

Specialist Leisure Group Limited and certain subsidiaries* (in Administration) (“the Specialist Leisure Group”)

(Updated September 2020)

The Specialist Leisure Group entered Administration and ceased to trade on 22 May 2020.

All tours, cruises, holidays and hotel breaks, booked before 22 May 2020, with the Specialist Leisure Group have been cancelled and will not be rescheduled.

The Specialist Leisure Group operated several businesses that sold holidays and other travel arrangements under the following brands.



The below **Frequently Asked Questions** in this document set out various customer scenarios, the options available to you to claim compensation for your cancelled holiday and answers to other commonly asked questions, organised into the following categories:

- Package holidays with coach or rail travel or river cruise (page 2)
- Package holidays with air travel (page 5)
- Package holidays with ocean or mini cruises (page 6)
- Non-package holiday products (including self-drive holidays and gift vouchers) (page 8)
- Holidays booked through a travel agent (including Wallace Arnold Travel) (page 14)
- Holidays cancelled before 22 May 2020 (including Holiday Credit Notes) (page 16)
- Sale of Specialist Leisure Group brands (including use of gift vouchers with the purchaser and the sale of customer lists) (page 17)
- Other frequently asked questions (including Section 75 and chargeback queries, updates on submitted claims including contact details) (page 19)

For the avoidance of doubt, refunds for bookings with the Specialist Leisure Group will not be automatic and cannot be processed by the Administrators. Please read the information and advice provided in this document carefully to maximise your chances of receiving a full refund.

Coach, rail and river cruise package holidays

1. Can I claim a refund for my cancelled holiday?

If your package holiday / tour included travel by **coach** or **rail**, or you booked a **river cruise**, with overnight accommodation, your holiday is expected to be covered by The Confederation of Passenger Transport, Bonded Coach Holidays Scheme or by your credit / debit card issuer.

Holiday Credit Notes, issued for coach, rail and river cruise bookings, cancelled by the Specialist Leisure Group, will have the same financial protection as under the original booking.

Your next steps to claim a refund will depend on the method of payment for your booking:

If you paid any part of your booking on credit card

- Contact your credit card issuer to confirm if you are eligible for a full refund under Section 75 of the Consumer Credit Act (if your total booking cost over £100) or the chargeback scheme (if your total booking cost £100 or under). Claims under the chargeback scheme must be received by your debit card issuer within 120 days of 22 May 2020 (before 19 September 2020) to be processed.
- Please provide your credit card issuer with the credit card letter available at www.bch-uk.org. This should be used if you booked a package coach, rail or river cruise holiday with any of the brands operated by the Specialist Leisure Group, including National Holidays and UK Breakaways.
- Contact information for your credit card issuer is likely to be located on the reverse of your card (otherwise it can be found online). You may also be able to contact and submit a claim to your credit card issuer online, which may reduce processing time.
- If you have not submitted your chargeback claim by 19 September 2020, you will need to submit a claim under the Bonded Coach Holidays Scheme, see *"if you paid all your booking by bank transfer, cash, cheque or vouchers or have missed the deadline for chargeback claims"* below for details of how to do this.

If you paid any part of your booking on debit card

- Contact your debit card issuer to confirm if you are eligible for a full refund under the chargeback scheme. Claims under the chargeback scheme must be received by your debit card issuer within 120 days of 22 May 2020 (before 19 September 2020) to be processed.
- Please provide your debit card issuer with the debit card letter available at www.bch-uk.org. This should be used if you booked a package coach, rail or river cruise holiday with any of the brands operated by the Specialist Leisure Group, including National Holidays.

- Contact information for your debit card issuer is likely to be located on the reverse of your card (otherwise it can be found online). You may also be able to contact and submit a claim to your debit card issuer online, which may reduce processing time.
- If you have not submitted your chargeback claim by 19 September 2020, you will need to submit a claim under the Bonded Coach Holidays Scheme, see the next paragraph for details of how to do this.

If you paid all your booking by bank transfer, cash, cheque or vouchers or have missed the deadline for chargeback claims

- Claim a refund from Bonded Coach Holidays by submitting a claim to CSA Limited at www.submittclaim.co.uk/shearings.
- Claims to Bonded Coach Holidays must be submitted within six months of 22 May 2020 (before 25 November 2020) to be processed.

2. I paid for my holiday with my card and another method (e.g. vouchers / cash); do I need to make two claims?

No. If you paid any part of your booking on card you should contact your card issuer in the first instance to request a full refund, including for the portion not paid on card. If your card issuer is unable to provide a full refund, a claim for the shortfall should be submitted to Bonded Coach Holidays.

3. How long will it take to receive my refund?

As you will appreciate, card issuers and Bonded Coach Holidays are dealing with a significant volume of claims at the moment and your patience is appreciated at this time.

If you are claiming a refund from your credit or debit card issuer, please confirm with your card issuer the estimated processing time.

Claims from Bonded Coach Holidays are currently taking up to 10 weeks to be processed. Please continue to refer to the Bonded Coach Holidays website at www.bch-uk.org for any further updates.

4. Who are CSA Limited?

CSA Limited have been engaged by The Confederation of Passenger Transport to manage customer claims in respect to bookings made with the Specialist Leisure Group and which have financial protection under the Bonded Coach Holidays Scheme.

5. Can I only make a claim online from Bonded Coach Holidays?

Customers are encouraged to submit claims online to reduce processing time and ensure refunds are received as quickly as possible.

If you would prefer to complete a physical claim form this can be downloaded from the Bonded Coach Holidays website at www.bch-uk.org and should be returned to: Shearings Claim c/o CSA Limited, 308 – 314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD.

You can also request a physical claim form by contacting Bonded Coach Holidays on 01702 840295 or by writing to: Shearings Claim c/o CSA Limited, 308 – 314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD.

6. What information do I need to claim a refund?

To claim a refund from Bonded Coach Holidays or under Section 75 of the Consumer Credit Act or chargeback scheme, you are expected to be required to provide the following information:

- Booking confirmation / invoice and
- Proof of payment.

Please note, that as of 20 July 2020, we no longer have access to booking information. If you have been unable to request your booking confirmation before this date, please contact the organisation to which you are submitting a claim (your credit / debit card issuer or Bonded Coach Holidays) to discuss the alternative information you can provide to verify your claim. This should not affect your claim.

7. Who can I contact regarding my coach / rail / river cruise package holiday claim?

If you have queries relating to refunds for **coach**, **rail** or **river cruise** bookings, which are not answered in this document, please visit the Bonded Coach Holidays website at www.bch-uk.org for further information. Alternatively, please contact Bonded Coach Holidays on 01702 840295.

8. I booked my holiday through a travel agent, what should I do?

If you booked your holiday through a travel agent, you should submit a claim under the Bonded Coach Holiday Scheme, not submit a claim to your card issuer. Your travel agent may be able to assist you with this claim.

Flight inclusive package holidays

9. Can I claim a refund for my cancelled holiday?

If you booked a **flight inclusive** package, your holiday may be covered by the ATOL scheme.

The Specialist Leisure Group sold flight inclusive ATOL protected package holidays through Shearings Holidays Ltd – ATOL 1666. Please check your holiday booking documentation for an ATOL certificate to confirm if your holiday is covered.

Customers with ATOL protected bookings should have been contacted by the UK Civil Aviation Authority, either directly or via their booking / travel agent, with further information and advice on making a claim for a refund. If you have not received contact, please contact the UK Civil Aviation Authority directly. Contact details can be found on their website at www.caa.co.uk.

If you were issued with a Holiday Credit Note in relation to a flight inclusive package holiday, please discuss your options to claim a refund with the UK Civil Aviation Authority.

10. I do not have my ATOL certificate; can I request a copy?

Please note, that as of 20 July 2020, we no longer have access to booking information and as such cannot provide ATOL certificates. If you have been unable to request your certificate before this date, please contact the Civil Aviation Authority to discuss the alternative information you can provide to verify your claim.

11. Who can I contact regarding my flight inclusive package holiday claim?

If you have queries relating to refunds for **flight inclusive** package holiday bookings, which are not answered in this document, please visit the UK Civil Aviation Authority's website at <https://www.caa.co.uk/ATOL-protection/Make-an-ATOL-claim/Latest-ATOL-holder-failures/> for additional information and contact details for the Civil Aviation Authority.

Ocean / mini cruise package holidays

12. Can I claim a refund for my cancelled holiday?

If you booked an **ocean cruise or mini cruise** your options to claim a refund will depend on whether your booking was with Shearings Holidays Limited or National Holidays Tours Limited. Your booking information will confirm this.

Ocean Cruises booked through Shearings Holidays Limited

- Contact ABTA at shearingsholidays@claims.abta.co.uk to request a refund.
- In your initial email provide your name, contact details, booking reference, dates and destination of travel.
- ABTA will respond to your email confirming your next steps to claim a refund.

Mini Cruises booked through National Holidays Tours Limited

- Your holiday is expected to be covered by The Confederation of Passenger Transport, Bonded Coach Holidays Scheme or by your credit / debit card issuer.
- Your next steps to claim a refund will be the same as those outlined in questions 1 to 8 above under *"Coach, rail and river cruise package holidays"*.

13. I booked an ocean cruise with another tour operator (not Shearings or National Holidays); is my holiday impacted?

If you booked an ocean cruise package through Wallace Arnold Travel, for a cruise operated by another tour company (not Shearings or National Holidays) your holiday booking should be unaffected.

If your holiday is with a different tour operator, such as P&O Cruises, please contact them directly regarding your booking. Contact details may be on your booking documentation or can be found online.

You can also visit www.abta.com/wallace-arnold-travel-limited for further information and advice.

14. I do not have my booking information; can I request a copy?

Please note, that as of 20th July 2020, we no longer have access to booking information as such we are unable to provide booking confirmations, Holiday Credit Notes and confirmation of payment method. If you do not have this information, this should not prejudice your claim and we advise you discuss this with the organisation from which you are claiming a refund, (ABTA, your credit / debit card issuer or Bonded Coach Holidays), to confirm the alternative information you can provide to verify your claim.

15. Who can I contact regarding my ocean / mini cruise package holiday claim?

If you have queries relating to refunds for **ocean / mini cruise** package holiday bookings, which are not answered in this document, please contact:

- ABTA at shearingsholidays@claims.abta.co.uk, if your booking was with Shearings Holidays Limited; or
- Bonded Coach Holidays on 01702 840295 if your booking was with National Holidays Tours Limited. Further information on claiming refunds under the Bonded Coach Holidays Scheme is also provided in questions 1 to 8 above and on the Bonded Coach Holidays website at www.bch-uk.org.

Non-package holiday products

16. What bookings / products are included in non-package holiday products?

Bookings and vouchers which were not sold as a package holiday and therefore do not have financial protection under the Bonded Coach Holidays, ATOL or ABTA schemes include:

- Self-drive holidays;
- Hotel reservations with Bay Hotels, Coast & Country Hotels and Country Living Hotels (please see a full list of these hotels in question 26 below);
- Events booked at Bay Hotels, Coast & Country Hotels and Country Living Hotels (including weddings);
- Activity only bookings, without organised coach travel and accommodation;
- Day trips;
- Leisure club or gym memberships at Bay Hotels, Coast & Country Hotels and Country Living Hotels;
- Insurance;
- Compensation gift vouchers (for example, those issued in respect to a complaint); and
- Gift vouchers.

17. Can I claim a refund for my non-package holiday product?

If you have one of the Specialist Leisure Group products listed in question 16 above, the refund options available to you will depend on your method of payment and insurance cover as outlined below.

Paid any part on credit card

- If you paid **all or part** on **credit card**, please contact your credit card issuer to confirm if you are eligible to claim a refund under Section 75 of the Consumer Credit Act (if the total cost was over £100) or chargeback scheme (if the total cost was £100 or less).
- Contact information for your credit card issuer is likely to be located on the reverse of your card (otherwise it can be found online). You may also be able to contact and submit a claim to your credit card issuer online, which may reduce processing time.
- Claims under the chargeback scheme must be received within 120 days of 22 May 2020 (before 19 September 2020) to be processed. If you have not submitted your chargeback claim by 19 September 2020, you will need to follow the next steps under "Travel insurance" (if applicable) or "Claim in the Administration" below.

Paid any part on Debit Card

- If you paid **all or part** on **debit card**, please contact your debit card issuer to confirm if you are eligible to claim a refund under the chargeback scheme.
- Contact information for your debit card issuer is likely to be located on the reverse of your card (otherwise it can be found online). You may also be able to contact and submit a claim to your debit card issuer online, which may reduce processing time.
- Claims under the chargeback scheme must be received within 120 days of 22 May 2020 (before 19 September 2020) to be processed. If you have not submitted your chargeback claim by 19 September 2020, you will need to follow the next steps under "Travel insurance" (if applicable) or "Claim in the Administration" below.

Travel insurance

- Depending on your insurance policy, you may be able to claim on your travel insurance.
- Before contacting your travel insurance provider to discuss your options, please review your policy wording to confirm if your holiday insurance covers an insolvency of the Specialist Leisure Group.
- Travel insurance policies bought through the Specialist Leisure Group exclude cover for insolvency (as per Section 1 (3c) of the policy). Customers with travel insurance purchased through the Specialist Leisure Group should contact their credit or debit card issuer, if applicable (see above), or make a claim in the Administration, as per the instructions below.

Claim in the Administration

If you are not eligible for a refund in any of the ways mentioned above, you may be entitled to submit a claim in the Administration of the Specialist Leisure Group, as an unsecured creditor. Details of how to do this are in question 18 below.

18. How do I make a claim in the Administration?

You should only make a claim as an unsecured creditor if you have exhausted all other options. The Administrators do not expect there to be sufficient money available to allow a material distribution to unsecured creditors. As such, if you are claiming a refund through this route, it is likely your refund will be minimal or nil.

If you would like to submit a claim, you can register your unsecured creditor claim by emailing SLGAdministration@uk.ey.com or writing to the Administrators at the following address:
SLG Administration c/o EY, 2 St Peter's Square, Manchester, M2 3EY, United Kingdom.

To register your unsecured creditor claim, you must include the following information:

- Your name and address;
- Total claim amount, i.e. the amount you paid;
- Details of your booking, including booking reference number, destination, dates, number of travellers; and
- Evidence of purchase, i.e. your booking confirmation. Please send photocopies only, do not send original documents.

The letter / email must be signed by the person making the claim, this can be a typed name at the bottom of an email or a signature on a letter.

We recommend keeping all documents relating to the booking and the claim until this process has been concluded.

19. What information do I need to claim a refund from my card issuer?

To claim a refund from your credit or debit card issuer, under Section 75 of the Consumer Credit Act or chargeback scheme, you are expected to be required to provide the following information to your card issuer:

- Booking confirmation / invoice / gift voucher and
- Proof of payment.

Please note, that as of 20 July 2020, we no longer have access to booking information. If you have been unable to request your booking confirmation before this date, please contact the organisation to which you are submitting a claim to discuss the alternative information you can provide to verify your claim. This should not affect your claim.

20. My bank is requesting proof that my booking didn't have cover under the Bonded Coach Holidays, ATOL or ABTA schemes?

If you have booked one of the non-package holiday products listed in question 16, you are not expected to have financial protection under the Bonded Coach Holidays, ATOL or ABTA Schemes as it did not include both overnight accommodation and organised travel. Please use this document as support for your claim.

21. I have an unused gift voucher; can I get a refund?

Gift Vouchers cannot be redeemed against any future holiday and do not have financial protection under the Bonded Coach Holidays, ATOL or ABTA schemes.

Where vouchers have been paid for by credit or debit card, customers are advised to contact their card issuer in the first instance.

Customers who cannot claim a refund from their credit / debit card issuer, for their unused Gift Vouchers, will be an unsecured creditor for the value of their Gift Vouchers.

Please refer to question 18 on how to make a claim in the Administration.

Some customers were issued Gift Vouchers between 17 March 2020 and 29 March 2020 for cancelled holidays with departure dates between 17 March 2020 to 4 April 2020. These Gift Vouchers may be treated as Holiday Credit Notes for refund purposes. Please refer to questions 35 to 37 below for more information.

22. I used gift vouchers to pay for my holiday; will I be refunded for these redeemed vouchers?

If you have redeemed your gift vouchers to purchase a holiday or product from the Specialist Leisure Group, your eligibility to claim a refund will depend on the type of holiday or product you purchased and how you paid the balance (if applicable).

For example, if you paid for a coach package holiday with vouchers and credit card, you may be entitled to claim the total cost of your cancelled holiday from your credit card company under Section 75 of the Consumer Credit Act or the chargeback scheme. If you paid the total cost of a coach package holiday with vouchers you will be eligible to claim the cost of the holiday from Bonded Coach Holidays as explained in question 1 above.

Please refer to the relevant section in this document, based on the type of holiday / product purchased, to confirm if you are eligible for a full refund and your next steps to make a claim.

23. I received loyalty / compensation vouchers; can I request cash for these?

No. If you received loyalty vouchers or compensation vouchers following a complaint, you will not be eligible for a full refund but will be an unsecured creditor for the value of the vouchers.

The Administrators do not expect there to be sufficient money available to allow a distribution to unsecured creditors. In the unlikely event that any money is available for unsecured creditors, any distribution will be minimal.

Please refer to question 18 to confirm how to register your unsecured creditor claim.

24. I have booked tickets to an event / tourist attraction, can I still use my tickets?

No. If you purchased tickets to an event, tourist attraction or show through the Specialist Leisure Group, you will not receive your tickets and therefore will be unable to attend.

If you booked your ticket as a package, including travel by coach and overnight accommodation, you are expected to be covered under The Confederation of Passenger Transport, Bonded Coach Holidays Scheme or by your credit / debit card issuer. Your next steps to claim a refund are outlined in questions 1 to 8 above under *“Coach, rail and river cruise package holidays”*.

If you purchased a ticket without organised coach travel or overnight accommodation, your booking does not have financial protection under the Bonded Coach Holidays, ATOL or ABTA schemes but you may be entitled to claim a refund depending on your method of payment or insurance cover. Please refer to questions 16 to 18 above for more information.

Please be advised that you will be unable to purchase your original ticket from the Administrators.

25. Will Bay Hotels, Coast & Country Hotels and Country Living Hotels reopen?

All hotels operated by the Specialist Leisure Group have ceased to trade. This includes all hotels operated by Bay Hotels, Coast & Country Hotels and Country Living Hotels (please see a full list of these hotels in question 26 below). If you have a booking at one of these hotels, your reservation has been cancelled and will not be rescheduled.

The individual hotels previously operated by the Specialist Leisure Group may reopen under new ownership in the future. Any new owners or operators at these hotels will be unable to honour bookings previously made through the Specialist Leisure Group but may accept a new reservation, subject to availability.

26. Which hotels were operated by the Specialist Leisure Group?

Bay Hotels

- Bay Dilkhusa Grand Hotel, Ilfracombe
- Bay Carlton Hotel, Great Yarmouth
- Bay Prince of Wales Hotel, Berkeley
- Bay Great Western Hotel, Oban
- Bay Highland Hotel, Strathpeffer
- Bay Royal Whitby Hotel, Whitby
- Bay Tarbet Hotel, Loch Lomond
- Bay Broadway Park Hotel, Sandown
- Bay Marina Hotel, Newquay
- Bay Majestic Bournemouth Hotel, Bournemouth
- Bay Eden Arms Hotel, Rushyford
- Bay Majestic Eastbourne Hotel, Eastbourne
- Bay Grand Hotel, Exmouth
- Bay Marine Hotel, Llandudno
- Bay Royal Weymouth Hotel, Weymouth
- Bay Caledonian Hotel, Fort William
- Bay New Southlands Hotel, Scarborough
- Bay Libertys Hotel, Blackpool
- Bay Norbreck Hotel, Scarborough
- Bay Torbay Hotel, Torquay
- Bay Esplanade Hotel, Paignton
- Bay St Ives Bay Hotel, St Ives
- Bay Tor Park Hotel, Torquay
- Bay Waverley Castle Hotel, Melrose
- Bay Burlington Hotel, Eastbourne
- Bay County Hotel, Llandudno
- Bay Valley of Rocks Hotel, Lynton
- Bay Beresford Hotel, Newquay
- Bay Strathmore Hotel, Morecambe
- Bay Savoy Hotel, Bournemouth
- Bay Grand Atlantic Hotel, Weston-super-Mare

Coast & Country Hotels

- The George Hotel, Chollerford
- The Imperial Exmouth Hotel, Exmouth
- The Ship & Castle Hotel, St Mawes
- The Charlecote Pheasant, Stratford upon Avon

- The Golden Lion, Hunstanton
- The Derwentwater Hotel, Keswick
- The Pitlochry Hydro Hotel, Pitlochry
- The Portpatrick Hotel, Portpatrick
- The Imperial Tenby, Tenby
- The Grand Atlantic, Weston-super-Mare
- The Windermere Hotel, Windermere

Country Living Hotels

- Country Living Lansdown Grove, Bath
- Country Living St George, Harrogate

27. I booked a self-drive holiday which included an overnight stay in a hotel not listed in question 26; do I need to do anything?

If you have hotel reservations, booked as part of a self-drive package, with a hotel not in the Specialist Leisure Group family, your reservation has been cancelled.

Please contact the hotel directly if you wish to re-book your hotel break. You find contact details for the hotel online.

28. I have a future booking which I made through booking.com / Expedia / Secret Escapes; do I need to do anything?

If you booked a hotel stay at Bay Hotels, Coast & Country Hotels or Country Living Hotels your reservation has been cancelled and will not be rescheduled. Any reservations through booking.com, Expedia and Secret Escapes, at these hotels, have now been cancelled.

Please refer to questions 17 and 18 above to confirm your options and if you are eligible to claim a refund for your cancelled hotel reservation. The refund options available to you will depend on how you originally paid the deposit / full cost of your hotel booking.

29. I had a reservation at a hotel which has started to take bookings again, will my reservation be honoured?

Any new owners or operators of the individual hotels, previously operated by the Specialist Leisure Group, will be unable to honour bookings previously made through the Specialist Leisure Group but may accept a new reservation, subject to availability.

Travel agent bookings (including Wallace Arnold Travel)

30. I booked my holiday through Wallace Arnold Travel; how is my booking impacted?

The majority of the holidays and travel arrangements sold by Wallace Arnold Travel were operated by the Specialist Leisure Group's businesses: Shearings Holidays, National Holidays, UK Breakaways and Caledonian Travel. These holidays have been cancelled and will not be rescheduled.

Wallace Arnold Travel also sold holidays operated by a number of other tour operators including, but not limited to, Jet2 Holidays, Tui, P&O Cruises and Butlins. These holidays should be unaffected. Please refer to question 32 below for advice on your next steps.

31. I have a Specialist Leisure Group booking through Wallace Arnold Travel; what do I do?

All tours, cruises, holidays and hotel breaks booked with the Specialist Leisure Group have been cancelled and will not be rescheduled. As all Wallace Arnold Travel shops are now permanently closed, please do not call your travel agent.

If you purchased a **Shearings, National Holidays, UK Breakaways** or **Caledonian Travel** holiday through Wallace Arnold Travel, please refer to the information earlier in this document to confirm your options to claim a refund for your cancelled holiday dependant on your type of booking.

32. My Wallace Arnold Travel booking was not with a business in the Specialist Leisure Group; has my holiday been cancelled?

Only holidays operated by tour operators in the Specialist Leisure Group have been cancelled, as a result of the Administration.

If you booked your holiday through Wallace Arnold Travel, for a trip arranged by a **tour operator not in the Specialist Leisure Group**, your holiday booking should be unaffected.

Tour operators that are not part of the Specialist Leisure Group include, but are not limited to, Jet2 Holidays, Tui, P&O Cruises and Butlins. To confirm the tour operator you have booked with, check your paperwork or ATOL Certificate for a flight inclusive package.

If your holiday is with a different tour operator (not the Specialist Leisure Group) please contact them directly regarding your booking.

33. I booked a Shearings / National Holidays / UK Breakaways holiday through another travel agent; who do I contact?

If you booked a holiday through a travel agent that was not Wallace Arnold Travel, please contact your travel agent in the first instance.

Your travel agent may be able to help you with making alternative holiday arrangements and can provide advice on your options to claim a refund for your cancelled holiday.

34. Where can I go for more information on my Wallace Arnold Travel booking?

Visit www.abta.com/wallace-arnold-travel-limited for further information and advice if you booked your holiday through Wallace Arnold Travel.

Holidays cancelled before 22 May 2020 (including Holiday Credit Notes)

35. I was issued with a Holiday Credit Note for a holiday cancelled by the Specialist Leisure Group before 22 May 2020; can I claim a refund?

If you were issued with a Holiday Credit Note, for a holiday cancelled by the Specialist Leisure Group, you will have the same options to claim a refund as under the original booking. For example, if your original cancelled holiday was a package coach holiday, you should request a refund from the Bonded Coach Holidays Scheme or your credit / debit card issuer, if applicable, as outlined in question 1 above.

Please refer to the relevant section above, based on the type of holiday or product purchased, to confirm if you are eligible to claim a full refund and understand your next steps.

Some customers were issued Gift Vouchers between 17 March 2020 and 29 March 2020 for cancelled holidays with departure dates between 17 March 2020 to 4 April 2020. These Gift Vouchers should be treated as Holiday Credit Notes for refund purposes. Please discuss this with the organisation from which you are claiming a refund.

36. My holiday was cancelled by the Specialist Leisure Group and I transferred my holiday credit to a new booking in the future; can I claim a refund?

If you transferred holiday credit to a new future booking, i.e. the original cancelled holiday was rebooked for a future date, you will have the same options to claim a refund as under the original booking.

It is important to make it clear, to the organisation from which you are claiming a refund, that your original holiday booking was cancelled and not honoured by the Specialist Leisure Group, for example, because of the UK lock-down due to COVID-19. You should confirm that the Specialist Leisure Group entered Administration and ceased to trade on 22 May 2020 and on this date it was announced that no bookings, Holiday Credit Notes or holiday credit would be honoured and no full customer refunds would be processed by the Specialist Leisure Group or the Administrators.

37. My holiday was cancelled but I did not receive a Holiday Credit Note or I rescheduled my holiday but did not receive my new booking information; how do I claim a refund?

As of 20 July 2020, we no longer have access to booking information and as such cannot provide copy Holiday Credit Notes. If you have been unable to request your Credit Note before this date, please contact the organisation you are claiming from, to discuss the alternative information you can provide to verify your claim. As you are claiming for the original holiday booking, information relating to the original booking should be sufficient.

Sale of Specialist Leisure Group brands

38. Have the Specialist Leisure Group brands been acquired?

Some of the brands previously owned and operated by the Specialist Leisure Group have been acquired by new owners who will advertise and operate new tours and holidays under these brand names in the future.

The brands operated by the Specialist Leisure Group include: Shearings, National Holidays, Caledonian Travel, UK Breakaways, Wallace Arnold Travel, Bay Hotels, Coast & Country Hotels and County Living Hotels.

39. Will purchasers honour future holidays booked with the Specialist Leisure Group prior to 22 May 2020?

The new owners of the brands previously operated by the Specialist Leisure Group will not be honouring any holidays booked with the Specialist Leisure Group. All bookings made before 22 May 2020, for all departure dates in the future, with the exception of some Wallace Arnold Travel bookings, have been cancelled and will not be rescheduled.

40. Will purchasers refund customers with cancelled holidays?

No. The new owners of the brands previously operated by the Specialist Leisure Group will not be refunding customers for any cancelled holidays which were booked before 22 May 2020.

Please refer to the information provided in this document to confirm your options to claim a refund for your cancelled booking with the Specialist Leisure Group.

41. Will purchasers accept gift vouchers / Holiday Credit Notes as payment for future holidays?

No. The new owners of the brands previously operated by the Specialist Leisure Group will not be able to accept gift vouchers or Holiday Credit Notes purchased from, or issued by, the Specialist Leisure Group.

Please refer to the information provided in this document to confirm if you are eligible to claim a full refund for your vouchers / Holiday Credit Note and your next steps to register a claim.

42. Should I have received an email or brochure by post advertising new tours and package holidays?

Some of the purchasers of the brands, previously operated by the Specialist Leisure Group, have also acquired the relevant brand's website, social media sites and customer lists. Only details of those customers who opted in to receive information from the relevant brand have been, or will be, transferred to the relevant purchaser. Customers who opted in to receive information from a

specific brand may receive marketing emails from the purchaser, advertising new tours and holiday packages.

For example, Leger Holidays purchased the Shearings brand on 23 June 2020, including the Shearings website, social media sites and customer lists. Shearings customers, who opted in to receive information from Shearings, would have received correspondence from Leger Holidays providing information on the new business. All customers who have received marketing information from Leger Holidays are entitled to opt out of further communications by contacting Leger Holidays directly.

Other frequently asked questions

43. I have submitted a claim, when will I receive an update?

- If you have submitted a claim under the Bonded Coach Holiday Scheme (via CSA Limited) you should have received a reference number starting with SHE/. Please contact CSA Limited directly on 01702 840 295 for an update on your claim.
- If you have submitted a claim to your card issuer under Section 75 of the Consumer Credit Act or the chargeback scheme, please contact your card issuer directly to discuss your claim.
- If you have submitted a claim for a flight inclusive holidays, please contact the UK Civil Aviation Authority, contact details can be found at www.caa.co.uk.
- For claims submitted to ABTA, please email shearingsholidays@claims.abta.co.uk.

Please note the Joint Administrators do not have access to the systems of any of the organisations listed above so are unable to provide an update on your claim.

If you have submitted an unsecured claim in the Administration and are requesting an update, please refer to the Administrators' website at www.ey.com/en_uk/ey-slg-administration for future updates on the progress of the Administration, which will be provided on a six-monthly basis, in accordance with insolvency legislation.

44. My bank has rejected my Section 75 or chargeback claim, what can I do?

Unfortunately, we are unable to investigate individual claims however we suggest you ensure your bank are aware of the following if your claim has been rejected:

- Confirm that the Specialist Leisure Group entered Administration and ceased to trade on 22 May 2020 and, on this date it was announced, that your holiday or product purchased from the Specialist Leisure Group would not be honoured and that no full customer refunds would be processed by the Specialist Leisure Group or the Administrators.
- If you are claiming for a coach holiday booking, you will need to provide your bank with a credit or debit card letter which is available at www.bch-uk.org.
- If you are claiming for one of the non-package holiday products listed in question 16, we confirm that you are not expected to have financial protection under the Bonded Coach Holidays, ATOL or ABTA Schemes as your booking did not include both overnight accommodation and organised travel. Please use this document as support for your claim.

45. My bank has advised that the Specialist Leisure Group have rejected my Section 75 or chargeback claim, what can I do?

Please note the Joint Administrators do not have sight of these claims and as such, neither the Joint Administrators or the Specialist Leisure Group have rejected any claims. Therefore, if you have received notification that your claim has been rejected by the Specialist Leisure Group, please discuss this with your card issuer as it may be an error.

46. I booked several holidays and trips with the Specialist Leisure Group, how do I claim a refund?

If you have multiple bookings with the Specialist Leisure Group you may find that you have to claim your refunds from more than one organisation, depending on the type of holiday or travel arrangements you have booked. Please read the information above to confirm your next steps for each individual booking.

47. I was due a refund from the Specialist Leisure Group before 22 May 2020 which I did not receive; will this still be processed?

Unfortunately, as the Specialist Leisure Group is now in Administration and has ceased to trade, no payments can be made to customers who were due a refund prior to 22 May 2020.

Please refer to the relevant section in this document, based on the type of holiday or product purchased, to confirm if you are eligible to claim a full refund and understand your next steps.

48. I received a reminder to pay my outstanding holiday balance, what should I do?

Customers should disregard any reminders for payment of further or final instalments in respect to holidays booked before 22 May 2020, and operated by the Specialist Leisure Group, as all holidays have been cancelled.

Customers can claim a refund, subject to the financial protection available, for the amount / deposit paid to date without making the remainder of the payment. Please read the information in this document to confirm if you are eligible for a full refund and how to make a claim.

49. My question is not answered above, who can I contact regarding my query?

If you are a customer and have a query that is not answered above, please contact the relevant organisation below based on your booking type:

- Contact **Bonded Coach Holidays** on [01702 840295](tel:01702840295) if you booked a package holiday with **coach** or **rail travel** and overnight accommodation, you booked a **river cruise** or you booked a **mini cruise** with National Holidays Tours Limited.
- Contact the **UK Civil Aviation Authority** if you booked a **flight inclusive** package holiday. Contact details can be found on their website at www.caa.co.uk.
- Contact **ABTA** at shearingsholidays@claims.abta.co.uk, if you booked an **ocean cruise** with Shearings Holidays Limited.
- Contact your **credit / debit card issuer** if you are making a claim for a refund under Section 75 of the Consumer Credit Act or the chargeback scheme (contact information for your card issuer is likely to be located on the reverse of your card, otherwise it can be found online).
- Contact SLGAdministration@uk.ey.com if your question is not answered in this document or by Bonded Coach Holidays, the UK Civil Aviation Authority, ABTA or your credit / debit card issuer.

***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')**

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.