



## **MONARCH AIRLINES**

### **ADVICE TO PUBLIC**

If you have a potential claim in respect of Monarch Airline's please go to the following website first: <https://monarch.caa.co.uk/> where most of your questions should be answered.

- If you booked an inclusive holiday ie your flight plus another element of your holiday such as a hotel together then please refer to your travel agent or tour operator for a refund or contact the CAA above.
- If you have paid by either a credit card or Visa Debit card please contact your bank or credit card provider to request a chargeback for goods not received.
- If your card provider declines your chargeback request, get them to confirm this in writing along with the reasons why it is declined and provide a copy of this as part of your claim to IPP. Please download a claim form from our website:  
<http://www.ipplondon.co.uk/pdf/DPI-add-on-Claim-Form.pdf>
- For all other claims please call UK + 0208 776 3752, please note this line is only applicable for claims relating to the insolvency of your airline or end supplier. You can also download a claim form from our website:  
<http://www.ipplondon.co.uk/pdf/DPI-add-on-Claim-Form.pdf>

### **ADVICE FOR TRAVEL AGENTS OR TOUR OPERATORS WITH A POLICY WITH IPP**

Please download a claim form from IPP's website

[http://www.ipplondon.co.uk/pdf/PPIP\(B\)-c\\_scheduled\\_airline.pdf](http://www.ipplondon.co.uk/pdf/PPIP(B)-c_scheduled_airline.pdf)