

Thomas Cook has ceased trading – advice for Scots holidaymakers here

THOMAS COOK COLLAPSE – ADVICE FOR SCOTS HOLIDAYMAKERS

Travel firm Thomas Cook has collapsed, disrupting holiday plans for thousands of people in Scotland.

The country's new dedicated consumer advice service, consumeradvice.scot, is ready to provide advice, assistance and information to those affected.

Colin Mathieson, spokesperson for consumeradvice.scot said:

“The collapse of Thomas Cook will cause huge disruption for thousands of Scots holidaymakers.

“The UK Government and the Civil Aviation Authority are working together to support passengers due to fly back to the UK, which will be a mammoth task.

“Anyone due to depart from a Scottish airport with Thomas Cook Airlines is advised not to travel to the airport as their plane will not be operating.

More information is available at thomascook.caa.co.uk.

“Consumers have rights in these unfortunate situations. For those already on holiday, provided their holiday was ATOL protected, an alternative flight will be arranged to get them home, which will usually be at the end of the holiday as previously scheduled.

“For those with future holidays, providing the booking is ATOL protected, they can make a refund claim via the ATOL scheme.

“Even if bookings are not ATOL protected, holidaymakers may still be able to get a refund.

“Our advisers can help individual consumers in Scotland with free, impartial advice.”

