



## Covid-19 Travel and event cancellations – your questions answered

- 1) I have flights booked and the airline hasn't yet cancelled the flights, but I would like my money back. If I cancel, am I entitled to a refund?**

If you are yet to travel and wish to cancel, you will be bound by the terms and conditions of the contract. This is likely to contain fees in the event of you choosing to cancel or may even state that tickets are non-refundable. So check your terms and conditions first.

- 2) We had flights booked for half term which were cancelled. The airline has offered a voucher but we would like our money back. What are our rights?**

Flights departing or arriving from an EU destination have certain protections under Regulation EC261. In the event of a cancellation by the airline, you are legally entitled to a full refund of the airline ticket.

Should you choose to accept a voucher as an alternative to a refund, and the airline goes bust, your money may not be protected.

- 3) What can I do if the airline refuses to give me a refund or makes it impossible for me to claim one?**

Most airlines are members of an Alternative Dispute Resolution (ADR) schemes approved by the CAA and you can take a complaint to the relevant scheme for your airline.

- Visit the CAA scheme information pages [here](#)

If you have exhausted this route and still not got a refund, or if the airline doesn't belong to an ADR scheme (eg Ryanair), then you can take your complaint direct to the CAA.

- Visit the CAA complaints pages [here](#)

- 4) My package holiday was cancelled - I contacted the package organiser and asked for a refund but have now received a voucher. What can I do about this?**

If you purchased a package then The Package Travel and Linked Travel Arrangements Regulations 2018 will apply. As such, in the event of a cancellation by the organiser you are entitled to your choice of a full refund or re-booking.

Due to financial difficulties because of COVID-19, many package organisers are offering vouchers or Refund Credit Notes (RCN), as an alternative to a refund. It is your choice whether to accept these, but a cash refund option must be offered to you. A voucher wouldn't normally be financially protected, so you could lose your money if the agent goes bust. If a Refund Credit Note (RCN) is offered, then make sure it is financially protected (e.g. by ABTA) and that you still have the option to convert it to a cash refund at a later date.

- Read more from ABTA [here](#)



**5) How long should it take to get my refund?**

Refunds for package holidays are usually required within 14 days, whilst airline tickets are required within 7 days. However, due to the unprecedented scale of the problem this is unlikely to happen. There is mounting pressure from the travel industry for the government to relax these rules and follow other EU countries in putting in place measures to preserve the industry whilst protecting consumers.

**6) I booked flights via an online travel agent and now they say I have to pay a cancellation refund 'admin fee' of £75 per person. Can they do that?**

Cancellation admin fees are likely to be inappropriate in the current situation, whilst excessive and unreasonable ones may constitute criminal offences.

Should such fees be deducted from your refund then check your contract terms and conditions and request evidence from the trader that justifies the charges.

Under the Consumer Rights Act 2015, traders cannot rely on contract terms if they are deemed unfair. You may wish to consider making a civil claim against the trader if you think the charges were unjustified.

**7) I've been told by the package organiser to claim on my insurance, is that right?**

No. You should make any refund claims with the business you contracted with. However, if this is unsuccessful you may want to make a claim on your travel insurance. You may also want to consider a travel insurance claim for any consequential loss as a result of the cancellation such as transfers, tours or excursions.

Insurance taken out after 1 March 2020 is likely to have an exemption for COVID-19 claims, so check what is stated.

**8) I purchased my tickets via credit card, will that help me?**

Yes. Under Section 75 of the Consumer Credit Act 1974, if your purchase was over £100 and you paid by credit card, the credit card provider is jointly liable for the transaction. Therefore, if you are unable to resolve the matter with the airline/package organiser/event organiser, you should raise it with your credit card provider.

If you paid via debit card, you may still be able to claim by requesting a chargeback via your card provider.

**9) I have tickets to a music festival in Ibiza in July. It's been cancelled. Am I entitled to a refund?**

Yes, you should be entitled to a refund. Your booking will usually fall under the law of the country where the business you bought from is based. This should be made clear in the terms and conditions along with terms relating to cancellations.

If the festival tickets were purchased as part of a package holiday, then you are entitled to a full refund under The Package Travel and Linked Travel Arrangements Regulations 2018.



## 10) I had a season ticket for my Premier League team. Am I entitled to a refund for the matches that were cancelled?

You have received some of the services that you have paid for but should still be entitled to a refund for the remaining matches. Check the terms and conditions of your season ticket and any statements made via your club's website. Many clubs are offering either part-refunds or credit.

### Further support

Should you require any further advice or support in getting your consumer rights honoured, then you can contact your local council's Trading Standards service via the Citizens Advice consumer service helpline on 0808 223 1133 or via their chat service [online](#).

Alternatively, consumer crimes in London can be reported online using the [London Trading Standards reporting tool](#) -

### Full website addresses for printed versions

Website	Full address
CAA ADR scheme	<a href="http://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/Alternative-dispute-resolution/">www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/Alternative-dispute-resolution/</a>
CAA complaints	<a href="http://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint/">www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint/</a>
ABTA news	<a href="http://www.abta.com/news/coronavirus-outbreak">www.abta.com/news/coronavirus-outbreak</a>
Citizens Advice	<a href="http://www.citizensadvice.org.uk/consumer/">www.citizensadvice.org.uk/consumer/</a>
LTS reporting tool	<a href="http://www.londontradingstandards.org.uk/report-consumer-crime/">www.londontradingstandards.org.uk/report-consumer-crime/</a>

Issued 8<sup>th</sup> June 2020 by London Trading Standards and amended 18th June 2020