

STA TRAVEL LIMITED - IN LIQUIDATION

Please be advised that if you have been unsuccessful in re-securing your travel arrangements with suppliers or obtaining a refund, the only options now available to you are set out below.

The two remaining potential options are only available for customers who are trying to claim for flight tickets

If you need additional support, please email: claimshelp@statravel.com or alternatively you will need to log your claim through the IPS creditor portal – email statravel@rollingsbutt.com for details of this.

Booking Type	Information	Who to Contact
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
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

The following options have now expired

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	
Package Holiday	Where you have paid for a hotel or tour 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/ATO-L-Failures/STA-Travel-Limited/	

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<p>Package Holiday</p> <p>Where ATOL certificate is provided by the tour operator not STA</p>	<p>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</p>	<p>Please contact the tour operator directly</p>	
<p>Multiple Items on a Booking</p>	<p>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.</p> <p>Please see the below sections for separate component options</p>	<p>As this booking is not a package holiday covered by the CAA please contact all suppliers that you have booked for your booking. If you have an ATOL certificate for some elements and not others, you should have an ATOL certificate you will need to contact the CAA for that part ONLY. For all other items contact the suppliers directly. Further information on contacting the suppliers are detailed below.</p>	<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
<p>Hotels, Tours and other non-flight booked items</p>	<p>Where you have a booking number and have paid a deposit or part payment</p>	<p>Please contact ABTA https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers</p>	
<p>Car Hire or Camper Van only</p>	<p>Where you purchase a car hire or camper van and have paid a deposit or part payment</p>	<p>Please contact ABTA https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers</p>	
<p>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)</p>	<p>Where you have paid a deposit only you should have been provided with an ATOL certificate, if you have not and your ATOL, please explain this to the CAA</p>	<p>CAA. Please visit the website address and complete the forms required. https://www.caa.co.uk/ATO-L-Failures/STA-Travel-Limited/</p>	
<p>Refund Credit Note (where an ATOL certificate was issued at the time of booking)</p>	<p>Where you have been issued a refund credit note including a valid ATOL certificate</p>	<p>CAA. Please visit the website address and complete the forms required. https://www.caa.co.uk/ATO-L-Failures/STA-Travel-Limited/</p>	
<p>Refund Credit Note</p>	<p>If you hold a refund credit note that clearly shows the supplier details</p>	<p>Contact those suppliers directly or ABTA. https://www.abta.com/news/sta-travel-limited-ceases-trading-advice-customers</p>	
<p>STA Refund Credit Note (with no supplier details on your ATOL certificate)</p>	<p>Where you have been issued an STA refund credit note with no supplier details on your documentation and no ATOL certificate</p>	<p>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</p>	

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<p>Refund Requested</p>	<p>Where your trip was in the process of being refunded prior to 21 August</p>	<p>Please follow the above guidance depending on your holiday type</p>	<p>Where you are not able to apply for a resolution through the supplier, you may contact the "Contact" team. In this case, you may follow the following:</p>
<p>For bookings made with STA Travel, through a business or organisation such as, group travel, university trips and corporate events</p>	<p>For all travel types</p>	<p>Please contact your employer or the trip organiser for the relevant contact based on the type of booking.</p>	<ul style="list-style-type: none"> • Check your travel insurance policy • If you have paid by credit card, contact your credit card company
<p>Salary Sacrifice Schemes</p> <p>For bookings made through STA Travel using your travel account funds set up through your employment salary sacrifice scheme</p>	<p>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</p>	<p>Please follow the above information to determine the relevant contact based on the type of booking. In some instances, you may need to speak to your employer to determine payments passed to STA travel.</p>	<p>If you have paid by debit card, contact your bank. You may be able to make a charge back claim</p>
<p>Salary Sacrifice Schemes</p> <p>Where you had funds in your travel account and were yet to confirm travel arrangements</p>	<p>Please speak to your employer to understand their approval process</p>	<p>Please contact your employer who will be aware of STA Travels liquidation.</p>	
<p>Travel insurance (purchased via STA)</p>	<p>Where you purchased and are in receipt of a valid insurance policy</p>	<p>Please check with the insurance provider</p>	
<p>Card</p>	<p>Where you have purchased and loaded funds onto your card</p>	<p>These will not be affected</p>	

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