

# 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

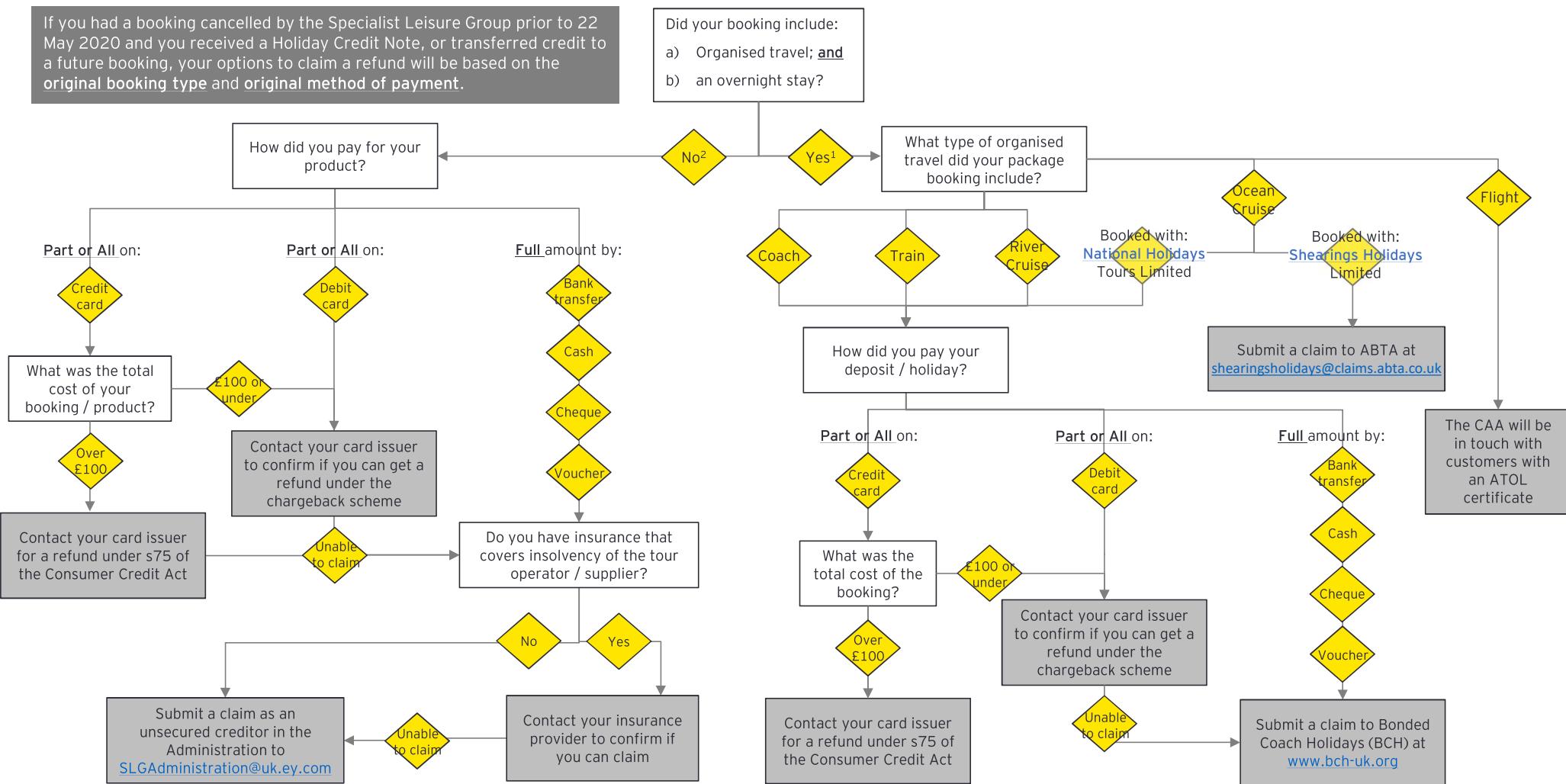
Customers who have holidays booked with another tour operator, e.g. Jet2, Tui, P&O cruises and Butlins, should contact the tour operator directly as these holidays have not been cancelled as a result of the Administration.

### 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**.



## 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 <a href="#">flight</a>	Any	CAA	<ul style="list-style-type: none"> <li>CAA will contact customers with ATOL protected holiday bookings</li> <li>For further information visit <a href="http://www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/">www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/</a></li> </ul>
Coach package	Bookings including <a href="#">coach</a> travel <b>and</b> overnight accommodation	Part or all paid on credit / debit card* All paid by cash, cheque, bank transfer or voucher	Credit / debit card issuer BCH	<ul style="list-style-type: none"> <li>Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refund</li> <li>Letter and further information, including contact details for BCH, available at <a href="http://www.bch-uk.org">www.bch-uk.org</a></li> </ul>
Rail package	Bookings including <a href="#">rail</a> travel <b>and</b> overnight accommodation	Part or all paid on credit / debit card* All paid by cash, cheque, bank transfer or voucher	Credit / debit card issuer BCH	<ul style="list-style-type: none"> <li>Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refund</li> <li>Letter and further information, including contact details for BCH, available at <a href="http://www.bch-uk.org">www.bch-uk.org</a></li> </ul>
Cruise package	Bookings including a <a href="#">river cruise</a> <b>and</b> overnight accommodation	Part or all paid on credit / debit card* All paid by cash, cheque, bank transfer or voucher	Credit / debit card issuer BCH	<ul style="list-style-type: none"> <li>Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refund</li> <li>Letter and further information, including contact details for BCH, available at <a href="http://www.bch-uk.org">www.bch-uk.org</a></li> </ul>
	Bookings including an <a href="#">ocean cruise</a> <b>and</b> overnight accommodation, booked with <a href="#">Shearings Holidays Limited</a>	Any	ABTA	<ul style="list-style-type: none"> <li>Check booking confirmation / paperwork to confirm booking is with Shearings Holidays Limited</li> <li>Contact ABTA at <a href="mailto:shearingsholidays@claims.abta.co.uk">shearingsholidays@claims.abta.co.uk</a> to request a refund</li> </ul>
	Bookings including a <a href="#">mini cruise</a> <b>and</b> overnight accommodation, booked with <a href="#">National Holidays Tours Limited</a>	Part or all paid on credit / debit card* All paid by cash, cheque, bank transfer or voucher	Credit / debit card issuer BCH	<ul style="list-style-type: none"> <li>Check booking confirmation / paperwork to confirm booking is with National Holidays Tours Limited</li> <li>Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refund</li> <li>Letter and further information, including contact details for BCH, available at <a href="http://www.bch-uk.org">www.bch-uk.org</a></li> </ul>
	Original booking included an ATOL protected <a href="#">flight</a>	Any	CAA	<ul style="list-style-type: none"> <li>CAA will contact customers with ATOL protected holiday bookings</li> <li>For further information visit <a href="http://www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/">www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/</a></li> </ul>
Holiday Credit Notes	Original booking included <a href="#">coach</a> or <a href="#">rail</a> travel, or a <a href="#">river cruise</a> , <b>and</b> overnight accommodation	Part or all paid on credit / debit card* All paid by cash, cheque, bank transfer or voucher	Credit / debit card issuer BCH	<ul style="list-style-type: none"> <li>Provide credit / debit card issuer with a credit / debit card letter from BCH to request a refund</li> <li>Letter and further information, including contact details for BCH, available at <a href="http://www.bch-uk.org">www.bch-uk.org</a></li> </ul>
	Bookings including an <a href="#">ocean cruise</a> <b>and</b> overnight accommodation, booked with <a href="#">Shearings Holidays Limited</a>	Any	ABTA	<ul style="list-style-type: none"> <li>Check booking confirmation / paperwork to confirm booking is with Shearings Holidays Limited</li> <li>Contact ABTA at <a href="mailto:shearingsholidays@claims.abta.co.uk">shearingsholidays@claims.abta.co.uk</a> to request a refund</li> </ul>
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	Original booking included an ATOL protected <a href="#">flight</a>	Any	CAA	<ul style="list-style-type: none"> <li>CAA will contact customers with ATOL protected holiday bookings</li> <li>For further information visit <a href="http://www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/">www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/</a></li> </ul>

## **<sup>2</sup> 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 or 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](http://www.ey.com/uk/officeholderprivacy).