

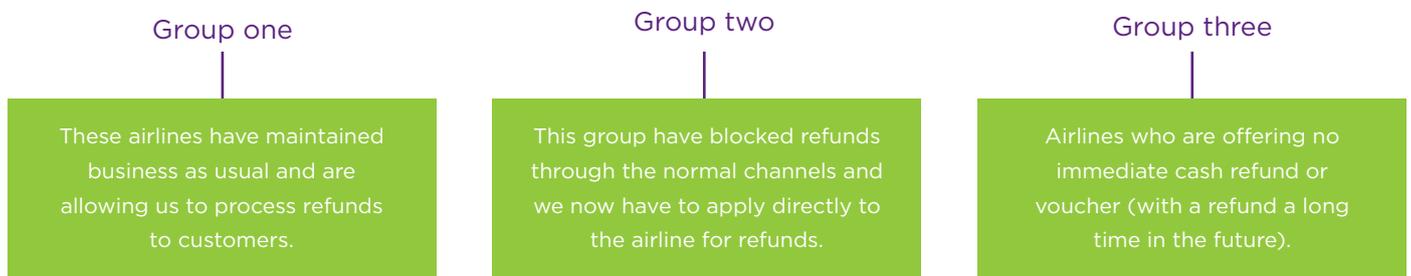
Airline refunds: the reason behind the delays

Rest assured: we will return refunds to you as soon as they are received from the airline.

As your travellers and bookers contact our teams for changes or cancellations, our consultants will advise on any expected refund delays.

Airline policies are changing regularly, with some airlines offering vouchers as refunds instead of cash. Further, we've also seen a number of airlines who are not offering any refund, even for fully refundable fares. We continue to campaign on your behalf with industry bodies for the best possible outcome.

To help explain the current situation and why there's a time lag for refunds being returned, we've grouped airlines as follows:



Can take approx.
1 month



Expect delays of
at least **3 months**



Allow up to
12 months



Since the beginning of the year, we've helped over **55,000 travellers** get home or to their preferred destination.



Over the last 6 weeks, we have received over **6,000 refund requests**, compared to the average 750 we would usually receive.



2,724 travellers were proactively contacted to see how they wanted to manage their travel plans, booked for May



We worked with Expedia to secure **240 refunds** for non-refundable hotel bookings.

We have a fully resourced team working hard to get your refund as quickly as possible.

Meet a few of them below:



Jon



Kate



Ian



Rachel



Faron



Ronan



Jen

Finance team

The team applies to suppliers for refunds on your behalf. For airlines, this is complex as the calculation of the refund due is based on the airline's refund policy and ticket type.

Operations team

As well as prioritising refunds, senior consultants are also supporting customers with new bookings and requests.