12 September 2008.

It is a developing picture and we are in contact with the Civil Aviation Authority (CAA) and other agencies to get further information. We will update this page throughout the day.

Information for passengers who booked their flight through a tour operator as part of a package deal

If you have booked your flight through a tour operator as part of a package you will be ATOL (Air Travel Organisers' Licensing) protected which means you will get a refund if you haven't already flown.

Passengers who are currently abroad

You should be able to complete your holiday and the Civil Aviation Authority or your tour operator will make arrangements for your return home.

Check with your holiday representative for more information or contact the Civil Aviation Authority from abroad on 028 9185 6547.

Passengers with advance bookings

Do not go to the airport. Consult the XL website at www.xl.com for further information. You should be able to claim a full refund for your ticket through ATOL. Further information on this is available at www.atol.org.uk or contact the Civil Aviation Authority on 0870 590 0927.

Information for passengers who booked their flights directly with the airline.

If you have booked your flights directly with the airline and are currently abroad on your holiday- unfortunately you will have to make your own arrangements to fly home. However you should contact the CAA as they will be organising alternative flights for tour operator customers and it may be possible to purchase seats on these flights if spare capacity is available. Visit www.caa.co.uk for further information or phone 028 9185 6547. You should also contact the airport you are flying home from to check what flights may be available.

Passengers with advance bookings

Unfortunately, you are not protected by ATOL and therefore you are not entitled to a refund from the airline. However:

- If you have travel insurance, check the terms and conditions of the policy to see if it covers airline failure.
- If you have booked by credit card you should have some redress as the liability is shared between the airline and credit card company. Contact your credit card company for further information.

The Civil Aviation Authority is working closely with the travel industry to help passengers and further information can be found on www.caa.co.uk or contact their helpline from within the UK on 0870 590 0927 or from abroad on 028 9185 6547

You can also contact the Consumer Council's Consumer Support team on 0800 121 6022 or e-mail complaints@consumercouncil.org.uk for more help and information.

