



○ **I booked a holiday through XL Leisure Group (Ireland) Ltd t/a XL Holidays – can I get a refund?**

XL Leisure Group has a bond with the Commission for Aviation Regulation. Please complete the claim form on the website to apply for reimbursement of the cost of your holiday.

○ **I booked a holiday with XL Holidays/Excel Holidays/ Freedom Flight – what is the situation?**

XL Holidays, Excel Holidays, Freedom Flight are trading names for XL Leisure Group if you have not yet travelled you may be eligible for reimbursement under the Bond – please complete the claim form and submit with all receipts

○ **I booked a holiday through XL Leisure Group (Ireland) Ltd and haven't travelled yet-will I still go?**

NO - future travel will not take place – please download a claim form from our website to claim a refund.

○ **I booked a holiday to Skiathos/Bourgos/another location through a Travel Agent and don't know if it is operated by XL– how do I know whether this has been cancelled?**

Call your Travel Agent or Tour Operator directly and seek confirmation from them.

○ **I have booked flights with XL Airways directly – is the cost of my flight covered?**

XL Airways as an airline is not bonded – therefore there is **NO** refund or reimbursement available from the Commission

○ **I booked flight only with XL Leisure Group (Ireland) Ltd for future travel**

XL Leisure Group (Ireland) Ltd is bonded so the cost of your flight is covered. Please submit a claim form for a refund of the cost of your flight

○ **Customers currently abroad**

We are currently trying to repatriate those passengers who are due to return from Reus, Spain, Skiathos, Greece and other locations. Please check our website for further details at www.aviationreg.ie

○ **How long will it be until I get refunded**

Claims from persons who have been repatriated will be dealt with first. Claims by customers who have not yet travelled will be processed in order of date of departure – we estimate a timeline of six weeks+ from receipt of completed valid claims.

- **My relative/friend is abroad – should I make arrangements for them?**

<p>Flight only booked with XL Airways</p> <p>We regret to inform your booking is not protected with the Commission and therefore no refunds are available</p>	<p>Package (flight + accommodation) booked through Travel Agent/Tour Operator</p> <p>Travellers should liaise directly with their tour representative (rep) abroad</p>	<p>Flight only booked through XL Leisure Group (Ireland) Ltd</p> <p>Travellers should make their own arrangements for their return and submit claim form complete with receipts of expenses necessarily incurred.</p>
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- **Should I pay accommodation costs?**

If you are asked to pay the cost of your accommodation these expenses can only be reimbursed from the Commission from the date of collapse, which is **12 September 2008** onwards. You are not required to pay accommodation for dates preceding 12 September 2008. Upon your return to Ireland include receipts of these costs with your claim form.
