



## **Commission for Aviation Regulation**

### **JetGreen Update - 14 May 2004**

Following the collapse of licensed tour operator Jet Green Airways on Wednesday, 12 May, the Commission for Aviation Regulation has been working to establish a clearer picture of the impact of the collapse on the travelling public.

#### **Circumstances in airports and on other airlines**

Initial enquiries by the Commission to handling agents in both Alicante and Malaga airports suggest that, in general, passengers have been successful in making alternative arrangements to return to Ireland. There are no reports of passengers being stranded. In general, passengers affected by the collapse have shown great patience and substitute arrangements have been identified and made by them in an orderly fashion.

This early impression is borne out by reports that there was and continues to be adequate capacity on flights operated by other carriers departing from those airports. The Commission continues to monitor the position.

#### **Commission's Office response**

Over the period from 11.00am on Wednesday 12th May to midday on Friday 14<sup>th</sup>, Commission staff had dealt with and logged almost 1,000 calls, over 150 emails to the [info@aviationreg.ie](mailto:info@aviationreg.ie) email address and registered a surge of over 7,000 hits (estimated at 700 unique visits) to the website, [www.aviationreg.ie](http://www.aviationreg.ie)

#### **Refunds**

In its statement on Wednesday 12<sup>th</sup>, the Commission announced that the bond held by JetGreen Travel would be called down as necessary and that passengers who were unable to return to Ireland would be able to submit a claim to the Commission.

Additionally, those who have paid monies to JetGreen Airways for flights which will not now take place will be able to make a claim for reimbursement to the Commission in a similar fashion.

A claim form has been posted on the Commission's website, [www.aviationreg.ie](http://www.aviationreg.ie), and hard copies are available from the Commission on request.

**Travel Originating Outside the State.**

The Commission is aware that an element of the commercial transactions by JetGreen Airways Limited was the sale of flights originating abroad e.g. flights flying from Malaga/Alicante to Dublin, one way or return.

The Commission wishes to clarify for the information of the public and in particular for those persons affected by the recent cessation of trading by JetGreen Airways that flights originating abroad are not covered by the relevant legislation in so far as their contract does not fall within the meaning of "overseas travel contract" as defined in that legislation.

A licence issued by this office to a Tour Operator or Travel Agent is for the purpose of overseas travel contracts i.e. a contract, which *involves travel originating in Ireland* to a place outside the State. Therefore, the bonding requirements, which are a fundamental criterion of the licence, only cover travel originating in Ireland.

Therefore, in the current circumstances involving JetGreen Airways Limited travel originating outside the State is not covered by the refund/reimbursement requirements of the Bond.

**Monies paid over in respect of accommodation, car hire, etc.**

The Commission also wishes to remind customers of JetGreen Airways that monies paid out separately *to other companies* for accommodation, car hire etc. are not covered under the JetGreen Airways Bond.

Ends

**For Further Information please contact Whelan Communications:  
Brian Whelan 01 6807111/086 8177178  
Suzanne Mc Cormack 01 6807111/086 8573927**

## **Notes to Editor**

The Commission for Aviation Regulation has responsibility for issuing licences which are supported by bonds amounting to 10% of a tour operator's turnover. Tour operators and travel agents are obliged to enter into a bond before the Commission grants a licence. In the event of a failure of a tour operator or travel agent, the Commission is responsible for administering the bond. This work usually consists of assessing the eligibility of individual claims from customers of the firm, making the appropriate refunds, and where necessary, making arrangements for the repatriation of customers who are abroad.