



### **Overview**

On 05/03/2020, Flybe ceased to operate.

Flybe, which operated regional services from airports across the United Kingdom, has entered administration.

All Flybe flights, and those operated by Stobart Air, are cancelled. Therefore, please do not go to the airport as your flight will not be operating.

Flybe customers are therefore urged to make their own alternative travel arrangements via other airlines, rail or coach operators.

For flights operated by Flybe franchise partners (Eastern Airways, and Blue Islands) passengers should make contact with that airline to confirm their travel arrangements.

Flybe do not have ATOL protection for flight only bookings however If customers have booked a trip that includes flights and hotels with a travel firm that holds an ATOL (Air Travel Organiser's Licence) and received confirmation that you are ATOL protected, the travel firm is responsible for the flight arrangements and must either make alternative flights available for you so that your trip can continue or provide a full refund. If you are abroad, it should make arrangements to bring you home at the end of your trip. Contact the ATOL travel firm for more information.

**Please make customers aware that no claim will be considered until they have attempted to recover their costs from any providers and also their credit or debit card provider.**

### **The following cover may be available under the policy.**

#### Sunworld policies issued on or after 18/4/2019

- Cancelling or cutting short your trip; if the flight is cancelled following the liquidation of Flybe, cover may be provided if the customer cancels or cuts short their trip.
- Under the Delay or disruption to travel plans section of the policy; there is cover for reasonable additional accommodation and public transport travel expenses (up to the standard of the original booking) so the customer can continue their trip if it is disrupted due to the insolvency of a transport provider.

#### Sunworld policies issued before 18/4/2019 and all policies purchased

- **Travel disruption if purchased**, if the customer has booked their accommodation through Flybe (which is unlikely), but not their transport, then cover is provided for the unused accommodation and pre-paid charges.

#### B2C (Broker Travel policies purchased on line) issued on or after 05/02/2020

- Cancelling or cutting short your trip; if the flight is cancelled following the liquidation of Flybe, cover may be provided if the customer cancels or cuts short their trip.
- Under the Delay or disruption to travel plans section of the policy; there is cover for reasonable additional accommodation and public transport travel expenses (up to the standard of the original booking) so the customer can continue their trip if it is disrupted due to the insolvency of a transport provider.

#### B2C (Broker Travel policy purchased on line) before 05/02/2020 and all policies purchased

- **Travel disruption if purchased**, if the customer has booked their accommodation through Flybe (which is unlikely), but not their transport, then cover is provided for the unused accommodation and pre-paid charges

### **FAQ's**

**Q I am due to fly with Flybe, either on a trip or home, am I covered?**

**A** CAA have advised that customers should not travel to the airport unless they have arranged an alternative flight with another airline.



## AXA Cover Directive – Flybe Liquidation 05/03/2020

If you have booked a package firm that holds ATOL certification you should speak with the travel firm who will assist in arranging an alternative.

If you have booked flight only you will need to arrange your own alternative flight, train or coach for your journey.

**Should you have any further questions please contact your nominated DOA contact.**