

Consumer and Markets Group
ATOL Crisis Management



FAILURE OF BIRD HOLIDAYS LTD - ATOL 5546

Trading as Bird Holidays

Date of Failure – 10/08/2021

Bird Holidays Ltd has ceased operating. It was licensed under the Air Travel Organisers' Licensing (ATOL) scheme managed by the Civil Aviation Authority (CAA).

If you booked a flight inclusive booking with Bird Holidays Ltd you must claim a refund of the credit card payments you made directly to Bird Holidays Ltd from your credit card issuer(s). You should explain to your credit card issuer that your original travel dates were altered due to Covid related travel restrictions. Your latest invoice is merely an amendment to your previous booking and your booking reference has been altered to reflect your new travel dates, etc. The former director has advised that the references shown on invoices have been constructed as follows:

“The first three letters denotes the destination (for example BHU is Bhutan), the next two numbers are the year of travel (21 is 2021) and the last two numbers denote the order in which bookings are received (03 is the third booking we received for a trip”

You can claim the payments you made by other means e.g. by cash, bank transfers or debit card from the CAA under the ATOL scheme.

The above is in accordance with the Air Travel Trust's Payment Policy which is available to read in full on the ATOL website and the ATT's agreement with the credit card acquirer for Bird Holidays Ltd.

ATOL Crisis Management