

Specialist Leisure Group

Specialist Leisure Group Limited

Shearings Group Limited

Shearings Holidays Limited

Shearings Hotels Limited

Shearings Limited

National Holidays Tours Limited

National Holidays Limited

Wallace Arnold Travel Limited

UK Breakaways Limited

(all in Administration) (together ‘the Companies’)

The information in this document provides a summary for customers on the options to claim a refund for cancelled holidays with the Specialist Leisure Group, based on booking type and method of payment. This information should be read in conjunction with the Customer FAQs.

Important information

Holidays not booked with Specialist Leisure Group

Customers who have holidays booked with another tour operator, e.g. Jet2, Tui, P&O cruises and Butlins, should contact the tour operator directly as these holidays have not been cancelled as a result of the Administration.

Holidays booked through travel agents (not Wallace Arnold Travel)

Customers who booked a holiday through a travel agent that was not Wallace Arnold Travel, are advised to contact their travel agent in the first instance. Travel agents may be able to help customers make alternative holiday arrangements and can provide advice on the options to claim a refund for cancelled holidays.

Summary Claims Process Chart

If you had a booking cancelled by the Specialist Leisure Group prior to 22 May 2020 and you received a Holiday Credit Note, or transferred credit to a future booking, your options to claim a refund will be based on the **original booking type** and **original method of payment**.

Did your booking include:
a) Organised travel; and
b) an overnight stay?

How did you pay for your product?

Part or All on:

Credit card

What was the total cost of your booking / product?

Over £100

Contact your card issuer for a refund under s75 of the Consumer Credit Act

Part or All on:

Debit card

£100 or under

Contact your card issuer to confirm if you can get a refund under the chargeback scheme

Unable to claim

Full amount by:

Bank transfer

Cash

Cheque

Voucher

Do you have insurance that covers insolvency of the tour operator / supplier?

No

Yes

Submit a claim as an unsecured creditor in the Administration to SLGAdministration@uk.ey.com

Unable to claim

Contact your insurance provider to confirm if you can claim

No²

Yes¹

What type of organised travel did your package booking include?

Coach

Train

River Cruise

Booked with:
National Holidays
Tours Limited

Booked with:
Shearings Holidays
Limited

How did you pay your deposit / holiday?

Part or All on:

Credit card

What was the total cost of the booking?

Over £100

Contact your card issuer for a refund under s75 of the Consumer Credit Act

Part or All on:

Debit card

Contact your card issuer to confirm if you can get a refund under the chargeback scheme

Unable to claim

Full amount by:

Bank transfer

Cash

Cheque

Voucher

Submit a claim to Bonded Coach Holidays (BCH) at www.bch-uk.org

Ocean Cruise

Flight

Submit a claim to ABTA at shearingsholidays@claims.abta.co.uk

The CAA will be in touch with customers with an ATOL certificate

1 Table of claim options for package holiday bookings

* Customers who have paid on credit / debit card and booked through a travel agent (not Wallace Arnold Travel) should not be refunded from their credit / debit card issuer, but claim directly from BCH

	Holiday Type	Method of payment	Refund from	Next steps / notes
Flight package	Bookings with an ATOL protected flight	Any	CAA	<ul style="list-style-type: none">CAA will contact customers with ATOL protected holiday bookingsFor further information visit www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/
Coach package	Bookings including coach travel and overnight accommodation	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Submit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org
Rail package	Bookings including rail travel and overnight accommodation	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Submit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org
Cruise package	Bookings including a river cruise and overnight accommodation	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Submit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org
	Bookings including an ocean cruise and overnight accommodation, booked with Shearings Holidays Limited	Any	ABTA	<ul style="list-style-type: none">Check booking confirmation / paperwork to confirm booking is with Shearings Holidays LimitedContact ABTA at shearingsholidays@claims.abta.co.uk to request a refund
	Bookings including a mini cruise and overnight accommodation, booked with National Holidays Tours Limited	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Check booking confirmation / paperwork to confirm booking is with National Holidays Tours LimitedProvide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Check booking confirmation / paperwork to confirm booking is with National Holidays Tours LimitedSubmit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org
Holiday Credit Notes	Original booking included an ATOL protected flight	Any	CAA	<ul style="list-style-type: none">CAA will contact customers with ATOL protected holiday bookingsFor further information visit www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/
	Original booking included coach or rail travel, or a river cruise , and overnight accommodation	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Submit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org
	Bookings including an ocean cruise and overnight accommodation, booked with Shearings Holidays Limited	Any	ABTA	<ul style="list-style-type: none">Check booking confirmation / paperwork to confirm booking is with Shearings Holidays LimitedContact ABTA at shearingsholidays@claims.abta.co.uk to request a refund
	Bookings including a mini cruise and overnight accommodation, booked with National Holidays Tours Limited	Part or all paid on credit / debit card*	Credit / debit card issuer	<ul style="list-style-type: none">Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refundLetter and further information, including contact details for BCH, available at www.bch-uk.org
		All paid by cash, cheque, bank transfer or voucher	BCH	<ul style="list-style-type: none">Submit a claim for a refund through CSA Limited at www.submitclaim.co.uk/shearingsFurther information, including contact details for BCH, available at www.bch-uk.org

² Non-package holiday products

Non-package holiday products, which do not have financial protection under the Bonded Coach Holidays, ATOL or ABTA schemes include:

- Gift vouchers (including vouchers issued as compensation)
- Self-drive holidays
- Hotel only reservations at Bay Hotels, Coast & Country Hotels and Country Living Hotels
- Events at Bay Hotels, Coast & Country Hotels and Country Living Hotels (e.g. weddings)
- Activity only bookings, without organised travel and accommodation
- Day trips
- Insurance
- Leisure club of gym memberships at Bay Hotels, Coast & Country Hotels and Country Living Hotels

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S J Woodward is licensed in the United Kingdom to act as an Insolvency Practitioner by The Institute of Chartered Accountants in England and Wales and C P Dempster is licensed in the United Kingdom to act as Insolvency Practitioner by The Institute of Chartered Accountants of Scotland.

The affairs, business and property of the Companies are being managed by the Joint Administrators, S J Woodward and C P Dempster, who act as agents of the Companies only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the General Data Protection Regulation 2016/679, depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Companies may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.