

STA TRAVEL LIMITED

In all instances where you are due to travel, please call your suppliers to understand your booking status. You will need to use the supplier booking reference, which can be found on your itinerary

Booking Type	Information	Who to Contact	Additional Options
Package Holiday	Where you have a flight plus hotel or tour on the same STA booking reference and all items were booked and paid for together and where you have a valid ATOL certificate	CAA. Please visit the website address and complete the forms required https://www.caa.co.uk/ATOL-Failures/STA-Travel-Limited/	<p>Where you are not able to achieve a resolution from the suppliers or agencies in the “Who to Contact” column, you may try the following:</p> <ol style="list-style-type: none"> 1) Check your travel insurance policy 2) If you have paid by credit card, contact your credit card company 3) If you have paid by debit card, contact your bank. You may be able to make a charge back claim
Package Holiday Where ATOL certificate is provided by the tour operator not STA	Where you have a package, holiday purchased and an ATOL certificate has been issued in the name of the package holiday company. ie TUI, Jet 2	Please contact the tour operator directly	
Multiple Items on a Booking	Where you have more than 1 item booked, and each item was added to your booking at different times/dates (not in 1 single booking transaction) this is not classified as a package.	As this booking is not a package holiday covered by the CAA please contact all suppliers that make up your booking. You may have an ATOL certificate for some elements and not others. Where you have an ATOL certificate you will need to contact the CAA for that part ONLY and for all other items contact the suppliers directly. Further information on contacting the suppliers is detailed below.	
Flight Only	Where you have paid a deposit only – you should have an ATOL certificate	CAA. Please visit the website address and complete the forms required https://www.caa.co.uk/ATOL-Failures/STA-Travel-Limited/	
Flight Only – Where your ticket number DOES NOT start with the number “094”	Where you have paid for your flight in full and have a ticket number/ valid e-ticket	Please contact the airline directly	
Flight Only –Where your ticket number DOES start with the number “094”	Where you have paid for your flight in full and have been issued a ticket number/ e-Ticket	Please contact the airline directly	
Hotels, Tours and other <u>non-flight</u> booked items	Where you have a booking number and have paid a deposit or paid in full	Please contact ABTA https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers	
Car Hire or Camper Van only	Where you purchased a car hire or camper van to self-drive	Please contact ABTA https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers	

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Refund Credit Note (where ATOL certificate was issued at the Time of booking)	Where you have been issued a refund credit note including a valid ATOL certificate	CAA. Please visit the website address and complete the forms required https://www.caa.co.uk/ATOL-Failures/STA-Travel-Limited/	<p>Where you are not able to achieve a resolution from the suppliers or agencies in the "Who to Contact" column, you may try the following:</p> <ol style="list-style-type: none"> 1) Check your travel insurance policy 2) If you have paid by credit card, contact your credit card company 3) If you have paid by debit card, contact your bank. You may be able to make a charge back claim
Refund Credit Note	If you hold a refund credit note that clearly shows the supplier details	Contact those suppliers directly or ABTA https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers	
STA Refund Credit Note (with no supplier details or ATOL certificate)	Where you have been issued an STA refund credit note with no supplier details on your documentation and no ATOL certificate	Please contact ABTA providing as much detail as you can from your original booking confirmation. https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers	
Refund Requested	Where your trip was in the process of being refunded prior to 21 August	Please follow the above guidance depending on your holiday type	
For bookings made with STA Travel, through a business or organisation such as, group travel, university trips and corporate events	For all travel types	Please contact your employer, university or the trip organiser	
Salary Sacrifice Schemes For bookings made with STA Travel on behalf of a business using your employer's salary sacrifice scheme	Where you have made a booking through your salary sacrifice, please follow the steps above based on whether your booking relates to a package holiday or any other holiday type	Please use the above information to determine the relevant contact based on your type of booking.	
Salary Sacrifice Schemes Employers salary sacrifice scheme funds and where no booking is made with STA Travel	Where you have not used your salary sacrifice and yet to make a booking	Please contact your employer who will be aware of STA's situation	
Travel insurance (purchased via STA)	Where you purchased and are in receipt of a valid insurance policy	Please check with the insurance provider	
Cash Cards	Where you have purchased and loaded funds onto your card	These will not be affected	
When you have completed all steps as shown in the above guide, and you need additional support, please email: claimshelp@statravel.com			