



MONARCH AIRLINES

ADVICE TO PUBLIC

CAA Advice to Monarch customers

- **Customers in the UK yet to travel:** Don't go to the airport, the CAA says
- **Customers abroad:** Everyone due to fly in the next fortnight will be brought back to the UK at no cost to them. There is no need to cut short a stay
- **Customers currently overseas** should check **monarch.caa.co.uk** for confirmation of their new flight details - which will be available a minimum of 48 hours in advance of their original departure time
- **All affected customers** should keep checking **monarch.caa.co.uk** for more information
- The CAA also has a 24-hour helpline: 0300 303 2800 from the UK and Ireland and +44 1753 330330 from overseas

If you have a potential claim in respect of Monarch Airlines 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 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

If your clients are still currently abroad then please refer your clients to the CAA Website as above, the CAA are repatriating all persons currently abroad.

Otherwise 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)