TRAVEL ORGANISER PASSENGER PROTECTION

TOPP Policy No: ELSR/topp/09/04
Period of cover 1 October 2009 to 30 September 2010

Total Payment Protection (topp) Policy cover:

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 and the Civil Aviation (Air Travel Organiser's Licensing) Regulations 1995 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- flight inclusive packages commencing and returning to the UK
- non-flight inclusive packages commencing and returning to the UK
- flight inclusive packages, where the initial flight from your home country, which is outside of the UK, was included in the package price of the holiday
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this brochure/literature/document/on this website (subject to the terms of the insurance policy), for:
- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled, or
- repatriation of customers to the UK or their home country as may be applicable.

Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.

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