

Customer Guide



XL Leisure Group Plc including certain associated and subsidiary companies* – All in Administration (the Companies)

At 2 am on 12 September 2008, Alastair Beveridge, Nick Cropper, Simon Appell and Stuart Mackellar were appointed as Joint Administrators of the Companies by the Court.

The Companies entered into Administration having suffered as a result of volatile fuel prices, the economic downturn, and the Companies were unable to obtain further funding.

The Joint Administrators are unable to continue trading the business and therefore all flights operated by the Companies have been cancelled and the aircraft grounded.

Customers booked with XL Leisure Group ATOL tour operators

The following tour operators held Air Travel Organiser's Licenses and customers that purchased air holidays and flights from them will be ATOL protected. Full details are on the CAA's ATOL website (www.atol.org.uk):

- **The Really Great Holiday Company PLC - ATOL 3827**
Trading as: Cruise City, Excel Holidays, The Florida Skytrain, Transatlantic Vacations, Travel City Direct and Travel City International
- **Kosmar Villa Holidays PLC - ATOL 1760**
Trading as: Kosmar Holidays
- **Freedom Flights Limited - ATOL 5296**
Trading as: Freedom Flights
- **Aspire Holidays Limited - ATOL 6536**
Trading as: Aspire Holidays

Customers currently abroad

You should be able to stay in your hotel or villa and complete your holiday. In most cases, your accommodation provider will be paid direct by the CAA so you will not incur any additional expenses. If you need to make any payments for items like hotels or transfers, you should obtain a receipt as far as possible. The CAA will be able to consider claims for these amounts.

A flight will be arranged to bring you home by the Civil Aviation Authority. You can check with your holiday rep for information about any changes to your flight arrangements, or check

on the ATOL website (www.atol.org.uk). For those customers in particular distress please contact the CAA's help line on telephone number 02891 856 547.

Customers with advanced bookings but yet to travel

All passengers that have booked through a travel agent should contact that agent in the first instance who will be able to assist you in making a claim on ATOL. They may also be able to provide an alternative arrangements. Further information is available on the ATOL website (www.atol.org.uk).

Customers booked with XL Airways or Medlife Hotels

Booked through xl.com or xl call centres.

Unfortunately, these companies are not ATOL protected.

Consequently, you will be ineligible for a refund from ATOL. Furthermore, the Companies and the Joint Administrators are not in a position to arrange your return journey. If you are owed money as a result of either incurring costs to return to the UK or the cancellation of your holiday, please send details of the amount owed to you by the Companies to Kroll Limited, 31, Wellington Street, Wellington Plaza, Wellington Street, Leeds LS1 4DL.

If you booked through a travel agent please refer to them in the first instance.

Customers should check their travel insurance policy since it may provide cover for airline or accommodation failure. The type of protection provided may also vary depending on the type of policy taken out. A policy may cover the complete or partial cost of the original tickets or accommodation purchased.

If you paid by credit card, you may be protected by Section 75 of the Consumer Credit Act 1974. If you paid by Visa debit card you may also have some protection. You should check with your card issuer for further advice.

Please see <http://www.xl.com> for further information and a list of potential alternative carriers, which include:

- First Choice – 0871 200 7799
- Thomas Cook – 0870 750 0119
- Thomson – 0871 231 5938

Further information can be obtained from the Administrator's help line as follows:

- From the UK – 0800 068 8991
- From Abroad - + 44 208 242 4783

The French and German divisions of the XL Group continue to trade on a business as usual basis and are unaffected by the Administration of the UK operations.

Press Related Enquiries

All press related queries concerning the Companies Administration should be redirected to the Kroll Press Office on 0207 973 5995.

All press enquiries concerning ATOL protection should be directed to the CAA Press Office on 0207 453 6030.

*A full list of the companies affected can be found at <http://www.xl.com>.