



Gold Medal support for agents and passengers affected by the collapse of The Thomas Cook Group

Advice for customers and agents with Thomas Cook Signature bookings

If you have any bookings with Thomas Cook Signature which include flights with a scheduled airline carrier please contact Gold Medal on 01772 392007 as the flights will still be held and we can assist you to complete the booking.

Advice for customers with long haul package bookings made via Thomas Cook (where the ATOL certificate or documentation states Gold Medal or Netflights Retail as the tour operator)

We will be holding your booking and will therefore be able to help you enjoy your holiday, however as the booking was made through Thomas Cook we don't currently have access to your contact details, so please contact us on 0800 054 6826 to discuss your booking. We may need you to provide a copy of the Thomas Cook invoice, proof of any payment already made to Thomas Cook and the passenger details (including address, email and telephone number) in order to fulfil the booking.

Advice for travel agents regarding customers who have a long haul package booking made via Thomas Cook (where the ATOL certificate or documentation states Gold Medal or Netflights Retail as the tour operator)

It has come to our attention that there are a number of customers who have booked a long haul package holiday via Thomas Cook and now believe their booking is cancelled, however Gold Medal or Netflights Retail are the tour operator and therefore we will be able to honour the customer's booking as per ATOL regulations.

If you receive any enquiries from customers who have booked a package holiday via Thomas Cook with Gold Medal or Netflights Retail as the tour operator (booking prefix GT or FW), please ask the customer to contact us on 0800 054 6826 before re-booking them as we will be holding the original booking.

Advice for travel agents regarding bookings including Thomas Cook products e.g. Thomas Cook Airlines flights

If you have passengers in resort please review the following websites for support:

<https://thomascook.caa.co.uk/>

<https://www.caa.co.uk/News/Thomas-Cook-flying-programme/>

For passengers who have not yet departed please see below:

ATOL package protected passengers

- All Thomas Cook flights are now cancelled and will not depart, however we will assist with finding alternative flights to protect the package booking. The cost for alternative flights will be covered within reason and dealt with on a case by case basis.

Flight only booking

- All Thomas Cook flights are now cancelled and will not depart.
- If the booking is protected under Gold Medal's ATOL we will assist with finding alternative flights or offer a full refund.
- If the flight has been packaged with other products (e.g. accommodation) and is therefore protected by the agent's ATOL it is the responsibility of the agent to provide assistance and alternative arrangements.

We are actively calling all agents with affected bookings, however if you need further assistance please call us on 01772 392046.