

STA TRAVEL LIMITED - IN LIQUIDATION

On 24 September 2020 (and an update on 13 January 2021) we made the below information available to assist you in recovering funds lost due to the liquidation of STA Travel (UK) Limited.

Please be advised that to our knowledge some of the below options are no longer available due to the time lapsed; particularly in relation to submitting claims through ABTA, CAA, and Chargebacks.

If you have tried the below options previously and have been unsuccessful then please email claimshelp@statravel.com or, alternatively, you will need to log your claim through the creditor portal at www.ips-docs.com using the login details which have previously been provided to you by email.

Booking Type	Information	Who to Contact	Additional Options
All booking arrangements: <ul style="list-style-type: none"> Packages Flight only Accommodation only Tours only Car/ Camper van 	In all instances where you had/have travel arrangements booked, please call the travel suppliers directly to understand your booking status. You need to use the suppliers booking reference which can be found on your invoice and itinerary	Each supplier directly	<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> <ul style="list-style-type: none"> Check your travel insurance policy If you have paid by credit card, contact your credit card company If you have paid by debit card, contact your bank. You may be able to make a charge back claim
Package Holiday	Where you have a flight plus a hotel or tour or car hire 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/	
Package Holiday Where ATOL certificate is provided by the tour operator not STA	Where you have a pre-packaged, holiday purchased and an ATOL certificate has been issued in the name of the package holiday company. i.e. 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. Please see the below sections for separate component options	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 are detailed below.	
Hotels, Tours and other non-flight 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	
Flight Only – Where you paid a deposit or a partial payment at the time you made the original purchase. (If the balance is now paid you can still follow this guidance)	Where you have paid a deposit only you should have been issued with an ATOL certificate, if you cannot find your ATOL, please explain this to the CAA	CAA. Please visit the website address and complete the forms required. https://www.caa.co.uk/ATOL-Failures/STA-Travel-Limited/	

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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	<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> <ul style="list-style-type: none"> • Check your travel insurance policy • If you have paid by credit card, contact your credit card company • If you have paid by debit card, contact your bank. You may be able to make a charge back claim
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	
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/	
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 through STA Travel using your travel account funds set up through your employment salary sacrifice scheme	Please follow the information above. All details can be found on your invoice and travel itinerary. When speaking with suppliers, ABTA, CAA, or card providers you will be required to share pay slips as proof of payment when making claims	Please use the above information to determine the relevant contact based on your type of booking. In some instances, you may need to speak to your employer to determine payments passed to STA travel.	
Salary Sacrifice Schemes Where you had funds in your travel account and were yet to confirm travel arrangements	Please speak to your employer directly to understand their suggested approach	Please contact your employer who will be aware of STA Travels liquidation.	
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	
<p>When you have completed all steps as shown in the above guide, and you need additional support, please email: claimshelp@statravel.com or alternatively you will need to log your claim through the creditor portal www.ips-docs.com</p>			