

## **BRITONS LEFT AT RISK WITH TRAVEL FIRMS COLLAPSE**

### **Mondial Assistance urges holidaymakers to be vigilant**

As yesterday's news broke that travel firm Flight Options, which owns the operator Kiss Travel, has collapsed, Mondial Assistance in the UK is urging holidaymakers to ensure they book a holiday with ATOL protected travel agents and tour operators. Many more holidaymakers are now left to salvage their plans to head to sunnier shores following the collapse of Goldtrail and Birmingham-based travel firm Sun4U just last month. Furthermore warns Mondial Assistance, make sure you are aware of what your travel insurance will cover you for and check the Terms & Conditions within the 14 day cooling off period.

"Sadly, the trend of holiday firm failures continues this year, so it is vital that consumers not only think carefully about where they purchase their holiday, but how they are covered if a travel company collapses. When booking a holiday through a travel agent, we would recommend that travellers check that the tour operator is covered by the ATOL scheme (Air Travel Organisers' Licensing)," comments Mike Webb, CEO of Mondial Assistance UK.

"When paying money, even so much as a deposit, to a UK holiday company for a flight or a holiday package, if the firm is ATOL protected you will be too. If you do decide to book through a firm that is not ATOL protected, it is vital you take this into consideration when buying your travel insurance. Cover for cancellation and curtailment varies from insurer to insurer, and many will not cover failure of an airline, so read the policy documentation carefully within the 14 day cooling off period to be sure you know what you are getting for your money. If you are unsure contact your insurer for advice and cancel the policy if you don't like what you are getting."

Mondial Assistance can confirm that its policyholders who are able to rebook their holiday can amend their policy to cover the new trip dates. For those who are unable to rebook their trip and therefore do not ultimately travel, Mondial Assistance will provide a full refund of the premium paid.

**END**

**August 2010**

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Mondial Assistance: an intervention every 2 seconds around the world.

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International leader in Assistance, Travel Insurance and health, life & home care services, today the Mondial Assistance Group counts more than 10 231 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 180 correspondents. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents. Mondial Assistance is a member of the Allianz Group.

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